Secure Messaging

A smarter way to exchange information
It’s time to modernise the way you send patient information

As the world becomes more reliant on digital technology, ensuring data and information is exchanged privately and securely has become a paramount concern. Despite this, many healthcare professionals still rely on outdated and unsecure modes of communication, like fax machines, to share patient records and information.

Telstra Health understands that the shift to digital solutions is not always easy, which is why our Secure Messaging solution is expertly designed to help alleviate your concerns and help provide a safe, reliable and cost-effective way to exchange eHealth records across multiple software vendors in organisations of all sizes.

We’re pioneering the new era of digital messaging solutions

Telstra Health’s Secure Messaging solution, previously known as Argus, is fully compliant with the Fast Healthcare Interoperability Resources (FHIR) standards, issued by the Australian Digital Health Agency (ADHA), and is playing a key role in developing and implementing relevant initiatives around interoperability. Telstra Health’s Secure Messaging solution helps ensure purchasers are not locked into integrations to a single proprietary solution. For healthcare organisations reluctant to switch to a digital messaging solution due to the challenges involved with cross platform communication, this is welcome news.

Our Secure Messaging solution allows organisations to create, send, receive and read patient-related information across multiple messaging vendors including:

• Best Practice
• Communicare
• Coreplus
• Genie
• Global Health (Referral Net)
• HealthLink
• Zedmed Clinical

A full list of compatible vendors is available on our website.

A more complete view of patient records helps to improve patient care

Whether it’s enterprise, hospitals, specialist or general practices, Telstra Health’s Secure Messaging solution can accommodate the exchange of many types of eHealth records produced at different stages of the patient journey. Sharing information via a reliable and secure digital interface greatly diminishes the amount of paper-based records being used, helping to reduce the potential for confusion and inefficiencies. At the same time, patient privacy is greatly improved as clinicians focus on what matters most - delivering quality care.

Hospitals, GPs and Specialists can easily and securely exchange different types of documents

• Admission summaries
• Emergency department summaries
• Outpatient summaries
• Transfer summaries
• Discharge summaries
• Referrals
• Care plans
• Test results and reports (including radiology and pathology)
• Death notifications

The user-friendly interface provides an audit trail of communication, with clear graphic symbols to indicate status. Integration with clinical software applications and Microsoft Word enables electronic correspondence to be viewed and filed immediately, creating greater efficiencies and mitigating lapses in communication.

When multiple documents are shared within the same platform, it creates a complete and holistic picture of the patient journey. Access to secure and reliable information helps remove friction from the patient experience and helps empower healthcare professionals to deliver better and more informed healthcare.

Training and support depending on your needs

To help deliver a smooth transition to Secure Messaging in your organisation, Telstra Health provides comprehensive training and support, where required, including onsite and remote support, user guides and training videos.
More than 40,000 clinicians use Telstra Health’s Secure Messaging solution, sending around 7 million messages annually.

“The old system was the usual cumbersome process, reliant on fax machines, hard copy and phone calls. This presented challenges in terms of eligibility and inefficiencies in the hard copy environment, not to mention privacy risks.”

“You’re able to move toward a paperless environment, which brings cost savings as well as other advantages. It’s such a good innovation. It’s well worth taking up the option of Secure Messaging.”

“We can have multiple people using the information in a really timely manner, which has cut down inefficiencies that were inherent in our systems. It’s an advantage for my staff, clinical staff, GPs and the provisioning medical officers, of which we have more than a thousand.”

Cameron Barnes, Director of Health Information Services and Information Governance, Cabrini Health

Helps improve patient care
Exchanging information electronically helps improve the quality of information as patients move through the healthcare system, providing clinicians with access to more reliable records in a timely manner so that they can provide better care.

Provides greater efficiencies
The Secure Messaging solution assists with reducing the time and costs involved with handling and distributing paper-based records, including printing, faxing, posting, and delivering reports in person.

Helps protect patient privacy
Developed in compliance with national messaging standards, including HL7, the Secure Messaging solution helps enable healthcare providers to confidentially exchange encrypted messages with multiple messaging vendors, which helps with lowering the risk of a patient confidentiality breach.
Telstra Health is the largest Australian-based provider of software products, solutions and platforms for healthcare providers and funders.

Pharmacy
More than 2,700 pharmacies use our software, and more than 200 million electronic prescriptions a year are exchanged on our platform.

Aged & Disability
More than 350 care providers depend on our software solutions.

Hospitals & Health Services
We provide clinical and administrative information systems to more than 100 hospitals and over 200 Indigenous health service sites.

Population Health Solutions
We are delivering screening registers to improve care across whole populations.

Data & Analytics
More than 150 organisations use our healthcare analytics solutions.

Emerging Markets
We are enabling clinicians to deliver care in new ways through our telehealth and consumer solutions.

Telstra Health’s Secure Messaging solution is secure, safe, fast and available for use now.

To find out more

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