

Clinical and Care Management

Improve business
processes and provide
quality care to your residents



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Clinical and Care Management can help you to improve the way you manage business processes and provide quality care to residents. This software is designed to help management and staff significantly reduce compliance risks, increase efficiencies and maximise funding.

Clinical and Care Management is a smart, centralised system that provides the tools for you to work more safely and efficiently. The software streamlines funding with analytics, providing improved visibility of how your organisation is performing.

User experience takes centre stage

Clinical and Care Management has a user-friendly interface, which helps staff spend less time viewing and recording data and more time caring for residents. The home page provides essential real time information – from resident alerts to overdue tasks.

Resident centric format puts residents first

Using a tablet, staff can capture and retrieve integrated resident and clinical information at the point of care. This helps to reduce errors and streamlines productivity, as staff no longer have to search through hand-written reports to find what they need. Clinical and Care Management supports a variety of devices, so you can choose the tablet that best suits your staff and procedures.

Everyday jobs made simple

Staff can choose from over 100 aged care assessment forms developed in accordance with national standards. They can also record daily observations and easily convert them into charts for individual or multiple residents.

The progress notes feature allows staff to electronically update any detail associated with a resident's condition, treatment and care, as often as necessary.

When Clinical and Care Management is used with our Medication Management software and a PRN is administered to a resident, a progress note is automatically created and highlighted, along with an explanation of why it was administered. Staff are then alerted to the PRN during handover to ensure its effectiveness has been evaluated.

The tasks and alerts features support clinical decision-making and provides easy access to resident information. Tasks can be associated with one or more resident, and scheduled to occur on an ongoing basis for longer term care needs; resulting in less duplicate data entry and promoting more efficient practices.

Key clinical alerts – including blood pressure, blood glucose and weight – are embedded in a dashboard feature, alerting staff to any key changes in resident health. These features have been tailored so that the most important resident information is brought to the surface; prioritising residents' health and care.



“As a result of having a complete electronic record for residents, our staff now have access to improved information, which enables them to make better clinical decisions and improve care outcomes for our residents.”

Mark Aros, Quality & Development Manager, Anglican Retirement Villages

Maximise funding opportunities with specialised ACFI features

There is no need to input data into a separate ACFI system. The inbuilt calculator automatically links all supporting evidence and documentation relating to ACFI appraisals. The optimisation tool indicates potential gains in funding available to an organisation, maximising funding opportunities.

Detailed reporting for continuous improvement

The reporting feature is easy to navigate, and centralises organisation wide data to provide relevant reports and key clinical statistics. By capturing and displaying information in real time, providers are able to use detailed reports to identify risks and trends throughout the facility, contributing to better care outcomes for residents. These reports allow management to focus on quality assurance and continuous improvement, so that processes can be revised to reduce clinical governance risk and meet accreditation.

Cloud enabled for reduced operating costs

Clinical and Care Management software is cloud enabled so you can host the software on premise or in a secure, scalable cloud offering.

Cloud enabled solutions for the aged care sector increase the ease of interoperability with other modern systems, are more efficient to maintain, and are in line with global industry trends.

Medication Management



Medication Management is a complementary module that integrates with Clinical and Care Management.

It provides a safe, efficient and accountable way to manage the administration and recording of medications, with easy communication between aged care facility staff, pharmacists and GPs.

Staff sign into the system on a mobile device at the start of a medication round, meaning missed signatures are a thing of the past.

A single electronic medication profile for aged care residents helps simplify procedures and helps to reduce the risk of a breakdown in communication caused by handwritten charts.

Medication Management has been shown to reduce medication rounds by an estimated average of 30 minutes, freeing staff up to spend more quality time with residents.

Medication reports can be created in seconds, based on the latest data from across the organisation, including identifying medication errors, missed medications and administered PRN medications.

Medication Management is the smart way to help you to reduce operational risks and errors in your organisation.

About Telstra Health

The way health is delivered is changing. Telstra Health is leading that change by building solutions for a better connected health system. Regardless of the role you play in the healthcare system, patient or practitioner, provider or government, our goal is the same - we want to make health care easier for you. We want to deliver a better experience, lower costs and increased convenience. We want to make healthcare simpler for everyone. That's why we've invested in digital health solutions across the health system – including general practice, aged and residential care, hospitals, radiology and pathology, pharmacy and indigenous care, health analytics and telemedicine. And we're connecting those services together to empower patients in their own health, free healthcare workers from paperwork, make all that medical data meaningful and create a single record for a person's medical history.

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