



# Message Manager

Telstra Health's Message Manager software enables residential aged care providers to quickly and easily communicate with residents' loved ones.



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Message Manager combines easy to use SMS and email functionality, list management and historical communication records to streamline the resident family communication process.

As an additional component of the Clinical and Care Management solution, providers benefit from a unified system staff are familiar with, meaning a reduction in duplicate data entry and no need for intensive staff training.

Message Manager helps support open communication in line with the Aged Care Quality Standards by providing residents' loved ones with a transparent account of care delivery.



## Benefits of Message Manager

### Improved communication with residents' loved ones

- Families and friends can enjoy frequent updates about their loved one, helping them to feel more connected and enabling providers to build strong relationships with families.
- Personalised updates about an individual resident can be shared with their loved ones, providing a personal touch in line with evolving family expectations.
- Important information such as accreditation announcements or illness outbreaks can be quickly and easily communicated to all relevant families.
- eNewsletters or information about additional services can be promoted regularly through the use of branded company templates.
- A history of all communications sent to a resident's family member is easily accessible, meaning staff members can quickly familiarise themselves with an ongoing dialog and help provide consistent messaging.

### Simple and quick for staff to use

- Individual, group, or all facility email and SMS messaging means that staff can easily tailor the communication type to families and add attachments depending on the need.
- As an additional module of the Clinical and Care Management solution, staff require minimal training as they are familiar with Telstra Health's easy to use interface.
- Group events or updates can be communicated to multiple families at once, reducing the need for individual phone calls or messages.
- Quick SMS and email messaging helps reduce the time staff spend on trying to get in touch with families through phone calls and voice mails.
- Using Message Manager as an additional component of Clinical and Care Management means there is one single source of truth for all contact information, removing the pain points of managing and maintaining multiple contact lists.

### Support governance and strengthen business operations

- Historical communication records provide a level of visibility which can be drawn upon to help support family queries or accreditation requirements.
- Communication between families and the facility is transparent and documented in line with the Aged Care Quality Standards.
- As Message Manager is an additional component of Clinical and Care Management software, the costs associated are less than many standalone communication systems.
- Message Manager is fully configurable, meaning providers can determine what information is shared and which roles can use the functionality depending on the organisation's business processes.
- Paperless communication helps reduce costs associated with hard copy letters, which can be redirected towards resident care.

To find out more

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