# Connecting care, enabling clinicians & empowering patients for improved outcomes

Virtual Health Platform is Telstra Health's virtual care solution trusted by hospitals and health service, allied care, aged care and community care providers. Drawing on over a decade of experience implementing and scaling virtual care solutions across Australia, the platform is designed to transform traditional care delivery into a digital, automated, and streamlined process that can be easily adopted by healthcare services of all sizes and locations.
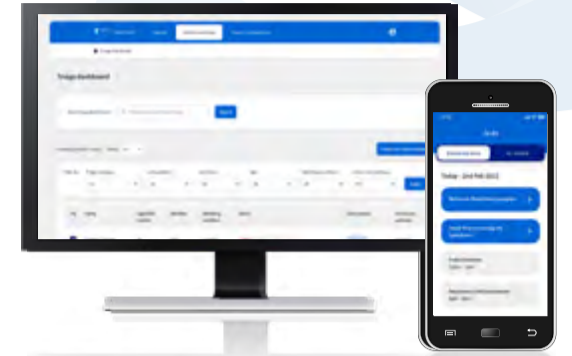
VirtualHealthPortal
by Telstra Health

A comprehensive provider portal, accessible to the entire healthcare team

Risk rated dashboard – Provides clinicians with a complete view of their patient cohort, prioritised by a rules based engine configurable by each healthcare organisation, enabling them to easily identify deteriorating patients and intervene in a timely manner to reduce the risk of hospital re-admissions.

Customisable templates – Provide the ability to design and create standardised templates for tasks, health assessments and condition-specific pathways that can be generally applied to monitor a broad range of patients, reducing time spent on administrative processes and realise clinical efficiencies.

Single source of patient data – Patient profiles provide a comprehensive view of patient data that include their admitting conditions and comorbidities, active and historical care pathways, task responses, observations, clinical notes and documents, eliminating multiple instances of patient information.

MyHealthAccess
by Telstra Health

An intuitive and empowering patient portal

Accessibility – An intuitive and accessible iOS, Android and Web interface that enables patients to confidently navigate to their scheduled and on demand tasks, clinician communications, appointments and historical data.

Proactive patient education – Educational material provided which is specific to the patient and their condition.

Omni channel communication – Patients can receive incoming video and/or audio calls from their care team.

Connectivity across devices – Integrates with multiple health devices to offer a seamless Bluetooth connection for biometric data.

Tailored branding – Provider branding can be applied to MyHealthAccess to ensure the patient facing application aligns to the healthcare organisation's brand.

A secure, scalable, and interoperable virtual care solution:

Accessible
Adheres with WCAG2.1 AA Level accessibility standards and is also easily configurable for multiple languages based on country or region.

FHIR CDR
Enables both exchange and storage of data utilising FHIR (Fast Healthcare Interoperability Resources) within a Clinical Data Repository, allowing seamless integration with Electronic Medical Records or other clinical systems.

Terminology server
Leverages standards-based terminology servers for SNOMED CT, LOINC and other codified terminologies to facilitate the use of standardised code sets for recording clinical data.

Cloud First and secure
Azure hosted over private Kubernetes cluster and only accessible through Azure Front door that employs best practices recommended in Microsoft cloud security benchmark V1.

99.99% UPTIME
High availability
Offers 99.99% uptime with multi-region databases and failovers, and ability to scale as demand increases.

Expected Benefits

- Improved patient safety through real time access to patient data
- Enhanced patient experience and empowerment
- High Compliance rate amongst patients >90%*
- Faster response to clinical deterioration

- Reduction in unplanned and avoidable readmission, freeing up hospital beds
- Decreased length of stay
- Increased ability to confidently manage large cohort of patients
- Flexible application across use cases

*as reported in 2019 and 2021 evaluations.

Use Cases

Hospital in the Home | Rehab in the Home | Palliative Care | Chronic Diseases | Geriatrics in the Home