

Communicare

An integrated and collaborative approach to community healthcare.

Overview

Communicare supports multi-disciplinary health services, allied health providers and community services in delivering quality care across the communities they serve, no matter where they are based.

How it works

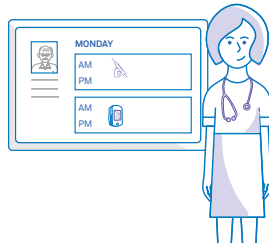
Communicare provides a single, easy to navigate source of patient information that helps keep everyone on the same page about the care they are providing. Communicare is the leading health software in Aboriginal and Torres Strait Islander organisations who often deal with complex care needs in Indigenous and remote communities. The software assists healthcare providers in their implementation of preventative healthcare measures and has an offline mode that allows for viewing and capturing data remotely.

Problems we solve



Increases efficiencies

A unified, team-based system helps streamline coordination of diverse aspects of patient care.



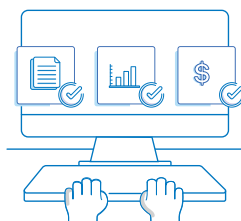
Streamlines the patient journey

A holistic, patient-centric view across the entire patient journey, through team-based care in a community health setting.



Rural and remote care challenges

Communicare targets specific rural and remote challenges such as referral and recall follow up, and is integrated with Virtual Health Monitoring, making adherence to care plans and continuity of care as simple as possible.



Makes data analysis, reporting and providing details for funding easier

Codified clinical data enables accurate and complete reporting to funding bodies. This saves time and assists organisations to better understand the populations they serve so they can plan and deliver better services.

Key benefits

-  A unified, team-based system that helps streamline coordination of diverse aspects of patient care.
-  A comprehensive electronic health record for storing a patient's demographics, adverse reactions, social and family history, medications and clinical history.
-  A bespoke and structured system for collecting data that enables accurate and complete reporting of nKPIs and other Data parameters to help with state and federal funding programs.
-  Improved continuity of care by providing a holistic, patient-centric view across the entire patient journey ensuring the sharing of key information through integrations with My Health Record, NCSR and the Australian Immunisation Register (AIR).
-  Follow-up features, via SMS functionality, which enable manual and automatic reminders to be configured according to the service's requirements along with private billing and Medicare claiming.
-  Secure messaging functionality allowing for efficient and secure sharing of documents such as hospital discharge summaries, outgoing and incoming referrals, and results.
-  Training and support for all products, platforms and services depending on your needs.
-  Communicare integrates with Virtual Health Monitoring to provide a comprehensive clinical record by enabling real time monitoring of client-entered observations and health measurements that can be reviewed and actioned within Communicare.
-  The Integrated transport management system enables the Community Healthcare Organisation to schedule transport for those patients who require it to attend their appointment.
-  Communicare is configured with many fields specific to supporting Aboriginal health including; mourning replacement term, Closing the Gap (CTG) status and PIP registrations, kinship groups, ability to record program related activities.

Communicare digital footprint

25+ years

Supporting healthcare providers and improving patient outcomes since 1994.

8,000+ users

Trusted by over 8,000 healthcare professionals.

3m+ patient records

Comprehensive electronic health record.

Customer case studies

Mackay ATSICHS

Challenge

Access to accurate patient data at ATSICH is an ongoing challenge, contributing to delays and inefficiencies. The organisation is also struggling to gain a true representation of the data in its system to determine costings and meet funding and reporting needs.

Solution

Telstra Health partnered with ATSICHS Mackay to implement Communicare, a fully integrated patient information solution for multi-disciplinary community health services.

Outcomes

Communicare enables ATSICHS Mackay to provide timely, efficient and effective healthcare by providing healthcare team members access to comprehensive, up to date patient records.

The introduction of Communicare also enables the ATSICHS Mackay team to access extensive, detailed reporting to meet the requirements of management, its board and funders.

“Communicare is important to ATSICHS to help us analyse data and to analyse change to improve what we are doing, to help us improve collecting data, to help us improve reporting and all that at the end of the day will benefit our Mob, in our Mackay Community”

Valerie Pilcher, Executive Manager, ATSICHS Mackay Ltd

South Coast Medical Service Aboriginal Corporation (SCMSAC)

Challenge

The complex nature of Aboriginal healthcare, and the number of programs and services offered by SCMSAC, meant that the organisation needed a better way to manage its client data.

Solution

A full review in early 2018 led to the implementation of Telstra Health's Communicare – Australia's leading, fully integrated patient information solution for community health services since 1994.

Outcomes

Communicare has provided the team at SCMSAC with a single point of truth that has improved service planning and made reporting obligations easier. The customisation has enabled the team to collect the right information across their programs. It has also streamlined the patient journey through its multidisciplinary approach allowing for collaboration between programs and services.

“We have a number of programs that also require a lot of customisation in order to ensure we're collecting the right information and Communicare has a number of options for customisation.”

Nathan Deaves, Executive Officer, Health & Wellbeing at SCMSAC



Contact our team to book a demonstration

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Health

Improving lives through digitally-enabled care for our community

