



Health  
Aged & Disability



# Clinical Manager

Improve business processes  
and provide quality care to your  
residents

# Clinical Manager

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

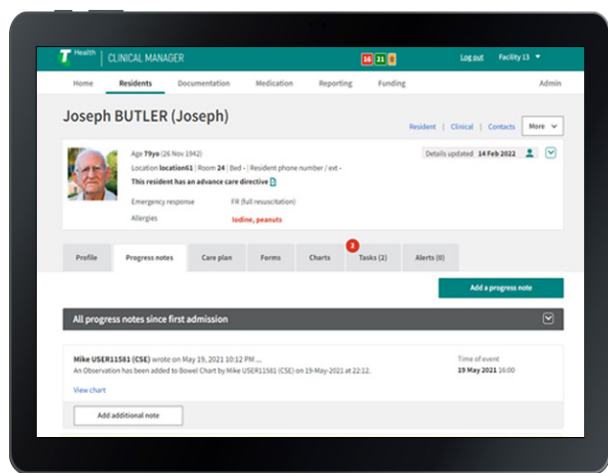
Clinical Manager is a smart, centralised system that provides the tools for you to work more safely and efficiently while providing high-quality resident care. The software streamlines funding with analytics, providing improved visibility of how your organisation is performing.

## User experience takes centre stage

Clinical Manager 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 Manager supports a variety of devices, so you can choose the tablet that best suits your staff and procedures.



## Streamline day to day activities



### Assessment Forms

Staff can choose from over 100 aged care Assessment Forms developed in accordance with national standards, including the Aged Care Quality Standards. They can also record daily observations and easily convert them into Charts for individual or multiple residents.



### Progress Notes

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 Manager is used with our MedMobile application 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.



### Tasks and Alerts

The Tasks and Alerts features support clinical decision-making and provide 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.



### Handover

Clinical Manager's configurable handover reports allow providers to customise and streamline the handover process. The handover report can be easily customised for a particular role, enables weekly reporting and includes the ability to view dynamic data from Assessment Forms, Progress Notes and resident details. These detailed handover reports provide staff with the confidence that they have the most current information for each resident at handover and throughout their shift.



### My Health Record

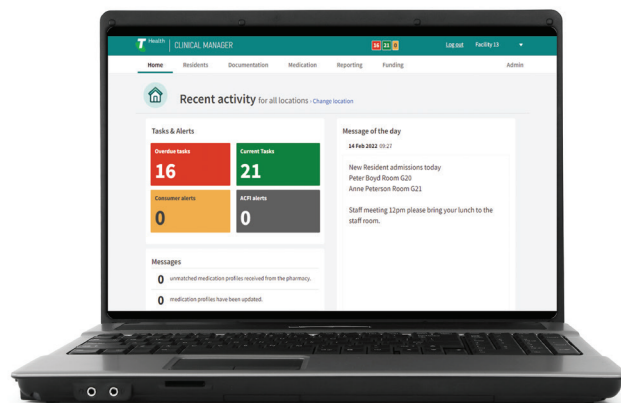
Clinical Manager is integrated with My Health Record to enable users to upload resident information directly from the software. Users can view all available My Health Record documents including medications, pathology, radiology and hospital discharge documents all within Clinical Manager. We are also partnering with the Australian Digital Health Agency (ADHA) on a 3-year program of work to further enhance digital health capability and adaptation in the sector in line with recommendations set out by the Royal Commission into Aged Care Quality & Safety.

**“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.”**

– Anglican Retirement Villages

## Simplify funding management with in-built AN-ACC features

Clinical Manager contains Australian National Aged Care Classification (AN-ACC) features so providers can manage their funding and clinical information in the one solution. Providers can flag clinical documentation as evidence towards a potential funding uplift, which can then be used to alert staff to apply for an AN-ACC reassessment. Our reporting functionality allows providers to compare ACFI vs AN-ACC funding and identify care minutes delivered per resident. The AN-ACC Assessment Tool provides a guide as to what class a resident may be given on admission, while resident classifications can be recorded and viewed quickly and easily.



## 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.

Telstra Health also offers a data warehouse which enables and supports Business Intelligence (BI) activities, especially analytics. The data warehouse helps to streamline the reporting process and helps providers to accurately identify outliers and measure KPIs.

## Cloud enabled for reduced operating costs and increased security

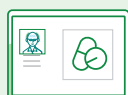
Clinical Manager software is cloud enabled, providing aged care organisations with a more cost-effective, secure and future proofed alternative to internal hosting.

To help keep your data protected and stored more securely within Australia in line with health data protection laws, Telstra Health is proud to offer hosting via Microsoft's trusted Azure cloud platform.

Cloud enabled solutions for the aged care sector increase the ease of interoperability with other modern systems, are simple to scale as your organisation grows while maintaining optimal performance, are more efficient to implement, upgrade and maintain, and are in line with global industry trends.

## Your integrated residential solution

Clinical Manager is part of a comprehensive, integrated residential aged care software solution. Providing one source of truth for a seamless experience, Clinical Manager integrates with:



### Medication Management

Capture medication information at the point of care and enable clear communication between care staff, pharmacists and GPs.



### Message Manager

Easily communicate with residents' loved ones via SMS and email and view historical communication records.



### CareKeeper

Quickly view, action and record care in real time at the point of care via a mobile device.



### Resident Manager

Manage independent living, aged care resident administration and Services Australia claiming.

# Telstra Health employs more than 1,400 people across 15 locations in Australia and the UK

We aim to improve lives through digitally-enabled care for our community. We do this by providing software products, solutions and platforms for care providers in the hospital, health service, pharmacy, and aged and disability care sectors.



Our community pharmacy platform processes **400 million transactions annually**

Our **Real Time Prescription Monitoring** platform has sent clinicians in Victoria:

**5.3m+**  
alerts

**>3.4m+**  
at-risk patient alerts



Australia's largest provider in residential aged care covering **62,000 beds**

Supporting aged and disability providers by providing safety and quality oversights and greater opportunities for social engagement



**16 million participant records** securely managed through our population health platform



**> 540+ public & private hospitals** across Australia use our **Kyra solution** and **20** have implemented **Kyra Clinical**



Supporting the NHS as a leader in healthcare data and insight – our metrics have been adopted as global standards in healthcare



**75%** of Aboriginal Medical Services (AMSs) use our **Communicare** platform

Our Virtual Health Monitoring solution has provided Metro South Health in Queensland with a 33.5% return on investment and direct cost savings through fewer home visits and transfers to hospital

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