

Year in Review 2022



Aged and Disability

Supported

- 60k+** residential aged care beds using Clinical Manager
- 50k+** residential aged care beds using Medication Management
- Launched CareKeeper and MedPoint

Pharmacy

FRED IT GROUP

- 83m+** ePrescriptions created
- 47k+** doctors transmitted an ePrescription
- 5,112** pharmacies dispensed an ePrescription
- 529k+** patients registered to My Script List by 4,432 pharmacies

#H4DH

- 70** people joined the Hack for Digital Healthcare 2022
- 8** solutions created for solving challenges facing our health and aged care systems
- Participants joined from across Australia

Virtual Care

Virtual Health Monitoring

- 1,738** providers supported including 5 x organisations that support Aboriginal and Torres Strait Islander communities
- 43,711** patients supported
- 7,200** devices managed on behalf of our customers as part of Hospital in the Home and Covid-19 support programs
- 12k+** MyCareManager app downloads
- 27k+** app users

Other activity

- Launched eHealth Insights podcast
- 3,590 opens of the eHealth Insights newsletter
- Launched [Understanding Gender Diversity in Digital Health](#) report

Population Health

NATIONAL CANCER SCREENING REGISTER

- 312k** calls answered from screening participants, health professionals and laboratories
- 3m** bowel screening kits issued to screening participants
- 12m** Pieces of correspondence issued to participants and health professionals
- 200k** cervical screening histories accessed digitally
- 44k** replacement bowel test kits ordered online
- More users are accessing the NCSR securely online

BRILLIANT CONNECTED WOMEN in digital health

- 1,196** network members to date
- 56** Brilliant Women in Digital Health award recipients to date
- 724** attendees at Brilliant Connected Women in Digital Health network events in 2022

Telstra Health UK

Supported

- 78** UK hospital providers
- 1,000+** customer reports
- 1,848+** pieces of statistical analysis
- 250m+** lines of data analysed
- 10** B2B partners established

Advisory Services

continuous support in solving the complex problems health and care organisations face

Analytics and AI

launched analytics and benchmarking solution PowerAnalytics, in partnership with PowerHealth after the successful launch of PowerAnalytics, our first customers went live with the solution in August

Primary and Community

Communicare

Supported

- 73%** of Aboriginal Medical Services (AMS)
- 8k+** healthcare professionals
- 3m+** medical records

Upgraded to

- v22.1** which includes ePrescribing

MedicalDirector

Celebrated

- 30 YEARS** of MedicalDirector software

To date, reached

- 1b** moments of care
- 4m** consultations via Helix
- 57m+** ePrescriptions processed by GPs

Hospital

Kyra

- KyraFlow** supported
- 127** hospitals
- 29** customers
- 21k** beds
- KyraConnect** supported
- 5.8k** customers
- 3K** secure messages p/hr
- 6.2m+** secure messages sent
- 23.5k** eReferral messages sent
- KyraClinical**
- 3** customer upgrades

PowerHealth

PowerBilling and Revenue Collection[^]

- 7m+** invoices raised, totalling over \$3.3B+
- \$1.7b** electronic claims submitted

PowerPerformance Manager[^]

- >\$36b** of hospital activity costed
- 74%** of all Emergency Department, inpatient admission and non-admitted Australian episodes

[^]Within Australia

1800RESPECT NATIONAL DOMESTIC FAMILY AND SEXUAL VIOLENCE COUNSELLING SERVICE

From 1 July 2022, Telstra Health with its specialist organisations, DVConnect, Marninwarntikura Women's Resource Centre and 54 reasons commenced delivery of 1800RESPECT, the national counselling and support service for people affected by domestic, family and sexual violence.



Service improvements will be implemented over time, including:



Providing more comprehensive information through the Service Directory to connect individuals who need support with appropriate services



Technology improvements to support a 'tell it once' model of service delivery to minimise the need for users to repeat their story



Working towards better access through text message and video calls, where safe and appropriate to do so.

Sectors



Hospital



Primary and Community



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