Health

Year in Review 2023

Primary, Aged and Community Care

Aged Care

60k+
residential aged care beds using Clinical Manager

55k+
residential aged beds using Medication Management

Won Victorian iAward for electronic National Residential Medication Chart (eNRMC) solution, MedPoint

Community Care

Communicare Supported

73%
Aboriginal Community Controlled Health Organisations (ACCHOs)

Progressing integration of HealthLink smart forms

Secure messaging in version 22.2 enables searching online provider directories

Implemented new **training pathways** based on customer feedback

Primary Care

MedicalDirector Supported

35m+
prescriptions

80k additional
Meningococcal B vaccine doses given to babies through Smart Clinical Support

Launched Telstra Health Smart suite of solutions

Smart Manager by Telstra Health

Smart Clinician by Telstra Health

Smart Marketplace by Telstra Health

Hospital

Kyra

Kyra Flow supported

226 hospitals

Kyra Connect supported

5,829
customers

6m+
secure messages sent

2.7k
secure messages p/hr

29.3k
eReferrals sent

Virtual Care

Virtual Health Platform

Launched our next generation solution, Virtual Health Platform

Won *Technology Platform Solution of the Year* at the Victorian iAwards, and *Merit award* at the National iAwards

1200+
providers supported

15k
patients supported

AusDI

30 million
e-prescriptions offered decision support

600+
monographs authored and managed by in-house pharmacists

Clinical Content

~150,000
clinicians supported everyday

PowerHealth

PowerBilling & Revenue Collection ^

$3.65b
in revenue invoiced

$1.78b
electronic claims submitted

8m
invoices raised

PowerPerformance Manager ^

$40b+
of Australian hospital activity costed

75%
of all emergency department, inpatient admission and non-admitted Australian public episodes costed

Supported hospitals across:
Australia, Canada, Ireland, New Zealand and the Middle East

^Within Australia

Population Health

NATIONAL CANCER SCREENING REGISTER

Supporting ~16m bowel and cervical screening participant records

Improving access to real-time screening data for healthcare providers

58%
increase in average monthly usage of Healthcare Provider Portal

60%
increase in integrated practices

~335k
digital interactions

79%
overall growth in digital interactions

Connecting pathology laboratories

30
laboratories integrated

99.7%
of results submitted electronically

~3m
number of digital interactions

Telstra Health UK

500+
mortality models analysed

700+
customer reports delivered

115
primary care providers supported

>260k
vaccinations administered with HelixHub

Pharmacy

FRED IT GROUP

3k+
pharmacies provided service and support

160m+
prescriptions dispensed by Fred IT software

Appointed to operate the National Prescription Delivery Service for the Australian Government

National operator of Real Time Prescription monitoring (RTPM)

BRILLIANT CONNECTED WOMEN in digital health

1600+
network members and growing

65
Brilliant Women in Digital Health award recipients to date

Coordinated **2 virtual events** and **1 awards event**

Events

Sponsored and/or presented at **60+** sector events, and coordinated 7 customer events

1800RESPECT
NATIONAL DOMESTIC FAMILY AND SEXUAL VIOLENCE COUNSELLING SERVICE

Providing an accessible and inclusive national front door for people affected by domestic, family and sexual violence with specialist organisations DVConnect, Marninwarntikura Women's Resource Centre and 54 reasons.

Successfully re-accredited with Scope's Communication Access Symbol, awarded to organisations that demonstrate improved access for people with communication difficulties.

Broadened our network of services across Australia with **2000+** services in the 1800RESPECT Service Directory.

Launched new **SMS service channel**

DV CONNECT Be heard. Be safe.

MARNINWARNTIKURA WOMEN'S RESOURCE CENTRE

54 reasons Part of the Save the Children Australia Group

Health

Improving lives through digitally-enabled care for our community

Communicare | FRED IT GROUP | Kyra | MedicalDirector | PowerHealth | Virtual Health Platform | 1800RESPECT

Aged Care | Hospital | Pharmacy | Population Health | Primary & Community | Analytics & AI | Connected Care | Virtual Care