



TELUS Business Solutions | Healthcare Solutions
Business. Backed by TELUS.

community care management solution powered by Healthphone

sharing data across the continuum of care

The growing reliance on home care and community care services is a response to the rising costs of acute health care, longer wait times, and the desire to enhance the quality of life by helping patients become more independent. While community care can help with all these issues, it has its own challenges. When a patient moves from the hospital back into their home, there is need for improved planning, information sharing and communication among the patient's care providers. The community care workforce is mobile and requires communication tools that enable them to stay in touch with other health providers and their patients.

the right patient information in the right place at the right time

In partnership with Healthphone, Microsoft's Global Health solution partner for community and long term condition management, TELUS has launched a software solution to support the clinical and administrative processes for community and residential healthcare providers. The Community Care Management solution powered by Healthphone is a full electronic health record and patient management system which makes patient data available to community care providers at the point of care, using a standard Microsoft interface on a laptop, PDA or smart phone. Updates can be made to care plans, test results can be accessed, and clinical processes reviewed at the time of patient care; these can then be shared across the continuum of care with other healthcare providers. By employing standardized processes and workflow tools, the result is more productive communications and improved outcomes for all stakeholders.

end-to-end healthcare information system

TELUS Community Care Management is an end-to-end browser and mobile-based service that includes device, network and application. Our solution can help your organization gain important advantages:

- Increased service integration, quality of care and patient safety
- Improved satisfaction for patients and their families
- Increased efficiency, productivity and staff satisfaction
- Increased accountability
- Global recognition as leaders in community sector transformation

fully integrated solution

TELUS, Microsoft, Healthphone and a qualified local implementation partner provide the integration of all key components of the Community Care Management solution. It is delivered over broadband networks and is accessible through wireline or wireless devices. TELUS provides 24x7 support and hosting is available in our Internet Data Centres. Community Care Management can be further integrated with existing TELUS services such as the Emergency Management Operating System

and the infrastructure of the TELUS Future Friendly Home. The solution can also be leveraged with TELUS' broadband EVDO wireless solutions.

Key features include:

Common user interface. TELUS Community Care Management is built on a Microsoft standard and uses the Microsoft Outlook interface to provide a friendly and familiar user experience. It is intuitive to use and easy to learn.

Functionality for community care services. Common community care services are integrated into a community health eco-system solution, supporting care providers with a broad range of functionality, including registration, admission, assessment, care planning, scheduling, clinical documentation, discharge and transfer.

Integrated solution. Community Care Management is a fully integrated package designed to reduce long-term development costs, and allow for ease of operation and support.

Proven technology. The TELUS solution is based on a robust service-oriented architecture (SOA) that delivers a flexible collection of integrated services riding on Microsoft's highly scalable enterprise platform.

Best-in-class security and privacy. TELUS Community Care Management incorporates the most robust security and privacy development capabilities in the marketplace. It complies with all provincial and national privacy and security standards and policies.

Highly configurable business rules engine. Health service providers are empowered through self-defined work-flow tools and can establish program-specific business rules to deliver differentiated treatment or service.

Built on industry standard HL7 v3. All clinical data is stored in a database that is designed around the most advanced HL7 models available today. This backwards compatible design is poised to deliver consistent reporting across all clinical domains and to act as an enabler for inter-application and inter-health authority integration.

Best platform for long-term evolution. The TELUS Community Care Management Solution powered by Healthphone offers full functionality, scalability and evolution, helps protect your investment, and ensures long-term support.

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