



Health Protect – business continuity and disaster recovery

protect your environment against service interruptions

prepare for the unexpected

Healthcare organizations have zero tolerance for vulnerabilities that could imperil patient safety and care. When unexpected events threaten your organization's operations, you must be able to respond to ensure that care levels and access to critical patient and medical data are maintained without interruption.

TELUS offers a comprehensive suite of Business Continuity and Disaster Recovery solutions designed specifically for healthcare organizations. Our solutions allow you to plan for everything from minor mishaps to natural disasters. No matter what is happening in the world around you, we help you focus on patient care by ensuring that mission-critical services and data remain protected and available at all times.

TELUS provides complete end-to-end, fully managed and integrated business continuity solutions. They are all based on industry best practices and include policies, processes and metrics that encompass all the necessary components of business continuity planning. We have broad consulting expertise to develop business continuity and disaster recovery plans, as well as technical experts to implement and manage your solution.

the ultimate in protection

Information and communications technologies are enabling efficiencies and quality transformation in health care. Increasingly, data networks and the Internet are critical enablers for your organization and care imperatives. The more you rely on these technologies, the more critical it is that your systems are "always on". TELUS Business Continuity and Disaster Recovery solutions are built upon key principles that protect your operations:

Know what's important. One of the first steps in developing a business continuity and disaster recovery strategy is a thorough impact analysis. A TELUS consultant will work with you to identify critical data stores and processes, and determine what would happen in the event of an interruption.

Expect the unexpected. The plan provides a detailed framework and procedures for reacting to and recovering from unplanned interruptions. In many cases, the most reliable and cost-effective approach to business continuity is to have a third-party data centre provide secure, managed services. TELUS' world-class Internet Data Centres are fully redundant, monitored around the clock and designed to be completely failsafe.

Test systems regularly. Testing guarantees that there are no avoidable surprises. At a minimum, your organization should test its business continuity plan every six months – including technology infrastructure, communication plans and workforce preparedness. Recommendations can then be made to upgrade and improve the plan.

TELUS Healthcare infrastructure solutions provide the building blocks to manage costs, increase access to critical data and allow your organization to focus on quality care and the needs of patients.

Business Continuity and Disaster Recovery is part of the TELUS Health Protect solution family. With TELUS Health Protect, decision makers can be confident that their information is secure, privacy-protected and readily available. Our customizable solutions combine Internet, voice, video and data services over a single network that provides quality of service, redundancy and security.