



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

telehealth

information and communication technologies for health care

today's healthcare challenges

Canada's healthcare community today is striving to deliver timely, quality care in the face of growing challenges. On the supply side, the system is dealing with:

- Declining numbers of practicing clinicians, particularly in the rural areas
- Increases in the number and costs of new medical technologies, treatments and drug therapies
- Capacity shortfalls regarding acute care beds and emergency departments
- Concern over the escalating percentage of provincial and territorial budgets dedicated to health care

On the demand side, challenges include:

- Pressures to reduce wait times for surgeries, specialists and medical tests
- An aging population that prefers to live independently supported by home and community care services
- Increasing prevalence and cost of managing chronic diseases
- Rising consumer and patient expectations

It is widely projected that healthcare demand will continue to outstrip supply, and that changes to our current healthcare delivery model are required. Many believe that nothing short of a transformation will be effective, yet we must preserve what we value in our publicly funded system.

telehealth's role in addressing healthcare challenges

Telehealth is a one of the most promising and immediately viable approaches to improving the way care is delivered – all with a view to meeting the evolving expectations and needs of patients, care providers and administrators.

Telehealth is the use of information and communication technologies to bridge distances:

- Between clinicians and patients in the delivery of healthcare services
- For triage purposes
- To enable clinical collaboration
- For instructor-led or computer-based medical training

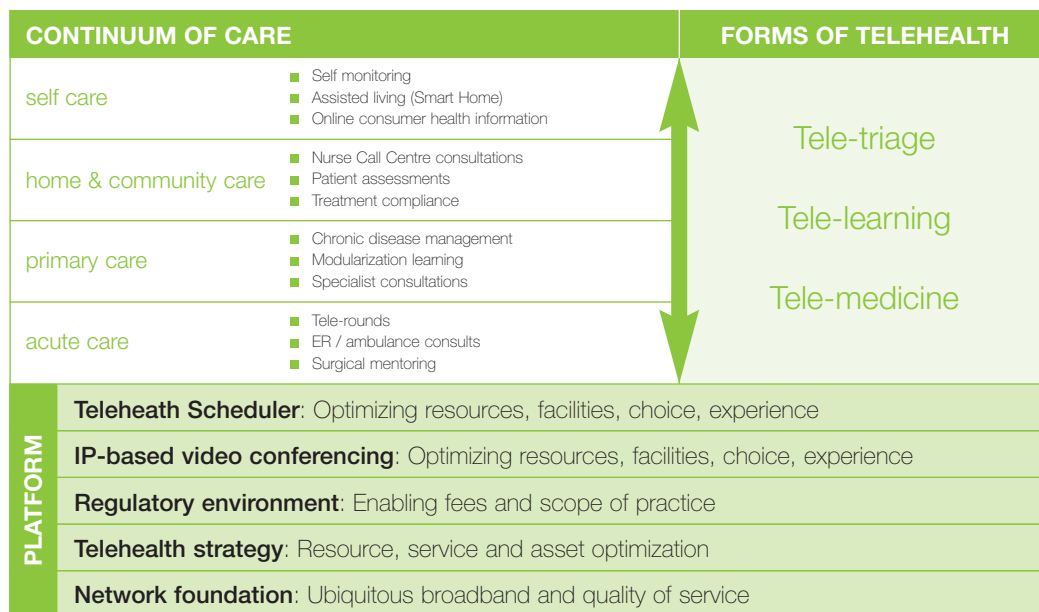
A number of telehealth operations and projects are underway today. These efforts need to grow and evolve to fully capitalize on telehealth as a means to take pressure off our healthcare system without sacrificing what we value.

The goal is clear: to seamlessly incorporate telehealth along the continuum of care and across your jurisdiction into clinician work flows, patient care plans and consultations among clinicians, patients and administrators. Telehealth should not be a separate form of health care within the system, but integrated into standard operations.

We see TELUS' role in telehealth as evolving with healthcare transformation: from audio, video and Web conferencing capabilities, through mobile and connected community nurse enablement, to remote patient monitoring and self-care capabilities. Our strength is the breadth and depth of our leadership in wireless, Internet Protocol and collaboration solutions. We couple our leadership with our drive to partner and innovate. TELUS' goal is to serve the higher healthcare vision of fully leveraging and integrating telehealth into healthcare delivery systems.

platform approach to telehealth

The Electronic Health Record (EHR) system envisioned by Canada Health Infoway will be a cornerstone of the transformation towards sustainability of quality, accessible care. The fastest route to telehealth integration and widespread adoption starts with the platform approach, and leverages EHR elements, including patient, provider and facility registries, laboratory, digital imaging and drug domains, and interoperability standards such as HL7.



To fully realize the potential of telehealth as a means of integrating the continuum of care, a platform approach is required. All five of the platform layers have exponentially more power when spanning an entire jurisdiction.

- **Telehealth scheduling platform** to create a virtual organization
- **IP-based video conferencing platform** for flexibility and quality of service
- **Enabling regulatory environment** that facilitates and fosters telehealth as a viable and convenient alternative to face-to-face care or education
- **Telehealth strategy** to address supply and demand issues across the entire continuum of care
- **Foundational high speed network**, including both IP and wireless elements to connect all users regardless of location

As shown in the diagram above, this multi-layered approach creates a standards-based platform for ongoing progress in transformation, change management, access, quality care and sustainability.

the TELUS advantage in telehealth

Taking telehealth to the next level requires a platform approach to create the right environment for patients, providers and administrators. TELUS can help your health organization create the right platform-based environment and drive business and clinical value:

More efficient use of resources and reduced costs. Telehealth optimizes the availability of scarce clinical resources by freeing up travel time and redirecting it to the delivery of care. Telehealth also reduces patients' travel time, cost and inconvenience. Increasing access and capacity through telehealth translates into a reduction in unnecessary demands on hospital emergency departments and reduced wait times for care.

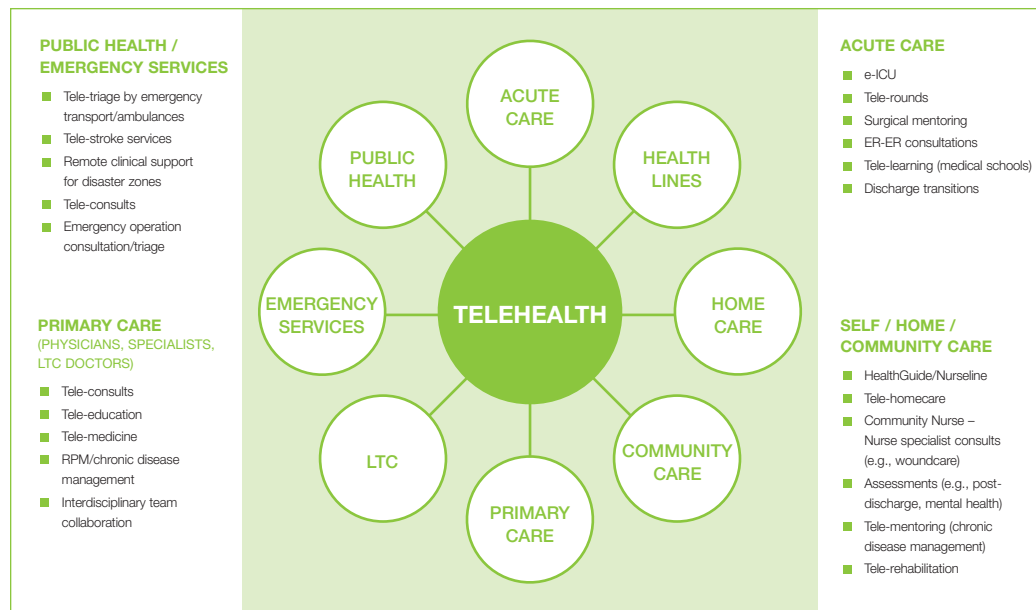
Equitable access to services. Telehealth minimizes disparities between health care for rural and urban citizens. For example, it will reduce the differences in wait times to access specialists and increase the number of healthcare services available in rural communities.

Enhanced patient empowerment, engagement and convenience. Telehealth programs enable citizens – through access to trusted non-emergency information and tools – to take control of managing health conditions, make better lifestyle choices, and effectively manage home-based care.

Improved coordination of care. Telehealth enables multi-disciplinary teams to consult and coordinate with their patients and other care providers regardless of location. As a result, patient-centric collaboration becomes simple, and the benefits of multi-disciplinary teams can be easily realized.

Cost-effective delivery of distance education. Telehealth enables interactive, distance medical training and education with minimal disruption. Telelearning is critical for ensuring that training and education of students and clinicians keeps them based in their local communities, with minimal disruption to care.

comprehensive telehealth solutions



TELUS takes a comprehensive approach to telehealth. We can provide the mission-critical components of your telehealth platform, as well as many of the telehealth solutions you will need to encourage a culture of patient-centric collaboration, telelearning, and telemedicine. Our solutions support a range of telehealth scenarios across the continuum of care.

TELUS Telehealth solutions include:

Collaboration Services. TELUS' fully managed video, audio and Web conferencing solutions increase business productivity, simplify and secure the flow of information, and improve the patient and user experience. We have solutions for acute, primary and home/community care organizations.

TELUS iDOC[®], interactive doctor on call. This simple-to-use rolling system enables remote healthcare training and teleconsultations at the point of care. It saves time and travel, and avoids unnecessary costs to the health-care system.

TELUS iScheduler[™]. Effective and efficient scheduling is critical to telehealth use and adoption. Our Infoway certified, Web-enabled service enables health organizations to schedule and deliver telehealth services across departments, clinics and sites, as well as across regions and provinces and territories. It can support clinical best practices and case management.

FieldView. This wireless, handheld device enables health providers to capture live video and transmit – in real time – back to a specialist at a hospital or other facility. The solution allows remote health professionals to see a problem “live”, and make informed decisions more efficiently.

Health Public Access. This high-quality video conferencing solution is ideal for public areas, lobby kiosks and regional health information help desks – anywhere that needs live, remote agency expertise or visual communications.

Health Field Portable. This compact, portable video conferencing unit is designed for off-site emergency communications including emergency operating centres, pandemic defence operations and field media correspondence.

TELUS Health iRoom[®]. TELUS' intelligent training and meeting room control systems allow easy access and use of multi-function electronic collaboration products.

Wireless Woundcare. Wound reports and digital photo assessments can be viewed via the Internet from anywhere in the world, allowing community nurses to manage wound treatments more effectively right in the patient's home. This solution is very convenient for patients, allows earlier hospital discharges, and reduces emergency department visits.

Community Care Management Solution, powered by Healthphone. Community care providers use this solution to access and update patients' medical records, view test results, check appointments and instantly share information with other health providers – all at the point of care. Fully enabling community nurses in the field optimizes the opportunity to manage care outside of long term care and hospital facilities.

telehealth

telehealth benefits all users

medical students

- Equal and convenient access to education
- Rich, interactive experience via a virtual classroom
- Choice in how to learn

patients

- Equal, timely and convenient access to quality health care, regardless of location
- Rich, interactive experience via a virtual clinic or virtual doctor's office
- Choice in how to obtain healthcare services

clinicians

- Enhanced convenience and effectiveness of collaboration
- Real-time and expanded reach of expertise and service delivery
- User-friendly tools that work consistently and reliably across the system
- Reduced travel costs and more time for care

healthcare administrators

- Enhanced ability to manage services and resources
- Ability to monitor and manage the entire telehealth system on a jurisdiction-wide basis
- Generation of cost savings that can be redirected into strategic priorities
- Ability to enable delegation, collaboration and care delivery at the most effective point in the continuum
- Ability to manage targets, such as for wait times and protocol adherence

TELUS, the telehealth leader

By leveraging the power of our leading IP and wireless networks – and the capabilities of our partners – TELUS Telehealth solutions accelerate decision making, improve productivity, enhance organizational effectiveness and improve access to quality care. TELUS has a long-standing tradition of partnering in telehealth in Canada:

- Aligned with Canada Health Infoway interoperability standards
- Leader in IP and mobile networks in terms of capability, reliability and reach
- Leader in wireless enablement of applications for mobile workers
- Canada's largest supplier of managed video collaboration solutions
- Trusted partner with the Alberta Telehealth Network and the Ontario Telemedicine Network, the busiest telehealth programs in Canada
- Recognized for best-of-class security approach – TELUS is the only Canadian communications company with a Government of Canada security clearance rating of SECRET
- Exclusive partnership with Eceptionist®, the only commercial telehealth scheduler on Canada Health Infoway's Vendor of Record, and the only vendor of record to comply with all requirements assessed
- Exclusive partnership with Healthphone to bring to market the TELUS Community Care Management Solution
- First telecommunications provider in North America to join the International Continua Alliance, an independent organization developing standards for home and self-care technologies