H✚SPITAL
AND HEALTHCARE

HEALTHCARE TECHNOLOGY
2021 BUYERS' GUIDE

ENABLING YOUR DIGITAL TRANSFORMATION JOURNEY

PRODUCTS, SERVICES, SUPPLIERS AND MORE

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AID-H
AUSTRALASIAN
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DIGITAL HEALTH

HOSPITAL AND HEALTHCARE

Welcome to the inaugural annual Healthcare Technology Buyers' Guide edition of *Hospital + Healthcare* magazine.

Digital transformation is impacting every industry sector across the globe, and our local healthcare industry is going through rapid change at present thanks to technology innovation and development. This edition features some of the leading suppliers of digital health and technology products and services, and includes some of the latest products and services coming on to the market locally.

A special thanks to the Australian Institute of Digital Health (AIDH) for their support of this project, and we are pleased to have a number of their partners featured in this edition. As the leading industry body supporting the advancement of digital health services and technology, AIDH were an ideal fit to support this project, and despite their Digital Health Institute Summit being moved to February 2022 due to lockdowns and travel restrictions, we will also be distributing this edition at that event — as well as to our 5000+ subscribers nationally.

Thanks to all the digital healthcare leaders who have supported this edition, with an extra thanks to our advertisers. And to our readers, we hope you make good use of this excellent resource.

Stay safe.

Geoff Hird

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is the future at your hospital or health service
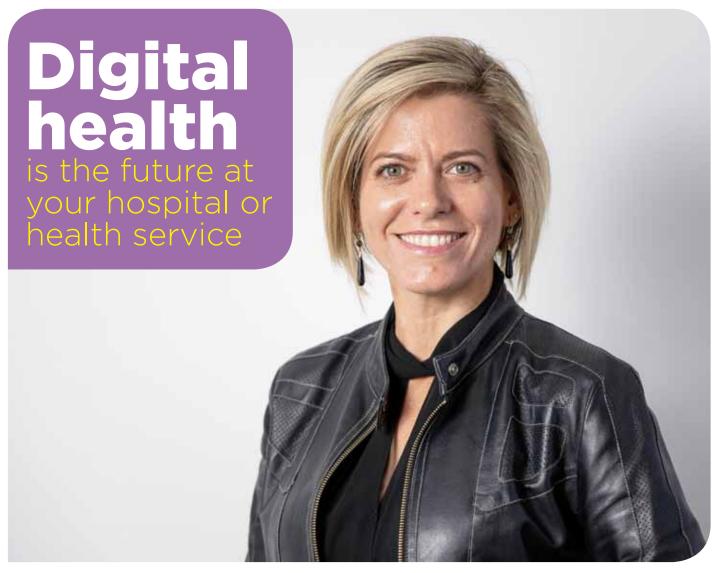
Message from the CEO of the Australasian Institute of Digital Health, Dr Louise Schaper PhD FAIDH FIAHSI CHIA BSc(OT)Hons.

The Australasian Institute of Digital Health will soon be taking digital health learning out to health professionals on a large scale. We have taken a great leap forward in the past few months and started working on a series of online professional development modules in digital health. These will soon be available to health and ICT professionals, whatever level of knowledge they have as a starting point.

We are already accrediting individual professionals in digital health through the Certified Health Informatician Australasia (CHIA) program and we have a course to educate senior Board members and executives on what they need to know in their own businesses. But it is imperative we can take digital health out to every healthcare professional.

An introductory course, shaped by the Institute to deliver what Australasian health professions have been asking us for, will add enormous value to our healthcare community.

With the pandemic heightening public awareness of telehealth, and health services under increasing pressure to deliver more digitally, the Institute is well qualified to support professional development. There is an opportunity to make generational changes in health care if we empower the health workforce today.

There have been leaps forward during the pandemic, with the greatest advances in telehealth and virtual care and the Institute wants to see this progress embedded. The Institute has members spread across the health system and interest in digital health delivery is growing, especially from the consumer.

We need to listen to the patients in the health system who want the same seamless access to their information they experience in every other aspect of their life.

About the Institute: Healthier lives, digitally enabled

The Australasian Institute of Digital Health (AIDH) is the peak professional body for digital health representing health informatics and digital health leaders and practitioners. The vision of the Institute is "healthier lives, digitally enabled".

Fellows and Members of the Institute are hospital and health informaticians, clinicians, researchers, healthcare managers and executives, data analysts, designers, project managers, business analysts, technologists and innovators.

As a leading member of the global health informatics and digital health community, the not-for-profit Institute is recognised as a forum for sharing international best practice, digital healthcare trends and health system innovation.

Apply for Fellowship

Fellowship of the Institute recognises your outstanding professional accomplishment in digital health and health informatics. You will hold the highest membership level of the Institute, acknowledging your education, experience and the impact you make on the health sector. Digital health executives have their own stream to Fellowship. Find out more at digitalhealth.org.au.

8x8 Jitsi as a Service

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Telehealth helps clinics increase capacity and reduce the risk of infections. Many care providers are turning to telehealth as a way to safely see more patients. Patients are much more comfortable seeing their doctors remotely without spending time and effort to travel to the clinic, especially for non-urgent immediate care and specialist follow-up care.

683%

Increase in virtual care
at a large health system,
NYU Langone Health, after
incorporating telehealth

- HIPAA compatible and BAA can be provided
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The future of smart buildings:
digital planning tools hold the key

Ian Richardson, Market Development Manager – Energy Distribution, ABB*

Today, digital planning tools are a competitive advantage. Tomorrow, they will be seen as basic necessities.

Not long ago, electrical installation planning tools were a piece of paper, a pencil, some catalogues and a calculator. However, these days we have seen a rise in digital planning tools that have made the entire process more effective, more productive and ultimately more rewarding for both the installer and the stakeholders of the installation.

The practical benefits of digital planning for smart buildings

Imagine a hospital project where the stakeholders are looking for a consultation to learn more about what products are on the market to provide a cutting-edge design. Digital planning tools can help bring the project to life on-screen while achieving the following benefits:

- **Insight:** Important project scope details can be captured, such as size, purpose and required functionalities, helping focus on only the systems and hardware that make the cut. This helps to reveal stakeholders' priorities, such as aesthetics and functionalities, and only show the options that meet their requirements.

- **Cost-effectiveness:** Many solutions come with a wide range of options. A digital planning tool can help determine in minutes if the project budget will cover the functionality and design desired and, if not, where to effectively cut costs.

- **Innovation:** With the speed that technology changes, planners can't be expected to know about every new thing each system can do. A digital planning tool incorporates the latest functionality of whatever system or products are being considered so that the latest features can be taken into account.

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flexibility and confidence a digital planning tool can provide. While these tools are a competitive advantage today, tomorrow they will be seen as basic necessities.

In addition, these planning tools tie directly into one of the megatrends impacting the world today: the need for data. These tools are able to use data in sophisticated ways to help installers scale and grow their knowledge and capabilities. In turn, manufacturers will use the data produced by these planning tools to gain new insights into their customers and how their products are used, helping to inform everything from their sales and marketing approach to how they design new products. A digital planning tool is not only a win for the installer and their customer, but also for the manufacturer.

At ABB, we consider these to be very exciting times. As a frontrunner in the development of digital planning tools, we've seen firsthand what these tools have been able to do for the business of our partners and installers. In just the past few years we've been busy rolling out planning tools for systems ranging from door communication to fire alarms to smart homes and buildings. The world is about to enter the golden age of digital planning, and we're excited to be part of it.

*Ian Richardson is the Market Development Manager for Energy Distribution within Smart Buildings in ABB Australia's Electrification business. Ian leads the product life cycle of energy distribution solutions for developing and product engineering through to marketing strategies. Ian has more than 40 years of industry experience in the building automation and energy distribution sectors. He has also been Chairman/Director of the KNX National Group Australia since 2011. KNX is the only worldwide standard for home and building automation, adopted by Standards Australia as a technical specification. KNX devices can manage lighting, blinds and shutters, HVAC, security systems, energy management, renewable energy, audio/video, whitegoods, visualisation and remote monitoring.

In this hospital example, a planner might discover that the latest version of a system has received a significant upgrade since they last installed it on a different project, impacting recommendations.

- **Flexibility:** Few buildings are ever built as first conceived. As scope and budgets change throughout the life of the project, a digital planning tool can easily help to pivot and adapt solutions as needed. It can also warn of any issues that may arise due to proposed changes, so planners aren't caught unawares later on. For this hospital, updates to the project could be made with just a few clicks of a button as changes are made to the hospital layout.

- **Confidence:** A digital planning tool provides a single source of truth for the project. For these stakeholders, the tool could be used to ensure everything was

installed in exactly the right place as planned.

The future of digital planning technology

Some installers are still using versions of the paper and pencil method. This is because there have been relatively few digital planning tools available that provide the ease of use and functionality necessary to plan effectively. However, as more and more digital planning tools are released on the market by various manufacturers, installers will soon not just expect the option to use digital planning tools, but will demand it.

As a result, digital planning tools are poised to become a business enabler of the future. Very soon, no customer or installer will be willing to work with a manufacturer who cannot offer the insight, cost-effectiveness, innovation,

Featured Products

Keep up with the latest industry innovations

Digital food and medicine safety monitoring solution

MonikaPrime digital monitoring system for food, vaccines and medicines is a mobile, cloud-based tool for ensuring safe storage and management of food and medicines in hospital foodservice and clinical teams.

With live equipment temperature sensors and mobile task-based devices streaming data live to the cloud, managers can keep on top of compliance across their operations — anywhere, anytime.

MonikaPrime's real-time monitoring and alerts help ensure valuable stock is safe and staff are accountable for food safety activities. Food and medicine wastage is reduced, time is saved from manual record-keeping and data integrity is maintained because records cannot be falsified or completed retrospectively.

Flexible task-management software and configurable temperature limits provide a high level of control and peace of mind. Remote access to live records and reporting tools means managers can act fast to rescue stock, reduce safety risks and easily demonstrate due diligence in the event of a claim or audit.

Monika Pty Ltd
www.monika.com.au

Videoconference audio system

Biamp's Tesira Ecosystem is a complete audio solution for videoconference applications like meetings, collaboration sessions and training spaces.

The system combines networked audio microphones, amplifier and signal processor to provide premium audio performance and functionality in almost any application and space that requires it.

Based around the Tesira Forte Digital Signal Processor (DSP), this system can be deployed as a simple set-up for single-room videoconference spaces or integrated for larger training and teaching spaces.
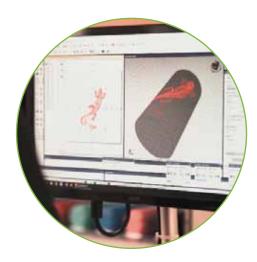
The system's beam-tracking ceiling and table microphones follow a talker during meetings and multiple speakers use PoE+ technology via in-ceiling amplifiers.

Tesira Ecosystem is installer friendly, space saving and manageable from the network. The Tesira Forte X DSP range is designed to be mounted behind displays and connects all other peripherals via Cat5e cabling. The system is based around being scalable to meet the needs of any space.

Jands Pty Ltd
www.jands.com.au

Marking lasers

Trotec SpeedMarker marking lasers are made for medical marking requirements. Designed and manufactured in Germany and Austria, the marking lasers provide an innovative solution that produces precise marking results that can last the lifecycle of a chosen product.

Trotec recently presented the latest in dynamic 3D laser marking, with the launch of what is claimed to be the world's first virtual rotary (VR) device on its SpeedMarker DS marking lasers.

Powered through Trotec's SpeedMark software, the VR enables high-speed, distortion-free marking of tubes, tilted planes and other cylindrical objects. Designed for medical instruments of all different shapes and sizes made from metal, plastic or ceramic, multiple objects in a workstation can be easily marked in a single run. This efficient workflow, with no additional rotary system hardware required, helps to reduce costs. Simple positioning of applications in cost-efficient jigs leads to high production throughput in a short time frame.

Unique device identification is made easy with Trotec's intuitive SpeedMark software via the generation of texts and serial numbers, along with barcodes and 2D codes like data matrix codes, which can be generated automatically with dynamic and variable content.

Trotec Laser Pty Ltd
www.troteclaser.com

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Health ID, one of Australia's leading providers of end-to-end identification solutions for the healthcare sector.

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Delivering best in class software and hardware products combined with professional consulting services we are your trusted partner to help you on your digitisation journey.

At Health ID we specialise in:

• Positive Patient Identification (PPID)

• Real Time Location Systems (RTLS)

• Specimen Tracking   • All in One Computing

• Asset Tracking   • Mobile Computers

• Medication Management   • Mobile Printing and Labelling

• Workstations on Wheels   • Barcode Scanning

**For further information contact Health ID
07 3303 0219 or visit www.healthid.net.au**

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How technology can transform the aged-care sector
to improve patient care

Christian Nejm, Head of Government and Health at Accenture Strategy

Technology is perhaps the greatest tool the healthcare industry has to innovate better outcomes for patients. There's almost no limit to what can be achieved through the application of technology, so much so that the digital healthcare industry is expected to reach US$220 billion by 2026.

However, the healthcare sector is an ecosystem made up of many parts, and while some areas are leaders in the adoption and application of technology — think R&D, genomics, diagnostics and some providers — others have been less receptive to innovation. In particular, the aged-care sector, which has been notoriously slow at adopting technology.

Aged care in the past has tended to take a more conservative approach to innovation and technology — with funding and resources being put into more physical infrastructure such as beds. This has been a winning formula for a long time — but this strategy simply won't hold up in today's digital world. Systemic change is required at every level of the aged-care industry if it truly wants to innovate, and technology can help drive that.

Australia's Royal Commission into Aged Care Quality and Safety shone a light on the state of aged care in Australia and the key areas for improvement. Technology can clearly play a role here — obvious areas are workforce, financial reporting, risk and compliance, consumer engagement — the list goes on. The aged-care providers that can digitise quickly will reap the rewards, while the laggards will be left behind to the ultimate detriment of their patients.

The sector has traditionally operated on a not-for-profit basis, but savvy investors are increasingly picking up on the opportunity within aged care and the value creation that can be generated by digital. We can expect that more money will continue to be poured into efforts to make the industry profitable.

For aged-care providers to successfully incorporate technology into patient care, they'll need to ensure their systems are futureproofed for the changing nature of patient care at home. One of the biggest trends that providers must acknowledge is the increasing number of patients that are staying at home longer, and the shift of increased funding options becoming available for home care. It's imperative that the aged-care industry acts on this development and shifts its focus towards home care. This way, providers can enable services to better manage the entire patient lifecycle, including virtual solutions and services carried out in the home instead of aged-care facilities, as they transition to new living conditions.

The workforce will also need to broaden its talent pool to accommodate for clinical resources and highly skilled workers to enable new technology and innovation. Greater investment in HR and education in conjunction with technology will help providers attract and retain better talent. One of the biggest roadblocks that aged-care providers face is the burden of time-consuming administration due to the lack of investment in technology that could offer

more efficient processes. Lifting this burden will help carers get back to focusing on doing just that: caring for their patients.

A big emphasis of the sector is putting patients at the centre. Many providers have a range of services that can support the patient throughout their life stages, but without the technology to be able to support the transition of information from one service to the next. For example, if a patient moves from a retirement village to residential care, their information won't necessarily move with them even though the retirement village and the residential care facility are part of the same organisation.

Luckily there's no shortage of technology vendors who have spotted the opportunity for digital disruption and have begun selling bespoke solutions for the aged-care sector — global leaders in technology are now creating aged-care-specific solutions and modules. It's up to individual aged-care providers to take the initiative to seek out better ways to take care of their patients through technology.

When adopting new technology, aged-care providers should take the lead from the broader healthcare industry, which has two main goals: it has to be easy to use and must be focused on improving patient outcomes. It's not enough to just roll out new technology alone — systemic change is necessary to drive innovation in the aged-care industry, not just for the bottom line, but for the good of the most important part of aged care: the patients.

How technology is boosting **aged-care outcomes at ARP**

Eric Anderson, CEO, Adventist Retirement Plus

We often hear that developing a strategy for digital transformation comes down to how it's ultimately going to benefit customers. This makes digital innovation in health care an incredibly high-stakes endeavour, as our 'customers' are the men, women and children that we treat and care for every day.

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This ethos underpins our digital strategy at Adventist Retirement Plus (ARP), as a longstanding provider of retirement accommodation and aged-care services in Southern Queensland.

Previously an organisation with limited IT expertise and a lot of manual, paper-based processes, we recognised a huge opportunity to modernise some core services and foster improved outcomes for over 400 residents and home-care clients.

This proved challenging for a variety of reasons. We had infrastructure that wasn't business grade, and we were relying on a wide range of diverse, disparate applications and unintegrated processes to get things done.

Stitching these systems together took a huge amount of manual effort, as teams were spending two or three days a month purely on reconciliation of data, ensuring that transactions were consistent across systems. It also required a lot of manual data entry, with staff required to take notes on resident care with pen and paper and manually entering that into a computer system. On the finance side, all key invoices and documents were being paper filed, making it difficult for staff to quickly access the information they needed, when they needed it.

As we were moving into the home-care space, we also needed a solution that used a common-platform, single-client record, and a finance system that was all tightly integrated with clinical systems.

We decided to craft an ICT roadmap that would support these goals, culminating in a cloud-based finance and asset management platform, delivered through SAP's Business ByDesign ERP platform and Health Metric's eCase.

The focus was on giving our staff more time with our residents, with an uptick in time availability

achieved through less duplication of work. It also supported expansion efforts, which were typically hampered by inefficient software and infrastructure.

Solving challenges through strategic planning and support

No digital transformation project is free of challenges, so crafting a forward-looking plan to account for these is critical.

One challenge that we anticipated from the early stages was around change management. While it was obvious that the old solution was out of date, slow and took a lot of effort to navigate around, adapting to new processes can be difficult for staff.

There is always going to be a cohort of people who are used to the old systems and processes and will passionately argue their superiority, despite whether that's true or not.

The key for us has been to involve everyone within the transformation process right from the beginning, taking their feedback at every step of the implementation process. This wasn't limited to the C-suite and board. We had mid-level managers reviewing the products we were considering buying, right at the beginning.

It's about getting widespread feedback from across the organisation as to which product was going to work best for everyone, which gave people a vested interest in ensuring the transformation was a success.

Delivering outcomes with guidance from the right partners

SAP and Health Metric's joint solution has totally transformed our finance management processes. Our staff can now more

quickly and easily find and share relevant information, and we've seen a tangible rise in the time our staff can spend with residents as a result.

Some of the key outcomes for our staff and residents include:

- Automated provision of information, with reports automatically generated and sent to stakeholders on a timely basis.

- Comprehensive integration of finance and asset management function with our other core systems and services, reducing data reconciliation activities.

- A far higher standard of security across the board, with two-factor authentication and single sign-on enabled throughout the ICT ecosystem.

DXC assisted us with the implementation and the integration of eCase and SAP, and our transformation journey was largely guided by IT Integrity.

With a vendor-neutral approach and a lot of experience in the aged-care sector, DXC developed a thorough understanding of ARP's business and co-designed a solution that worked for our specific goals.

One of our most important learnings has been to take things one step at a time.

Digital transformation isn't one herculean task to be tackled all at once. It's about starting small and building from there, with a vision in mind.

Developing an understanding of what we're trying to achieve helped us deliver a transformation that's had a real impact on our residents. It underpins our 'resident first' ethos and serves as a great starting point for building a roadmap for the future.

Healthcare organisation finds RFID keyboard solution

For a major Sydney-based healthcare organisation, finding a keyboard that could fit mobile carts and small workstations, while also providing infection control and secure log on, was proving difficult. The current solution was too clunky and ill-fitting for the organisation's applications and the adhesive hook-and-loop strip that attached the reader to the keyboard created an infection control and cleaning risk.

The organisation was looking for a keyboard that could be easily cleaned and disinfected, along with an embedded radio frequency identification (RFID) reader to reduce equipment count and replacement, and to provide secure credentials.

"Infection control is obviously a big issue in healthcare settings. It was before COVID and it will remain after COVID," Hospital Products Australia General Manager Kathleen Watson said.

"A keyboard is constantly being touched by many, many people. It could be sitting in a common area or in a hallway where people could touch it. It could have airborne viruses, bacteria and pathogens on it.

"Having the ability to clean it quite rigorously by putting it under hot water with soap, alcohol or bleach is quite important," she added.

The organisation looked to the rapID keyboard — a washable, slim-designed keyboard with an embedded RFID chip reader, designed to fit in mobile carts and smaller workstations. Resulting from a partnership between Wamee and rf IDEAS, the keyboard provides a single sign-on security credential to improve overall safety and security.

"We looked at the design of the actual keyboard compared to existing keyboards that were too deep," Watson said.

The contactless authentication coupled with the ability to be washed and sanitised has helped the organisation to meet its infection control targets. The keyboard can be washed under hot water or cleaned with bleach or alcohol. It can even go in the dishwasher. A locking device on the keyboard allows it to be wiped down between uses without registering any keystrokes.

The embedded WAVE ID reader in the keyboard saves space and keeps patient records secure at all times. It can only be accessed via secure contactless authentication.

"Having to tap a reader with a card attached to a belt on something above waist level can be challenging," Watson said. "Having the reader on the keyboard where it is easier to get to and tap has been easier. They said it was so simple to set up, just literally plug and play. We're finding it has been quite a positive response."

»
For more information go to
www.hpaust.com

HPA

'Vision' in telehealth videoconferencing

Visionflex's videoconferencing platform, Vision, transforms internet-connected devices into remote examination and diagnostic tools.

Vision is designed specifically for health professionals and patients participating in telehealth video consultations that require remote clinical examinations.

Vision technology uses high-quality video and audio to provide end-to-end encryption to securely connect multiple health professionals with a patient via PC, Mac, tablet and smartphone.

The platform's built-in clinical functions allow a range of patient health data to be collected, viewed and shared in real time including blood pressure, ECG, temperature, pulse oximetry, blood glucose and weight.

Vision also incorporates TrueSteth — a digital stethoscope app that transmits stethoscope audio digitally with no loss of quality and provides the remote physician with control of volume, gain and audio filter settings of a digital stethoscope being used to listen to a patient's heart, lung and body sounds.

Vision's camera functions include: MultiVu, allowing multiple participants to simultaneously activate and switch between numerous clinical video cameras; ExamVu, which integrates remote clinical examinations during a videoconference with the far-end doctor guiding the process and receiving real-time, on-screen patient data; RoomVu, to remotely view and control IP- and USB-based pan/tilt/zoom (PTZ) ceiling and room cameras; SnapShot, to capture, share and store multiple clinical images during video consultations; and Telestrations, for annotating shared clinical images and PDF documents in real time.

Visionflex
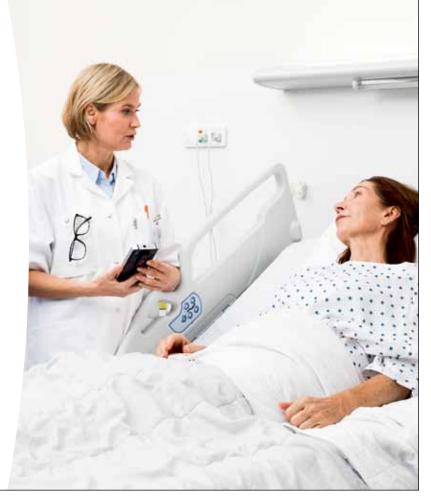www.visionflex.com.au

Ascom Healthcare Platform

Delivering actionable clinical digital information that flows efficiently across medical systems, medical devices, care teams and points of care. An integrated solution for seamless, directed and responsive alert notification.

ascom

ascom.com/au

Featured Products

Clinical communication and workflow platform

Vocera's platform for clinical communication and workflow is designed to simplify and improve the lives of healthcare professionals and patients, while enabling hospitals and aged-care organisations to enhance quality of care and operational efficiency.

Care team members use the solutions to communicate and collaborate by securely texting or calling, and to be notified of important alerts and alarms. Team members can choose the right device for their role or task, including smartphones or the hands-free, wearable Vocera Smartbadge and Badge. Interoperability between Vocera solutions and more than 150 clinical and operational systems helps reduce alarm fatigue; speed up staff response times; and improve patient care, staff safety and experience.

More than 2100 facilities worldwide, including nearly 1700 hospitals, healthcare and aged-care facilities are reported to use Vocera's solutions.

Vocera Communications
www.vocera.com/uk

Digital filing software

The Info-Organiser digital filing software allows users to store sensitive information in a secure system with robust records compliance and workflow features.

The software creates filing solutions for HR, payroll, accounts payable, client records and more. Features include: integrated Outlook add-in can autofile 1000s of emails a day; a VERS-compliant software that protects records; file-sharing security and automation for both remote and onsite team members; archiving — protect files while freeing the office of clutter and costs.

Info-Organiser Solutions
www.info-organiser.com.au

Videoconference audio system

The Shure Microflex Ecosystem is an end-to-end suite of audio hardware, designed for medium-to-large rooms and training spaces that require videoconference use.

The system consists of a range of microphones to suit different spaces and installation types. The Microflex Advanced microphones provide steerable coverage and automatic mixing features to provide everyone in the room with a voice.

An audio processor, certified for the major Video Conference Software, provides auto mixing, echo cancellation and noise reduction in a small-format unit that can be installed in a variety of spaces. A network-powered speaker provides audio for everyone in the room.

The backbone of the system is network connectivity, which also provides IT level asset management for the maintenance and support of the system. Using Dante (audio over IP), all items need only a PoE or PoE+ connection to be set up in each space. There is no need for centralised AV racks. All connectivity between devices is Cat5 cable back to the network switch.

Jands Pty Ltd
www.jands.com.au

Scalp cooling system

Dignitana's DigniCap Delta is the fourth generation of The DigniCap Scalp Cooling System, indicated to prevent chemotherapy-induced hair loss in patients with solid tumours.

The single-use cap system provides each patient with a flexible Cooling Wrap and an adjustable Thermal Cap designed to optimise scalp cooling outcomes and infection control, and minimise clinic storage needs.

The dual-cap system is designed to provide uniform contact for optimal results, with adjustable tabs and chin strap to allow a comfortable fit.

The system uses solid-state cooling for precise temperature control, with a quick-connect hose positioned for patient comfort, an intuitive user interface for ease of operation and an ergonomic design for clinical staff and patients. The intuitive interface has been reported to reduce nursing time per patient infusion compared with the existing device.

The unit is 54% smaller than earlier models and is designed for flexibility in tight spaces, also allowing patient mobility for post-infusion cooling. The unit's quiet operation is designed to cause minimal disruption during treatment.

Aurora BioScience
www.aurorabioscience.com.au

Featured Products

Wi-Fi site surveys

Liveport's Wi-Fi Site Surveys are designed to enhance hospital Wi-Fi performance and combat common internet challenges. As a third-party team of Wi-Fi professionals, Liveport offers unbiased and efficient 2.4 and 5 GHz Wi-Fi analysis, heat maps and RF spectrum analysis. Working with hospital IT teams as specialists rather than as a competitive provider, Liveport's Wi-Fi reports identify and summarise the previous solutions a hospital's IT department has used and works alongside the IT department to coordinate the survey.

To deliver critical communications and sustain the use of necessary biomedical devices, hospitals must provide a high-speed internet network that can support many devices. When a hospital implements an EMR rollout, improperly commissioned wireless networks can add in co-channel interference and roaming issues. To ensure EMR rollouts succeed, an internet survey is advised, to ensure that the wireless networks can properly support the implementation of new workstations.

Liveport's Site Surveys provide a comprehensive overview of all factors that may affect current Wi-Fi performance, including premises size, required coverage, number of devices and existing infrastructure, to thoroughly identify a hospital's specific network challenges. Through building blueprint analysis, signal strength readings, and RF spectrum and wall attenuation tests, Liveport can identify how much wireless equipment is required for complete coverage and efficient communications. Using a pricing strategy that relies on wireless design rather than equipment usage, Liveport provides hospitals with an intuitive, easy-to-understand site report and a customised solution.

Liveport
www.liveport.com.au

O$_2$matic PRO: automated closed-loop oxygen therapy

The O$_2$matic PRO is a novel medical device that brings oxygen treatment to a new level. The technology was developed in close cooperation with four hospitals in Denmark and is demonstrated to quickly stabilise arterial oxygen saturation in patients suffering from conditions that can lead to respiratory distress[1,2].

The O$_2$matic PRO solves the issue of the labour-intensive titration of oxygen flow rates associated with the current manual apparatus. Oxygen flow is automatically titrated responding to real-time arterial oxygen saturation (SpO$_2$) as measured by pulse oximetry. The O$_2$matic PRO controls the dose of oxygen administered to the patient to maintain the SpO$_2$ within a prescribed target range; hence reducing patient–nurse exposure times.

Supplemental oxygen therapy is central to the treatment of respiratory insufficiency caused by a variety of acute and chronic diseases. A clinical study conducted with the use of the O$_2$matic PRO on patients suffering chronic pulmonary diseases demonstrated its ability to keep oxygen saturation within a prescribed bracket with the use of its unique algorithm[1]. It shows that the O$_2$matic PRO maintains the oxygen saturation within the specified range 85% of the time, in contrast to 47% achieved by the conventional practice, while decreasing episodes of hypoxemia[1]. Another study conducted on admitted patients of the 2020 global pandemic demonstrated similar results. Using the O$_2$matic PRO, medical staff were able to maintain patient oxygen saturation within the prescribed bracket 83% of the time[2].

Key benefits of closed-loop oxygen therapy:

- Improving patients' time within the target SpO$_2$ levels[1,2] hence reducing mortality rates[3].
- Reducing oxygen consumption by up to 50% [4].
- Faster weaning from oxygen and reducing length of stay [5].
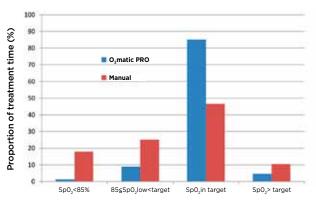- Reduction in costs of care [6] and patient–nurse exposure times.

Automatic closed-loop oxygen therapy has been the subject of many more clinical studies with promising outcomes. To request a summary of clinical studies and technical features, please visit our website www.boc.com.au/o2matic.

The O$_2$matic PRO device easily connects to existing oxygen wall outlets or oxygen cylinders.

Patient arterial oxygen saturation levels during oxygen treatment

The O$_2$matic PRO maintains the oxygen saturation within the specified range 85% of the time in contrast to 47% achieved by the conventional practice in patients with chronic respiratory disease[1].

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1. Automated oxygen control with O2matic ® during admission with exacerbation of COPD. Hansen, Ejvind Frausing, et al. 13, s.l. : International Journal of Chronic Obstructive Pulmonary Disease, 2018, Vol. 14, pp. 3997-4003. **2.** Automatic oxygen titration with O2matic® to patients admitted with COVID-19 and hypoxemic respiratory failure. Hansen, Ejvind Frausing, et al. 1, s.l. : European Clinical Respiratory Journal, 2020, Vol. 7. **3.** Mortality and morbidity in acutely ill adults treated with liberal versus conservative oxygen therapy (IOTA): a systematic review and meta-analysis. Derek K, Chu, et al. 391(10131), s.l. : Lancet, 2018, Vol. 28, pp. 1693-1705. **4.** Autonomous control of inspired oxygen concentration during mechanical ventilation of the critically injured trauma patient. Jay A, Johannigman, et al. 2, s.l. : J Trauma, Feb 2009, Vol. 66, pp. 386-392. **5.** Automatic versus Manual Oxygen Titration in Patients Requiring Supplemental Oxygen in the Hospital: A Systematic Review and Meta-Analysis. MH, Denault, et al. 98, s.l. : Respiration; International Review of Thoracic Diseases, 2019, Vol. 19, pp. 178-188. **6.** Cost-effectiveness of FreeO2 in patients with chronic obstructive pulmonary disease hospitalised for acute exacerbations: analysis of a pilot study in Quebec. TG, Poder, et al. 1, s.l. : BMJ Open, Jan 2018, 8(1):e018835.

O$_2$matic | **BOC** A Member of The Linde Group

» For more information please call **1800 050 999** | email **healthcare@boc.com** or visit **www.boc.com.au/o2matic**

Featured Products

Medical-grade freezers

Helmer Scientific's GX Solutions include laboratory and plasma freezers for vaccines, medications, blood therapies and sample storage. Powered by OptiCool technology, GX Solutions are claimed to be the first professional medical-grade freezers optimised for critical healthcare applications through temperature performance, noise reduction and decreased energy use, while also using low global warming potential (GWP) technology to support environmental sustainability. OptiCool technology pairs variable capacity compressors with natural refrigerants.

The units maintain temperature stability using variable-speed compressor technology to limit overall temperature deviations, safeguarding sensitive clinical and scientific products. Temperature uniformity throughout storage locations within the unit helps to keep stored clinical products, vaccines, therapies or samples within required temperature ranges. GX Solutions are designed to recover quickly after frequent or prolonged door openings that are common in busy healthcare settings.

GX Solutions freezers have been designed to meet temperature performance requirements in response to the emerging vaccine storage standards across the globe. This emerging standard will help indicate which vaccine refrigerators and freezers meet recommended temperature performance attributes that maintain vaccine safety.

Helmer Scientific GX Solutions are available in upright and undercounter pharmacy, blood bank and laboratory refrigerator models, as well as laboratory/vaccine and plasma upright and undercounter freezer models.

Aurora BioScience
www.aurorabioscience.com.au

Recognised for over 20 years in the healthcare IT space, Ocean Health Systems is proud to announce a new image and refreshed product suite to the market.

As we move through unprecedented times, our team of skilled software engineers, developers, testers, product managers, clinical specialists and project managers remain committed to delivering a wealth of knowledge and expertise to the broader healthcare community.

Automated closed-loop oxygen therapy

The O$_2$matic PRO from BOC is designed to quickly stabilise arterial oxygen saturation in patients suffering from conditions that can lead to respiratory distress. Supplemental oxygen therapy is central to the treatment of respiratory insufficiency caused by a variety of acute and chronic diseases.

Oxygen flow is automatically titrated responding to real-time arterial oxygen saturation (SpO$_2$) as measured by pulse oximetry. The O$_2$matic PRO controls the dose of oxygen administered to the patient to maintain the SpO$_2$ within a prescribed target range.

Key benefits of closed-loop oxygen therapy include improved time to target SpO$_2$ levels, reduced oxygen consumption, faster weaning from oxygen and reduced length of hospital stay, and reduced costs of care and patient–nurse exposure times.

The O$_2$matic PRO device connects to existing oxygen wall outlets or oxygen cylinders.

BOC: Living healthcare
www.boc.com.au

Featured Products

Product information management software

Bizcaps Software's Master Catalogue Information System (MCIS) is a configurable software platform, providing data recipients with a framework for product master data management and governance. It delivers visibility into, and control over, unified supplier product and pricing information, with workflow automation of business processes involving data collection, enrichment and approvals ensuring consistency and traceability.

MCIS can be used by state healthcare procurement departments and hospitals to manage the administrative workload associated with harmonising large volumes of product and supply chain data between trading partners. Procurement, supply chain and clinical staff can search and manage multiple supplier product catalogues concurrently in a single secure cloud-based platform.

MCIS securely validates and synchronises product information between buyers and suppliers in real time, minimising errors and claims issues. It automates the process of extracting and integrating the relevant product information from the National Product Catalogue (NPC) and other data sources into internal product master catalogues.

Search capabilities make it simple to find and share product information. Configurable rule validation, translations and synchronisation triggers and alerts, with customisable dashboard-style reporting, provide control and transparency.

Digital assets can be stored and retrieved, enabling distribution of product images and key product information directly to MCIS users and connected systems.

MCIS is built on Bizcaps FlowScribe master data management platform that provides out-of-the-box integration with GDSN data pools, including the NPC operated by GS1 Australia. API connectors enable integration with existing systems such as ERP, EMR and Inventory Management.

Bizcaps Software
www.bizcaps.com

©stock.adobe.com/au/chagin

Temperature-controlled packaging solutions

MAX-Q is a provider of intelligent, validated, temperature-controlled packaging solutions for blood products, diagnostic specimens, vaccines and pharmaceuticals.

MAX-Q's Maxify technology spans the thermal insulation composite materials used in MAX-Q's shipping systems to deliver thermal insulation efficiency, strength and lightweight benefits, as well as a new category of payload-specific thermal packaging design solutions. These solutions employ user-centric ergonomic product engineering made possible through technological material advancements.

Due to Maxify's patented bi-functional material, low thermal conductivity and high structural rigidity, more materials can be packed and shipped in smaller boxes, retain compliant temperatures over longer periods, arrive with greater quality assurance and be reused.

Maxify technology eliminates temperature excursion related product losses while streamlining operations. The MaxPlus coolers are designed to ensure precise temperature control and patient safety, and eliminate product loss.

Aurora BioScience
www.aurorabioscience.com.au

Featured Products

Keyboard RFID reader combo

The Wamee rapID keyboard combines a washable design and radio frequency identification (RFID) reader for infection control and fast, secure logon.

The keyboard uses rfIDEAS' WAVE ID platform to allow single sign-on security to enhance workflows in healthcare facilities.

One tap unlocks the workstation and provides ultrafast entry to multiple systems to prevent the need to remember numerous passwords and save time logging on and off. The combined keyboard and RFID reader saves space by reducing the number of items required at a workspace.

The USB Micro Integrated Card Reader is dual band capable of reading both 125 kHz and 13.56 MHz credentials. It can be configured to read four different card configurations, including frequency, card type and data formatting, and works with all RFID card types, including Imprivata.

To help in low-light situations the keyboard is backlit with three different colours (aqua, blue, green) and has a membrane switch for quieter, faster key response.

Hospital Products Australia
www.hpaust.com

HIPAA-compliant video for telehealth

8x8 Jitsi as a Service provides HIPAA-compliant Jitsi video built on the 8x8 global platform, which allows healthcare providers to deliver secure and branded video experiences.

8x8 Jitsi as a Service provides features such as pre-built secure embeddable video calls, conferencing, chat and desktop sharing. Compliance and data privacy are built in to protect user data, there is privacy for meetings and insights can be gained with built-in analytics.

The solution can be integrated into websites, EHR platforms and apps to instantly connect with patients for consultations, prescription renewals and post-op follow-up.

Users can share system audio in a meeting from a device or browser tab as well as monitor connectivity quality and adjust video bandwidth. Businesses can configure, enable and disable features to build the desired experience for end users.

Users call into meetings using 80+ dial-in number options (11 toll-free) for 58 countries.

8x8 Jitsi as a Service provides end-to-end encryption even with a videobridge for desktop video meetings and is GDPR compliant for data processors.

8x8 is HIPAA compliant and a BAA can be supplied.

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www.8x8.com/au

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Trotec is ISO Certified
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The universal tool
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Managed IT services

The Missing Link's Managed IT Services are designed to remove the burden from internal IT teams and free up time to focus on strategic initiatives so that businesses have the space to grow in productivity and profit.

The Missing Link has rebuilt its Managed IT Service from the ground up, delivering outsourced support, maintenance and monitoring of critical infrastructure and end users, including proactive device management to minimise future issues and reactive support when needed.

The solution allows businesses to offload the day-to-day IT management tasks associated with supporting an IT environment, while also improving service levels, reducing spend and mitigating risk.

The Missing Link can support staff wherever they are using remote access tools or can provide onsite engineers. Areas covered include cybersecurity, stability and control of the IT environment, planning, and bill shock reduction.

The Missing Link
www.themissinglink.com.au

Noise alert system

SoundEars from Sound Safety are wall-mounted units designed to alert staff when sound levels in an area reach a specified level set by the operator. When the set level is exceeded, the device flashes red. This visual alert creates awareness of noise that may disturb patient comfort and recovery.

The SoundEar visual noise warning device can offer a sustained and significant reduction in ambient noise levels. The devices are claimed to improve patient recovery time, especially in ICUs, by reducing the impact of disturbing noises.

The SoundEar II and the SoundEar 3-300 are about the size of an A4 page. Mounted on the wall of an ICU or ward, they continually monitor noise levels. The SoundEar 3-300 comes with the ability to log and report noise levels so that corrective actions to minimise disturbance can be measured.

Sound Safety
www.soundsafety.com.au

Featured Products

Body aesthetic solution

Cutera's truBody solution pairs two non-surgical technologies: one designed to reduce fat and the other to build, strengthen and tone muscle. truSculpt iD uses radiofrequency to target and heat stubborn fat deposits, while truSculpt flex creates tone and definition through multi-directional bioelectrical muscle stimulation. truSculpt flex is reported to be clinically proven to help and reduce chronic back pain through core strengthening.

Both treatments are used in conjunction in a one-hour in-clinic session (15 minutes directed on fat burning and 45 on muscle building). The device offers customisable placement locations to target multiple, specific small and large muscle groups with no downtime. The pairing is reported to deliver an average of 24% fat reduction and up to a 30% increase in muscle mass.

Cutera Australia
www.cuteraanz.com

Duress alarm

The MePACS Duress Alarm is a 24/7 emergency response personal alarm service for lone workers monitored by trained professionals. The alarm is designed to support staff safety when working out in the community.

The MePACS Duress Alarm is a standalone device: users press one button if help is required and the MePACS emergency response team will respond within two minutes. The device has a two-way speaker for voice-to-voice communication so that the most appropriate help is sent out quickly. The device uses the 4G mobile network and a GPS locator to ensure assistance is provided at the correct location — with the operator staying on the line until help arrives. Other device features include low battery/poor mobile signal strength audio and visual indicators and falls detection.

MePACS works with many healthcare organisations who have employees that are often working alone and face risks with respect to occupational violence and medical emergencies. Devices can be shared amongst teams and staff can check in for added security and peace of mind.

MePacs
www.mepacs.com.au
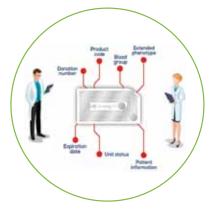
Blood product tracing solution

Biolog-id has developed Biolog-connect, a solution that uses radio frequency identification (RFID) technology to manage and trace sensitive blood products. The Biolog-Transfusion solution is designed for blood transfusion centres, blood banks and healthcare establishments.

The Biolog-id Transfusion solution combines electronic RFID tags affixed to each blood product; smart storage kits SST; RFID scanners/encoders installed at strategic points along the supply chain; and a software suite. The X-Match module is designed to ensure that the right product goes to the right patient.

The advantages of using Biolog-connect include ascending and descending traceability, enhanced patient safety, improved working conditions and reduced operational costs.

Aurora BioScience
www.aurorabioscience.com.au

Respirators

CleanSpace HALO is a powered respirator without the conventional belts and hoses associated with PAPR, in one light and easy-to-use system. CleanSpace HALO is designed specifically for the healthcare, pharmaceutical and laboratory sectors and is being used to protect frontline healthcare staff globally.

The device's proprietary technology is AirSensit, which is breath responsive to deliver filtered air on demand. Created by bioengineers, the respirator can be used with the CleanSpace STERI-PLUS exhalation valve filter as the source control to filter the wearer's exhaled air in sterile settings.

The CleanSpace SMART APP provides instant wireless connection to the CleanSpace HALO to check measures such as unit battery level and mask fit, anytime during a work shift. This feature allows healthcare staff to wear their personal protective equipment (PPE) in confidence. The CleanSpace Smart App can be downloaded free of charge from the Apple Store and Google Play Store.

The product has the Australian standard approval of AS/NZS 1716 Respiratory Protective Equipment (RPE) and is IP rated 66 water tolerant. Being reusable, the respirators reduce costs and reliance on supply chains and stockpiling.

CleanSpace HALO has won coveted awards, including the Red Dot Design Award and top honours in the Smart/Innovative product category; and the Occupational Health & Safety Platinum Respiratory Protection Award.

CleanSpace Technology Pty Ltd
www.cleanspacetechnology.com

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Digital analytics to improve
workforce planning, patient outcomes

The South Australian public health system is applying advanced data science techniques to enhance workforce planning and improve patient outcomes.

Led by the Digital Health CRC (DHCRC) participants the University of South Australia and SA Health, the project will provide a digital analytics tool that can offer advance notice of emerging risk of adverse events in healthcare environments.

It will support clinical and executive decision-makers and optimise patient data analytics to create value for health consumers and stakeholders.

The project, aimed to help issues such as ramping, suicide prevention, medication and falls incidents, will begin in the Central and Southern Adelaide Local Health Networks clinical settings — the two largest in the state with a preliminary focus on general medical and mental health departments.

In the pilot phase, the project team performed research on the preliminary predictive harm algorithm development to more effectively inform safety, quality and risk management strategies related to patient medication strategies using 18 months of data from the Royal Adelaide

Hospital and The Queen Elizabeth Hospital, explained Professor Marion Eckert, Director of the Rosemary Bryant AO Research Centre at Uni SA. The phase is now being expanded to include falls risk and code blacks.

The digital tool will use existing software frameworks to build a visual, interactive program that will be accessible and reported via a dashboard summary for clinicians and administrators.

"This will allow them to view real-time insights that describe risk exposure in the hospital setting and produce their own assessments and predictions in real time to forecast special considerations for safety measures to be implemented," Prof Eckert said.

Digital Health SA Director of Strategy and Architecture Alastair McDonald said the technology will be used to ensure the continuity of safe and quality care.

"Our Local Health Networks face a number of operational challenges in response to a population with increasing physical and mental health care needs," McDonald said.

"This research project will help us form solutions and represents the importance of our partnership with the DHCRC.

"It allows us to team up with leading academics and be supported by the CRC's Commonwealth funding, so we can use advanced digital technologies to support our workforce to maintain world-class care."

DHCRC CEO Dr Terry Sweeney said the new SA project was closely aligned with the DHCRC's focus on accelerating research into real-world application.

With patient safety incidents in Australian hospitals costing an estimated $4.1 billion during 2017–18[1], this critical research will deliver significant results for patients, in addition to a number of commercial drivers for the South Australian health system," Dr Sweeney said.

"The ability to seamlessly predict risks in a hospital setting is powerful, and we look forward to this project delivering key evidence and scaling more broadly across South Australia and nationally."

Reference

1. The Australian Commission on Safety and Quality in Health Care: https://www.safetyandquality.gov.au/sites/default/files/2019-07/the-state-of-patient-safety-and-quality-in-australian-hospitals-2019.pdf.

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www.fortinet.com

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healthid.net.au

Health ID is a leading Australian company specialising in digital healthcare solutions. The team behind Health ID has been servicing the Australian healthcare sector for over 20 years. Health ID has offices in Sydney and Brisbane, and services many high-profile Australian healthcare providers.

Hicom Technology Limited
www.hicom.co.uk

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laundrylane.com

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www.liveport.com/ site-surveys

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www.matereducation.qld.edu.au

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Med-ID
www.med-id.com.au

Trusted solutions for medication safety and delivery dose administration aids for local pharmacy and centralised packaging. Bedside medication scanning and checking safety for hospitals and aged care.

MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
www.medicalwizard.com.au

Medical Wizard was developed based on extensive research and user feedback received from many specialist practitioners, practice managers, medical receptionists, nurses and other stakeholders over the past 25 years, with the mission of bringing about the transformation of Australian healthcare towards an EMR era.

MediLend Pty Ltd
www.medilend.com.au

Your mortgage broker for healthcare professionals and affiliates, home loans, investment loans, equity loans, asset-finance, overdraft facilities, goodwill loans, medical/dental practice finance, commercial and m.v. finance.

Medtasker
medtasker.com

Mobile collaboration, communication and task management for hospitals.

MePACS Duress Alarms

mepacs.com.au/duress

MePACS offer a 24/7 duress alarm service that is responded to by trained professionals. We have over 45,000 clients and 30+ years' experience in emergency response. MePACS offer a quick and easy duress device that has one button activation, GPS, fall detection plus audio and visual battery indicators.

Messe Reps
www.messereps.com

Representative in Australia of Messe Düsseldorf, organisers of MEDICA and other medical trade fairs in Düsseldorf and around the world under the banner MEDICAlliance www.medicalliance.global.

Minitab Pty Ltd
www.minitab.com

Minitab helps healthcare organisations to discover valuable insights in data with a powerful suite of statistical analysis and process improvement tools. Through data analysis and process management, Minitab can empower organisations to maximise cost savings, improve the quality of care and ensure patient safety.

Modeus
www.modeus.com.au

Modeus is recognised as Australia's leading supplier of electronic controlled drug register software, servicing over 5000 customers across multiple industries including pharmacy, veterinary, aged care, hospital, paramedic services and medication warehousing and distribution.

Monika Australia & Asia Pacific
www.monika.com.au

Monika has provided digital food and medicine safety solutions to the health and aged care sector since the early 1990s. Our mobile devices, sensors and software enhance safety and efficiency in foodservice and clinical teams.

MTA Australasia Pty Ltd
www.mta-au.com

MTA is a European based manufacturer and global supplier of commercial and industrial water chillers for both HVAC and industrial process applications, including medical applications such as MRIs, Linac, PET, etc. Offering cooling only and reversible heat pump configurations with a cooling range of 1.4 – 1943 kWr.

Notifyre
www.notifyre.com

Notifyre is a multi-channel communications platform that bridges the gap between traditional and modern communication through its all-in-one cloud-based hub. Access from any device to manage your organisation's entire communications including SMS, fax, block-chain based messaging, file transfer and cloud storage.

Novari Health
www.novarihealth.com.au

Based in Canada, with offices in Toronto, Kingston and Vancouver, and now in Sydney, Australia, Novari Health Pty Ltd specialises in designing, building and deploying enterprise-scale software solutions that improve access to care for patients and at the same time improve the delivery of health care. Our Novari Access to Care Platform includes modules that enable eReferrals, coordinated care, telemedicine, eRFA, wait list management and air traffic control-like functionality that helps patients get the right care at the right time by the right provider.

Ocean Health Systems
oceanhealthsystems.com

The destination point for smart approaches to health data.

Olinqua
olinqua.com

Olinqua is a workforce enablement platform for hospitals. Our mission is to make hospitals more productive, efficient and sustainable. Solutions we offer include a digital twin for hospital operations, a class-leading message integration engine, and a full suite of messaging, collaboration and workflow applications.

Oracle
www.oracle.com/au/industries/healthcare

Oracle Healthcare cloud solutions empower healthcare organisations with the most complete industry solutions, along with unified ERP, finance, HCM, supply chain, and EPM cloud applications. Struggling with managing large data volumes, analytics or journey to cloud? Contact Oracle today.

PC Locs
www.pclocs.com.au

PC Locs is a company dedicated to the design and manufacture of the highest quality security, charging and transport solutions for mobile device deployments.

Our vision is to be globally recognised as the most innovative and trusted brand in developing solutions for managing deployments of mobile technology.

Philips
philips.com.au/healthcare

Philips is a leading health technology company focused on improving people's health and enabling better outcomes across the health continuum — from healthy living and prevention, to diagnosis, treatment and home care.

Pitney Bowes
pb.com/au

Pitney Bowes is a global technology company providing solutions in mailing, shipping, visitor management, ecommerce, and financing. Our digital visitor and contractor management system, LobbyTrac, is a contactless, self-service solution with an integrated Bluetooth infrared temperature check, to manage people onsite.

plan8 Pte Ltd
www.plan8.io

plan8 is a start-up with a clear goal to build 'vaxyn8', a life course-based vaccination and immunisation enablement platform, and provide beneficiaries with a secure, interoperable, trusted/verifiable smart pass to commute, work and travel.

Poly
www.poly.com/au/en/solutions/industry/healthcare

Poly creates premium audio and video products so you can have your best meeting – anywhere, anytime, every time. Our headsets, video and audio-conferencing products, desk phones, analytics software and services are beautifully designed and engineered to connect people with incredible clarity.

Procell

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www.procell.com

Procell is a premium primary battery brand owned by Duracell, exclusively serving the professional market and designed to reduce overall costs and drive the profitability for corporate. Estimate your battery related savings when using Procell, please visit our website to learn more.

Propell Pty Ltd

www.propellhealth.com.au

Propell is the Australian distributor of iHealth. iHealth is a global leader in patient-focused mobile health devices. Bluetooth connected blood pressure monitors, pulse oximeters, thermometers, scales and blood glucose monitors.

Pure Storage

www.purestorage.com/au

Pure delivers a modern data experience that empowers organisations to run their operations as a true, automated, storage as-a-service model seamlessly across multiple clouds.

Schneider Electric

www.se.com/au

Schneider Electric's mission is to be your digital partner for sustainability and efficiency. As a leader in engineering and industrial software, Schneider Electric helps build sustainable healthcare solutions for healthcare facilities of all sizes that improve operational efficiency, patient safety and satisfaction.

SEKO

www.seko.com

SEKO's superior cleaning and hygiene solutions include chemical dilution and dispensing units, wall-mounted spray stations and the DispenserONE hand sanitizer system range, which combines high capacity, mains power connection and IoT-enabled remote management to set a new standard in infection control.

Smartek

www.smartek.net.au

Smartek is a full-service cloud-based compliance and workforce management system designed to take the headache out of operational control. Login through our app, or online, to access pre-qualified information about your workforce... no more expired insurances, vaccinations, or fraudulent police checks.

Sony Australia

pro.sony/en_AU/products/medical

Sony delivers innovation across the imaging workflow, from leading 4K, 4K3D and 3D technologies — to the very latest in IP conversion to create smart digital operating rooms. We offer a wide range of medical devices to capture and view medical images, from cameras to 4K surgical monitors.

SOTI

soti.net

SOTI is a proven leader at creating innovative solutions that reduce the cost and complexity of business-critical mobility and the IoT. Thousands of companies around the world depend on us to secure, manage and support their mobile operations.

Sound Safety

www.soundsafety.com.au

The award winning SoundEar family of products has helped thousands of hospitals and care facilities around the world to reduce and manage noise for over 20 years.

Spotto

www.spotto.io

Spotto's simple-to-install, cost-effective real time tracking enables hospitals and aged care facilities to dramatically reduce the time wasted by nurses searching for equipment, and improves response times when you need things urgently.

Symetec

www.symetec.com

Symetec provides unique food processing equipment to small businesses, kitchens and hospitality outlets such as automatic butter spreading machines for sandwiches, benchtop forming machines for meats, vegemixes and cookies. Symetec also distributes to the hospital and hospitality industry the BAXX airborne virus and bacteria killers.

TechClick

techclick.com.au

TechClick — buy, deploy and manage your technology. Next level of ICT sourcing and procurement ICT. TechClick can help you identify, deliver and maintain cost savings through better procurement. Achieve immediate saving impact on your bottom-line, increasing profits whilst adding lasting value to your business.

Tekdis

www.tekdis.com.au/products/medical-solutions.html

Tekdis specialize in industrial, display and healthcare solutions to the medical markets in Australia. Our product portfolio includes a full range of medical PPCs, powered and non-powered WoW, laptop carts, IoT solutions, telehealth solutions, medical tablets, keyboards and a range of mounting accessories.

Telstra Health

www.telstrahealth.com

At Telstra Health, we work to improve lives through digitally-enabled care for our community. Our purpose drives us as we strive to realise a connected and improved digital health experience for all.

The Missing Link

www.themissinglink.com.au

We help businesses achieve their goals through IT transformation with our core offerings: IT and cloud, cybersecurity and automation. With over 20 years' experience we're recognised as industry leaders and partner with market-leading global and local vendors to deliver world-class solutions and services.

Tristel Pty Ltd
tristel.com/au-en

Tristel manufactures infection control products utilising patented chlorine dioxide chemistry; for device, surface and water disinfection. Within technology, Tristel 3T delivers digital traceability for devices, and Tristel's Rinse Assure provides a simple solution for bacteria-free, compliant rinse water in endoscopy.

Trotec Laser

trotec

www.troteclaser.com/en-au

Trotec is a leading manufacturer of laser machines for marking, cutting and engraving solutions. Austrian designed and engineered, Trotec offers a diverse range of laser solutions and software, designed for marking of medical instruments to provide traceability and confidently meet all medial marking standards.

True Social
www.truesocial.media

True Social is a social media advertising agency. We specialise in strategy, content, media and optimisation to deliver results on social media platforms. Supporting clients in building digital awareness, engagement and action with their communities.

uPaged
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uPaged is a healthcare workforce marketplace — an enterprise-level solution connecting healthcare facilities, healthcare recruitment agencies and healthcare workforce in a single, fully-integrated ecosystem. The smart way to fill on-demand, casual shifts, uPaged saves time, cost, quality and compliance issues.

UV Consulting
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Experts in UVC disinfection devices for safe, quiet, effective, continuous disinfection of ambient air in consulting rooms, reception areas, waiting rooms, and direct UVC disinfection of unoccupied rooms.

Virtualcare
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Virtual care at scale can drastically improve efficiency of care delivery, reduce costs and improve patient experience. With an end-to-end virtual care platform, we automate manual workflows to streamline care delivery. Virtualcare, the platform enabling remote care across Australia; providing care... everywhere.

Visionflex

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www.visionflex.com

Visionflex technology provides access to high quality healthcare anywhere, anytime. With first-class clinical functionality, new generation HD video conferencing software, and easy-to-use hardware, our solution brings together medical expertise and patients around the globe.

Vocera Communications Australia

VOCERA

www.vocera.com/au

Vocera helps hospitals and aged care organisations to enhance care quality and operational efficiency. Vocera offers the leading platform for clinical communication and workflow, enabling secure communication and collaboration while integrating with 150+ clinical and operational systems.

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Through our expertise, brilliant network, and unique customer focus, we make brilliant solutions simple for enterprise and government organisations.

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We provide trusted clinical technology and evidence-based solutions that drive effective decision-making and outcomes across healthcare. Specialized in clinical effectiveness, learning, research and safety, as well as clinical surveillance and data solutions.

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At Xacom we focus on understanding your goals and challenges, to develop and integrate the solutions you need. Established in 1985, we specialise in critical communication solutions such as nurse call, radio paging, security and reporting solutions. Whatever your goals, Xacom cares as much as you do.

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Zimmer Biomet is a global medical technology leader with a comprehensive portfolio designed to maximise mobility and improve health. We transform the patient experience through our innovative products and suite of integrated digital and robotic technologies that leverage data, data analytics and artificial intelligence.

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The Certified Health Informatician of Australasia **(CHIA)** is a unique credentialing program for health professionals with specialisation in informatics and digital health.

CHIA certification demonstrates candidates meet the health informatics **core competencies to perform effectively as digital health and health informatics professionals.**

Employer funded programs can include induction sessions, examination readiness checks, discounted registration rates and an evaluation report. Contact us to discuss the best program offering that suits your organisation.

The CHIA program is governed and operated by the **Australasian Institute of Digital Health (AIDH).**

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Certified employees proven to understand digital health and health informatics

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www.healthinformaticscertification.com

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– Cincom Systems of Australia
– COMBITEL
– Connected Health Powered by Wavelink
– Dell Technologies
– eHealth Consortium
– Lumary
– Modeus
– Philips
– Schneider Electric
– Smartek
– Spotto
– Telstra Health
– Visionflex
– Vocera Communications Australia
– Xacom

Air-conditioning Technology

– MTA Australasia Pty Ltd

Alarm Systems

– Ascom
– Everbridge
– MePACS Duress Alarms
– Monika Australia & Asia Pacific
– Olinqua
– Philips
– Vocera Communications Australia
– Xacom

Allied Health Software

– Alcidion
– Dell Technologies
– InterSystems
– Spotto
– Telstra Health
– Wolters Kluwer Health

Artificial Intelligence

– 3M Health Information Systems
– Alcidion
– Cornerstone Performance Management
– InterSystems
– Kofax Australia
– Med-ID
– Minitab Pty Ltd
– Olinqua
– Oracle
– Philips
– plan8 Pte Ltd

Asset Tracking

– Spotto
– Trotec Laser

Audio Visual

– 8x8 Inc.
– COMBITEL
– Jands
– Laundry Lane Productions
– Poly
– Sony Australia
– Tekdis
– Xacom

Bed/Chair Tech

– eHealth Consortium
– Xacom

Billing Software

– Dell Technologies
– InterSystems

– Lumary
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)

Call Systems

– Ascom
– INDIGO CARE
– Medtasker
– Olinqua
– Vocera Communications Australia
– Xacom

Care Planning Software

– Alcidion
– Cincom Systems of Australia
– Dell Technologies
– Lumary
– Philips
– Virtualcare

Cloud computing

– Alcidion
– Bizcaps Software
– Cornerstone Performance Management
– Dell Technologies
– DUG Technology
– Havi Technology
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Minitab Pty Ltd
– Olinqua
– Oracle
– plan8 Pte Ltd
– Pure Storage
– Schneider Electric
– TechClick
– The Missing Link
– Vocus
– Xacom

Cybersecurity

– BeyondTrust
– Connected Health Powered by Wavelink
– Dell Technologies
– Fortinet
– Olinqua
– Oracle
– Philips
– Pure Storage
– Schneider Electric
– TechClick
– The Missing Link
– Vocus
– Wolters Kluwer Health
– Xacom

Data Analysis

– 3M Health Information Systems
– Alcidion
– Bizcaps Software
– Cornerstone Performance Management
– Dell Technologies
– InterSystems
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Minitab Pty Ltd
– Olinqua
– Oracle
– Philips
– plan8 Pte Ltd
– Pure Storage
– Telstra Health
– The Missing Link

Data Centres

– Cornerstone Performance Management
– Dell Technologies
– DUG Technology
– Minitab Pty Ltd
– Oracle
– Philips
– Pure Storage
– Schneider Electric
– TechClick
– The Missing Link
– Vocus

Data Management/Storage

– Bizcaps Software
– Cornerstone Performance Management
– Dell Technologies
– DUG Technology
– GS1 Australia
– IOS Technologies
– Lumary
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Minitab Pty Ltd
– Oracle
– Philips
– Pure Storage
– TechClick
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Diagnostic Informatics

– Philips

Digital Health

– Telstra Health

Digital Transformation

– 3M Health Information Systems
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– Alcidion
– Bizcaps Software
– Brother International Aust Pty Ltd
– Cincom Systems of Australia
– Connected Health Powered by Wavelink
– Cornerstone Performance Management
– Dell Technologies
– Elcom Technology
– Ergotron
– Everbridge
– GS1 Australia
– Havi Technology
– Health ID
– InterSystems
– Kineo
– Kofax Australia
– Laundry Lane Productions
– Lumary
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
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– Ocean Health Systems
– Olinqua
– Oracle
– Pitney Bowes
– plan8 Pte Ltd
– Propell Pty Ltd
– Pure Storage
– Schneider Electric
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– TechClick
– Telstra Health
– The Missing Link
– Tristel Pty Ltd
– True Social
– Virtualcare
– Vocera Communications Australia
– Vocus

Digital Workplace Training

– Kineo

Disability Software

– Lumary

Discharge Summaries

– Alcidion
– InterSystems
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)

Education Software

– Kineo
– Mater Education
– Wolters Kluwer Health

Electronic Claiming

– Hicom Technology Limited
– Lumary
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)

Endoscopy Services

– MD Scopes
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)

Entertainment Systems

– COMBITEL
– eHealth Consortium

Fintech Solutions

– Cincom Systems of Australia
– Cornerstone Performance Management
– Dell Technologies
– MediLend Pty Ltd
– Oracle
– plan8 Pte Ltd

GP Software

– Telstra Health
– Visionflex
– Wolters Kluwer Health

Hardware

– Brother International Aust Pty Ltd
– COMBITEL
– Connected Health Powered by Wavelink
– Dell Technologies
– eHealth Consortium
– Electrotest Ltd
– Ergotron
– Health ID
– HPA
– Messe Reps
– Oracle
– Poly
– Propell Pty Ltd
– Pure Storage
– TechClick
– Tekdis
– The Missing Link
– Tristel Pty Ltd
– Xacom

Healthcare Recruitment Technology

– uPaged

Hospital Software

– 3M Health Information Systems
– Alcidion
– Allscripts Healthcare IT (Australia)
– Ascom
– Dell Technologies
– Getinge Australia Pty Ltd
– Hicom Technology Limited
– InterSystems
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Medtasker
– Modeus
– Novari Health
– Olinqua
– Philips
– Schneider Electric
– Spotto
– Telstra Health
– The Missing Link
– Virtualcare
– Visionflex
– Vocera Communications Australia
– Wolters Kluwer Health

Identity Management

– Brother International Aust Pty Ltd
– Cognitec Systems
– Dell Technologies
– GS1 Australia
– Health ID
– HPA
– Oracle
– plan8 Pte Ltd
– TechClick
– The Missing Link

Infection Control

– Camfil Australia
– Dentalife Australia
– Getinge Australia Pty Ltd
– Ocean Health Systems
– Olinqua
– Philips
– SEKO
– Tristel Pty Ltd
– UV Consulting
– Vocera Communications Australia

Integrated Care

– Alcidion
– Allscripts Healthcare IT (Australia)
– Dell Technologies
– eHealth Consortium
– InterSystems
– Lumary
– Oracle
– Philips
– Propell Pty Ltd
– Sound Safety
– Telstra Health
– The Missing Link
– Virtualcare
– Vocera Communications Australia
– Wolters Kluwer Health

IoT Devices

– Aurora BioScience
– Connected Health Powered by Wavelink

– Dell Technologies
– Ergotron
– Monika Australia & Asia Pacific
– Olinqua
– Propell Pty Ltd
– Schneider Electric
– SEKO
– SOTI
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– Tekdis
– The Missing Link

Medical Apps

– Alcidion
– CleanSpace Technology Pty Ltd
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Medtasker
– Olinqua
– Oracle
– plan8 Pte Ltd
– Propell Pty Ltd
– SOTI
– Telstra Health
– Tristel Pty Ltd
– Visionflex
– Wolters Kluwer Health
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Medical Devices

– Ambu Australia Pty. Ltd
– Aurora BioScience
– CleanSpace Technology Pty Ltd
– Electrotest Ltd
– Getinge Australia Pty Ltd
– HPA
– MD Scopes
– Messe Reps
– Philips
– Propell Pty Ltd
– Sony Australia
– Tekdis
– Tristel Pty Ltd
– Visionflex
– Zimmer Biomet Pty Ltd

Medical Imaging

– Philips

Medication Management

– Alcidion
– Allscripts Healthcare IT (Australia)
– Ergotron
– GS1 Australia
– Health ID
– InterSystems
– Med-ID
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– Modeus
– Telstra Health
– Wolters Kluwer Health

Mobile Device Management

– PC Locs
– SOTI

Network infrastructure

– COMBITEL
– Dell Technologies
– Electrotest Ltd
– Liveport
– Medtasker
– Oracle

– Pure Storage
– TechClick
– The Missing Link
– Vocus

Online Appointments

– Dell Technologies
– Everbridge
– InterSystems
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Olinqua
– plan8 Pte Ltd

Palliative Care Software

– Lumary

Pathology Software

– Dell Technologies
– InterSystems
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Philips

Patient Communications Management

– Cincom Systems of Australia

Patient Education

– COMBITEL
– eHealth Consortium
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– Virtualcare
– Wolters Kluwer Health

Patient Monitoring

– Philips

Pharmacy Software

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Power Solutions

– Electrotest Ltd
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Product Information Management

– Bizcaps Software

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Radiology Software

– Dell Technologies
– InterSystems
– Novari Health
– Philips

Referrals Software

– InterSystems
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Novari Health

Remote Help Desk Services

– TechClick

Remote Monitoring

– Alcidion
– Aurora BioScience
– Dell Technologies

– InterSystems
– Monika Australia & Asia Pacific
– Olinqua
– Philips
– Propell Pty Ltd
– Schneider Electric
– TechClick
– Telstra Health
– The Missing Link
– Virtualcare
– Visionflex
– Xacom

Respiratory Protection

– CleanSpace Technology Pty Ltd

Safety Tech

– Alcidion
– Cognitec Systems
– Electrotest Ltd
– Everbridge
– MePACS Duress Alarms
– Monika Australia & Asia Pacific
– Olinqua
– Pitney Bowes
– The Missing Link
– Vocera Communications Australia

Secure Message Delivery

– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Notifyre
– Novari Health
– Olinqua
– TechClick
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Shared Health Records

– Alcidion
– Allscripts Healthcare IT (Australia)
– Dell Technologies
– InterSystems
– IOS Technologies
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Olinqua
– Oracle
– Philips
– plan8 Pte Ltd
– Telstra Health

Social Media Marketing

– True Social

Specialist Software

– 3M Health Information Systems
– Ascom
– Cognitec Systems
– Contracts Online Pty Limited
– Dell Technologies
– Hicom Technology Limited
– Kineo
– Lumary
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Minitab Pty Ltd
– plan8 Pte Ltd
– SOTI
– TechClick
– Telstra Health
– The Missing Link
– Wolters Kluwer Health

Telecommunications

– 8x8 Inc.
– Ascom
– Connected Health Powered by Wavelink
– Dell Technologies
– Electrotest Ltd
– GoFax
– GoFax
– Notifyre
– Olinqua
– Oracle
– Poly
– TechClick
– The Missing Link
– Virtualcare
– Vocera Communications Australia
– Vocus
– Xacom

Telehealth

– 8x8 Inc.
– COMBITEL
– Dell Technologies
– eHealth Consortium
– Ergotron
– Everbridge
– HPA
– InterSystems
– Jands
– MEDICAL WIZARD (MOUSE SOFT AUSTRALIA PTY LTD)
– Novari Health
– Oracle
– Philips
– plan8 Pte Ltd
– Poly
– Propell Pty Ltd
– Tekdis
– Telstra Health
– The Missing Link
– Virtualcare
– Visionflex

Virtual Care

– Philips

Virtual Reality

– Havi Technology

Visitor Management System

– Pitney Bowes

Wi-Fi

– COMBITEL
– Connected Health Powered by Wavelink
– Dell Technologies
– Fortinet
– Health ID
– Liveport
– Olinqua
– TechClick
– The Missing Link
– Vocus

Automation can lead to better
patient outcomes
in health care

Leigh Pullen, founder and CEO, CiGen

Access to timely and accurate information is critical to health care.

Whether that's a doctor receiving information from medical imaging and pathology labs, patients wanting information to take to specialists, or administrators ensuring accurate information is received and sent promptly, the collection and flow of data is critical for patient care and the smooth operation of healthcare services. And the COVID pandemic has exacerbated the challenges.

Intelligent automation, taking advantage of robotic process automation (RPA), can support healthcare teams in many ways. Here are five key ways automation can free up teams from time spent on repetitive administration tasks.

1. Better patient care

Medical professionals receive information from many different sources. Being able to automatically collate data coming from emails and scanned faxes, as well as reports from specialists and laboratories, ensures that the latest patient information is at the healthcare provider's fingertips as soon as the patient enters the room.

While many hospitals and healthcare facilities have embraced electronic records systems, they still have to manage data coming in from external agencies. Intelligent automation can not only detect when new information arrives but also extract pertinent data from a scanned document, email or file and enter it into patient information systems. This reduces the time nurses and administration teams need to spend chasing up test results and reports.

Automation can also be used to help fast-track the COVID vaccination rollout. For example, when a patient receives a vaccination, that data can automatically be sent to the federal government's vaccination register and recorded as part of the personal health record.

2. Faster claims processing

Every healthcare fund has different thresholds for what payments they provide to members. For healthcare providers, being able to give clients certainty about their out-of-pocket expenses before a procedure or treatment can reduce stress for the patient and improve customer service by providing accurate information.

The good news is that, while each health fund might be different, they each follow a set of rules when estimating charges and refunds, and processing claims. When clients provide health fund information, automated systems can apply the same rules as the funds to give the patient certainty about their costs. And once the treatment is complete, all the requisite information can be collected, collated and sent to the fund, automatically saving time.

3. Reduced administrative burden

Being able to collate and prepare COVID vaccine requests — which are coupled to Medicare numbers and other identifiers to ensure the right data lands in the right place — can be a very time-consuming and tedious task. But as the process is well understood and follows a set of known rules, it is an ideal candidate for automation.

As well as saving time, the process can run continuously and ensure errors caused by fatigue or boredom are significantly reduced. It also means staff can focus more directly on patient care rather than repetitive administrative tasks.

4. Faster and smarter logistics

Medical supply companies can also benefit from intelligent automation. The logistics behind vaccine supplies, as well as the delivery of hand sanitiser, masks, bandages, dressings, disinfectants, medicines and other important supplies, is incredibly complex. For supply companies dealing with a massive influx of orders through online channels, email, contact centres and field representatives, being able to quickly process orders is critical.

Automation can be used to collect and process orders whenever they come in, ensuring the fastest possible service for clinics and hospitals waiting for supplies. And while warehouse staff may not be working 24/7, software can work overnight, ensuring the pick, pack and dispatch teams can hit the ground running when they arrive at work rather than putting together orders from multiple sources.

5. Onboarding new health workers

One of the critical factors healthcare providers faced at the onset of the pandemic was a shortage of qualified personnel. The ability to rapidly process candidates by automating background checks can significantly reduce the administrative load on HR teams, ensuring they spend more time on interviews and other onboarding processes rather than collecting and entering data into systems.

Once candidates have made it through the selection process, everything from letters of offer and commiseration through to payroll information and induction training can be facilitated through automated processes. As well as ensuring everything is carried out as quickly as possible, this frees up management so they can focus directly on building the team.

The healthcare industry is highly dependent on the collection and distribution of information. As providers move towards electronic record systems, the ability to collect, collate and distribute that information quickly, without lots of manual handling, can deliver significant benefits to patients and greater efficiency for workers with fewer errors.

Intelligent automation using RPA can transform a medical practice, clinic or hospital, enabling better patient outcomes and allowing healthcare professionals to spend more time with their clients and less time wrangling data for administrative tasks.

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