

TELUS CareShare™

Collaborative Services

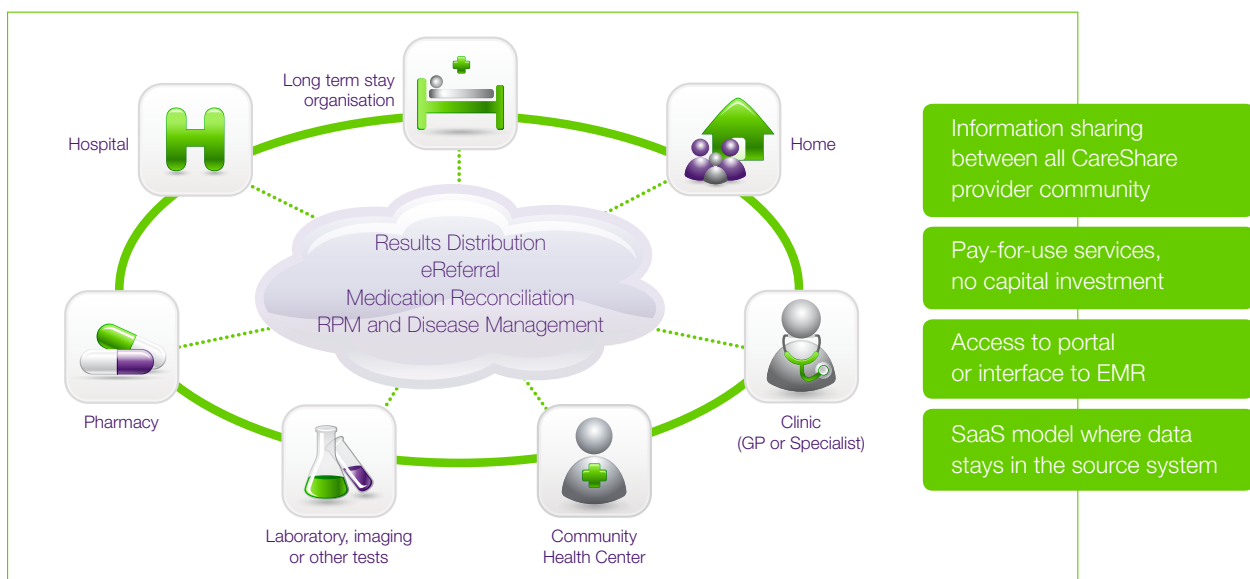
An easy and more affordable way to access and share information through the cloud

Canada's healthcare system is facing multiple challenges: the need to do more with less; the desire to improve quality of care, patient safety and outcomes, clinical workflows; and how to use technology as the enabler to make them a reality. Recently there has been a significant shift reducing capital and project investment in eHealth. For organizations and individual providers in primary, community, long-term and home care the costs associated with the implementation of these systems can be prohibitive and access to affordable and readily available solutions has eluded the market so far. This has driven an increased focus and emphasis on health IT systems to improve efficiency and collaboration for healthcare providers outside the hospital walls and across the care continuum within existing operational funding envelopes.

TELUS CareShare™ Delivers Cost-Effective, Timely Access to Patient Information

TELUS CareShare™ solves this problem by providing a suite of common and required services accessible in the cloud where clinicians and care providers can securely access and share health information from across the continuum of care. Vital health information can be accessed - anytime, anywhere, on any device - directly by hospitals, physicians, pharmacists, labs and patients in a pay-for-use delivery model eliminating the costs associated with expensive infrastructure investments and licensing fees.

Offered through a Software as a Services (SaaS) model, CareShare™ addresses the ubiquitous market requirement for online communications and collaboration within the provider community. More specifically, it provides solutions for three of the more pressing issues – document distribution, referrals and medication reconciliation.

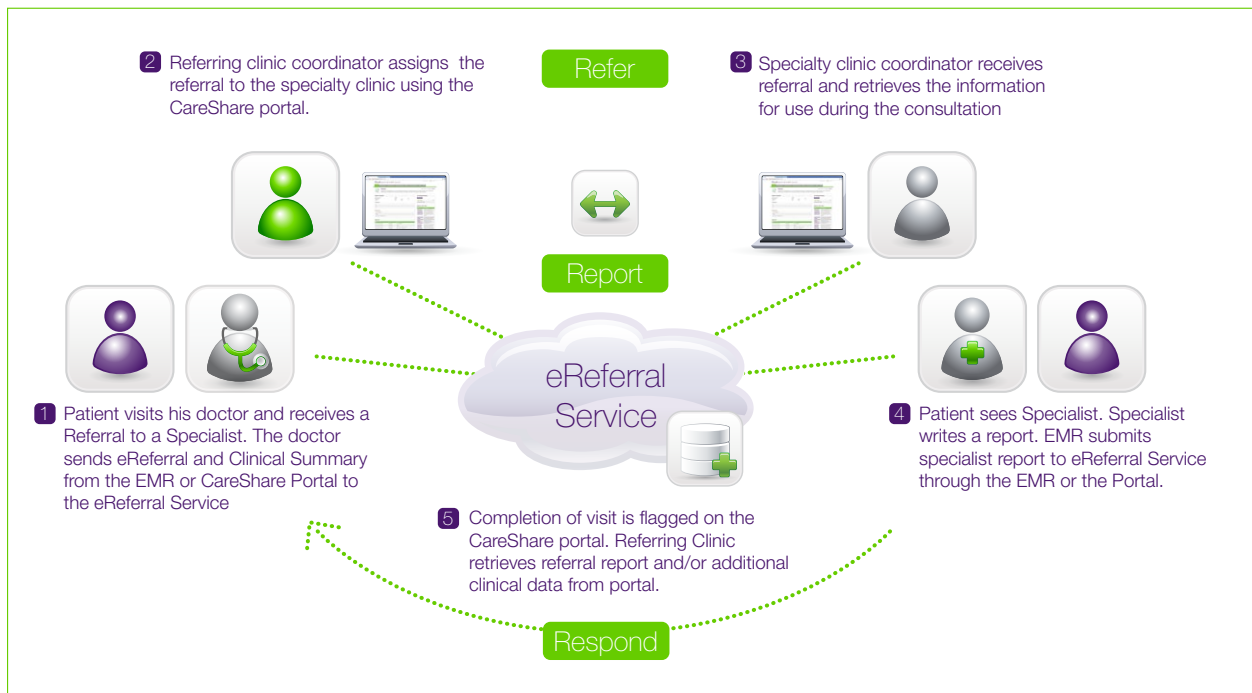


Document distribution, referrals and medication reconciliation in CareShare™

Today, the healthcare provider community still relies upon traditional means of communication including phone, fax, mail and increasingly email. With multiple levels of referrals taking place within the system every day the opportunity for lost documentation, miscommunication and error is enormous. With CareShare eReferral, the process is streamlined electronically: a referral to a specialist is generated within the system; all necessary patient information is associated with the referral; the specialist receives the referral and schedules the appointment; the specialist sees the patient and generates notes, advice and sends a report back to the referring physician. The resulting information is stored in the patient's record in the physician EMR and made available for viewing in the CareShare portal for providers without an EMR solution.

Medication Reconciliation is one of the most important steps a clinician takes when gathering patient information within acute care. Often the physician must rely on the patient's memory, dog-eared notes or family input to determine what medications the patient currently takes and in what dosage. CareShare Medication Reconciliation automates and enhances the process by liberating data from a variety of sources and providing tools to analyze and reconcile medications. The service locates medication data for patients located in CareShare client data stores including pharmacy management systems, physician EMRs, hospital clinical information systems, provincial drug information systems, the patient's personal health record and patient input. This enables the provider to view the data and provides tools to conduct drug utilization reviews or to research drugs and interactions online. Medication Reconciliation reports may be generated and distributed to patients and their identified healthcare providers and the report is archived as input to future medication reconciliations.

Pharmacists can also benefit from access to CareShare medication reconciliation records for their clients. More and more, pharmacists are being asked to provide a professional review and reconciliation of their clients medication profile. Today, pharmacists have electronic records of their clients' medications but due to many factors these are not shared. CareShare can facilitate the private, secure, real-time sharing of this information to give pharmacists a full view of a patient's medications thus preventing potential drug interactions or errors.



Benefits to Health Regions, Jurisdictions and Associations

- Enables the sharing of information between health organizations and healthcare providers within a region, jurisdiction or association
- Allows for the streamlining of processes for communication and collaboration
- CareShare uses a federated data model where information resides on existing systems and is accessed and viewed as required in the workflow or decision making process
- Information accessed through CareShare is placed into context with the patient record providing the physician with a full view for better decision making

Benefits to Acute Care Organizations

- Allows for the creation and electronic transmission of discharge summaries or diagnostic test reporting to long-term care, home and community, and primary care providers
- Provides clinicians with the ability to conduct medication reconciliations on each patient
- Can be integrated to the hospital EHR
- Provides a portal to physicians without access to an EMR and facilitates the sharing of information between them and providers with EMRs
- Improves clinician workflow for better patient management
- Information gathered may be shared with community based healthcare providers – such as pharmacists, nurses and other care providers

Benefits to Primary, Home and Community Care Providers

- Facilitates real-time sharing of patient information for referrals, results distribution, medications and remote patient monitoring activities
- As part of an existing EMR solution (or linked to it), CareShare provides a single sign-on to one system where information is aggregated from a variety of systems. CareShare can provide a portal to physicians without access to an EMR and facilitates the sharing of information between them and providers with EMRs
- Anytime, anywhere, secure access through the internet on multiple devices – including tablets and mobile devices
- Subscriber model allows users to pay for simple solutions that provide only what they need, when they need it
- Improved patient care delivery through timely access to data and shared workflow driven by clinicians
- Drives efficiencies and reduces costs within the healthcare system
- Optimized workflows and processes, including existing electronic processes by ensuring the smooth flow of information

Benefits to Patients

- Improved care coordination across the continuum
- Integration with the patient's Personal Health Record
- Provides an electronic health record for sharing with specialists
- Eliminates redundant tests and procedures
- Reduces the potential for drug errors or interactions
- Ensures an improved experience by eliminating the burden on the patient to ensure medical records follow them through their care journey
- Facilitates improved outcomes for the patient

Key Technology Advantages

- **Interoperability Platform** uses the latest standards-based technologies and industry best practices to help you build the optimal framework for the future.
- **Context Management** enables the cognitive functions of clinicians allowing a user to select a patient in one application and automatically remain with that patient's records when entering other applications. Eliminating the need to launch, log on, search, and re-select the patient in subsequent applications, context management technology saves time and is a virtual safety net for preventing errors.
- **Data federation powered by the Interoperability Platform** joins data from heterogeneous sources, leaving the data in its original location—without creating data redundancy. The source data remains under the control of the source systems and is pulled on-demand for federated access via a portal.
- **Federated identity and access control** eliminates the need to provision every user in the systems that will participate. The Interoperability Platform provides robust, standards-based tools that federate identity and access control across a multitude of institutions, and usage policies that can be modified easily to control security levels extended to external sources.
- **Secure messaging framework** sends data reliably and consistently between systems, platforms and users using industry-standard data exchange formats, security protocols and multi-protocol message brokers to ensure that content is transmitted securely and audited appropriately to provide end-to-end governance on how data is shared both internally and externally.
- **Service Oriented Architecture (SOA)** provides a means to leverage your existing technologies and allows them to interoperate by creating a common access point for disparate data sources. It performs faster than traditional centralized data models because it is highly distributed, doesn't require data synchronization and relies on the integrity of the data source at the point of care. All of this translates to faster software development, quicker speed.

TELUS Health Solutions and Carefx have partnered to revolutionize the way information is shared across the continuum of care by replacing expensive, long-term software licenses with services available electronically on a fee-for-service or subscription basis.

For more information about Carefx visit www.carefx.com

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