

healthLINK

Connecting you to a world of health information

November 2001

Introducing Australasia's leading Health Information Service Provider

Since connecting its first Australian site in Brisbane 15 months ago, HealthLink has moved swiftly to deliver services to more than 10% of Australia's General Practices. HealthLink now has medical practices, laboratories and hospitals connected in every state except Tasmania. In Western Australia it now has more than 75% of General Practices connected and every WA pathology laboratory and every radiology practice except one, now use HealthLink's services.

On the Northern New South Wales Coast HealthLink has now been installed in most of the major laboratories and the number of practices connecting in that state alone is growing by 60-100 per month. Two healthcare districts (one in NSW and one in Victoria) covering a combined

total of one and a half million people have now signed with HealthLink and will be installed with a range of services in early 2002. "Our strategy is to have a spread of highly successful pilots from which we can demonstrate the benefits of using HealthLink" says Tom Bowden, HealthLink's CEO. "We make a point of doing the job well before shifting our focus to new opportunities."

HealthLink's services are now AGPAL accredited and HealthLink is working hard to understand the needs and wishes of Australia's General Practices. HealthLink is developing a support network and has already installed its services from Kalgoorlie in the WA Goldfield's, to Taree on the North Coast of New South Wales.



HealthLink.NET

Advanced Communications For Your Practice

HealthLink has been developing a completely new messaging technology to meet the new Australian security standards and to produce a secure, robust and reliable system for exchanging health information across public networks.

HealthLink.NET is a Java based development, built for HealthLink by its sister company Orion Systems Ltd, a leading developer of health sector communications software. It has taken 15 months to build and has involved six staff from both Orion and HealthLink on a more or less full-time basis.

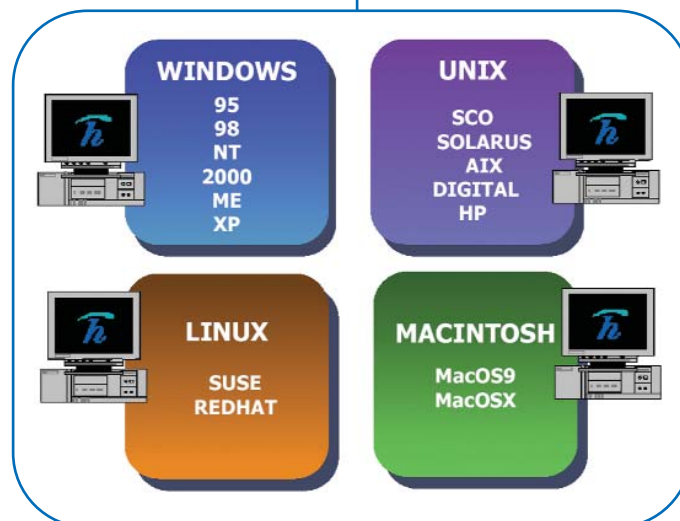
For the past couple of months, HealthLink.NET has been under trial at a Queensland Pathology Laboratory and has also been used by some smaller subscribers.

The new servers are connected to existing services and running live.

The major benefits of HealthLink.NET are:

- Connectivity to HealthLink's messaging and online services over any Internet Service Provider (ISP) or HealthLink's own VPN.
- Written in Java and therefore offers improved usefulness to Macintosh, Linux and Unix users as well as Windows.
- Compatible with a wide range of access mechanisms such as permanent Internet connections and Virtual Private Networks (VPN's).
- Easy for HealthLink to introduce new services, new messaging applications added in days rather than weeks.

- Updates subscribers over the Internet or VPN; subscribers will not need to wait for and load a CD.



SECURITY



- ▶ Public key infrastructure (PKI): X509 compliant digital certificates
 - Strong (128 bit) end to end encryption
 - Ensures data integrity
 - Verifies identity of sender
- ▶ All messages transferred over secure connection – 128bit SSL
- ▶ Outgoing messages: validated; translated; encrypted and signed
- ▶ Incoming messages: signature verified; message decrypted, translated and verified

Take a look at what is being done...

When the majority of General Practices in a region are connected via a service such as HealthLink, a number of useful things can be achieved.

Following is an overview of some of the projects currently being developed and in use.

Community Health projects

Hepatitis B Screening

Healthlink has developed and is now running a Hepatitis B screening programme. This very complex and demanding project is making serious headway with more than 200 practices participating and 45,000 of a 175,000 target population now screened. More than 3,300 Hepatitis B Carriers have been identified and the practices involved in this fully computerized programme have noticed a serious improvement in their ability to use practice information systems as a direct result of the intense support effort they have enjoyed as part of the programme.

Annual Diabetes Reviews

An annual Diabetes 'Get Checked' Programme has made steady progress and is now enjoying widespread-use. Unique in that it puts the management in the hands of Divisions; The Diabetes Project is a simple but effective tool in the battle to better understand and manage the growing incidence of Diabetes within our community.

GP Surv

A 'sentinel' programme has been developed to perform automatic capture of data related to the spread of communicable diseases. After an initial year-long trial of the GP Surv system, it is now being expanded to provide a much wider sample.

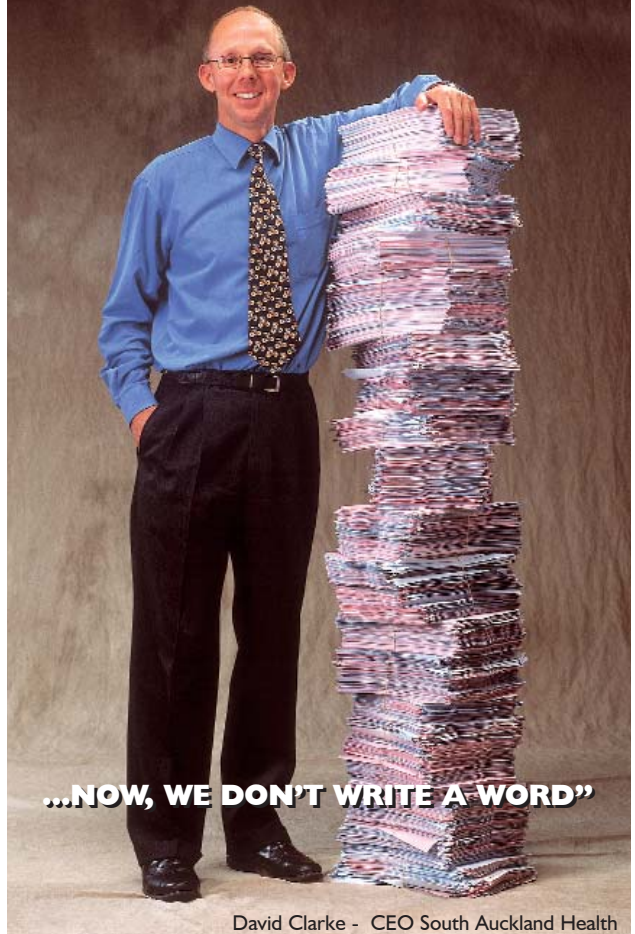
Online Services

HealthLink has been building a range of online services. The most important of these is an online provider directory. This Online Directory allows a General Practice to make an online selection of a referral facility. The HealthLink Provider Directory is maintained by health-provider organisations including health authorities and Divisions of General Practice.

Electronic Referrals, Status Reports and Discharge Summaries, (RSD)

HealthLink is the organisation which has pioneered the implementation of electronic discharge summaries, patient status reports and electronic referrals. Now being installed in hospitals, General Practices and Specialist Practices across Australia, this very useful system sends electronic patient information in a form which can be stored within the patient notes on most practice management systems.

"WE USED TO FILL OUT 10,000 DISCHARGE SUMMARIES EACH MONTH..."



David Clarke - CEO South Auckland Health

South Auckland Health has recently installed an Electronic Discharge Summary System, which is saving hospital clinicians time and providing GPs with the discharge information they require. The electronic discharge summaries are sent via Healthlink to General Practices. When they arrive at the GP, electronic discharge summaries can be instantly and automatically inserted into the patient's electronic medical record in the GP's computer system: no paper or administration time is involved.

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Who is HealthLink?

HealthLink is a technology company which provides electronic services to 95% of New Zealand's General Practices and nearly all hospitals, radiology centres and pathology laboratories. HealthLink's services are used to electronically transmit test results, order tests, to refer patients to hospitals and to send and receive patient status reports and discharge summaries.

Over the past 15 months HealthLink has expanded rapidly throughout Australia and now connects at least 10% of that country's practices as well. In Australia

HealthLink delivers a narrower range of services but with rapid advances in Australia's practice automation, HealthLink is on track to deliver a homogenous range of services across Australia and New Zealand by late 2001. HealthLink is one of the world's largest health sector networks, it delivers nearly 20 messaging applications and it has a growing range of Online services. HealthLink has built and will shortly launch an online health provider directory in conjunction with most of the healthcare providers in the Northern Region of New Zealand.

The HealthLink Support Group; A Specialist Team, dedicated to supporting your practice....

HealthLink is committed to providing high levels of customer support. We now provide a service from early in the morning (NZ time) until late afternoon (WA time). This is a total support service availability of 14 hours per day. HealthLink is available via 1800 number where a team of highly skilled support staff are ready to solve 70% of communications problems on the first call.

In a recent survey of 2,200 HealthLink practices, we received a 40% response. Of those who responded:

- 85% were pleased or very pleased with our ability to resolve their support issues.
- 78% were happy, very happy or delighted with the ease of use of Healthlink services.
- 80.5% found our services valuable, very valuable or extremely valuable.

If you would like to know more about HealthLink please contact us:

AUSTRALIA

Queensland: Tina Cleveland Ph: 0419 744 119 Tina.Cleveland@healthlink.net

Western Australia: Greg Hayes Ph 04 1247 4950 Greg.hayes@healthlink.net

New South Wales, Victoria ACT, and Tasmania: Tom Bowden + +64 21 874 154 Tom.Bowden@healthlink.net

Telephone us on 1800 125 036

www.healthlink.net



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