



CAPABILITY STATEMENT

Leading digital health,
advancing care,
and transforming
healthcare for a more
inter-connected future





About Connected Health

Our mission is to be at the forefront of digital health, delivering innovative and integrated digital healthcare solutions. By leveraging our deep healthcare knowledge and harnessing extensive business and technology capabilities from our market-leading vendors and partners, we enable healthcare professionals to connect, integrate, optimise, and sustain their operations. We implement interoperability, drive mobility, ensure data security, and enhance operational efficiency - all while providing training and change management support to facilitate seamless adoption and success.



The Solutions

Our specialities encompass the following categories:

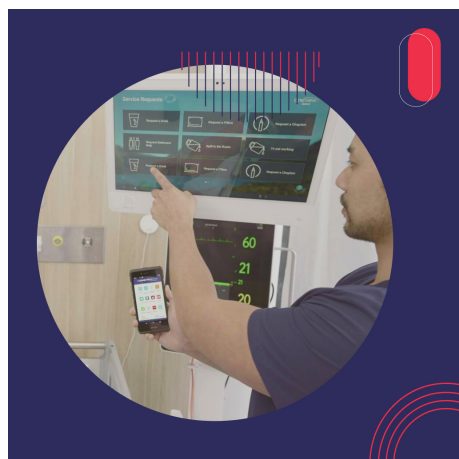


Enable Mobility

Our mobility solutions enable healthcare workers to remain connected and responsive to patient needs. Through a variety of wireless smart communication devices and specialised healthcare applications, we assist healthcare providers in enhancing communication and workflow within their facilities.

Optimise Interoperability

By leveraging our deep knowledge in healthcare and employing a structured methodology, we thoroughly examine the fabric of your existing systems, assess existing user workflows, and identify system requirements. Through collaboration with industry-leading technology vendors, we deliver solutions that seamlessly integrate your disparate systems and through testing and verifying, ensure interoperability across all your systems.



Enhance Workflow

Our communication and workflow solutions eliminate information silos, delivering meaningful patient data to clinicians when needed, enabling prompt and informed decision-making. The solution consolidates all communication channels, including voice calls, secure text messages, alerts, and alarm notifications, onto a single device. This allows care teams to engage in real-time discussions about patient conditions, seek second opinions from specialists, and collaborate seamlessly.

Protect Medical Devices & Clinical Networks

While the ongoing digital transformation in healthcare has delivered tangible benefits to facilities, caregivers, and patients, it has also led to a surge of cybersecurity challenges for healthcare organisations. Our operational technology security solutions assist healthcare providers in gaining the visibility and insights necessary to accurately build an inventory of all assets, evaluate risks, and automate the enforcement of security policies.

All our solutions are designed with security front of mind, ensuring the protection of patient data and clinical networks.





Solutions Offered

Independent Consultancy

Providing tailored solutions that align with your healthcare organisation's strategic goals to optimise operations, patient outcomes, and overall performance. Our services encompass strategic planning, operational efficiency, quality improvement, and change management.

Solutions Architecture / Specification Definition

Crafting solutions architecture and defining specifications tailored to your needs. This includes maximising the utilisation of your existing infrastructure or current investment, as well as designing bespoke solutions.

Pre-sales Support

Providing assistance and guidance during the pre-sales phase to ensure alignment with your requirements.

Tender Response / Bid Packs

Creating comprehensive tender responses and bid packs to effectively compete in procurement processes.

Professional Services

Delivering professional services to implement and optimise solutions according to your specifications.

Equipment Staging / Rollout

Managing equipment staging and seamless deployment to streamline implementation processes.

Customer Enablement

Our team actively engages and educates our customers through training and resources to maximise the value of implemented solutions. We ensure that you feel supported and informed about Connected Health solutions and other technological advances in the market.

Post-sales Support / Fleet Maintenance

Offering ongoing support and maintenance services to ensure the longevity and efficiency of your technology fleet.

Proof of Value

Delivering Proof of Value (PoV) that demonstrates the feasibility, effectiveness, and tangible benefits of our technology solutions within your operational setting. This collaborative initiative validates our capabilities and is designed to quantify the value we bring, closely aligning with your objectives. Through comprehensive analysis and data-driven insights, we aim to enable informed decision-making, fostering a healthcare ecosystem that prioritises enhanced patient care and operational excellence.

Vendor Selection and Onboarding

We specialise in strategic vendor selection and seamless technology onboarding for the healthcare sector. Our rigorous assessment process ensures the selection of vendors aligned with healthcare standards, delivering high-quality service and advanced technology. We empower you to confidently navigate healthcare technology, enabling your organisation to access innovative solutions that drive efficiency and excellence in patient care.



The Team



Christopher Keah, Solutions Architect

Chris is an experienced solutions architect in healthcare ICT, having worked on the vendor side across public and private healthcare projects. A few notable projects include work with the Sunshine Coast University Hospital and Victorian Cancer Centre. He has broad technical experience across systems integration, clinical messaging, voice-over Wi-Fi (VoW-Fi), real-time locating systems (RTLS), nurse calls, clinical mobility, medical device integration, and patient collaboration.

Karryn Panoutsopoulos, Clinical Mobility Practice Lead

Karryn has over 20 years of B2B account management experience in the healthcare and government sectors, specialising in helping organisations achieve their sustainable goals. She believes that strong business relationships are essential and offers comprehensive pre- and post-sales support. Karryn's areas of expertise include mobile computing, data capture, secure communication tools, Microsoft Teams integration, device management, single sign-on, duress, electronic medical record (eMR) integration, asset management, location services, and task management.



Phuc Nguyen, Service Delivery Manager

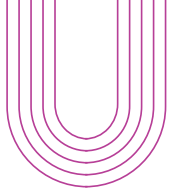
Phuc is a healthcare technology expert with extensive knowledge in voice, mobility, and workflow applications. He specialises in deploying vendor platforms and seamlessly integrating them with healthcare systems. He has a proven track record of successfully delivering large-scale Connected Health solutions rollouts at renowned hospitals such as the Royal Children's Hospital, the Royal Melbourne Hospital, Sunshine Coast University Hospital, and ACT Health. In addition to his technical expertise, Phuc provides comprehensive pre- and post-sales support to his clients.



William Foong, Enablement Manager

William is a seasoned healthcare ICT systems engineer who has successfully deployed and supported notable projects like the Victorian Cancer Centre and St Vincent Health Australia. His wide-ranging expertise covers systems integration, clinical messaging, RTLS, nurse call systems, and high-availability setups. William holds a bachelor's degree in engineering (Electrical & Computer Systems) from Monash University and a master's degree in network engineering from RMIT. William delivers technical and end-user training to Connected Health's customers and channel partners, ensuring they harness technology efficiently.





The Vendors

We partner with leading ecosystem vendors and best-of-breed technology to deliver innovative healthcare solutions for your organisation.



Let's Transform Healthcare Together

To learn how we can transform your healthcare operations, email Connected Health sales@connected-health.com.au to book a demo or proof of concept today.

