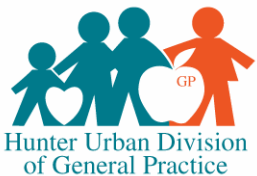


Customer Focus

Innovation

Health Industry
Leader

Community
Advocate



Hunter Urban Division of General Practice

450 GP Members
365 Employees

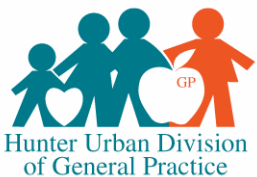
Includes 265 GPs employed in the highly successful “**GP Access After Hours**” service in the Newcastle area.

Customer Focus

Innovation

Health Industry
Leader

Community
Advocate



Broadband Initiative

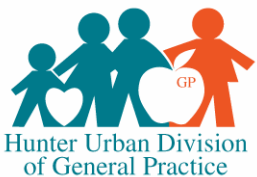
- Broadband for Health Funding
- Deployment of 89 Managed Broadband links
- Cisco Kit

Customer Focus

Innovation

Health Industry
Leader

Community
Advocate



Issues

- Security
- Protection from Malicious code
- Policy
- Shared lines – Security alarms, Fax etc
- Network Architecture
- IP Addressing

GPAC Priorities

Customer Focus

Innovation

Health Industry
Leader

Community
Advocate

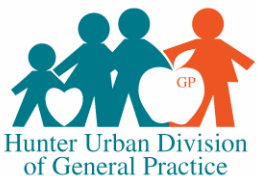
PRIORITY		ACTIONS
1	<i>HIGH</i>	<i>Simplify government initiatives for GPs</i>
2	<i>HIGH</i>	<i>Structural solutions for workforce – role of IT</i>
3	<i>HIGH</i>	<i>Business systems and corporate governance – bottom line and work-life balance</i>

Customer Focus

Innovation

Health Industry
Leader

Community
Advocate



Remote access solution

- Centrally managed remote access system
 - 50 hosts in 39 Practices
 - 56 GPs/Practice Staff
- Survey results to date indicate that the system is:
 - Easy to use
 - Saves an average of 2.25 hours per week of GP time.

Remote access solutions

Customer Focus

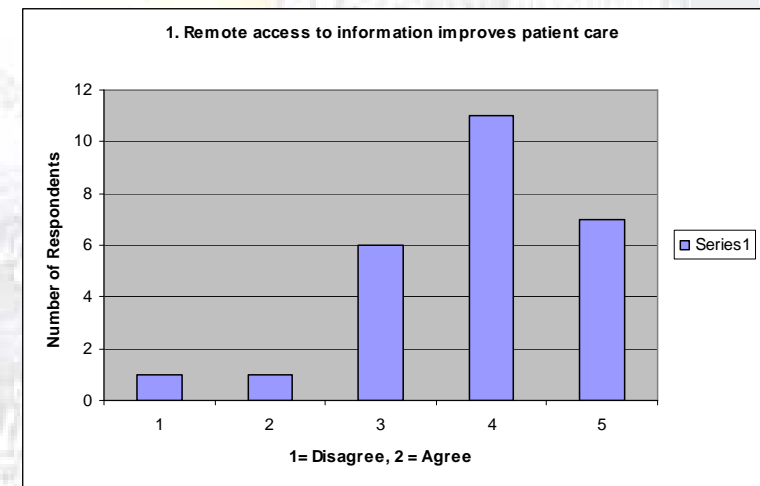
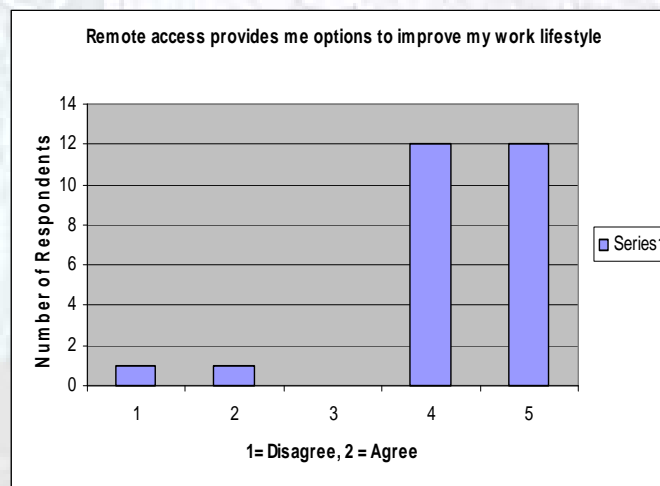
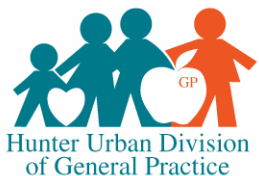
Innovation

Health Industry
Leader

Remote access was reported to

- Improve patient care
- To provide options to improve work lifestyle
- To improve Practice efficiency

Community
Advocate

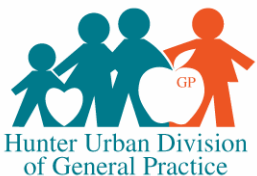


Customer Focus

Innovation

Health Industry
Leader

Community
Advocate



Remote Support

30% of IT Support can be done remotely

- Enabled IT problems to be fixed promptly
- Maintaining business continuity for GPs
- Time savings for IT personnel.

Clinical Messaging

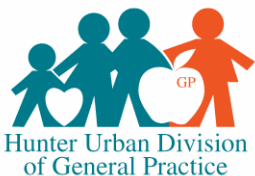
Customer Focus

Innovation

Health Industry
Leader

Community
Advocate

- **Phase 1** - Installation of Messaging Software for GPs and After Hours Service Messaging. **242 GPs now receiving**
- **Phase 2** Messaging from Specialists and Area Health Services to GPs
- **Phase 3** GP referrals sent electronically to Specialist and Area Health Specialist services and clinics.

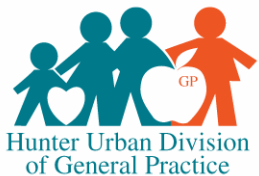


Customer Focus

Innovation

Health Industry
Leader

Community
Advocate



Focus for next 12 Months

- Remote hosting
- Remote Access
- Clinical Messaging
- Remote Backups
- Security and maintenance

Issues

Customer Focus

Innovation

Health Industry
Leader

Community
Advocate

- Low upload Bandwidth available = Business Constraints
- Gov't Broadband Incentive cuts
- Network Security