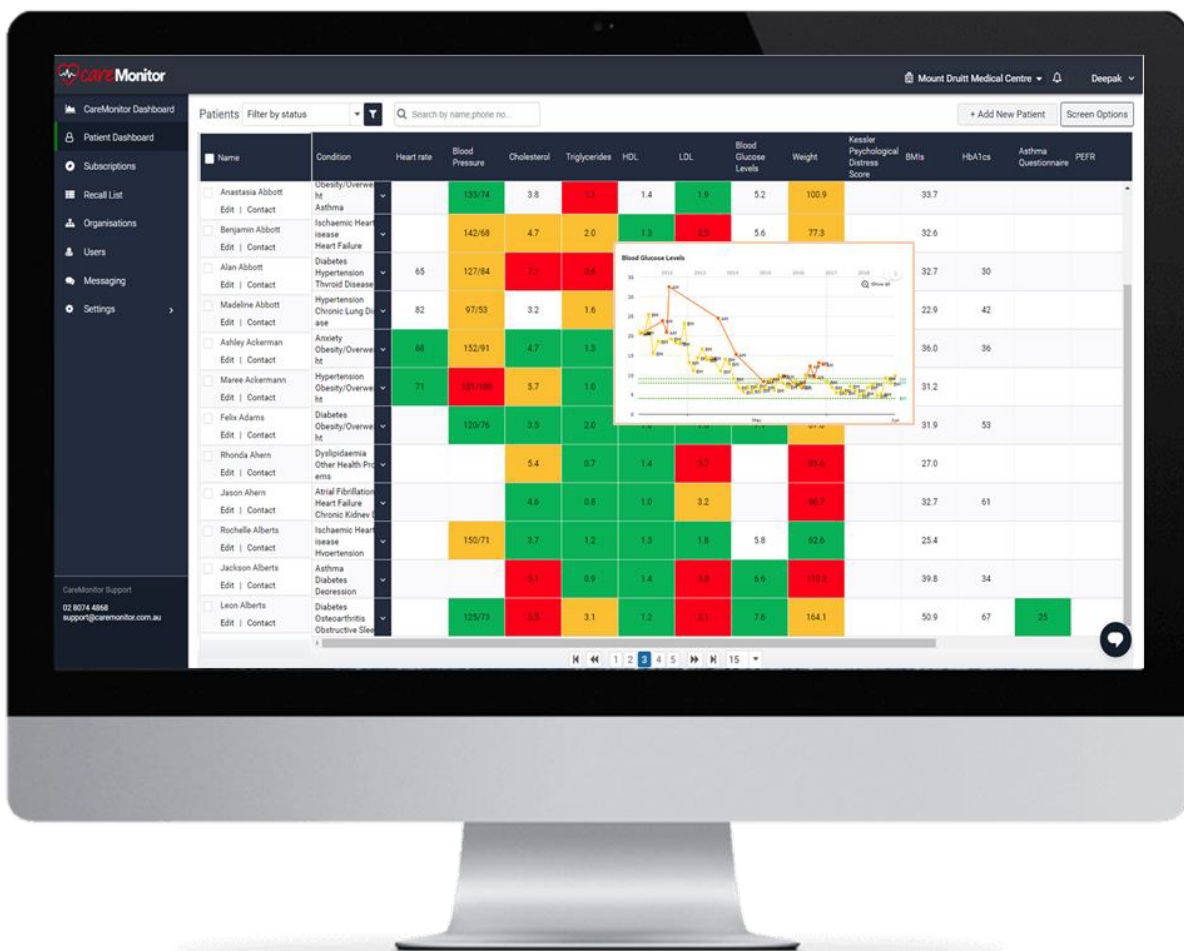




careMonitor



Capability Document

Overview

CareMonitor[®] is an enterprise grade, comprehensive, scalable and secure end-to-end cloud based, shared care and population health management software solution with real time remote monitoring & telehealth capability linking healthcare providers with patients. It enables healthcare teams to seamlessly collaborate, proactively manage care and take preventative action. Through seamless integration with a range of clinical management systems, CareMonitor makes it very efficient to coordinate clinical pathways, care planning and patient engagement.

CareMonitor has been co-designed by clinicians and patients. The development of CareMonitor takes a fresh design centered perspective and was based on the core principles of Patient Centered Medical Home model. It facilitates co-ordination of care of patients across different care settings, enabling dispersed team-based care and empowering the patients in the management of their health.

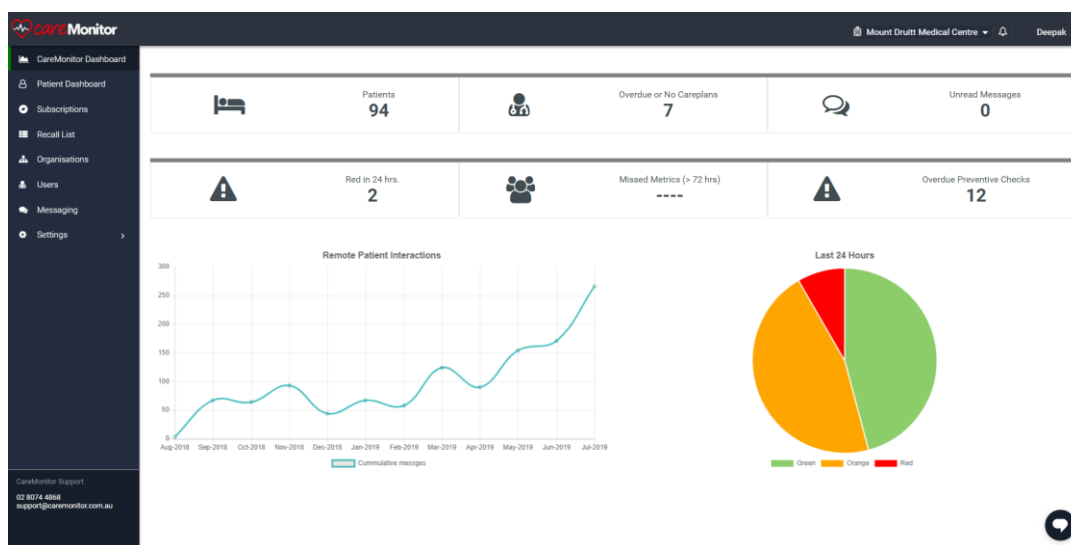
Founded by a visionary team including clinician with significant expertise in population health management and e-health, CareMonitor is headquartered in Sydney.

Key Features

Multidisciplinary Shared Care Planning and Management



CareMonitor enables integrated care coordination of patients by members of multidisciplinary care teams through the provision of a range of tools to securely collaborate, communicate, monitor and manage patient health.



Population Health Management Dashboard & Reporting



Population health management dashboard provides real time insights to monitor patient outcomes, identify and address care gaps within the patient population and improve health outcomes. Advanced analytics and reporting to link and aggregate data (including across multiple sites) to provide comprehensive clinical cohort analysis.

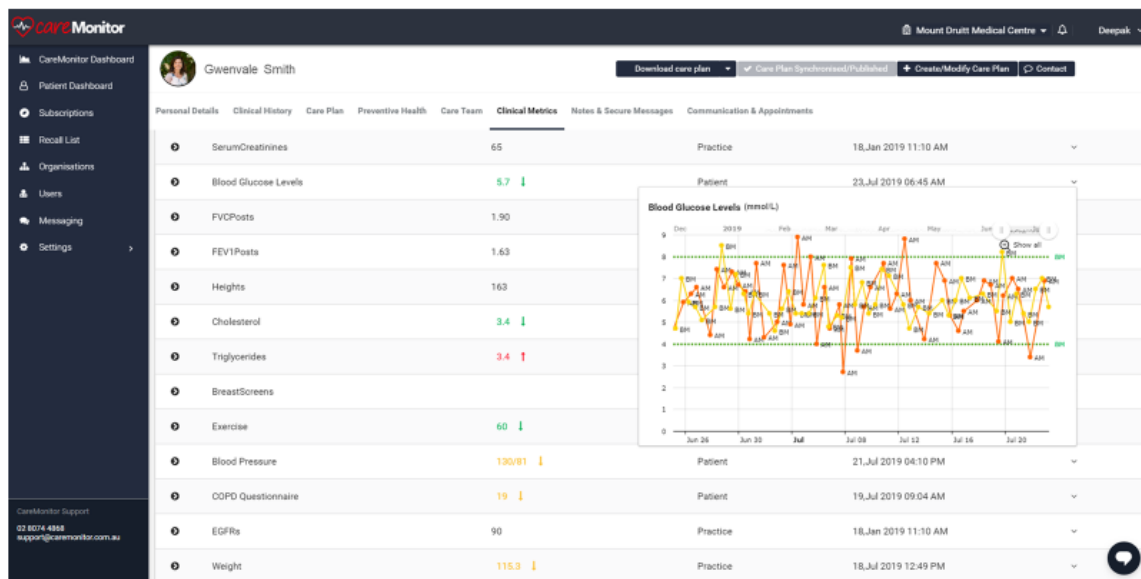


Name	Condition	Heart rate	Blood Pressure	Cholesterol	Triglycerides	HDL	LDL	Blood Glucose Levels	Weight	Kessler Psychological Distress Score	BMIs	HbA1cs	Asthma Questionnaire	PEFR
Anastasia Abbott	Obesity/Overweight Asthma		133/74	3.8	1.1	1.4	1.9	5.2	100.9		33.7			
Benjamin Abbott	Ischaemic Heart Disease Heart Failure		142/68	4.7	2.0	1.3	2.5	5.6	77.3		32.6			
Alan Abbott	Diabetes Hypertension Thyroid Disease	65	127/84	7.1	2.6	1.4	4.5	5.4	82		32.7	30		
Madeline Abbott	Hypertension Chronic Lung Disease	82	97/53	3.2	1.6	1.1	1.4	6.9	57		22.9	42		
Ashley Ackerman	Anxiety Obesity/Overweight	68	152/91	4.7	1.3	1.4	2.7	5.6	93.8	21	36.0	36		
Maree Ackermann	Hypertension Obesity/Overweight	71	151/102	5.7	1.0	1.4	3.8	5.3	95.7	24	31.2			
Felix Adams	Diabetes Obesity/Overweight		120/76	3.5	2.0	1.0	1.6	7.1	87.8		31.9	53		
Rhonda Ahern	Dyslipidaemia Other Health Problems			5.4	0.7	1.4	3.7		81.6		27.0			
Jason Ahern	Atrial Fibrillation Heart Failure Chronic Kidney Disease			4.6	0.8	1.0	3.2		96.7		32.7	61		
Rochelle Alberts	Ischaemic Heart Disease Hypertension		150/71	3.7	1.2	1.3	1.8	5.8	82.8		25.4			
Jackson Alberts	Asthma Diabetes			5.1	0.9	1.4	3.3	6.6	110.2		39.8	34		
Leon Alberts	Depression Diabetes Osteoarthritis Obstructive Sleep Apnoea		125/70	5.5	3.1	1.2	3.1	7.6	164.1		50.9	67	25	

Realtime Remote Health Monitoring



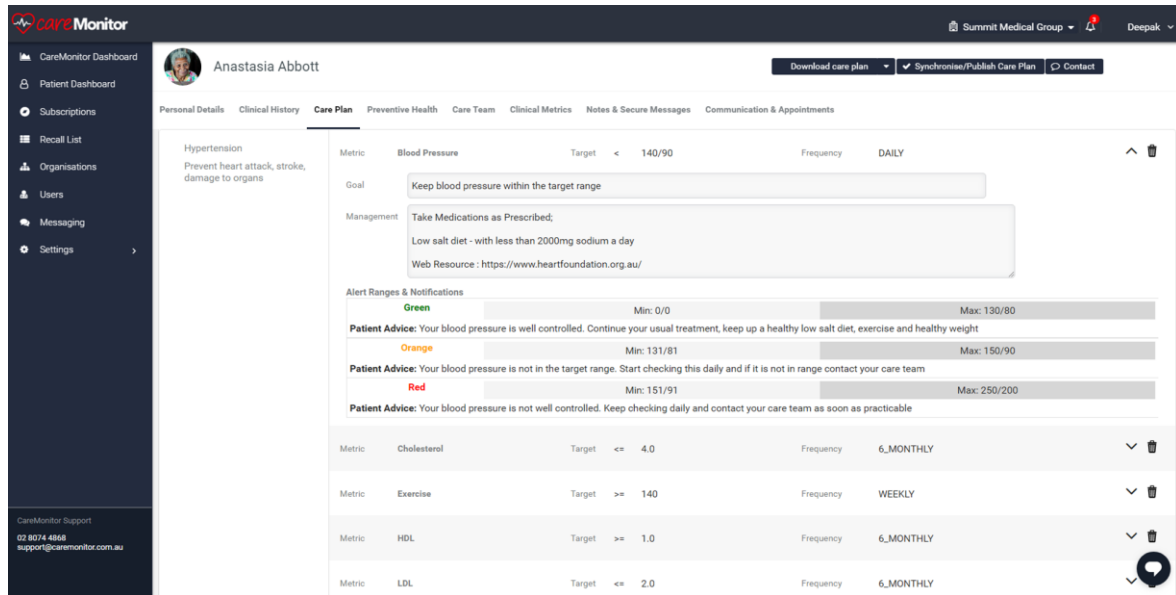
Real time remote health monitoring of vital signs. Seamless integration with a range of health devices, such as blood pressure monitors, pulse oximeters, glucometers etc. Automatically synchronise data from compatible bluetooth enabled devices



Clinical Pathways and SMART careplans



Provide consistency in quality of care across the patient population and specific at-risk groups. The decision support tools enable care teams to choose and allocate appropriate care pathways, assign SMART careplans and care team members.



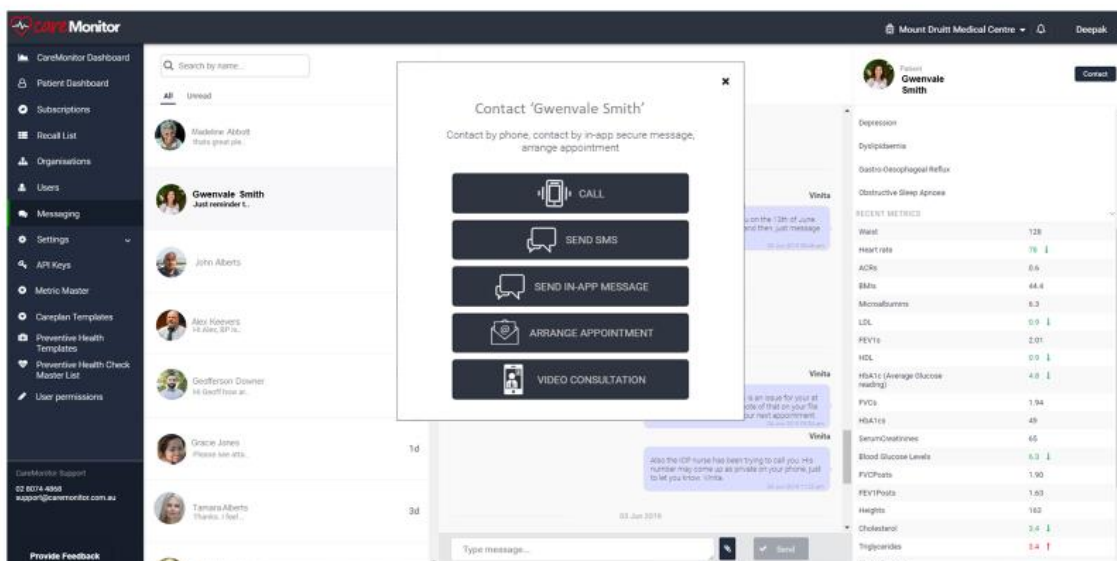
The screenshot displays the CareMonitor interface for a patient named Anastasia Abbott. The main section shows a care plan for Hypertension with the following details:

- Metric:** Blood Pressure
- Target:** < 140/90
- Frequency:** DAILY
- Goal:** Keep blood pressure within the target range
- Management:** Take Medications as Prescribed; Low salt diet - with less than 2000mg sodium a day; Web Resource : <https://www.heartfoundation.org.au/>
- Alert Ranges & Notifications:**
 - Green:** Min: 0/0, Max: 130/80. Patient Advice: Your blood pressure is well controlled. Continue your usual treatment, keep up a healthy low salt diet, exercise and healthy weight.
 - Orange:** Min: 131/81, Max: 150/90. Patient Advice: Your blood pressure is not in the target range. Start checking this daily and if it is not in range contact your care team.
 - Red:** Min: 151/91, Max: 250/200. Patient Advice: Your blood pressure is not well controlled. Keep checking daily and contact your care team as soon as practicable.
- Other Metrics:**
 - Cholesterol:** Target <= 4.0, Frequency 6_MONTHLY
 - Exercise:** Target >= 140, Frequency WEEKLY
 - HDL:** Target >= 1.0, Frequency 6_MONTHLY
 - LDL:** Target <= 2.0, Frequency 6_MONTHLY

Workflow Management



A range of tools to improve efficiency of clinical workflow such as best practice care plan templates for major disease categories which can be completely customised, ability to quickly add patient groups to recall lists, assign tasks, automate patient reminders, send secure in app messages to patients and make video calls as required.



The screenshot displays the CareMonitor interface for a patient named Gwenvale Smith. A central modal window titled "Contact 'Gwenvale Smith'" offers the following options:

- CALL
- SEND SMS
- SEND IN-APP MESSAGE
- ARRANGE APPOINTMENT
- VIDEO CONSULTATION

The background shows a patient dashboard with a list of users and a detailed view of the patient's medical history, including conditions like Depression, Dyslipidaemia, and Gastro-oesophageal Reflux, along with recent lab results.

Patient Engagement



Engage, educate and empower patients via user friendly mobile app (iOS and Android). Activate the patients to play a role in their own health. Push health assessment questionnaires (PREMs & PROMs), provide educational content, conduct video consultations and track patient activity between visits to improve patient outcomes and deliver care that is personalised to the patient.



Data Security & Compliance

CareMonitor hosts all its data onshore on Amazon Web Servers (AWS) (which also hosts Federal Government data). The Australian Cyber Security Centre (ACSC) has awarded the highest data security certification available in Australia to AWS for cloud service providers and AWS offers the most PROTECTED services of any public cloud service provider. CareMonitor takes several steps to protect personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel and technical measures to secure the software platform. For example, sensitive personal information is protected using military grade AES 256 encryption. All other access is controlled by access rules and JWT (Jason Web Tokens) security tokens and can deactivate access when a potential breach is detected. We also use Amazon Web Services' VPS (Virtual Private Servers) network security group which has firewall configuration to block unauthorized traffic into the servers containing data. Redundant backups and high availability are maintained using AWS (Amazon Web Services) RDS (Relational Database Services) and Load balancers.

System Performance & Scalability

As a 24 x 7 SaaS (Software as a Service Provider) CareMonitor provides high system availability and reliability. We use AWS Auto Scaling to maintain optimal application performance and availability, even when workloads are periodic, unpredictable, or continuously changing. We continually monitor our applications to make sure that they are operating at the desired performance levels. When demand spikes, our system automatically increases the capacity of constrained resources to maintain a high quality of service.

Implementation & Delivery

CareMonitor has a world-class systems implementation and delivery capability. This allows us to deploy multiple instances while maintaining the same code base.

CareMonitor is highly configurable and customisable. We understand that deploying new models of care may mean changing the workflow or way of working. We help our customers with change management, onboarding and data migration as required.

Operations & Customer Support

Active Monitoring & Surveillance

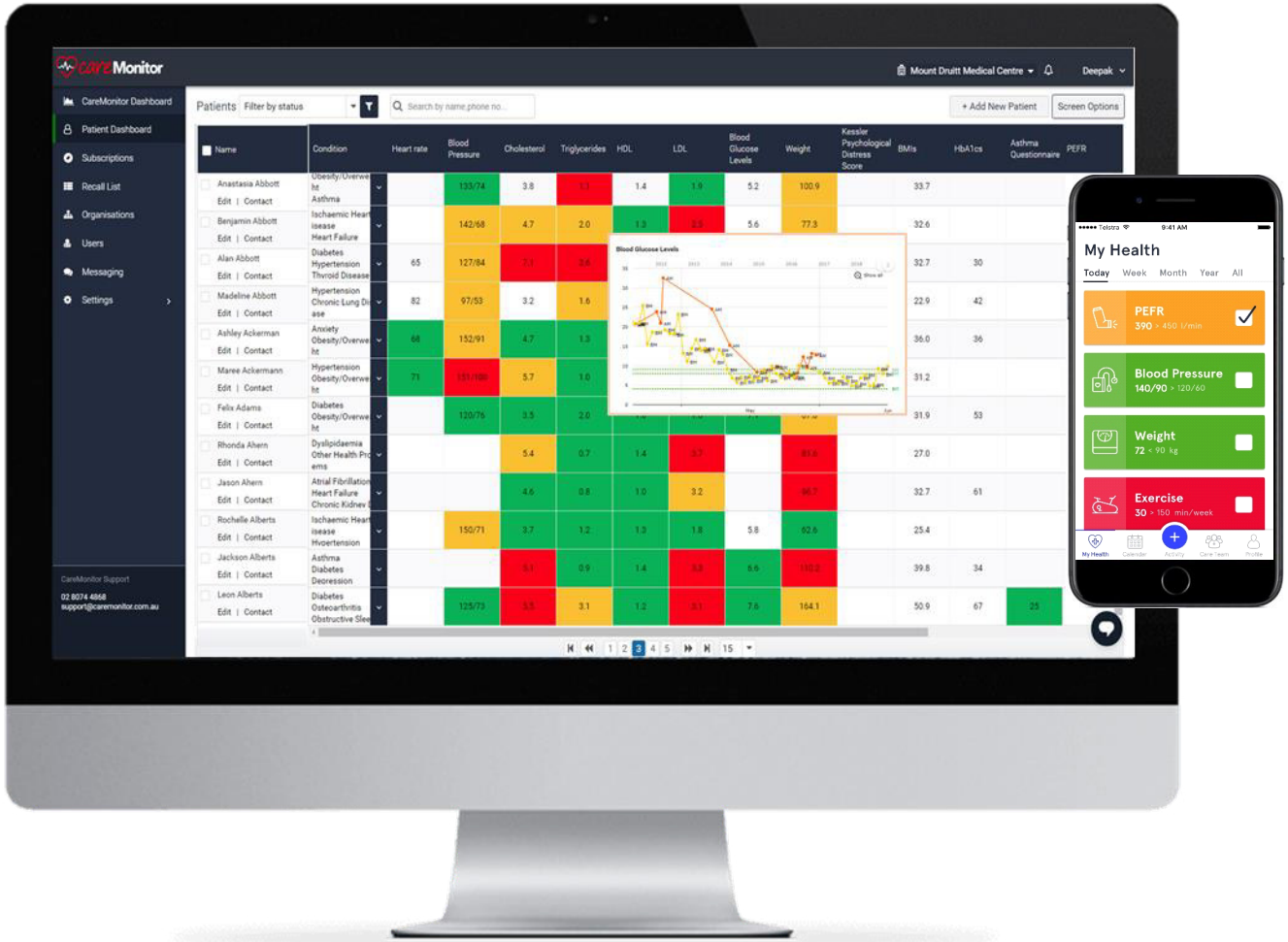
We employ sophisticated machine learning software for active surveillance and proactive monitoring so that we can identify and respond to issues even before our users become aware

Continuous Deployment

We continuously deliver updates, bug fixes and improvements such that our software platform is always up to date

Customer Service

We offer exceptional customer service by an Australian based team to provide support as required so that our users can get the best out of our software platform



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