

Canberra Eye Hospital goes online with THELMA

ICSGlobal continues to make inroads with the sign up of another key hospital to its online service THELMA. Canberra Eye Hospital, the only fully quality accredited Eye Hospital in the ACT, will use the THELMA service to streamline pre-admission and discharge services for its doctors and patients.

Established in 1982 as one of Australia's first free-standing ophthalmic day surgeries, Canberra Eye Hospital operates on two sites and runs several country centre clinics at Goulburn, Young, Cooma and Batemans Bay. The hospital will use the B2B health exchange to conduct eligibility verifications, process claims and better manage its service delivery to patients.

Gabrielle Moreland, Manager of Canberra Eye Hospital believes that linking through THELMA will give the organisation increased efficiency: "We have spent a lot of time and effort looking at how we can streamline our services and ensure our patients receive quality, timely information. By linking through THELMA, we will immediately be able to significantly reduce our administrative procedures, making our processes a lot less complex."

Ms Moreland expects that THELMA will also bring added value to the hospital at a time when the Government is encouraging the uptake of private health insurance and increasingly more patients are opting for private care: "Now more than ever we are in a position where we need to be able to access and confirm patient information quickly and effectively, yet, we need to do this in a cost-efficient manner that follows best-practice and doesn't risk our customer and patient relations. THELMA gives us the capacity to do this, by allowing online access to participating health funds through a single solution."

Additional to Government pressures, Greg King, director of healthcare for ICSGlobal, believes that legislation and guidelines relating to Privacy, Informed Financial Consent and pre-existing conditions are also factors that are impacting on health providers. "Today's patients are faced with an overwhelming choice of policies so it's no wonder they are all too often confused with what coverage they have and what level of reimbursement their policy entitles them to. THELMA enables providers to clarify this kind of information on the spot, making the experience as simple and comfortable as possible for patients."

About ICSGlobal

ICSGlobal's core business is the ownership and operation of THELMA. For more information visit www.icsglobal.net.

About THELMA

THELMA is positioned to become the clearing house for the health industry. It is the first and only transaction exchange in Australia that has been designed for the entire health care industry. It offers hospitals, health insurers and medical practitioners a low cost, no risk technology solution to exchange health business information securely over the Internet in real time, to cut administrative and technology costs, re-engineer tired healthcare processes and offer much improved patient care and member services. For further information visit www.thelma.com.au.

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