

## **ICSGlobal Enters a New Market with THELMA**

ICSGlobal has opened up a new source of revenue for THELMA through the signing of a three year contract with the internationally accredited Castle Hill Day Surgery, one of Australia's largest, state of the art day surgeries, to conduct online eligibility checking and process patient insurance claims through THELMA.

The Day Surgery has three operating suites, 30 recovery beds, including six private rooms and runs an acute care home program. The Day Surgery anticipates it will service between 4,000 and 5,000 patients a year.

Ms Diane Flecknoe-Brown, the Chief Executive Officer of Castle Hill Day Surgery and President of the Australasian Day Surgery Association, said: "Since we opened at the end of last year, most of our skilled staff have spent copious amounts of time contacting the health funds, filling out forms and processing a lot of paperwork. These processes are not only costly and time-consuming, they slow down cashflow and take skilled staff away from the more important responsibilities of patient care services. Now that we have signed up to THELMA we can reduce these procedures and concentrate our efforts into providing the best day surgery care possible."

The signing of Castle Hill Day Surgery to the online health exchange opens up a whole new market for THELMA. It is estimated there are currently around 230 day surgeries in Australia. To date, THELMA's focus has been on private health insurers, private hospitals and public hospitals with a large number of private patient transactions.

Ms Flecknoe-Brown believes that all day surgeries should consider using THELMA. "Day surgeries run on very strict schedules and cost structures - THELMA has an immediate positive effect in both these areas and this is an issue day surgeries can not afford to ignore. As President of the Australasian Day Surgery Association, I will be taking an active role in clarifying some misconception that using THELMA is costly and requires additional software and equipment, as this is not the case. The cost of using the THELMA service is proportionate to the number of patients who are privately insured. Apart from the direct return on investment through reduced costs, THELMA will help us to provide a better level of support to patients and doctors and I believe will also improve relationships with patients, and ultimately the funds too, and that's something you can't put a cost on."

"At Castle Hill our goal is to commit to a high standard of quality to our patients and for this surgery to be recognised as a 'Centre of Excellence'. To do this we've acknowledged the need to automate and ensure that our information technology and communication systems are state-of-the-art. THELMA is the key that will enable us to improve our communications with insurers and patients and offer the highest level of customer service to our patients" said Ms Flecknoe-Brown.

Mr Greg King, Director of Healthcare for ICSGlobal, said: "What we've learnt from day surgeries is that pre-admission and discharge planning is very important for the day surgery patient. Castle Hill were attracted by the quick efficiencies to be had by conducting online transactions through THELMA. The surgery will now have immediate access to information about pre-existing conditions, excesses and exclusions prior to treatment and be able to process patients' claims faster than ever before."

Tim Murray, Managing Director of ICSGlobal, said “In terms of our roll out plan, we have been very focused on the larger private hospitals and health funds to achieve a critical mass as quickly as possible. However, we ultimately expect the whole health industry to be using THELMA in one form or another, and it’s a terrific endorsement of THELMA’s Business Model that the business case for a day surgery like Castle Hill is compelling enough for them to want to fast track connectivity to THELMA.”

“This is indicative of the chain reaction that is fuelling the industry momentum for connectivity to THELMA. We expect that THELMA will become the health industry clearing house, similar to that in the banking industry, within a few years” Mr Murray said.

**About ICSGlobal**

For more information about ICSGlobal, please visit the web site [www.icsglobal.net](http://www.icsglobal.net).

**About THELMA**

THELMA 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](http://www.thelma.com.au).

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