

## **THELMA fits the bill for South East Health**

ICSGlobal has made another pivotal breakthrough in the roll out of its THELMA service, with the signing of one of the largest Area Health Services in Australia. South East Health (SEH) will use the online health exchange to streamline service delivery to the 165,000 patients it admits every year, including 75,000 same day surgery patients as well as 214,000 Emergency Department treatments and more than 2.7 million outpatient services.

The three year contract is expected to rapidly endorse the uptake of THELMA with further healthcare services in NSW and other states across Australia.

SEH comprises ten hospitals including some of Sydney's major tertiary referral and teaching complexes ranging in size from three beds to over 600 beds delivering health services to more than 12% of the NSW population. The Health Service will use THELMA for electronic processing of patient eligibility checks, hospital claims and No Gap claims. Sydney Children's Hospital (SCH), a leading specialist paediatric hospital caring for children and their families from NSW and beyond, will be the priority location for the implementation of the service.

Peter Hudnall, deputy director finance for SEH, anticipates THELMA will dramatically improve efficiencies at the Randwick based Children's Hospital. "At SCH our priority is children's health. Admitting a sick child into a hospital environment requires warmth, caring and assurance for the children, parents and families. Our administrative staff play an important role in guiding parents and families through the admissions process. It's imperative we streamline the information we have for parents of the children we are admitting, making it easily accessible when it matters most, including information about private health insurance coverage."

"THELMA will bring value to the organisation by helping us to achieve better all-round results and offer children and their families high quality service while in our care."

The sign up of THELMA has been welcomed at a time when SEH is witnessing its biggest rise in the intake of patients electing for private healthcare. According to Mr Hudnall, this increase is putting pressure on the Area's hospitals to ensure they have timely information readily available as patients' demand.

"With more patients coming through our doors who are opting for private care, it's vital that we have a system to treat them as such. THELMA's the key that will allow us to instantly verify a patient's eligibility – replacing the existing slow, error prone, frustrating, paper based processes that exist today. This provides a real opportunity to move forward – taking our patient care to another level and helping us build closer relationships with the health funds."

Greg King, healthcare business director for ICSGlobal, also believes that SEH will benefit immensely by transacting online. "All too often qualifying a patient's eligibility can be very frustrating for both staff and the patient, particularly when privately insured patients are unsure of what coverage they have. THELMA eliminates the uncertainty and complexities associated with eligibility."

"As well as checking eligibility, THELMA will help improve the functionality of the Area's hospitals by providing the bridge to streamline connectivity between the hospitals and the funds. As an end-to-end business solution, they will better co-ordinate and manage their billing procedures and claims processing and at the same time reduce their admin costs and improve their quality of care."

Tim Murray, Managing Director of ICSGlobal, said “A three year contract with the largest public healthcare provider in Australia to use THELMA sends a strong signal about what hospital management are looking for to help them deal with the changes that are occurring in healthcare in Australia. THELMA has generated strong interest nationally and the signs are it will take just a few big players like South East Health to trigger a “one-in-all-in” uptake in THELMA, which will quickly translate into improvements in our national health system that every one of us will benefit from.”

### **About ICSGlobal**

ICSGlobal’s core business is the ownership and operation of THELMA. For more information visit [www.icsglobal.net](http://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](http://www.thelma.com.au).

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