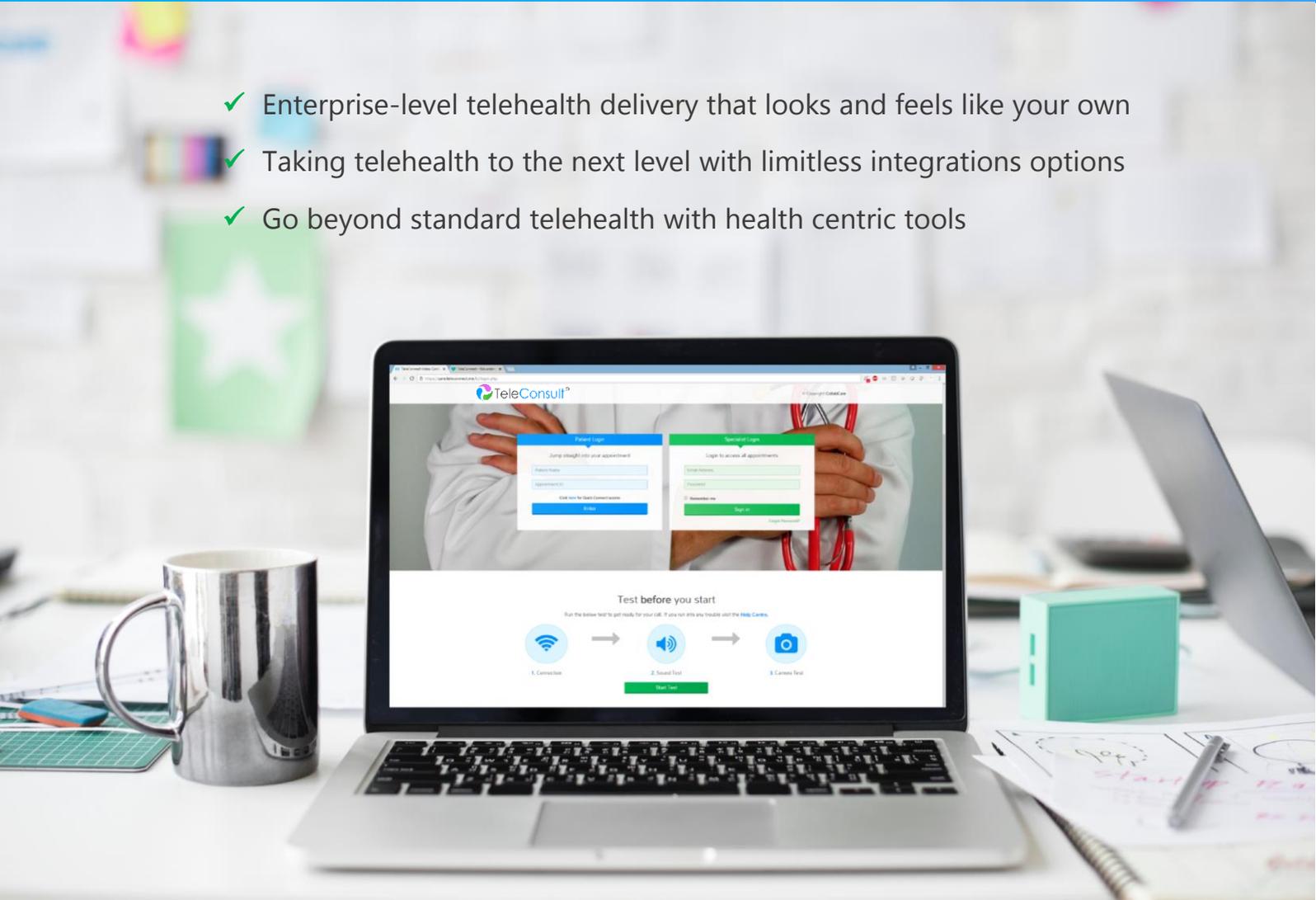


Why use TeleConsult?

- ✓ Enterprise-level telehealth delivery that looks and feels like your own
- ✓ Taking telehealth to the next level with limitless integrations options
- ✓ Go beyond standard telehealth with health centric tools



What we do

Healthcare in Australia is one of the best in the world, however we know that it can be better. Challenges around cost, access and equity still exist. TeleConsult is aimed at changing the current approach of health service delivery by providing cutting edge communication technology built for telehealth. The solution is strongly centered around clinical workflows, care coordination, and full support in order to make things easily adoptable for any healthcare provider, patients and carers alike.

Why should I go with TeleConsult?

Because it's easy to get started

Integrating TeleConsult into your organisation is easy. Our TeleConsult technicians will provide you with a tailor-made solution that integrates seamlessly into your company's workflow. With TeleConsult you can attend a conference on any network connected device. With no specific hardware or software requirements all users are able to access their conference with one click no matter where they are.



Because you can make it your own

Our system was built and designed to be configurable to fit your needs. Below are the options you can customise:

- ✓ **Your Choice of Video Engine**
We offer multiple underlying video engines. If your company requires a certain provider we are able to support additional integration.
- ✓ **Personalised Login Page**
Custom Login page so your patients feel as though they are signing into your product.
- ✓ **Your Company Logo & Colours**
Your company's logo and colours can be applied throughout the application to reflect your organisation's branding.
- ✓ **Configurable Features**
You can include or exclude available application features to suit your desired workflow.
- ✓ **Custom Email Templates**
You have the ability to manage the email interface for all conference invitations.
- ✓ **Custom Feedback Forms**
Collect the data relevant to you. Once a conference has concluded provide your users with the questions you want answered.

Because of our international security standards

TeleConsult uses the best industry practices when handling your data. Secure socket layers and layered encryption allow your sensitive information to stay safe within TeleConsult's system architecture giving your organisation piece of mind.



What separates us from the rest?

Features **perfectly suited** for your telehealth service



High Definition Video Conferencing



Flexible Joining



Real-time Monitoring



Chat Messaging



Screen & File Sharing



Calendar Integration



Customisable Branding



Compatible with All Devices



Major Browser Support



User & Tenant Management



Usage Reporting



24 Hour Support



Multi-tenancy Control

Health services often run across multiple health delivery groups, facilities and jurisdictions. TeleConsult allows our customers to customize and manage independent groups while maintaining privacy and control as needed. Individual tenancies can be configured and reported against so you have full control over every arm of your service.



Active Tracking

Telehealth is about more than communication. Often the most difficult aspect of operationalising a service is coordinating clinicians, clients or family members to be set up and on time for the appointment. TeleConsult provides self-start guidance and tracks live participant status so you can ensure all attendees are where they need to be. Our dashboard gives you a live feed of all appointments so you can proactively manage successful delivery.



Privacy and Security

Data privacy and security is of utmost importance when it comes to any digital health solution. We go above and beyond when privacy and security are concerned. Not only do we provide enhanced encryption, we fully control which users have access to specific information and ensure private data is not shared with 3rd party systems that may be located outside of Australia. We ensure that we maintain our high levels of security through regular independent security audits.



Video-engine Integration

We believe that for telehealth to be truly ubiquitous and adopted at all levels of the health care system, it cannot be split up among different video engine platforms in different jurisdictions and settings. Underlying video conferencing technologies are constantly evolving and shifting, however end-users demand consistency in their interactions. Different technologies are naturally suited for different settings - high-end in-room conferencing may be great for hospitals, client-based systems may be suited for high use clinics, and a simple no-install approach may be best for the patient. We have taken an approach of being agnostic to these platforms. This means that the user in the hospital room system can connect with the patient's computer, not only bringing everyone across the sector together, but optimizing costs to match connectivity levels.



Enhanced Connectivity

Telehealth has some of its greatest benefits in rural and remote areas which may suffer from poorer internet connections. Knowing this, we have selected certain video engines, and have additionally enhanced connectivity by leveraging our locally managed MCU/SFU infrastructure. On top of that, we have deployed a series of bandwidth emulators that mimic the full range of connectivity metrics including upload, download, ping, load and variability



Usage reporting and Customer Feedback

You can only manage what you can measure. Scaled telehealth delivery organisations need to be able to have detailed reporting of clinical and service usage, end-point management and port usage. This is fundamental to the operations, cost control, and stakeholder management. TeleConsult has fully customizable end-user feedback, where you can set-up specific questions (up to 20), and determine who will receive a request for feedback and consolidated scoring. Our customers have found this to be imperative to running, learning and continuously improving their telehealth service.



Service Desk and Monitoring

As anyone in the telehealth business knows, this stuff isn't easy. We have a team of business consultants, technical leads, service desk operators and automated monitoring to ensure that you are not alone through your telehealth journey. Our service management protocols allows for both proactive controls so we catch any issues before they impact your customers, as well as reactive controls to jump onto issues with committed SLAs. We are fully Australian based and have a business approach that ensures we deliver the best service to our valued customers.

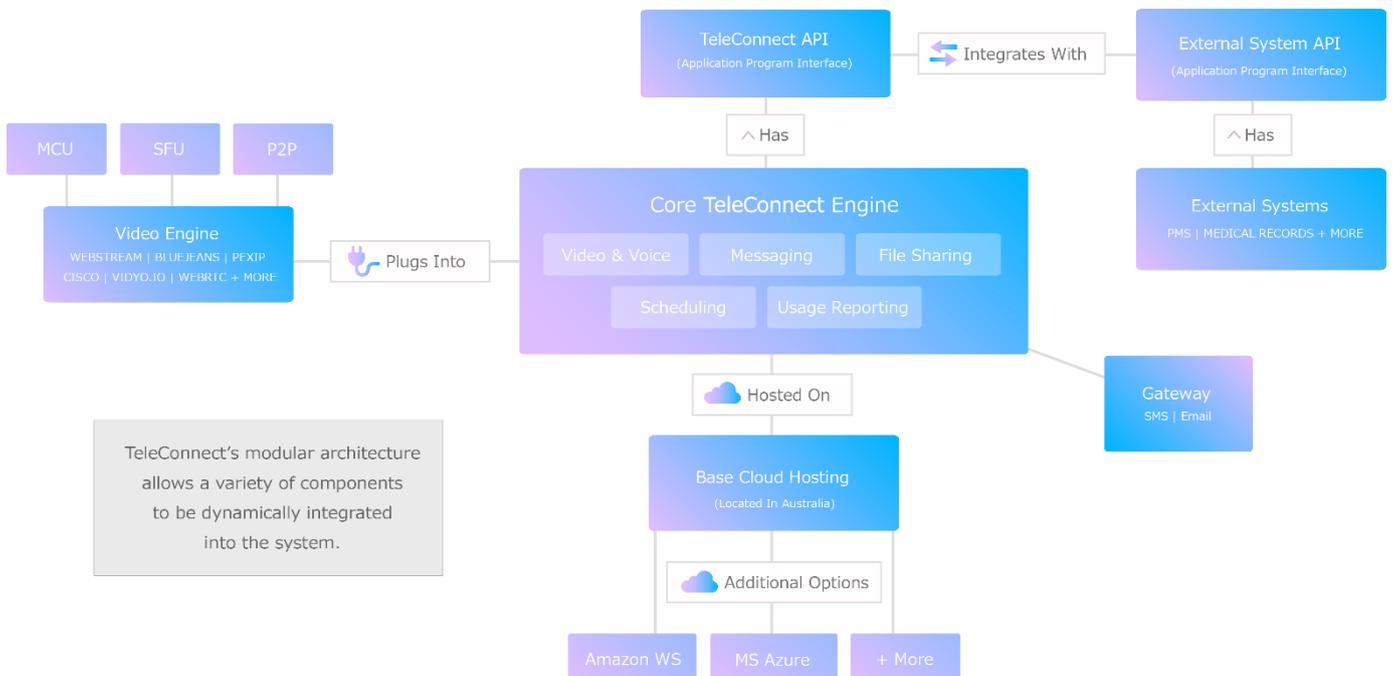
Let's get technical

Empowered by the latest web and conferencing technology

Behind the great face of TeleConsult are a number of cutting edge engines. The TeleConsult application is empowered by technologies that encompass the latest in web, conferencing and data transfer through use of WebRTC and HTML5 technologies.

OTHER TECH SPECS

- ◆ Highest standards of video encoding to ensure excellent quality: H.264, VP8, H.265, H.264SVC and VP9SVC.
- ◆ Video bridging capacity with support for legacy video standards like H.323 and SIP.
- ◆ Fourth generation system – incorporating latest video technologies like WebRTC. Real time communication between attendees using secure WebSockets.
- ◆ Secure video connection links using AES-128 encryption and TLS/SSL authentication.
- ◆ Includes full media transcoding gateway (MCU) to support legacy video conferencing systems such as Cisco/Tandberg, Polycom, LifeSize etc.
- ◆ Integrated local Australian PSTN dial-in integration for voice only participants.



Interested in **TeleConsult**?

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