

Customer story

Global Health / MasterCare

Powering a Seamless Patient Experience with MasterCare



Background

Global Health's Community Health Software (MasterCare) is a market leader in Australian digital healthcare. With over 30 years of experience in Health IT, MasterCare supports over 10,000 clinicians across 90 community health providers Australia-wide. Best known for its patient centricity and team-based approach to client management, MasterCare works with providers, communities, and consumers to enhance connectivity through innovative solutions that meet clinical, business, and operational needs.

Solution

"In community care, patients often have a team of care providers who support them in managing their ongoing health conditions, from mental health, to diabetes, cardiovascular disease, addictions and more. Global Health provides a single software solution, MasterCare EMR, that includes everything a Community Health organisation needs to support the delivery of its services. The solution is truly powerful in its enablement of a seamless patient care journey, providing

unified views of patient information for clinicians, and best-practice referral management, claiming, and minimum data set capture for administrators." Michael mentions.

MasterCare's commitment to transform the experience between patients and clinicians within community care, through reducing administration tasks, securely sharing patient information, streamlining clinical workflows, and enabling patient information to be stored in a secure and sovereign data centre, was non-negotiable.

"MasterCare EMR is an incredibly flexible electronic medical record solution designed to be configured specifically for multi-disciplinary healthcare organisations. This means that essential e-health features, like Secure Messaging, ePrescribing and My Health Record Connectivity, are fully integrated within the platform and need to be housed within the most secure of environments. This is where Macquarie fit the bill." Says Michael.

“At MasterCare, we're all about driving better patient outcomes. That's why our health software products are catered to navigate the complex care requirement of all patients, particularly in the community care sector, and we wanted an IT partner who would help us enhance our offering for the patient experience.

Michael Davies, CEO of Global Health.



The need for a secure, sovereign cloud where sensitive healthcare data is stored, means MasterCare have entrusted Macquarie Cloud Services with their Launch™ Health Cloud solution. Macquarie's private cloud offering is fully compliant with stringent DHS requirements for healthcare organisations, their Launch™ Health Cloud is highly available and secure solution, built specifically for MasterCare. "We provide complex and custom solutions to leading community healthcare organisations across metro and regional hubs throughout Australia. This means that organisations such as Mercy and Orygen Youth Health to name a couple, can rest assured that our software meets all stringent data requirements. When we're talking about personally identifiable patient data, it's critical to the operation of any community healthcare organisation, which is why we use ReferralNet, hosted in Macquarie's private cloud." Says Michael.

"The transition to Macquarie's Health Cloud was seamless. You're always a little nervous when migrating your workloads, particularly in the healthcare industry where the stakes are high, however the level of communication and expertise shown by the team at Macquarie Cloud Services mean everything went off without a hitch. The whole Macquarie Cloud Services team is fantastic, like Lee our dedicated Service Delivery Manager, who I'm always impressed with the proactivity, willingness to go above and beyond and accountability shown." professes Michael. "For many of our customers, having an ISO27001 compliant environment hosted on-shore that complies with DHS standards can be tricky. That's why having a hosting partner like Macquarie makes things easier and our customers can rest assured that their data is protected to the highest standards." Michael concludes.

✓ Results

MasterCare now have their workloads in Macquarie Cloud Services' Launch™ Health Cloud which includes:

- Full compliance with DHS requirements, including data sovereignty of having all data remaining onshore within the Australian Governments jurisdiction.
- PCI ready hosting (meeting the Payment Card Information Data Security Standard)
- High availability hosting: a minimum service level guarantee of 99.95% availability per calendar month, with an option of 100%.
- ISO27001 data security certification
- Government Information Security Manual (ISM) ICT certification
- Access to Australia's best customer service as evidenced by an industry leading NPS score.

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