



# The “connected” future of patient care

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# Current State

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A silo'd primary care ecosystem contributes to multiple patient challenges, such as:

- Suboptimal continuity of care, increased visits to ER
- Delays in referrals to specialists
- Unsystematic chronic disease management



**~25% of  
referrals**

could be avoided  
with enhanced  
communication  
tools between  
physicians and  
specialists



In Canada, **emergency visits & hospital admissions** are big consumers of chronic disease healthcare costs.

**18% of COPD patients**  
are admitted to hospital

**once a year.**

**40% of heart failure patients**  
are re-admitted to hospital

**within 90 days.<sup>3</sup>**



<sup>3</sup> All-Cause Readmission to Acute Care and Return to the Emergency Department. Canadian Institute for Health Information, 2012

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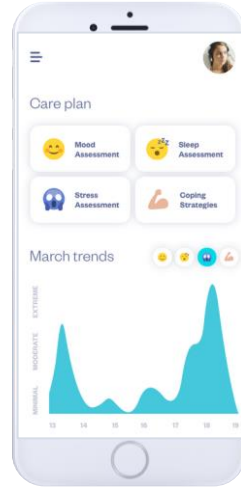
Chronic disease patients manage their condition  
for all of their **5800 waking hours** each year.  
**But fewer than 10 hours**  
are with a healthcare professional.<sup>4</sup>



# Patients

want access to  
digital health tools

# Progress Underway



- Home Health Monitoring
- Provinces investing in Citizen Engagement Applications/PHR's
- Digital Supports for Canadians Challenged with Mental Health Challenges
- Initiatives underway to break down information silos

# TELUS Health Exchange

The TELUS Health Exchange is a national, standards-based, open electronic communication platform that connects both TELUS and 3<sup>rd</sup> party systems to deliver a vast array of new tools to community-based health providers

## A set of key capabilities that enable the TELUS Health Exchange



### Integrate

Ability to integrate to disparate systems



### Secure

Reliable user authentication



### Messaging

Guaranteed message delivery



### Platform

APIs and web services that can be accessed from anywhere



### Identity

Ability to manage user identity and locations



### Analytics

Offers potential for analytics to be applied to aggregate data



# What does the Future Hold?

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Patients at the centre of integrated, team-based primary care



**Everything is digitized**

Artificial Intelligence augmented primary care

**precision medicine**

**pharmacogenomics**



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# Healthy people:

**Use less**  
care services

**Live**  
better

**Live**  
longer

