

## Q. WHAT ABOUT OTHER VENDORS THAT TALK ABOUT THEIR CONNECTED SYSTEMS AND COMPLIANCE WITH HL7 AND OPEN STANDARDS?

A. *Today, connecting systems can be straightforward as a result of interconnection standards such as HL7. But interconnection brings only minor benefits. The breakthrough comes with rich applications that harness the connected data to quickly and seamlessly build ePR information and deliver it to the point of patient care. Think about the phone system – interconnection standards allow you to call almost everyone around the world, yet you could have minimal meaningful conversations. The TrakCare breakthrough comes from transforming connected data into actionable patient-centric information accessible at the point of care.*

## THE TRAKCARE SOLUTION

### Q. SO WHAT IS TRAKCARE?

A. *TrakCare from TrakHealth is the world's leading Web-based patient-centric Healthcare Information System (HIS) solution. What sets TrakCare apart from every other alternative is the innovative FastTrak to ePR approach, a combination of architecture, technologies, and methodologies that delivers breakthrough ePR benefits from the start.*

### Q. WHAT IS IN TRAKCARE?

A. *TrakCare can be acquired as a modular solution or as a complete HIS solution. TrakCare modules all include the FastTrak to ePR architecture, technologies, and methodologies. The comprehensive TrakCare HIS suite includes applications for primary care, clinical, patient administration, and departmental solutions.*

### Q. WE ONLY WANT TO START WITH PATIENT ADMINISTRATION, SO WOULD WE NEED A FASTTRAK TO EPR SOLUTION?

A. *TrakCare's vision is to improve care for every person, by empowering every healthcare professional, and healthcare professionals are more than just clinicians. Many TrakCare customers started with Patient Administrative Systems (PAS). PAS is a good ePR starting point, as admission, scheduling, initial interview, and other touch points are usually the patient's first care experience. Some early care efficacy and efficiency improvements can be realised from better scheduling of healthcare resources, and better initial patient information, such as allergies, which is important to care delivery.*

*Most importantly, the future of healthcare is clearly in the direction of rich, patient-centric information at the point of care. So why would anyone implement any new healthcare application that was not part of the journey to this critically important destination?*

### Q. WE ALREADY HAVE PATIENT ADMINISTRATION (PAS) AND NOW WANT NEW CLINICAL CAPABILITIES – WHAT ADVANTAGES WOULD TRAKCARE OFFER?

A. *Adding TrakCare Clinicals can yield huge advantages. Existing PAS information can be quickly and transparently added in to clinical data to weave a rich ePR, and bring leapfrog benefits to the efficacy and efficiency and of care.*

# TRAKHEALTH

*Improving care for every person,  
by empowering every healthcare professional*

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About TRAKCARE, TRAKHEALTH,  
and FASTTRAK to ePR

## Q. WHAT DOES TRAKHEALTH DO?

A. *TrakHealth develops and markets TrakCare, the Web-based, patient-centric healthcare information system used by leading healthcare organisations around the world. With customers in 25 countries, TrakHealth provides a refreshing alternative to traditional healthcare information systems (HIS).*

## Q. WHAT MAKES TRAKCARE A “REFRESHING ALTERNATIVE” IN HIS?

A. *With its innovative “FastTrak to ePR” (electronic patient record) approach, TrakCare is different from every other HIS solution. Every other system is built on a rigid database structure; TrakCare is built on integration technology. This innovative architecture puts healthcare professionals on the fast track to reap the rich rewards of comprehensive patient-centric solutions. Uniquely, with TrakCare, rich ePR benefits are available from the very first TrakCare module implemented, and can encompass ePR information from older legacy systems, non-TrakHealth systems, external system data, and even from future yet-to-be known information technologies, standards, and systems.*

*TrakCare provides freedom of choice, future-proofing, and speed-to-benefit not even dreamed of in alternative systems.*

## Q. WHAT IS FASTTRAK TO EPR?

A. *FastTrak to ePR is a powerful combination of innovative architecture, modern technologies, and streamlined implementation methodologies that together rapidly deliver on the promise of a Web-based electronic patient record. ePR is “baked-in” to every TrakCare module, so TrakCare customers start with the ePR, rather than ending up with an ePR after a long, costly, and risky project.*

## Q. WHAT IS THE RELATIONSHIP BETWEEN FASTTRAK, TRAKCARE, AND TRAKHEALTH?

A. *TrakHealth is the company that developed and now markets and supports the TrakCare HIS system worldwide. What sets TrakCare apart from all other alternatives is the innovative FastTrak to ePR, a combined architecture, technology, and methodology that delivers unmatched speed-to-benefit and flexibility in a comprehensive healthcare solution.*

## Q. WHO IS TRAKHEALTH?

*Founded by healthcare professionals in Australia in 1991, TrakCare is used by leading healthcare organisations in 25 countries.*

A. *TrakHealth pioneered some of the major waves in healthcare information technology, starting with comprehensive client/server solutions and then Web-based patient-centric solutions.*

## Q. WHY WOULD WE WANT TO LOOK AT SOLUTIONS FROM AN AUSTRALIAN COMPANY?

A. *Our Australian heritage underlies the most flexible HIS solutions available anywhere. From inception, TrakHealth knew that its home market was too small to support the company’s growth ambitions. So every application it developed was designed for easy tailoring to serve a wide range of healthcare markets around the world. The result today is an HIS solution with the flexibility and adaptability unmatched by traditional healthcare system vendors.*

*While every modern application has options and switches, TrakCare was built from the ground up on a modern object-leveraged application architecture and technology. Information technology experts extol the unique ability for object technologies to craft systems that can be fully tailored to each organisation’s precise requirements yet remain easily modified to meet evolving future needs and new requirements.*

## Q. AREN'T SYSTEMS WITH TOO MUCH FLEXIBILITY TOO HARD TO IMPLEMENT?

*Indeed, a high degree of choice can be a double edge sword. Therefore, TrakHealth has worked closely with select implementation partners around the world to craft rich, local solutions tailored specifically for the markets we serve. These pre-built local implementations give each customer a solution that embeds local custom, language, and best practices while retaining the rich flexibility of the innovative object architecture and technology.*

*Breakthrough speed-to-benefit*

## Q. SO FASTTRAK IS ALL ABOUT FASTER IMPLEMENTATIONS?

*TrakCare with the FastTrak to ePR is all about breakthrough speed-to-benefits. In many cases this will mean a faster implementation or it may mean a high-impact phased implementation with ePR benefits from the first phase.*

*What matters most is that each institution gains the advantages that it needs at its ideal pace and on its ideal path.*

## Q. HOW FAST IS FASTTRAK TO EPR?

*A FastTrak implementation can be online in a few months – as opposed to the years that typify the mega systems.*

*TrakCare was used at the 2004 Olympics for a clinical and emergency care system manned by hundreds of brand-new volunteers to serve thousands of athletes and hundreds of thousands of spectators – all implemented in a matter of weeks by one of our experienced TrakHealth partners.*

## Q. SO INTEGRATION IS THE TRAKCARE BREAKTHROUGH?

*Integration is a key part of the solution, but while integration is core to an ePR, integration is among the most difficult, costly, and error prone of all IT activities. What sets TrakCare apart is that the ePR is baked-in, not bolted-on, and rich ePR information can be quickly and seamless crafted from a host of sources beyond TrakCare. The TrakCare applications embed a patient master index and sit on top of the FastTrak integration platform. From there, information is seamlessly aggregated from TrakCare data and across a wide range of data from inside and outside the institution, including legacy systems and extending to future system choices, even those unknown at this time.*

*But there are two other key FastTrak to ePR capabilities that drive the unique TrakCare speed-to-benefit results: Object-leveraged application flexibility and adaptability, and the FastTrak methodology.*

## Q. WILL EVERY IMPLEMENTATION BE REALLY FAST?

Some of our customers are online in a few months, while some follow the traditional path of longer, more comprehensive implementations rather than the step-at-a-time approach. Sometimes requirements dictate this all-at-once approach, but more commonly the tender processes mandate it.

*The step-at-a-time approach minimises risks, matches costs with cost saving benefits for substantially self-funding solutions, and drives broader user adoption by delivering benefits quickly.*

But even more important, the step-at-a-time approach better maps to the natural human skill of iterative improvements. Many people can experience a system and then quickly suggest how it should be different to better serve them, while few people can start with a clean sheet of paper and design the perfect solution. The “clean sheet of paper” approach often leads to systems

“that work the way we used to in the past” rather than fully leveraging the breakthrough benefits of patient-centric information. Breakthroughs do not come from doing the same things marginally better; they come from the step-change improvements of doing things differently.

## TRAKCARE COMPARED TO ALTERNATIVE SOLUTIONS

### Q. DOESN'T EVERY COMPANY TALK ABOUT EPR SOLUTIONS?

ePR has long been the dream of healthcare professionals. Many software vendors are attempting to build ePR solutions. However, bringing ePR to the traditional systems approach has been so complex, expensive, and laborious that these benefits have remained elusive. With traditional technologies, ePR attempts routinely overrun budgets and time frames, and are commonly reduced in scope, if not abandoned all together. This is because the three most common ePR approaches cost too much, take too long, and have risks that are too high, as follows:

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- Rip and replace – a high stakes approach where a new, massive, monolithic solution replaces the inventory of legacy systems. The scope and consequences are so vast that these projects are often restricted to governments, regions, or large multi-unit healthcare organisations.
  - Massive leap solutions – increasingly, developing countries seek to “leapfrog” from minimal information system infrastructure to breakthrough new technologies. But the huge time, cost, and risk profiles of traditional monolithic solutions easily overwhelm any potential benefits.
  - Regional or national ePR initiatives – in an effort to accelerate results, there may be regional or even national ePR initiatives. Yet, while regions or nations may be able to impose standards and fund ePR initiatives, the challenge remains to deliver rich patient-centric information at the point of care.

### Q. HOW DOES TRAKCARE MAKE A DIFFERENCE?

TrakCare presents breakthrough alternatives to struggling with traditional technologies and systems. Here are some of the key alternatives:

- A.
- Rapid evolution – no need to revolutionise the environment with a lengthy, costly, and risky rip and replace project. Now, with the FastTrak to ePR, you can tailor your implementation to the pace and path that makes best sense for your organisation and achieve an ePR from the very first module.
  - Foolproof leapfrog – while the leapfrog payback can be huge, the leapfrog challenge is immense and often overwhelming. With the FastTrak to ePR, you start with the breakthrough rather than struggle to get there, and you can start quickly with the greatest need areas rather than being forced into a massive mega-project with limited chances for success.
  - Accelerated regional ePR – TrakCare not only accelerates building the comprehensive ePR, but also streamlines connecting ePR information at the point of care broadly across departments, intuitions, regions, and more.

### Q. OTHER VENDORS STRESS THEIR COMPREHENSIVE HIS OFFERINGS, DOES TRAKHEALTH PROVIDE A COMPLETE SYSTEM?

A.

*TrakCare is a comprehensive HIS solution, but TrakHealth has brought the notion of “open systems” down from just system technologies to deliver high value to application technologies. While TrakHealth provides a comprehensive solution, TrakCare customers retain freedom of choice to incorporate capabilities from other, older systems, as well as newer modern systems, and future applications and technologies not even anticipated at this time.*