

GCC

Subscription Delivery



Elegant eHealth solutions for every hospital

‘With a cloud solution, authorised clinicians can access patient records anywhere in our hospitals and even from remote locations. The availability of clinical information greatly enhances communication and decision-making.’

Dr Patrick Musto, Consultant Anaesthetist, Leicester General Hospital

Service solution offering

GCC is delivered as a Software as a Service (SaaS) and Hardware as a Service (HaaS) subscription offering.

Our subscription offering means that we manage the entire solution including three software upgrades per year, hardware refreshes every four years, the latest in product innovation, implementation, integration, training and service delivery support.

Our month-to-month subscription offering has no lock-in contract terms.

The fully hosted subscription model means there are no hospital-based asset management requirements and the workload on your IT department is minimised. We work with your existing systems (such as federation) to minimise change management requirements.

Ultimately, with GCC your IT teams can focus on core technology / value chain tasks.

GCC modules are accessed via purpose-built Getz Touch medical-grade hardware devices or via web-based portals and mobile devices.

Subscription packages can be upgraded easily and seamlessly. Modules can be deployed individually or in an integrated package at any time to support continuing care for patients. Our subscription offering adapts to hospitals or enterprises of any size, regardless of the number of operating rooms, recovery bays and patients.



Service Agreements

Getz Clinical implements our solution under a *Master Services Agreement* and two Client Schedules: one for *Implementation and Configuration Services* and the other for *Product Subscription, Hardware and Support Services*.

Concurrently, Getz Clinical prepares a *Statement of Work* which details the commitments from both Getz Clinical and the hospital.

For clients seeking additional services outside our standard implementation program and ongoing subscription offering, we can provide a Client Schedule for *Consultancy Services*. Consulting is offered in the areas of additional training, change management, hospital integration, business process re-engineering and project management.

**Elegant eHealth solutions
for every hospital**

**We have demonstrated well over 500%
return on investment for existing customers**





‘Getz Clinical has developed a tool for anaesthetists that is world class. IntraOp is a very simple tool to learn and use. I was up and running in 5 minutes.’

Dr Tiffany Glass, FANZCA Specialist Anaesthetist, South Australia

Software as a Service (SaaS)

Clients receive a minimum of three software releases each year. These include product innovations, module enhancements and upgrades to functionality for compliance with industry and healthcare standards and requirements.

As a fully hosted subscription offering, fixes, patches, upgrades and anti-virus protection are implemented without interruption to hospital operations.

The Getz Clinical *Admin* module is included in all implementations and enables hospitals to configure and maintain their facility-based or enterprise-wide preferences at any time.

Hardware as a Service (HaaS)

Touch screen GCC modules are accessed via purpose-built Getz Touch medical-grade hardware devices installed in induction bays, operating theatres and PACU/recovery rooms.

The Getz Connect integration service is an HL7 distributor that synchronises data generated by Getz Clinical modules with a various clinical information systems in a hospital.

Getz Touch devices and Getz Connect devices are replaced every four years. In the rare case that a device is faulty, the device will be replaced as soon as practicable.

Included with our subscription offering are the associated standard mounting and cabling requirements.

Cloud Services

GCC modules are built and delivered as an end-to-end cloud computing service. The advantages of our cloud computing subscription model include:

- **Greater flexibility** – clinicians and hospital staff can access and update patient information from any location via secure logins
- **Disaster protection** – hospital information is safely stored in secure HIPAA-compliant data centres by organisations and teams dedicated to providing these services

- **Data protection** – skilled cloud computing vendors ensure that the latest technologies and best practice methods are used for the protection and security of clinical data
- **Response time** – better response time in many cases when compared to standard on-premise servers and hardware
- **Automated updates** – software updates and upgrades are implemented without interruption to operations and are included in subscription costs
- **Scalability** – unlimited capacity for data storage and computing power so solutions can scale with your business requirements

Service Delivery

Our subscription offering includes ongoing support in cloud connectivity issues, advanced hardware diagnostics, GCC support, maintenance and upgrades, Getz Clinical device upgrades, Getz Connect HL7 interfaces and advanced software and hardware issue resolution.

During implementation, hospital staff receive training in basic IT support activities such as module support and basic connectivity, power, printer, basic software and user administration issues.

Each client has access to an account manager who is a point of contact for reviews and assistance if required.

Elegant eHealth solutions
for every hospital

Up to **93%** faster data entry than
traditional paper-based reporting methods



‘The single most comprehensive source of information about a patient’s past perioperative experience, instantly available anywhere within the state’s computer network and allowing a myriad of uses of the accumulated data.’

Associate Professor John Archdeacon, Director of Anaesthesia, Intensive Care and Perioperative Medicine, Cairns Hospital, *ANZCA Bulletin*, September 2011



No lock-in contract terms

Our month-to-month subscription offering has no lock-in contract terms and can be cancelled at any time with a 30 day notice period. In the event a client chooses to terminate a subscription, patient data is returned to clients promptly.

Hospitals can, at any time, subscribe to more modules in the GCC suite, install more devices in additional induction bays, operating theatres and PACU/recovery rooms, and integrate with further clinical information management systems. There are no additional upfront costs for the installation of new modules or downstream system integration.

All training costs during the implementation phase are incorporated into our subscription pricing. Additional training can be requested at any time and incurs additional costs.

Implementation program

There are no installation costs for GCC.

Our standard implementation program is completed, on average, in a 12 week period per facility and includes configuration and training. The implementation team is on site at key times during the program and regularly communicate and correspond with hospital teams throughout the process.

User training is scheduled around staff rosters to ensure smooth integration into existing hospital operations.

Travel, accommodation and living away expenses for Getz Clinical’s implementation team while on-site are also included as part of the implementation.

For Getz Clinical to successfully implement our GCC solution into a hospital, we require a hospital’s commitment to achieving specific milestones and contribution to various planning, configuration and training sessions during the implementation phase.

Scalable pricing solutions

Our subscription offering is designed for hospitals of any size, calculated relative to the size and operating characteristics of each hospital. There are three pricing models used to calculated monthly GCC subscription costs:

- **Device-based** –for modules accessed via Getz Touch devices installed in induction bays, operating theatres and PACU/ recovery rooms. The monthly subscription price is a per device rate.
- **Web-based** – for modules that are accessed via desktops, laptops or tablets connected to a hospital’s network. The number of users per web-based device is unlimited. The monthly subscription price is based on the hospital’s size and the number of operating theatres accessing the modules.

- **Integration-based** – for our Getz Connect integration service, which includes an interface with your patient administration system or electronic medical record system. The monthly subscription price is based on the hospital’s size and the number of operating theatres accessing the modules.
- **Interface-based** – for each hospital-requested interface for transferring data between the GCC suite of modules and other hospital information management systems. The monthly subscription rates for each interface are based on the complexity of the interface.

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for every hospital

Getz Clinical subscription costs typical less than **1%**
of typical theatre operating costs



Getz Clinical

Getz Clinical is a world leader in perioperative information management systems.

Our solutions, implemented through our GCC suite of software modules, have been deployed in over 50 hospitals and medical centres across Asia, Europe, Africa, Australia and the Pacific.

Major customers include Singapore General Hospital, the University Hospitals of Leicester Trust in the United Kingdom and the Chris Hani Baragwanath Hospital in South Africa. In Australia our solutions are used by the Royal Adelaide Hospital, Lyell McEwin Hospital and Queensland Health.

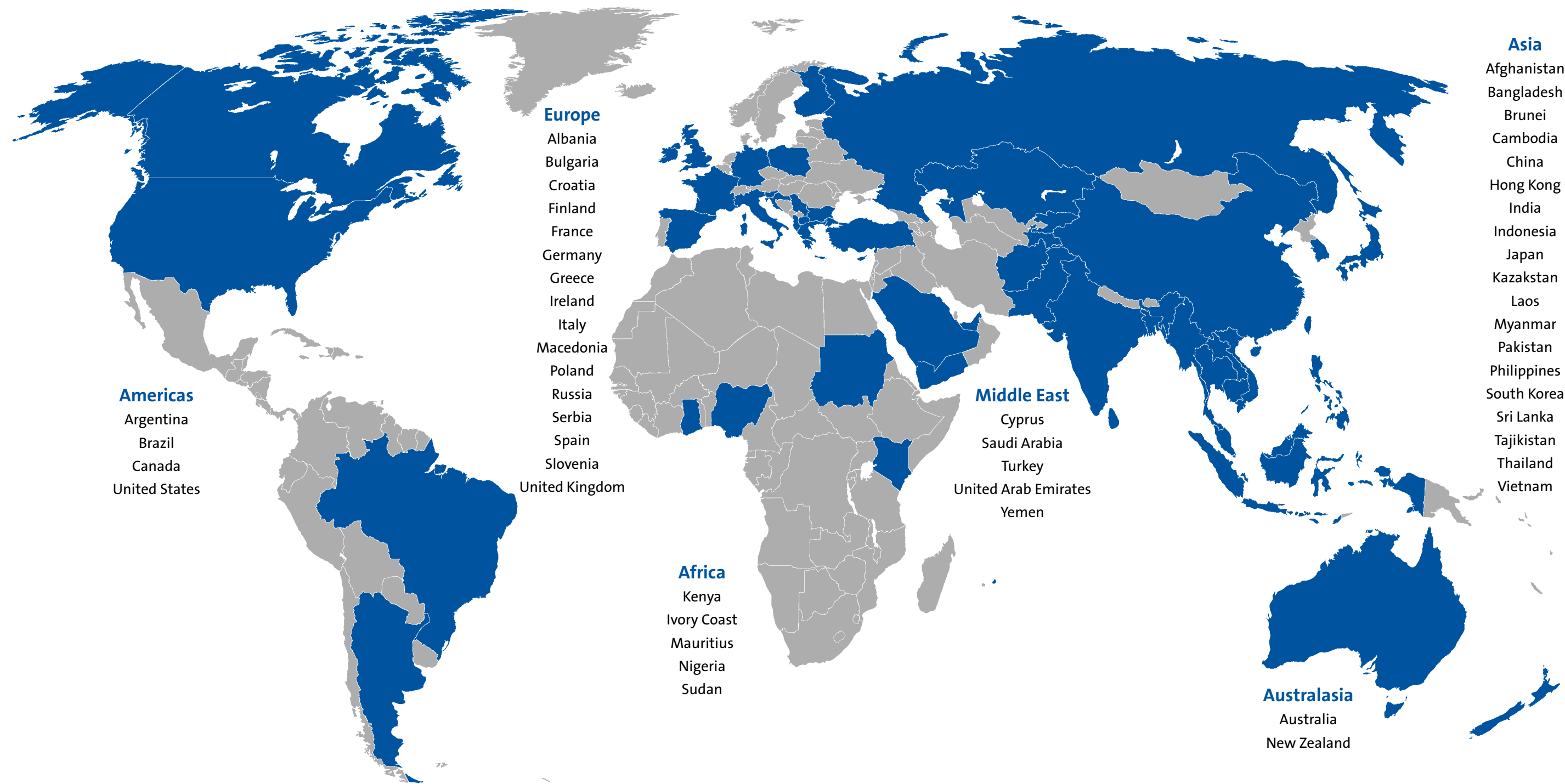
The Queensland Health project, covering 44 hospitals, remains the largest hospital network of its kind in the world.

Getz Clinical has sales and support teams operating out of seven offices in Australia, Singapore, the United Kingdom and the Philippines.

Our team of highly skilled personnel with extensive experience in providing eHealth solutions includes developers, integration specialists, project managers, clinical experts, business analysts, service delivery managers, sales managers and account managers.

Our head office is in Singapore and our development centre is located in Adelaide in South Australia.

Getz Clinical is a subsidiary of the Getz Group of companies. The Getz Group, founded in 1852, is a strategic investment business. Our products and services are delivered by 12,000 employees in 50 countries, with an annual turnover exceeding US\$1.27 billion.



A member of the Getz Group

The Getz Group is a diversified business focusing on healthcare, chemicals, distribution, retailing and hotels.

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