

TELUS Health Consumer Solutions

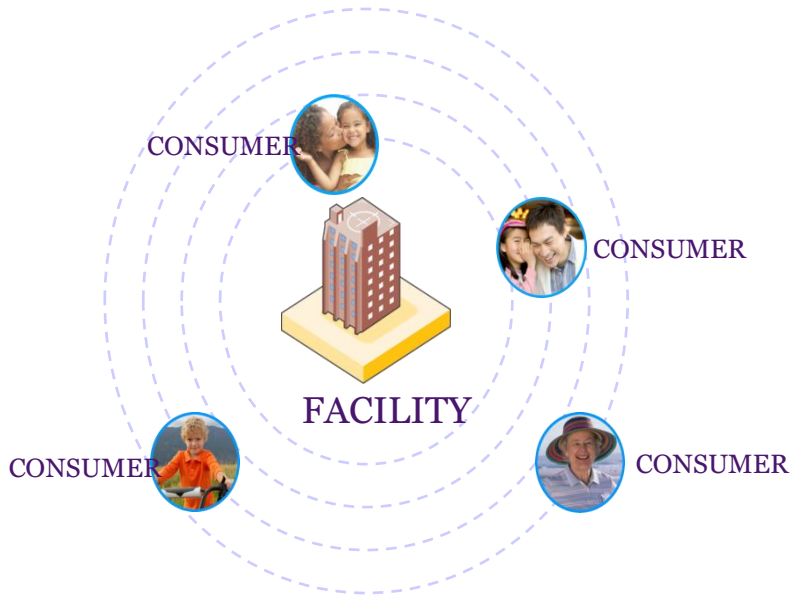
The Role of Wireless in
Health Management

February 18, 2009

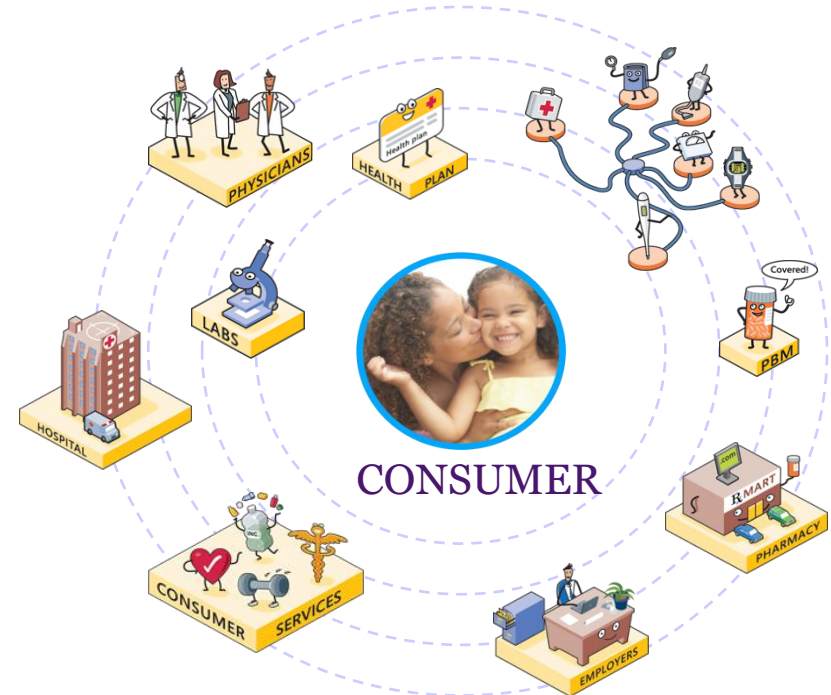


The consumer (patient) becomes the focus of the health system

Traditional



New Model



Access to Consumer is via Internet and Wireless, rapid adoption of Smartphones makes Wireless obvious focus for ease of reach

Patient centred care is being demanded today

- “Patient-centred Care Health IT” engages patients in their care by giving them access to electronic tools.
 - Access to health records at their physician’s office
 - Online appointment scheduling
 - Doctor-patient email
 - Prescription refills
 - Decision-support tools
 - Medication reminders
 - Educational tools

Tool	Would Like to Access	Already Access	Would Pay Extra for Access
Online medical records and test results	78%	6%	26%
Online appointment scheduling	72%	10%	18%
Email to doctor	76%	9%	23%

Source: Deloitte 2008 Survey of US Health Care Consumers

Source: California Healthcare Foundation, 2008
 “Helping Patients Plug in: Lessons on Adoption of Consumer Online Tools”

Consumer Interest in online tools is ~75%. Consumer Access: <10%.

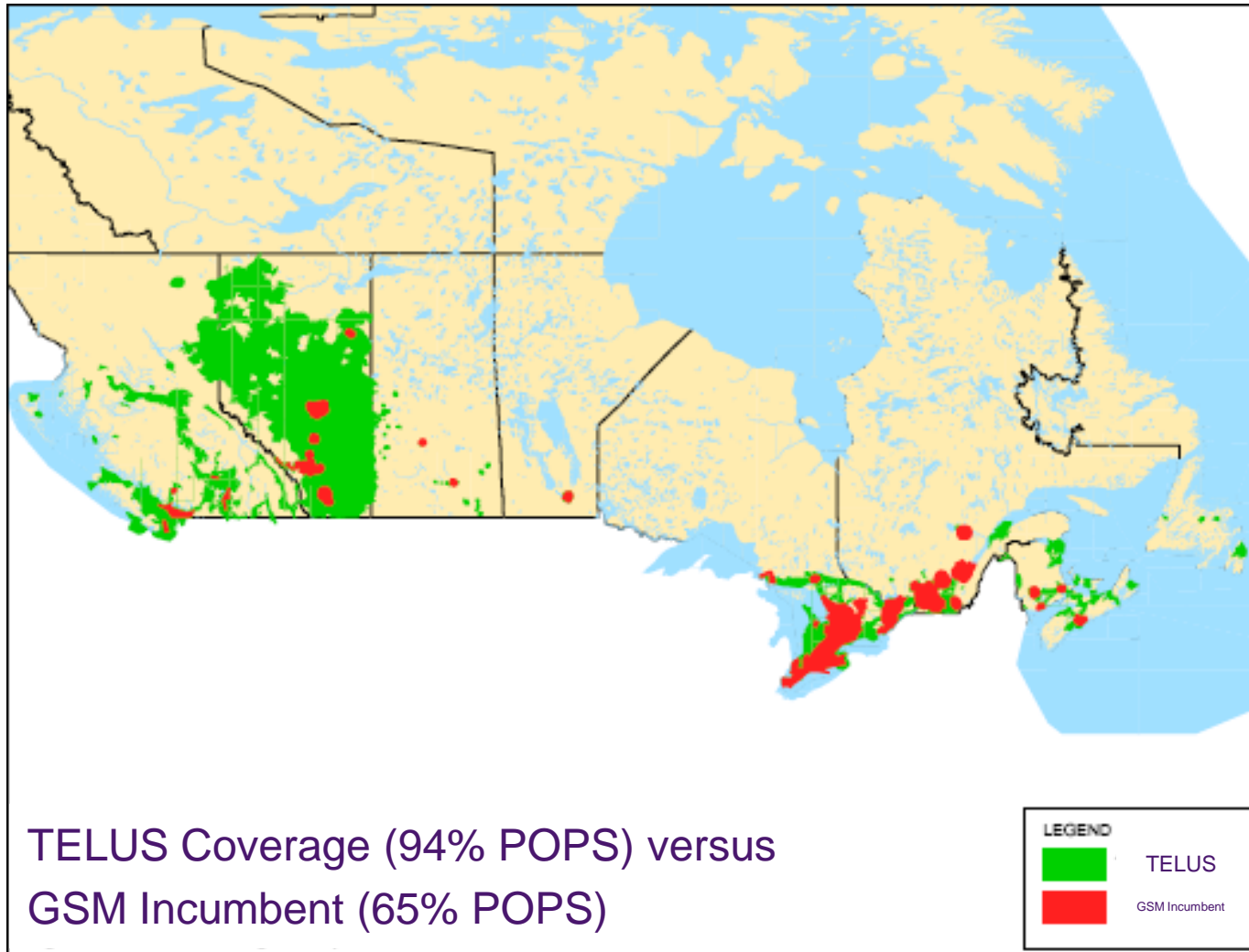
Wireless Applications

- Health Benefit Management
 - Insurance Program Management etc
- Electronic Health Records
 - Access, update, monitor, alert
- Remote Patient Monitoring
- Personal Health Records
 - Personal Health Management
- Health Data Warehouse
- Health Professional Services
- Pharmacy Solutions
 - Medication management, interaction monitoring
- Community Care Management Solutions
 - Wound Care via Wireless and Video
 - Drug Interaction Monitoring and Database

Consumer Messaging Solution Overview

- **Healthphone Messaging Engine (HME) supports Clinical Interventions and Programs:**
 - Interactive SMS/Text messaging
 - Participant Management
 - Message Scheduling
 - Able to incorporate external Program content
 - Admin reporting and analytics
 - Benchmark data for research
- **Planned Roadmap Programs and Interventions include:**
 - Smoking Cessation – available now and in production
 - Depression/Anxiety
 - Diabetes Management
 - Fitness/Nutrition
 - Medications Management
 - Obesity/Weight Management

TELUS National HSPA+ Coverage



HSPA Rollout - Design Characteristics

- **3GPP technologies supported**
 - **Network:** UMTS (R99), HSDPA (Rel 5), HSUPA (Rel 6), HSPA+ (Rel 7)
 - TELUS network deployed on 850 & 1900 bands
 - **Devices:** UMTS, HSDPA, HSUPA, HSPA+
- **Network vendors: Nokia Siemens Network (NSN) and Huawei**
 - RAN from NSN and Huawei
 - Core from NSN
- **Network build-out with national partner (Bell)**
 - Network sharing via MOCN (Multiple Operator Core Network)
 - Common RAN but separate core networks



the future is friendly®