

# Connected VOICE

THE LATEST TUNSTALL AND CONNECTED HEALTHCARE INDUSTRY NEWS

EDITION 4 | 2017

## FEATURE ARTICLE

MTAA and  
Medtech 2017

## INDUSTRY CORNER

You are not alone: caring  
for remote clients

## COMMUNITY SPOTLIGHT

Advice that could  
save a life

## CASE STUDY

John's story

# 60

YEARS OF TUNSTALL  
INNOVATION



There's no need to fear your  
#goldenyears. We suggest 6 ways  
you can maximise your happiness as  
you age <http://ow.ly/cC7j30gR9To>

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MedicAlert explain how their service works, and what benefits they offers their clients.

## 2017: A year in review

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## John's story

John lives with chronic heart failure, so we provided a connected health solution to help him manage his health.



## You are not alone: caring for remote clients

Trent Gifford, our Director of Operations, addresses the needs and challenges of delivering care services to remote or isolated clients, and what we're doing to meet their needs.



## MTAA and MedTech 2017

Lyn Davies, Tunstall Healthcare Managing Director, provides an overview of the MedTech 2017 conference.

## 3G signal strength and interference

Warren highlights the factors inside and outside the home which can influence 3G signals.



## Vibby fall detector

We highlight the features and benefits of our all new intelligent fall detector for the Smart Hub.

# Welcome...

...to the latest edition of Tunstall's Connected Voice magazine



Another year is almost over, and as I reflect back on the past 12 months I feel extremely proud of Tunstall's achievements.

We've got a retrospective piece on page 6, looking back at just some of the stories of 2017, including our 60th anniversary, welcoming new additions to the Tunstall team and all the big events of the year.

Another welcome addition to our team is Anton Cush, who has stepped into the new role of Business Development Manager – Health. We're very glad to have Anton aboard, as we look to further promote and grow connected health in Australia, New Zealand and beyond. We have a little profile of Anton just over on page 5.

I'm especially proud of our connected health service. It's already helped many people here, and we're currently expanding it into China. We've created a new video that explains how connected health works, and what benefits it can offer patients and medical

professionals. You can watch the full video below on page 4.

Our friends at MedicAlert offer a fantastic service for clients. On page 8, they tell us all about how their service works, and how it can help people communicate their healthcare needs to medical professionals in an emergency.

The Medical Technology Association of Australia (MTAA) is the leading national association which represents companies in the medical technology industry. MTAA supports manufacturers and suppliers of medical technology used in the diagnosis, prevention, treatment and management of disease and disability. MTAA's annual conference brings together industry experts to discuss the latest healthcare trends and opportunities. On page 16, I provide a wrap-up of the MedTech 2017 conference, and highlight some of the key speakers and messaging from the conference.

Trent Gifford, our Customer

Operations Manager, has a fantastic article over on page 10 looking at the care needs of people living remotely, and what challenges we must overcome to deliver effective care and health services.

John, one of our connected health patients, lives with chronic heart failure, as well as a range of secondary health problems. To help manage his condition, we've provided John with a connected health solution that enables him to monitor his vital signs at home. To find out how this solution has works, and what it has meant for John, you can read the full story over on page 14.

And as we close out 2017, I would like to take this opportunity to thank all of our clients for entrusting their care to us. We will continue to honour that trust by providing the best possible service, tailored specifically to our clients' needs.

**LYN DAVIES**  
Managing Director

# Latest News

## Connected health video launched

We've just launched a new video which outlines our connected health service, and the benefits it offers both patients and medical professionals.

With around 50% of people in Australia and New Zealand living with a chronic illness, connected health offers an efficient and flexible solution which increase patient wellbeing and reduce the demands on traditional healthcare systems.

Connected health enables remote monitoring of chronic conditions through health monitoring equipment and digital mobile technology, remotely supported by a team of qualified medical professionals. It enables patients, carers and healthcare professionals to access data and information more easily and improve the quality and outcomes of both health and social care

Our new video provides an overview of health in Australia and New Zealand, how connected health helps meet these needs, and what benefits connected health can offer patients and clinicians in managing long-term conditions.

**You can watch the video, and many more, on our YouTube channel.**

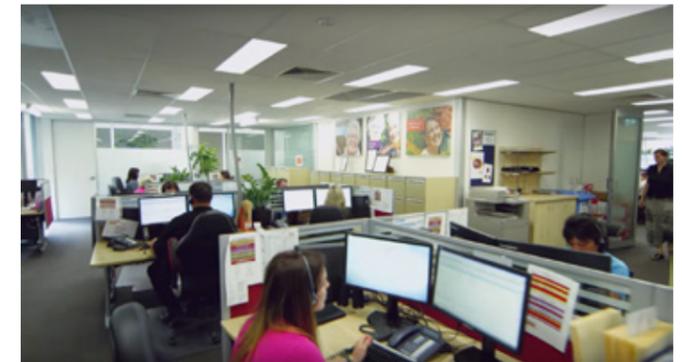


## Holiday operations

Over the Christmas period, our monitoring centre will continue to operate 24 hours a day, 7 days a week, providing you and your clients with any assistance required.

We would also like to take this opportunity to wish you all a very Merry Christmas, and a safe and happy New Year. We're looking forward to seeing you again in 2018!

**The Tunstall Team**



## New Appointments

We are pleased to introduce Anton Cush to the Tunstall team! Anton has joined us as Business Development Manager - Health.

Anton brings to Tunstall a wealth of experience and knowledge in the e-Health sector, and will be helping us promote and grow our telehealth offering across Australia and New Zealand.

Outside of work, he's a tech nut, his go-to midnight snack is peanut M&Ms, and he love's a bit of Johnny Cash.



► Keep up to date with the latest career opportunities at Tunstall

# 2017: A year in review

2017 has been a fantastic year for Tunstall, full of happy memories and exciting new changes. We take a look at just some of the highlights from the year.

This year we celebrated 60 years of business, growing from a small shop in Yorkshire to a global business supporting millions. Along this journey Tunstall has remained at the forefront of digital healthcare, while maintaining our commitment to helping people remain safe and independent at home. Building on this tradition of innovation, we'll continue to develop improved models of care and support, and explore new opportunities to improve care delivery around the world.

China has been an exciting area of growth in recent years, and with an increasingly ageing population new models of healthcare are needed. Our partnership with Revlis Biotech has helped to expand connected health in China, with the Qingdao Connected Healthcare Centre launching this year. This new centre will help address the challenges of China's ageing population and provide effective and integrated healthcare solutions for thousands of people.



2017 has been a year of increased growth for the company. To support this growth, we've welcomed some new faces to the team. Each new addition brings with them a wealth of knowledge and experience which contribute to the strength of the business.

Our new Logistics Manager, Brett Newton is responsible for managing all supply chain activities, asset management and leading our Logistics team. With more than 10 years experience across various industries, Nicki Walsh has now joined us as our new HR Manager, managing all our recruitment and ensuring the wellbeing of staff. And most recently Paul Hollins has joined us as Customer Support Team Leader, helping to manage our Customer Service team and improve internal processes.

Brett



Nicki



Paul

As always, we've been busy improving our product and service offering. We're proud to have just released the Vibby fall detector, directly compatible with our Smart Hub medical alarm, and offering people extra reassurance at home.

With a sleek, modern look and automatic fall detection through an innovative new algorithm, the Vibby is a fantastic accessory for our most advanced medical alarm. If you're interested in finding out more, we have all the details of the Vibby [over on page 13](#).

And earlier this year we launched PNC8, the latest version of our call management software, as part of our commitment to continual improvement. This has improved call handling, system integration and reporting, and ultimately improved our clients' experience.

Along with all this, we've also been busy showcasing our business across Australia and New Zealand. Conferences such as Australian Healthcare Week, Health Informatics New Zealand, the OTA National Conference and Medtech 2017 are always fantastic opportunities to engage with thought leaders across the industry and keep up to date on all the latest developments.

There's also been countless smaller events, where we get a chance to meet with people from all walks of life. It's at these events where we learn most about what our clients are looking for, and what solutions we can provide to support their safety and independence.

We've got even more stories from 2017 [on our blog](#), everything from the big events of the year, analysis of the latest industry research, interviews with staff, and some helpful tips to maintaining health and wellbeing.

It's been a big year for Tunstall, and we're looking forward to an even bigger 2018!



# Advice that could save a life

Do you have a patient or loved one with a medical condition, implant or device, allergy or medication that doctors should be made aware of in an emergency?



Recommend a MedicAlert® membership and ID, Australia's most trusted and recognised provider of the lifesaving 24/7 emergency response service and custom engraved jewellery that emergency services look for in an emergency.

Take the story of 81-year-old Lois Job for instance. As a type 2 diabetic who'd suffered a pulmonary embolism and had allergies to a number of drugs Lois had often been afraid to venture out of the house. However, following a recent incident where she collapsed at a

café while having lunch with her husband and daughter, she said she feels reassured that she will be safe and protected no matter what.

"While I was a bit dazed, one of the clearest things I can recall was the moment the paramedics arrived, because immediately they saw my MedicAlert bracelet," said Lois, a MedicAlert member since 1998.

"This stuck in my head for two reasons. One, because I was very proud of just how clear the printing on my new bracelet was. And two, with all my conditions and allergies so much could have gone wrong in those moments, but it didn't, because the paramedics knew exactly what they needed to, in order to treat me correctly."

"At my age this is just the reassurance I need to keep doing what I love," she said.



The genuine MedicAlert® brand is instantly recognised in more than 40 countries worldwide and has been recommended by the World Health Organisation, as well as more than 2000 GP's across Australia in the past year alone.

### Who needs a MedicAlert membership?

People with allergies, medical conditions, regular medications, implants or devices and or those with advanced healthcare directives.

### How can I refer patients?

Referral forms are now available online through most leading GP Software systems or alternatively you may write a referral letter and then print and send it to MedicAlert – we'll take care of the rest.

For more information on referrals visit [www.medicalert.org.au/refer](http://www.medicalert.org.au/refer)

### What does it cost?

While a full MedicAlert membership costs just \$49 per year, a range of rebates/discounts are also available to members of a number of Australia's leading healthcare providers, as well as Seniors Card discounts and MedicAlert is now a registered NDIS provider for eligible candidates.

**For more information:**  
 Call 1800 88 22 22  
 Email [enquiry@medicalert.org.au](mailto:enquiry@medicalert.org.au)  
 Visit [www.medicalert.org.au](http://www.medicalert.org.au)

## Tunstall Resource Centre

The easy way to access co-branded marketing materials.



**Get Started**

# You are not alone: caring for remote clients

Tunstall is a global company which has provided care and health services for people around the world for more than 60 years. Our Australasian operations support an incredibly diverse range of clients living in every part of Australia and New Zealand.



**Trent Gifford**  
Director of Operations

Tunstall is a global company which has provided care and health services for people around the world for more than 60 years. Our Australasian operations support an incredibly diverse range of clients living in every part of Australia and New Zealand. Our commitment to our clients is to provide connected healthcare solutions which address their needs, and help them to live safely and independently in their own homes. Regardless of their physical location, our clients should receive the same level of care and support.

The Australian Institute of Health and Welfare (AIHW) reports that remote areas in Australia have approximately 58 generalist medical practitioners per 100,000 population, and 64 allied health workers per 100,000 population,

healthcare resources are often stretched across vast service areas. According to the Australian Bureau of Statistics, people in outer regional and remote Australia are around four and a half times as likely to travel over one hour to see a GP, compared to those living in major cities.

And in New Zealand, the Ministry of Health reports that one in four people live in rural areas or small towns. A greater proportion of this population are children, older people and Māori. Health concerns are similar to Australia, with high blood pressure, diabetes and obesity rates increasing. The New Zealand Medical Journal has highlighted the difficulty in accessing the state of rural health given the Government and statistical classifications of what constitutes rural vs urban.

According to a study from Monash University, approximately 36% of the rural Australian population is 65 years or older. Living remotely brings additional health risk factors and challenges, especially for Indigenous Australians. In rural and remote areas, access to health and specialist services can be limited, income is generally lower and there is greater vulnerability to natural disasters.

AIHW reports several areas of concern for rural health, including higher mortality and lower life expectancy, higher reported rates of high blood pressure, diabetes and obesity, and higher mortality from chronic disease. AIHW also notes life expectancy for Indigenous Australians is significantly lower than non-Indigenous Australians – 12 years for males and 10 years for females, due in part to a high prevalence of

diabetes, cardiovascular disease, acute injury and respiratory disease.

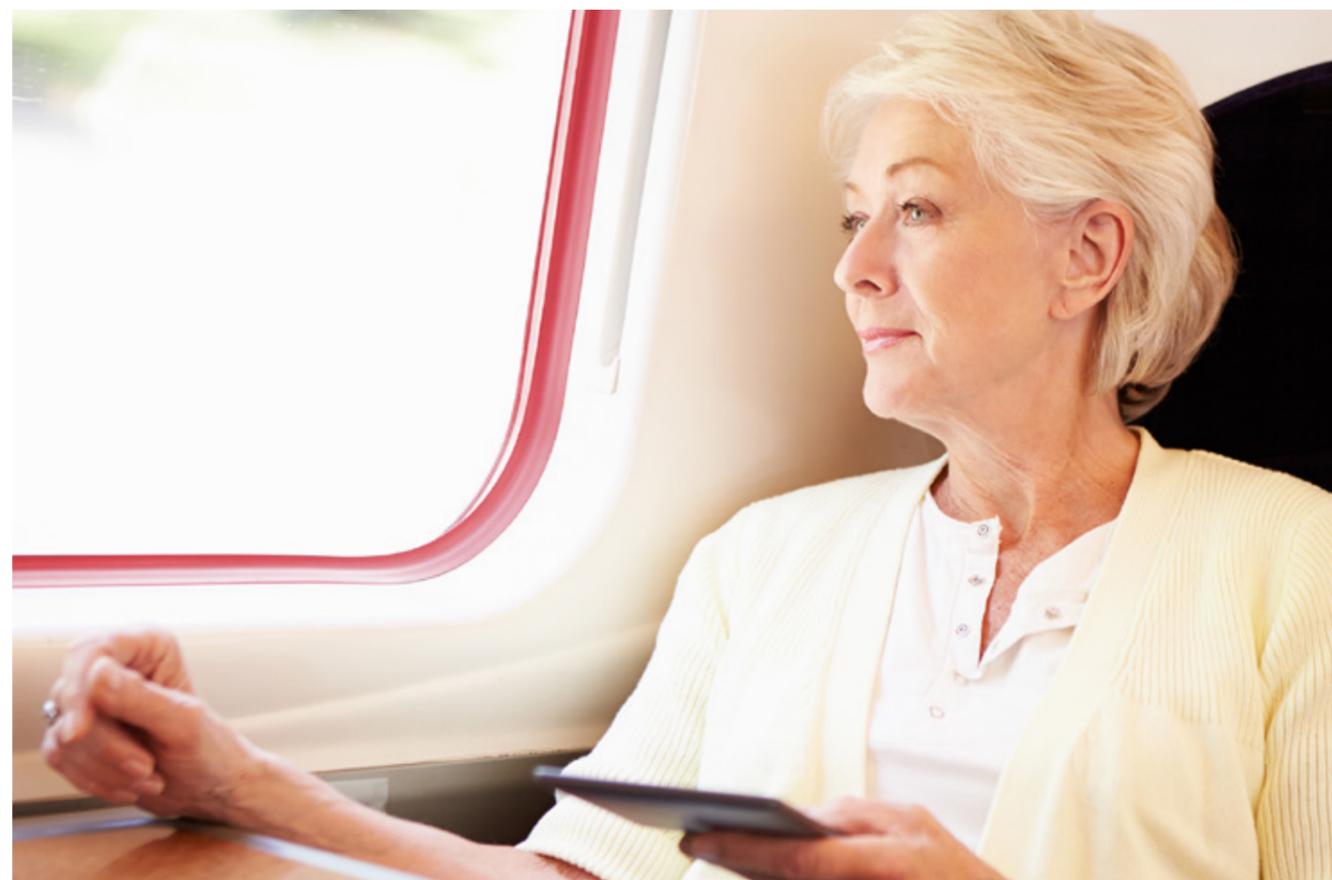
Isolation need not be geographic, as social isolation can be just as damaging. A study from Oregon State University identified living with someone and/or large social networks as protective factors against chronic disease, demonstrating the importance of having someone looking out for you.

The Australian Institute of Criminology recognises that, along with the risks to health and wellbeing, people affected by domestic violence can often become socially isolated, as they are forced to leave home and withdraw from social networks. The National Council's Plan for Australia to Reduce Violence Against Women and their Children highlights the importance of improved service provision and support in reducing the impact of geographic and social isolation.

The care and health services that we provide represent a regular point of contact for our clients, and can be invaluable in supporting

their mental health and general wellbeing. By providing services in remote areas, we can also help support the work of formal and informal carers, providing an extra level of care for clients living in their own home.

Our connected health services supports people with long-term conditions to monitor their own vital signs at home, and enables their care team to remotely monitor health data and intervene when necessary. The Darling Downs Hospital and Health Service (DDHHS) operate across a vast geographic area, approximately 90,000km<sup>2</sup>. Within this service area, they provide hospital, community and primary health services to around 300,000 people. One key initiative is the Diabetes Model of Care Project, aimed at improving access to health education and supporting primary care providers and their patients. Using our connected health service alongside the Queensland Ambulance Service, and with support from the Integrated Care Innovation Fund courtesy of Clinical Excellence Queensland, DDHHS can successfully meet the specific healthcare needs of its patients across the region.



Advances in telecommunications technology and infrastructure are helping to reduce geographical barriers to service delivery, but throughout this rapid change more needs to be done to ensure the most vulnerable members of our community aren't left behind.

Project and service design should maximise service accessibility, and take into account the capacity of clients. By ensuring ease of use for clients, and individualising service based on client needs, we can help to ensure that they receive high quality service that meets their needs and supports their existing lifestyle.

One of our clients, Tom, lives in a small Victorian town around 4 hours from Melbourne. Living on his own, Tom uses our medical alarm with funding from the Department of Veteran's Affairs. Since his neighbour has moved, he's relied more on the medical alarm as a way for us to ensure that he's safe at home. The service provides peace of mind for Tom, who knows that help is at hand anytime he needs it.

Data limits and reduced speeds can impact the delivery of tech-heavy telehealth projects for both clinics and individual patients. Our

myMobile connected health app has been designed with this consideration in mind. It provides a flexible service design that can fit the needs of clients. Someone could video-conference with their clinician, discussing the results of an earlier health data reading taken at home. Another client could be recording their blood glucose readings while on the road for days at a time, with all the data monitored by a remote care team.

Reliance on mobile technology at this stage can be difficult in areas with limited or no mobile network coverage, and given the transition away from traditional landlines, alternate solutions will need to be in place until mobile coverage is universal and reliable. Consideration of individual context, along with integration of traditional in-person care and new technology, can help to bridge this divide.

We are always striving to provide innovative solutions that leverage the best technology available, but we should never lose sight of our core values and responsibility to our clients. It is our duty to provide the best possible service that fits the unique needs of each of our clients.

Find out more about our monitoring service and how it can support your client care needs



# Vibby fall detector



The Vibby fall detector is a sleek, contemporary and technologically advanced fall detector which can be worn on the wrist or around the neck. The Vibby fall detector will automatically raise an alert if it senses the user has fallen, and also enables the wearer to easily call for help manually.

The Vibby fall detector can give confidence to anyone who is at risk of falling, such as:

- People with limited mobility
- Older people
- People with disabilities
- People with epilepsy
- People with diabetes
- People with conditions such as Parkinson's Disease

Using an innovative algorithm and pressure sensor, the Vibby fall detector is designed to automatically detect a serious fall and raise an alert to the Tunstall monitoring centre.

The wearer can also manually raise an alert by pressing the button on the face of the fall detector. The fall detector will confirm that an alert has been raised by an LED and vibration.

## Features

- Shock resistant
- Hypoallergenic plastic
- Replaceable battery
- Auto low battery reporting
- Plug and play registration
- Compatible with Tunstall Smart Hub medical alarm
- Innovative cancellation method using touch sense technology

## Important note

Some falls (i.e. soft falls, controlled descent against a wall or into a chair) may not be detected by the Vibby fall detector. Fall detection technologies that underpin the fall detector solution do not analyse or interpret all situations.

Users experiencing a fall that does not result in the Vibby fall detector vibrating, should press the help button on the fall detector to manually raise an alarm call.

The Vibby fall detector is available now. Find out more about this new accessory for the Smart Hub, or place your order today!

# John's story

John is 88 years of age and has chronic heart failure. Secondary problems associated with his condition include hypertension, breathlessness, fatigue and respiratory issues.

John suffers from ischemic cardiomyopathy; a narrowing or hardening of the small blood vessels that bring blood and oxygen to his heart.

When these are blocked or very narrow, over time, the heart muscle does not work as well resulting in congestive heart failure. John's condition means that his heart has lost the ability to efficiently pump enough blood to supply his body with optimal levels of oxygen and nutrients.

As a result, John suffers symptoms including fatigue, weakness and shortness of breath. Secondary respiratory infections are also a concern due to excess fluid build up in John's lungs.

John was recommended by his clinician for the Heart Failure Service Royal Brisbane Women's Hospital (RBWH) Health Services District telehealth trial (a research program of RBWH HFS and the University of Southern Queensland). His condition was becoming increasingly unstable and indicators such as his weight and blood pressure were often difficult to accurately monitor by phone.

### The solution

A Tunstall connected health solution was installed in John's home, including a connected health hub, blood pressure monitor, pulse oximeter and weight scale.

John was shown how to measure his vital signs using the hub and to answer a series of clinical questions to determine his current condition. John's vital signs were monitored daily by a clinician who works closely with him and his wife to better manage his condition.

### How it works

Connected health allows a patient to manage their condition from home, reducing unplanned GP visits and decreasing the need for emergency hospital visits. Connected health requires the patient to take their vital signs, such as heart rate, weight and blood pressure, and answer a series of health related questions on a regular basis.

These details are then transmitted to a monitoring centre where the data is compared to the patient's 'normal' readings. Abnormal readings are flagged for follow up and passed onto the patient's doctor. The doctor can then advise the patient of what action needs to be taken, including adjustments to medication.

Connected health provides the patient's doctor with ongoing information so that a decline in health can be identified and managed well before it reaches crisis point.

### The results

John completed his connected health interview and took his vital sign readings consistently every morning between 7-8am.

“The equipment allowed us to respond rapidly to changes in John's weights or vital signs. It helped keep him out of hospital and more stable due to the close monitoring

- Linda ; John's clinician



John's clinicians found the daily connected health interview helped to set a regular routine for John, encouraging him to be more consistent in monitoring his vital signs and symptoms each day.

By tracking John's weight and oxygen saturation levels; the ICP triage manager software was able to track changes outside of John's set of safe parameters.

Should John's weight increase rapidly and his oxygen saturation reduce, the monitoring centre could immediately alert John's clinicians to the changes, allowing them to initiate proactive medication management.

By monitoring John's condition remotely, his condition could be stabilised and unplanned hospital admissions avoided.

### The future

To manage John's condition, a continuing focus will be placed on regular monitoring of his vital signs and symptoms. This will allow his medication to be properly adjusted as required.

John now understands the benefit and importance of measuring his vital signs everyday. Over the course of the program, John says he learnt a lot about his condition, his symptoms and the importance of daily monitoring.

John says, "I learnt a lot about myself and it (connected health) taught me discipline, daily use at the same time each day was most important. I would recommend it to anybody".

Find out how Tunstall's connected health solution can help patients manage their health at home

# MTAA and Medtech 2017

**Medical technology forms the cornerstone of any modern healthcare system. Encompassing everything from bandages through to ultrasounds, medical technology is constantly evolving and innovating. The greatest challenge is often integrating these new innovations into our existing healthcare system.**

The Medical Technology Association of Australia (MTAA) is a national body representing medical technology companies, with the aim of promoting medical technology and its contribution to a healthier Australia. As one of these medical technology companies, Tunstall Healthcare is closely involved. I myself am an active Board Member of MTAA, which gives me the opportunity to engage with a variety of stakeholders, advocating medical technology innovations, and particularly championing the role of women in the medical technology industry.

Every year, MTAA brings together industry leaders from across the globe to share their knowledge and experience, and work to improve outcomes for Australia's healthcare. These annual conferences are valuable opportunities to take stock of the current trends and developments and look to what the future may bring.

This year at MedTech 2017, a diverse range of speakers addressed the complex and changing landscape of modern healthcare. We've seen some major developments in recent years, from the expansion of electronic health records through to augmented reality integration in primary healthcare delivery. Given this rapid pace of change, it's important for us to keep up to date with the latest innovations and look for opportunities for improved healthcare solutions for our clients.

The first day of the conference opened with an address from the Hon Brad Hazzard MP, NSW Minister for Health and Medical Research, pointing to the budget challenges healthcare currently faces and the importance of collaboration and research in driving innovation. The conference continued with analysis of Australia's digital health transformation from Richard Royale from PwC, and the Hon David Gillespie MP, Assistant Minister



Lyn Davies  
Managing Director  
Tunstall Healthcare



...it's important for us to keep up to date with the latest innovations and look for opportunities for improved healthcare solutions for our clients.



for Health, spoke about the benefits of medical technology. Topics from the rest of the day included everything from patient engagement in clinical trials through to the role artificial intelligence currently plays in healthcare.

The MedTech Industry Awards closed out the night, recognising individuals and companies for their achievements. Emma Cleary of Device Technologies won the Women in MedTech Award, Dr Elisa Mokany of SpeedX took home the Outstanding Achievement Award, and Medtronic were awarded the Kerrin Rennie Award for Excellence in Medical Technology.

The second day brought further ideas to the fore. There were panel discussions on cybersecurity, gender diversity and future healthcare careers. Richie Etwaru gave a particularly interesting presentation on blockchain technology and its ability to securely link vast amounts of data.

Throughout the conference, I found a constant theme emerging. Data. The sheer volume of data that is currently being generated is astounding, and each new innovation brings

with it a larger breadth of data capture. Wearables, home monitoring and other smart technology can integrate into a patient's existing lifestyle, reducing hospitalisation while delivering both real-time and longitudinal data.

Successful analysis and interpretation of this data forms a narrative of patient experience, and in turn further informs health development and innovation. Artificial intelligence is already playing a role in facilitating this analysis and informing clinical decisions.

We should not forget that the flipside of this all data is someone's lived experience. While a clinician may see a sudden dip in a graph, the patient may be suffering an acute illness which severely impacts their life. Our focus should always be on patient outcomes, and tailoring health innovations to patient needs.

You can find our more about our latest connected healthcare solutions on our website

# Warren's wisdom

## 3G signal strength and interference

Our latest generation medical alarms use the same 3G network as many modern mobile phones. This change ensures that the alarm can continue to operate effectively during a power outage, which will affect landline devices in the future.

There are some considerations to bear in mind when positioning your client's 3G medical alarm. While the 3G network does give us a great deal of freedom, it does still rely on physical towers for coverage. Therefore the position of the alarm both geographically and within the home can affect the alarm's ability to connect with the wider communications network.

Your client's home location relative to the network tower, along with other physical obstructions, will determine if the alarm can reliably connect. Inside the home, you should avoid sources of heat, noise or electrical interference. As a general rule, open areas of the home close to a window work best.

If you have the alarm installed by one of our technicians, they will assess the best position of the alarm, and where possible the alarm should be kept in this original position. If the alarm needs to move or if your client moves house, you should contact us for advice and always test the alarm once it has moved to ensure it has a good 3G connection.

If you are installing the alarm yourself, both our Smart Hub and Liberty<sup>300</sup> alarms can tell you the signal strength that the alarm is receiving, so that you can assess where the 3G signal is strongest. Additional antennas are also available for the alarm, which can increase the alarms ability to pick up mobile signal and ensure that they will connect to the network.

Our team is always available to help with any questions or concerns you have regarding your client's alarm. You can reach us on 1800 603 377 or at [info@tunstallhealthcare.com.au](mailto:info@tunstallhealthcare.com.au).



**View how-to films on our YouTube channel.**

Have a question for Warren?

Email [askwarren@tunstallhealthcare.com.au](mailto:askwarren@tunstallhealthcare.com.au)

# What makes you SMILE?

Strive for excellence Make a difference Innovative and agile Listen and understand Everybody matters

As a provider of connected care and connected health solutions, we are responsible for the wellbeing of thousands of people across Australia and New Zealand. It's always nice to hear the stories of how our service has helped keep people safe and supported at home:

"My help came just about immediately, they are always helpful and polite." – Mrs P., TAS

"I fell in the garden about 5pm. Unable to get up I used my alert. Eventually ambos arrived. Without my alert I could have been down outside until morning." – Mrs S., QLD

"Congratulations on reaching your anniversary year and for providing your excellent service to all for your connected care and health technology. Keep up the good work." – Mr J., VIC



**Tunstall**

## Find-Me Tunstall Watch Australia's first 3G carers watch

Order now for GPS tracking, fall detection and 24/7 support at your fingertips.

[View more information](#)



# Life Changing, Life Saving

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