

# Connected VOICE

THE LATEST TUNSTALL AND CONNECTED HEALTHCARE INDUSTRY NEWS

EDITION 4 | 2018

## FEATURE ARTICLE

2018 in review

## INDUSTRY CORNER

What's ahead for the future of healthcare?

## LATEST NEWS

Holiday operations

## CASE STUDY

John's story



We can offer assistive technology through #NDIS packages, giving people greater access to #connectedhealthcare solutions  
<http://ow.ly/EQeX30mRPpK>

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Top stories in this edition



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## John's story

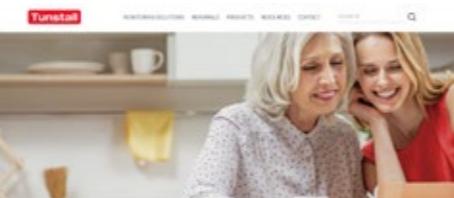
Thanks to the Find-me watch, John has been able to maintain his independence at home and in the community.

**What's ahead for the future of healthcare?**

We look at the biggest trends in health technology and what changes they'll bring.



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## New Tunstall website

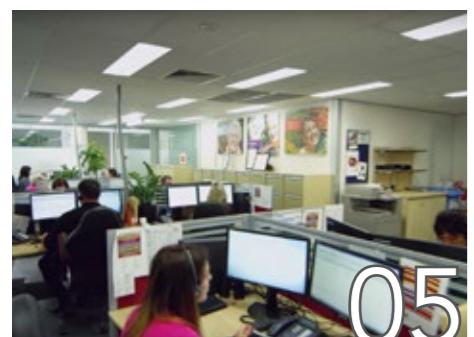
We're pleased to announce our brand new website, making everything clearer, easier and simpler.



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## 2018 in review

Given everything that's happened in 2018, we wanted to take some time to reflect on what we've achieved, and look ahead at all the exciting things to come in 2019.



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## Holiday operations

Over the Christmas period, our monitoring service will continue to operate 24/7 for our clients.

## Warren's Wisdom

Warren explains our new (and simpler) warranty process, making sure our clients get the best service possible.



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## New Appointment

We've most recently welcomed Jeronimo Castillo to the team as Operations Manager.



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# Welcome...

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



Well, we can now close out another year and I believe, as a business, we can say that we're that much closer to our vision of "a world where people have the freedom to live life to the full in a place of their choice".

As we look forward to the holiday break and time with loved ones, please spare a thought for our dedicated Customer Care Team, who will continue to provide support for our clients 24/7.

We have a full wrap up of 2018 over on page 10, looking at the changes and successes for the business throughout the year. We've also got a lot to look forward to in 2019, which is exciting.

And as our business expands, our team continues to expand as well. One of these recent additions to the Tunstall family is Jeronimo Castillo, who

has joined us as Operations Manager responsible for teams across both Australia and New Zealand. You can find out more about Jeronimo, his background and his new role on page 5.

We've just launched our new-look website, and it's looking great! Our aim was to make things easier, cleaner and simpler, and I think we've achieved that. We have a preview of the website just over on page 4, so please take a visit and let us know what you think.

The Find-me watch is a terrific little piece of technology, and John's story on page 8 illustrates just how important assistive technology can be in supporting a person's independence.

On page 6, we have a larger piece on the future of

healthcare, and what we can expect from healthcare services and devices in the future. And while all the new tech innovations are exciting, the real improvements will come through patient-centric design.

And lastly, our resident tech-expert Warren explains our simplified warranty process, helping our clients with troubleshooting, repairs and maintenance of their equipment.

Thank you for taking the time to read this last edition for the year, and I look forward to catching up again in 2019.

Happy holidays to all, and I hope you have a very merry Christmas!

**LYN DAVIES**  
Managing Director

# Latest News

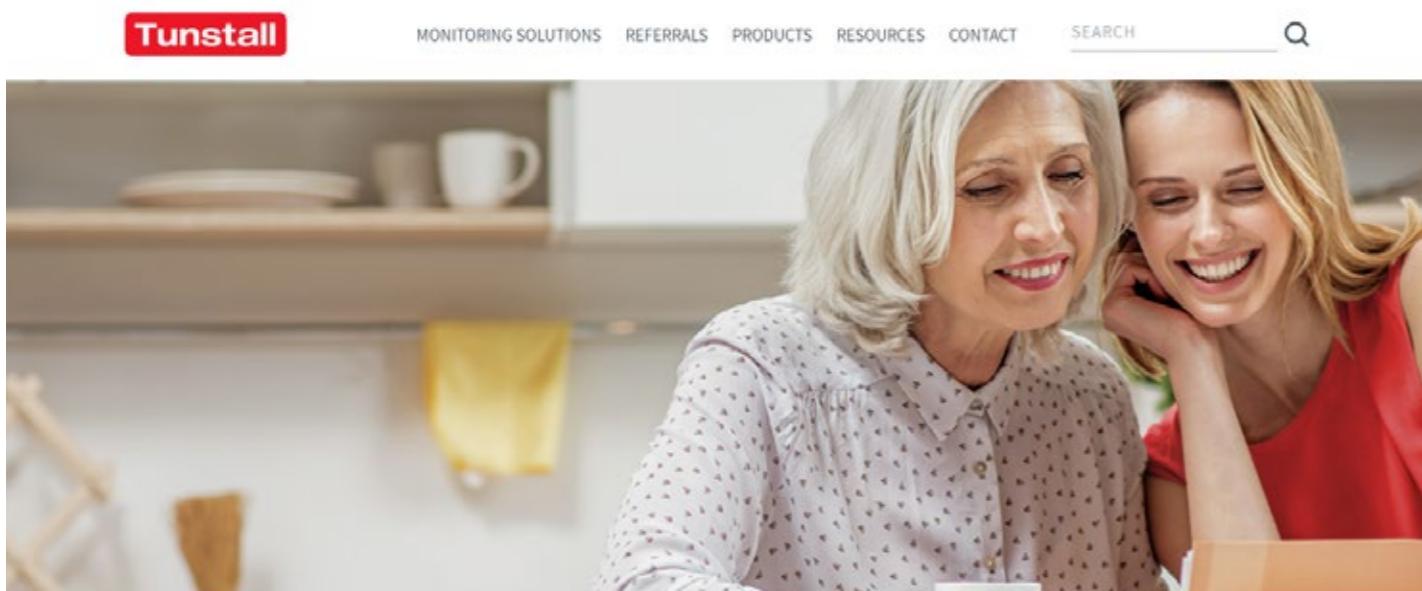
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## New Tunstall website

We're pleased to announce that we've just launched our new website. Our website is now cleaner, more user-friendly and easy to navigate on mobile.

Visitors still have access to all our great product and service resources, and we'll be expanding the ways that new and existing clients can process referrals, orders and other service requests.

We'll continue to develop and improve the site over time, so if you'd like to share any feedback with us, or would like to see anything added/changed, please email [marketing@tunstallhealthcare.com.au](mailto:marketing@tunstallhealthcare.com.au) and let us know.



### Home Care

Tunstall Healthcare provides monitored assistive technology solutions to support people with a wide variety of care needs to live safely and independently in their own home.

With the growing pressures on health and social care systems worldwide, Tunstall has expanded its range from basic personal alarms to fully integrated connected care solutions using speciality care and environmental sensors.

[Learn More](#)



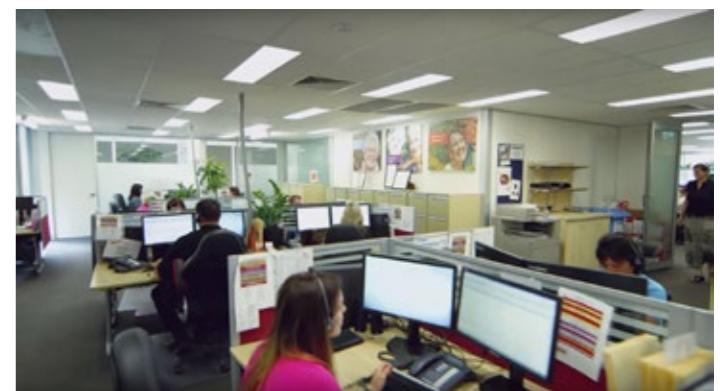
## Holiday operations

Over the Christmas period, our Customer Care Centres 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 2019!

**The Tunstall Team**

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## New Appointment

Recently we have welcomed Jeronimo Castillo to the Tunstall team, as he steps into the role of Operations Manager for Australia and New Zealand.

Jeronimo joins Tunstall after recently relocating to Brisbane from Columbia, where he has been leading a 24/7 600 strong contact centre for Scotiabank.

Jeronimo has a wealth of global experience, having worked in contact centre operations and leadership for 10 years in Australia, 5 years in Brazil and 3 years in Columbia.

Within Tunstall APAC, Jeronimo will be leading our Australian and New Zealand Customer Care, Customer Service and Clinical teams.



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

# What's ahead for the future of healthcare?

Healthcare is growing and changing at a rapid rate. When keeping up with its current capabilities is already difficult, it's not always easy to envision what might be coming in the future. We've looked at five different areas to explore in the future of healthcare.

## 1. Virtual reality (VR) / Augmented reality (AR)

As the technology behind virtual and augmented reality progresses, VR and AR will likely move from the realms of robotics and gaming into healthcare. From helping train medical professionals, to allowing specialists closer examinations of medical scenarios, VR and AR will possibly influence a wide range of areas. Connected healthcare could benefit as well.

Using connected healthcare, patients could connect with their specialists using VR or AR. Doctors would be able to use 3D images that they can manipulate to clearly and concisely explain complicated issues to their patients that they may not otherwise understand. Seeing 3D renders of what is happening within their bodies is likely to create a strong engagement in individuals when it comes to their healthcare as well, helping to improve medical outcomes.

VR could offer a lot to connected care. Virtual and augmented reality could benefit many areas of healthcare, from training of doctors to helping patients understand their diagnoses.

**“** Creating a constant stream of information covering a wide range of physiological data, healthcare problems could be caught much earlier, allowing effective and timely treatments to occur.

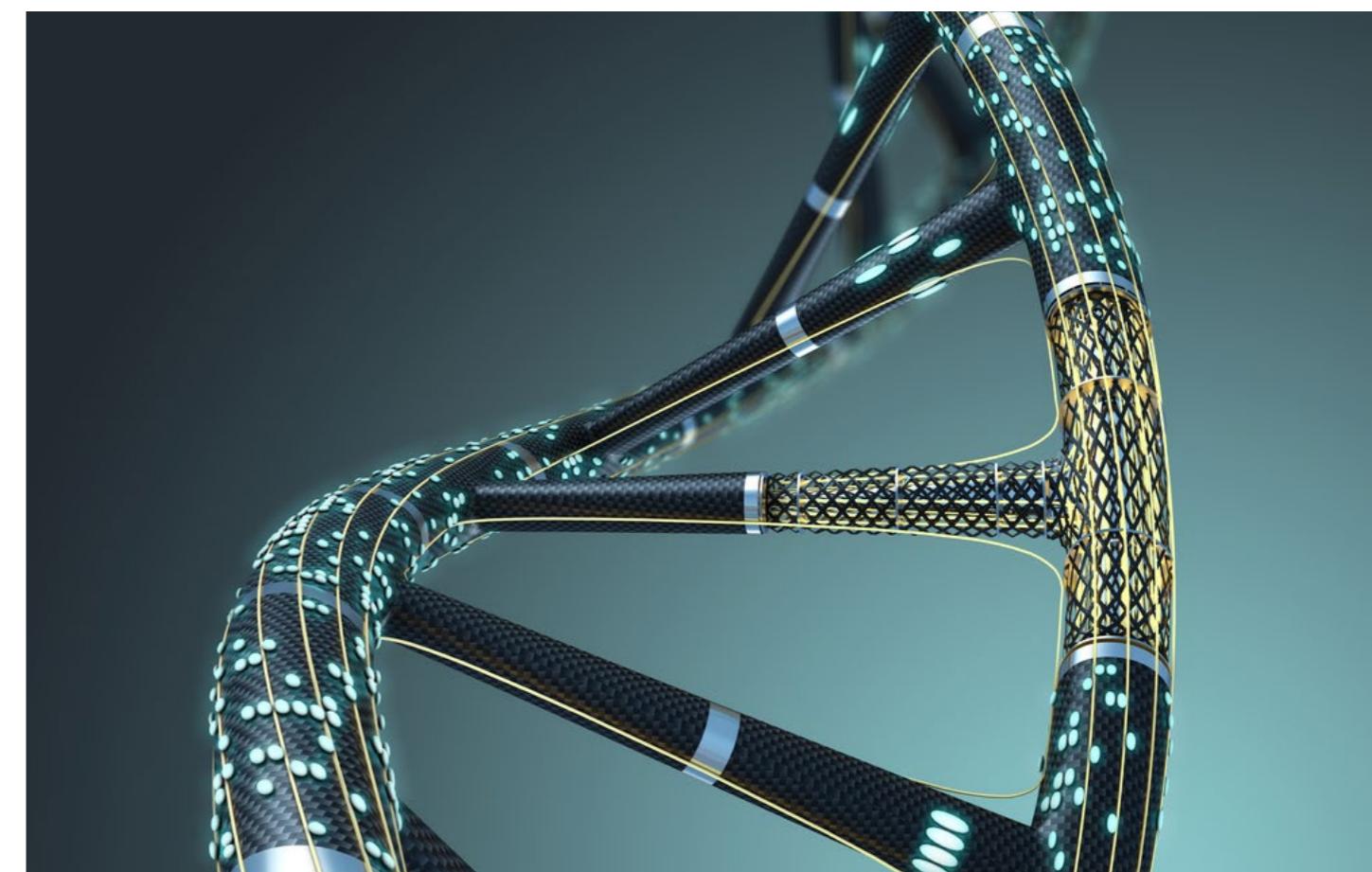
## 2. Patient-driven technology

Patient needs and desires will drive the advances in healthcare in certain directions. This is already happening, as shown by the growth in telehealth and the improvement in services. For example, the desire for a mammogram procedure that caused patients less discomfort, fear, and anxiety when it came to checking for breast cancer caused the revamp of the design. Now, patients have a lot more control when it comes to mammograms, causing them to feel much more comfortable about going to get one done.

Connected healthcare's capabilities will increase and expand. When needed, several experts may be able to work together from different locations all at the same time to provide a quick diagnosis. Additionally, instead of specialists only offering these capabilities sparingly, it may become common practice.

## 3. A new age of wearable tech

While wearable tech is already available, what it can do in the future will far outreach its current capabilities. Creating a constant stream of information covering a wide range of physiological data, healthcare problems could be caught much earlier, allowing effective and timely treatments to occur. The technology may come with privacy concerns, however, with appropriate security, it could provide incredible benefits to individuals.



## 4. Companion robots

Independence for the ageing population is a growing priority. One solution to this is the creation of robots meant to assist with daily activities and provide companionship.

The psychological issues involved with the older generation living alone can impact healthcare, and though robots won't replace human interactions entirely, having something that responds and helps with tasks around the home can support greater independence.

Ideally, these robots will be able to prepare meals, remind individuals to take their medication, carry heavy loads, complete chores, and smooth out any details that may make it harder for someone to remain independent.

## 5. The rise of artificial intelligence (AI)

A lot of what a doctor does is perceptual. Measurements are taken, observations are made, questions are asked and tests are

run. AI, in the future, is likely to have the capabilities to take over much of this process. Deep-learning algorithms are already allowing AI to outperform humans in a wide range of diagnostic tasks, and the possibilities that it might bring to healthcare are incredible.

Mixed with the information gathered from wearable tech, AI could deliver diagnoses in real time. Constantly processing data, observing patterns, and watching for indications of medical concerns, AI would provide a 24/7 guardian when it comes to individuals' health. Though AI, as with robots, won't be able to replace genuine human interaction or do certain aspects of a doctor's job, it could help reduce the pressure on the public health system and provide care from home.

To find out more about how healthcare is being transformed today, visit our new Healthcare solution page

# John's story

My husband John had recently been diagnosed with Alzheimer's. Like many of those diagnosed with Alzheimer's or dementia one of the first things you lose is your independence. I wanted John to maintain a level of independence whilst still ensuring his safety.

John had been a very successful businessman in the past and his independence is very important to him. I didn't want him to lose his quality of life by not being able to do the simple things, like walking from our home to his community support group by himself - the basic things, the things we all take for granted.

The Find-me Watch has given John this level of independence and also allowed me to feel confident that help is there if and when he needs assistance.

With the Find-me Watch John is now able to walk across the park to the Support Centre on his own and I have peace of mind knowing he is safe when I am not with him.

The support team at Tunstall Healthcare have been very understanding and prompt when the alarm has been activated intentionally or by accident. Even when we were in Melbourne visiting family they were very helpful asking us to confirm our residing address and they were able to pinpoint exactly where John was.

The Find-me Watch performs as it was designed to, increasing a level of independence and safety and I have trust in the Find-me team that future development will be designed with features that continue to meet our needs.

**Christine - John's wife**

\*Names and images changed for privacy reasons.

Find out more about the Find-me watch and how it could help you or a loved one



## Features that assist John:



MOBILE PHONE  
any 3G network



SPEED ALERT  
can be custom set



GPS LOCATOR  
with history



GEO-FENCE  
safe zones



WEB INTERFACE  
locate wearer easily  
and change features



24/7 MONITORING  
monitored 24/7 by  
trained staff

# Tunstall

## RATE & REVIEW US ON CLICKABILITY

**Tell us what you think of Tunstall Healthcare!**

Either go to the Tunstall Healthcare page on Clickability  
<https://clickability.com.au/listing/tunstall-healthcare/>

or call **1800 414 616** to leave your  
anonymous review of our service.

Clickability is an Australian disability service directory featuring ratings and reviews from the people who actually use the services.

Clickability is an independent website so your review goes straight to Clickability and then published online to help disability service users!

Your review can be completely anonymous - just choose your own name when you submit your review for our service.

[www.clickability.com.au](http://www.clickability.com.au)



Lyn Davies  
Managing Director  
Tunstall Healthcare

# 2018 in review

**As we approach the end of the year, it's natural to look back on how far we've come. 2018 has been a tremendous growth year for Tunstall, as we expand our services across Australia and New Zealand, and look to Asia for further opportunities.**

Our new account management structure has given us the ability to better respond to our client's needs, and we'll continue to work with our partners to help improve service delivery and product development.

Having passed our 60 year milestone, there's so much more ahead for the business and the industry as a whole. As smart home and wearable technology become increasingly accessible and affordable, we'll be looking at new ways to use this technology to help people remain safe and independent at home and in the community.

Our blog continues to remain a great resource for helpful and interesting articles across a range of connected healthcare topics, and we're always looking at new topics that are relevant for our audience and which can provide assistance in understanding the role of connected healthcare for themselves or loved ones.

This year we entered the NDIS market, which means that thousands of people now have access to funded assistive technology solutions, to help them reach their goals of independence and safety. And as the NDIS continues to expand across the country, and as participants become increasingly empowered to manage their plan and goals, we'll work alongside participants to help develop solutions that meet their individual needs.



This year in China, our partners Revlis have launched a second Connected Healthcare centre in Ningbo, Zhejiang Province. We continue to help them expand their business, as well as pursuing further opportunities for service improvements in China's healthcare.

Another partnership we're particularly proud of is the work we've done with Corumbene Care, with the support of Primary Health Tasmania. The Rural Primary Health Program has helped improve the health and wellbeing of many people living with chronic disease and conditions. And we'll be building on this success as we look to work with other Primary Health Networks across Australia.

Alongside all this, we've met with people from across Australia and New Zealand, discussing connected healthcare innovations at events as diverse as the Workplace Health & Safety Show, MedTech 2018, Health Infomatics New Zealand, and countless other local events. These events give us the opportunity to showcase our latest innovations to a wide audience, and to also talk with people looking for a connected healthcare solution that's right for them, finding out what they need and how we can help.

2019 looks to be an even bigger year, with new sensor, accessories and apps on the horizon. This expansion of assistive technology will help us to create individualised solutions for many more people across Australia, New Zealand and beyond.



# Warren's wisdom

## Warranty and returns process

### 1. Phone

Firstly, you can contact our Customer Service team, who'll be able to assist with diagnosing the issue.

Please ensure you have your Client ID number handy to help make the process as easy as possible.

If the item needs to be returned, our Logistics team will email you an eParcel label to attach.

Should you need to organise any bulk returns, or have any other special requirements, please contact our friendly Customer Service team 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)



### 2. Pack

When you're ready to send, don't forget to fill out our [online Fault and Action Report form](#) and print the completed form out.

You can then place the equipment and Fault and Action Report form into a secure package of appropriate size, often a shoebox is perfect!

### 3. Post

Finally, simply attach the eParcel label provided to your package. This will ensure you are not charged for the postage.

You can then drop off the package at your local post office.

Once we receive the returned equipment we can then either conduct repairs, or safely recycle the parts.

# What makes you SMILE?

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

"Tunstall is committed to providing customers with the best service possible. I know we're all proud of the service we deliver, and it's always a pleasure to be directly involved with helping people."

Trent Gifford  
Commercial Director



## Tunstall Resource Centre



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