

# iSOFT

## Solution Overview

iSOFT Group Limited is the largest health information technology company listed on the Australian Securities Exchange (ASX: ISF), and among the world's leading providers of advanced application solutions in healthcare economies. More than 13,000 provider organisations in more than 40 countries use iSOFT's solutions to manage patient information and drive improvements in their core processes.

At iSOFT we believe the person should be at the centre of the healthcare paradigm. Everything we do is aimed at empowering participants along the care path by making information-sharing between carers and institutions more efficient and meaningful.

### Delivering innovative, scalable solutions

iSOFT's range of internationally recognised solutions automate care processes and support defined workflows to improve outcomes. With accurate, timely information available where it is needed, health professionals are able to focus on the patient in front of them. The transfer, storage and availability of information held within each electronic patient record, becomes the vital foundation of an individual's journey across the care continuum.

We understand the inherent need to share this information across care facilities through Health Information Exchange technologies, creating electronic health records capable of travelling with an individual and available at every point of care.

iSOFT provides comprehensive software applications that fully support local processes and information requirements, while also offering the interoperability needed to support the wider healthcare enterprise.

Solution	Description	Installation & Market availability
<p><b>Integration System (Viaduct)</b> Addressing the global challenge of interoperability and enabling organisations to leverage and share valuable patient information.</p>	<p>Most healthcare provider organisations face interoperability challenges. Often they deploy multiple applications within a 'best of breed' environment that do not easily communicate with each other, even those conforming to messaging standards.</p> <p>iSOFT Viaduct addresses the interoperability challenge by providing an easy-to-use platform that enables software solutions to share information when needed and in the required form, ensuring seamless integration. Similar to using a white board to map business processes, Viaduct can be used to design, build, test, deploy and maintain application integration processes without the need to write code. With advanced monitoring capabilities, Viaduct provides managers with the power to view and scrutinise every integration within the organisation, rapidly pinpointing and resolving issues. Viaduct enables organisations to save time and money and ensures a seamless flow of information, ultimately facilitating the continuity of care to patients.</p>	Applicable for global distribution
<p><b>Health Studio</b> Enterprise Development - A healthcare and patient-centric development platform</p>	<p>Health Studio is iSOFT's healthcare-centric development framework. The centrepiece of Health Studio is a catalogue of more than 2,000 healthcare activity components. Examples of components include 'resolve prescription', 'register patient' or 'associate specimen'. These care activities are used in iSOFT's Lorenzo Solutions.</p> <p>This catalogue, in combination with an easy-to-use interface and powerful workflow engine, enables Health Studio users to partner with healthcare providers and application architects to develop new as well as modify or enhance existing applications without requiring expert know-how in software development.</p> <p>Essentially Health Studio provides the building blocks to either create new or bring together existing healthcare solutions and incrementally extend their functionality.</p>	Applicable for global distribution
<p><b>Vantage Point</b> Consolidated view of vital patient data at a glance</p>	<p>Collecting and comparing information on patients is critical for healthcare professionals to provide effective care. Accessing and consolidating vital patient data from multiple sources and departments can be laborious and inefficient for staff. iSOFT Vantage Point retrieves the required data from backend applications such as Hospital Information Systems or Departmental/Diagnostic Systems and consolidates it to provide users with a snapshot of relevant patient information that assists with fast and accurate decision making.</p> <p>iSOFT Vantage Point offers a flexible, fluid user interface that is customisable to reflect the dynamic end user experience required in healthcare environments. Aggregated data is displayed in highly configurable widgets (data containers) that provide the user with a personalised view which can be reconfigured on the spot and saved for future reference. Extendable across mobile devices such as PDAs and Tablet PCs, our intuitive interface can be utilised by both clinical and administrative users to view and analyse patient information on a single screen.</p>	Applicable for global distribution

<p><b>Lorenzo</b> Collaboration and interoperability across all sectors of care.</p>	<p>Lorenzo is the foundation for our connected care strategy. Built around the needs of individuals, it enables electronic record management across all locations of care, removing the traditional barriers to sharing health related information.</p> <p>Lorenzo forms the backbone of information transfer. Facilitating the collaboration between primary care, community care, hospitals, clinics and the funders of care, it helps public and private healthcare organisations manage disparate systems by providing an independent foundation on which to assemble and deliver new generations of interoperable systems.</p> <p>Lorenzo brings together the different tools and functions across care settings to create virtual health networks that securely connect doctors, care facilities and patients, and in the longer term, consumers.</p> <p>Uniquely, Lorenzo protects healthcare organisations' previous investments by integrating seamlessly with existing systems. By promoting and improving clinical and corporate governance, quality and efficiency, Lorenzo enhances the healthcare experience for all participants.</p> <p>Lorenzo takes on many different solution formations, depending on the regional requirements for where it is deployed:</p> <ul style="list-style-type: none"> <li>• Lorenzo in the United Kingdom has been developed in line with exacting specifications of the world's most complex health IT programme: the National Programme for IT. This is referred to as Lorenzo Regional Care.</li> <li>• Lorenzo is deployed in University Hospital of Aachen (UKA) in Germany, as Lorenzo Clinicals, in conjunction with a collaboration portal to enable authorised GPs access to the hospital EPR.</li> <li>• Lorenzo in the Netherlands is deployed as a web collaboration portal that provides GPs with access to vital patient data within St Jandstal hospital systems including diagnostic results, clinical notes, care plans and summaries. Lorenzo is now supporting a paperless clinic pilot in the surgical department.</li> </ul>	<p>Applicable for global distribution</p>
<p><b>Advanced Incident Management</b> An interactive, evidenced-based management tool for improving patient safety and quality standards</p>	<p>iSOFT's Advanced Incident Management System (AIMS) solution reports, analyses and manages adverse healthcare events and near miss information across acute care, community care, disability care, mental health and residential aged care to improve delivery of services and ultimately improve the quality of care.</p> <p>An interactive, evidence-based management tool, AIMS is available as either an on-demand service or for on-premise installation within a customer's data centre. Comprehensive bench marking and detailed analysis functionality enable a strategic approach to patient safety and quality improvement.</p> <p>The AIMS classification is in-line with best-practice approaches such as the World Health Organization's International Classification for Patient Safety, the National Centre for Classification in Health (Australia) and the US Institute of Medicine. The solution is well recognised by these institutions.</p>	<p>Currently installed in USA and Australia. Applicable for global distribution</p>
<p><b>Multi Resource Scheduling (UltraGenda Pro)</b></p>	<p>Managing several hundred thousand appointments per year, across multiple departments each with silo scheduling systems, in one hospital, can result in huge productivity losses, poor service and frustration for both staff and patients.</p> <p>iSOFT Enterprise wide multi resource scheduling solution, UltraGenda Pro, is a web native, generic solution that can be tailored to the specific needs or requirements of any department, clinic or even individual, including patients and carers to book and schedule resources.</p> <p>The application integrates easily with departmental systems such as RIS/PACS or ORs, but also with order management systems, EPR, patient administration and HIS. The efficient use of appointments and facilities drives an improved patient experience and leads to greater operational efficiency and increased patient throughput.</p>	<p>Currently installed in; Belgium, Denmark, France, Germany, Netherlands, Norway, Spain, Switzerland and the UK as part of the NHS NPfIT. Applicable for global distribution</p>

<p><b>Enterprise Management</b> Complete hospital information management systems</p>	<p>iSOFT Enterprise Management transforms the way healthcare facilities, such as a multi-provider medical centre, a major hospital or a large network of area health services, operate.</p> <p>With the scalability to connect each campus facility, our enterprise management solutions benefit the whole organisation. Real-time collaboration and simultaneous access to relevant patient information, for administrative support professionals through to the clinicians, assist in the quality and accuracy of information shared, enabling the best possible care.</p> <p>As a patient moves through various care procedures in different departments, clinicians are able to see all previously obtained information pertinent to their treatment. Our solutions link everything from patient demographics to clinical data and financial reports, delivering information exactly where it is needed, when it is needed. A wide range of medical devices can be configured to drop data directly into the system, ensuring the patient record is current.</p>	<p>Solutions in this range are localised to support regional financial and reporting requirement. Currently installed across South East Asia, Middle East, Germany, Southern Europe. Applicable for global distribution</p>
<p><b>Patient Management</b> Administration systems to management patient records for all logistical, basic clinical and billing information</p>	<p>iSOFT Patient Management enhances patient flow from admission to discharge.</p> <p>As the patient progresses through the continuum of care, a shared electronic record is developed. At any point a clerical ward clerk or the billing department have access to a snapshot of a patient's progress and treatment to date, their current bed allocation, scheduled tests and appointments, care and dietary requirements and relevant billing information.</p> <p>Our solution provides organisation management with a high-level view of patient throughput and bed capacity to assist with scheduling efficiency and delivering increased productivity.</p>	<p>Solutions in this range are localised to support regional financial and reporting requirement. Currently installed across United Kingdom, Asia Pacific, China, Middle East, Africa, Europe, South America. Applicable for global distribution</p>
<p><b>Clinical Management</b> Solutions to manage detailed clinical information and treatment support pertaining to a patient while in hospital</p>	<p>In a ward or clinic, instant access to a patient's medical history and current medication is essential to ensuring safe and appropriate treatment. iSOFT Clinical Management provides rich clinical functionality and comprehensive decision support engines, relevant to each geographic region.</p> <p>This solution supports the triggering of alerts in response to changes in the patient's record, results received or drugs prescribed. Clinicians are alerted to the availability of new results and to notifications that are generated by the rules engine warning of delayed or missed interventions, or other medical actions.</p> <p>Integrated with existing patient management applications, clinicians can access electronic patient records in real time, 24 hours a day and from remote locations. They can update records and progress treatment orders, creating a comprehensive care plan.</p>	<p>Solutions in this range are localised to support regional clinical and reporting requirement. Currently installed across United Kingdom, Asia Pacific, China, Middle East, Africa, Europe, South America. Applicable for global distribution</p>
<p><b>Laboratory</b> Solutions with rich functionality to support work flow across laboratories within a hospital or independent diagnostic facilities</p>	<p>Medical laboratories are an integral part of effective healthcare treatment. They provide clinicians with vital information to help make life-saving decisions, diagnose conditions and monitor patient treatment.</p> <p>With a critical role in healthcare delivery, laboratory scientists and support staff depend on the very latest technologies. They need software solutions that work the way they work, integrate with the devices and technologies they use, and speed up the analysis process.</p> <p>iSOFT provides comprehensive laboratory information management systems compatible with the common information standards and industry protocols. Our laboratory solution helps scientists, technicians and management staff to track samples and testing processes, communicate results to other health professionals, and monitor costs and reporting.</p>	<p>Currently installed across Europe, United Kingdom and Australia. Applicable for global distribution</p>
<p><b>Radiology</b> Solutions with rich functionality to support work flow across radiology and medical imaging within a hospital or independent diagnostic facilities</p>	<p>iSOFT Radiology is designed to meet the requirements of the rapidly changing diagnostic imaging environment. Integrated with best practice picture archiving and communication systems, these solutions provide the transition to a filmless environment.</p> <p>Offering radiology support across a high-performance, multi-user computer network, with personal computers linked to central dedicated file servers, iSOFT Radiology provides instant access to critical patient information at the right time.</p>	<p>Currently installed across Europe, United Kingdom, Middle East, Asia and Australia. Applicable for global distribution</p>

<p><b>Pharmacy</b></p> <p>Functionally rich applications to manage all elements to medication ordering, dispensing and tracking within the hospital pharmacy</p>	<p>iSOFT Pharmacy allows all aspects of hospital pharmacy practice to be managed and tracked within a single system. This allows users to manage and track pharmacy dispensing, inventory and cost centre accounting requirements.</p> <p>Patient medication charts, variable dosage charts and patient information leaflets may be printed at any time to assist with correct treatment. Drug allergies and interactions are monitored and care providers are notified of potential adverse drug events. Medication management, patient safety and quality use of medicines are substantially improved by medication management systems. Decreasing the incidents due to illegible handwriting, calculation errors and transcription errors, provides enormous quality and safety benefits.</p>	<p>Currently installed across Netherlands, United Kingdom, Southern Europe, Asia, Australia and New Zealand. Applicable for global distribution</p>
<p><b>Medication Management</b></p> <p>Comprehensive solution suite to manage medication information from time of prescribing to administration, ensuring accuracy and safety at every step</p>	<p>iSOFT Medication Management supports end-to-end medication management from prescribing, medication monitoring and dispensing through to administration. The solution incorporates clinical data from the patient's record and external databases, to provide a coordinated approach to patient care.</p> <p>Automating the entire medication process eliminates paper and potential transcription and legibility errors. This ensures the correct medication is administered to the correct patient at the correct time and in the correct dosage.</p>	<p>Currently installed across Australia and New Zealand. Applicable for global distribution</p>
<p><b>Emergency</b></p> <p>Real time management of patient information as they present at triage to support the most efficient treatment path while in the demanding ED environment</p>	<p>From the moment a patient is seen by the triage nurse, healthcare providers of all disciplines require meaningful and current information to provide the best level of healthcare.</p> <p>iSOFT Emergency Suite provides an intuitive user interface based on workflow practices to capture data in a fast and accurate manner. To treat a patient in the emergency department, healthcare providers need a system that not only sits hand-in-hand with their work practices, but also captures relevant data and returns clinically appropriate information.</p> <p>Integrated with iSOFT's Patient and Clinical Management solutions, Emergency Suite provides seamless transfer of information across an acute care facility.</p>	<p>Currently installed across United Kingdom, Australia, New Zealand, Canada and Southern Europe</p>
<p><b>Operating Theatre</b></p> <p>Solutions to manage critical information required pre, during and post operations carried out in hospital and day surgeries</p>	<p>iSOFT Operating Theatre provides complete department and clinical management functionality. The solution supports the booking and documentation of all relevant care in the operating theatre, providing essential real-time information about the operating suite and the progress of the patient journey.</p> <p>Integrated with industry standard Patient Administration System, our operating theatre solution enables a holistic view of a patient's time in the hospital, streamlining processes for the benefit of both patients and healthcare professionals.</p> <p>With full support for inventory and equipment management, theatre staff are able to monitor and control stock, providing time and cost-saving to healthcare organisations.</p>	<p>Currently installed across United Kingdom, Australia, New Zealand, Canada and Asia</p>
<p><b>Primary Care Management</b></p> <p>Solutions to connect and manage patient information across general practice, allied health care and multi-clinic facilities</p>	<p>iSOFT Primary Care gives users intuitive access to clinical and administrative data. In addition to patient record management, our solution helps simplify key business processes such as appointment scheduling, billing and clinic management. This is all possible within a scalable solution framework that allows organisations to add clinicians and grow to meet expanding demand.</p> <p>Uniquely designed, iSOFT Primary Care is interoperable within and beyond a primary care organisation. As such, it can form part of a wider iSOFT solution integrating with iSOFT's aged care solutions and Lorenzo, making record keeping and information sharing between aged, acute and primary care organisations easy.</p>	<p>Currently installed across United Kingdom, Australia and New Zealand. Applicable for global distribution</p>

<p><b>Aged and community care</b> Integrated clinical care, client and facility management system</p>	<p>iSOFT's enterprise-level, client-focused management solution is purpose designed for aged and community care organisations of any size. This solution includes retirement, residential aged and community care modules, to help organisations manage client financial, care needs and reporting requirements. The aged care solutions enable the delivery of efficient, high quality care, improving accuracy and safety, while containing cost.</p> <p>Staff access to all relevant information within an organisation, regardless of location, discipline and business unit is based on security policies. This improves the ability to collaborate and share patient and reporting information between providers, government bodies and care agencies, such as GPs, specialists and hospitals.</p>	<p>Currently installed across United Kingdom, Australia and New Zealand. Applicable for global distribution.</p>
<p><b>Home Care/ Monitoring</b> Solutions to connect patients with current health information management systems and improve care in the community</p>	<p>Cost and quality issues, and an ageing population are driving the delivery of care away from hospitals and towards community care settings. This is placing great importance on the right information and communications infrastructure available for the healthcare professional, to support the delivery of care to the community, a significant component of the care process.</p>	<p>Currently installed across China. Applicable for global distribution.</p>
<p><b>Consumer Health</b></p>	<p>With the shift in focus towards wellness rather than sickness, there is a need for a more tailored and personalised healthcare experience for individuals. Advances in wireless communication, increased levels of adoption for new technologies, telemonitoring devices and mobile phones will become fundamental to shift the emphasis from expensive hospital-based interventions to prevention, and assisting chronic disease management in a more cost-effective community environment.</p> <p>This new model of care delivery needs to be managed in the community by healthcare professionals who see the whole picture of the patient and work collectively. Providers will have the capabilities to connect with patients, empowering the patient to participate in and manage their own care, in their home.</p> <p>iSOFT's Consumer and Media division is forging new ground working on solutions that will leverage the latest communication platforms to deliver diversified healthcare, content and personalised care.</p>	<p>Currently installed across China. Applicable for global distribution.</p>
<p><b>Business Management</b> Intelligence Solutions to collate and manage financial and operational information across single or multiple facility enterprises</p>	<p>Business Solutions provide immediate cost savings and operational benefits, with compelling functionality. Together, our solutions cover the full range of an organisation's requirements, including: financial management, eProcurement, health intelligence, document management, eBusiness and electronic claims and payments.</p> <p>Our Business Solutions support private and public sector and non-profit organisations as they rise to meet the challenges of change and reform. Each solution in our portfolio stands alone, or is easily incorporated to create a total enterprise solution.</p>	<p>Currently installed across United Kingdom, Ireland and Australia. Applicable for global distribution.</p>

#### Head Office

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