A DIGITAL EDGE DRIVES HEALTHIER MEDICATION MANAGEMENT

"Spark and Revera can provide us with an in-country cloud platform and expert, around-the-clock support that was lacking with our previous provider."

- Greg Garratt, CEO

MEDI-MAP MAKES ITS ELECTRONIC CHARTING SERVICE MORE ACCESSIBLE

with the help of Spark and Revera.

Offering an electronic chart platform for care homes, doctors and pharmacies, Medi-Map is a Kiwi business changing the way medication is managed within Australasia.

It was CEO Greg Garratt, a pharmacist with 25 years experience, who spotted a gap in the market and developed a cloud-based medication charting and management solution to move the sector away from a heavy reliance on paper-based systems.

He says the usual issues associated with using paper scripts don't exist for users of Medi-Map: "Our users (rest homes, doctors and pharmacies) find they no longer have to worry about illegibility, lost faxes, multiple copies and conflicting information when medication is charted electronically."

Five years since its launch, Medi-Map has 350+ care facilities, 2,000+ GPs and 340+ pharmacies using the software across both New Zealand and Australia – and with no other service like it in either market, the numbers are growing quickly confirms Greg.

Rock-solid cloud to chart meds

To support the growing demand, Medi-Map realised its servers required more capacity and better support than its current technology or provider could offer.

After carrying out due diligence, the board unanimously decided to partner with Spark and its subsidiary company Revera for its Platform as a Service (PaaS) product.

Using a local provider with local technology and service was of high importance to Medi-Map and one of the key reasons for partnering with Spark, shares Greg.

"Spark and Revera are based in New Zealand and can provide us timely, home-based support and capability," he adds.

"And besides, we'd heard from a trusted contact that they were the best in the industry when it comes to cloud and would be a perfect choice to support our expansion."

Powerful servers for powerful results

Greg says it turned out Spark and Revera were a good option; "Over a three-month period they helped us design the right cloud architecture and in a short four-hour period one evening, the database was switched over – the whole process was seamless."

"Today, we have five times the capacity and can easily take on new users – the virtual servers allow us to scale up (or down) on-demand to suit our needs."

"We're also providing our users with a better service experience as they can load pages in an average of 1.4 seconds as opposed to the previous 5.7 seconds. The speed of the network is supporting our 'real-time' promise to our customers."

Doctor Tim Jeffries of Onslow Medical Centre, who uses both his PC and tablet to access Medi-Map, says he's noticed a considerable improvement in the speed of the service: "While Medi-Map has always allowed me to safely manage the medication for rest homes from anywhere, I've noticed I can review records, chart medicine and send or receive notifications faster than before."

Nurses at Masonic Court in Palmerston North are also experiencing an improvement in the consistency and speed of the service as they do their medication rounds. Nurse Manager Barbara Mouat says, "efficiencies like this help the rest home to spend more time caring for their residents and less time on the tablet waiting for profiles or medication prompts to load."

Expanding down under

To grow its services in the Australian market, which is five times that of New Zealand, Medi-Map taps into Revera's CloudCreator and Spark's managed server service. Together, the two services provide a seamless management platform with access into Microsoft Azure Services to deliver Medi-Map to Australian users, says Greg.

"CloudCreator pulls in the management of Microsoft Azure Services under the Spark PaaS umbrella while still allowing us access to local management, support and combined billing all under one service.

"One trusted supplier to call for both markets means more time for us to continue developing our solution and less time dealing with third parties. We had a recent issue and Spark, who also has a presence in Australia, sent a cloud specialist who was able to quickly find a solution and apply it to both of the markets we operate in."
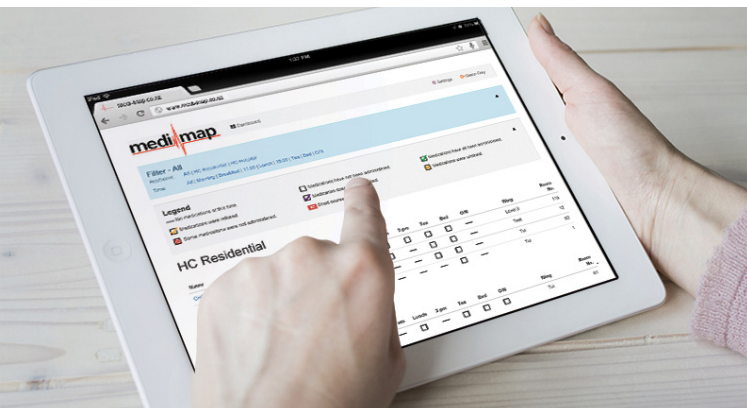
e-health changes ahead

Through a partnership with the first addiction services to pilot in New Zealand, paper-based prescriptions for methadone users will move to Medi-Maps electronic charting software.

Greg says this will foster accuracy when it comes to charting medication for addicts and with the help of Spark, it is a positive step forward for the primary health sector. Next is a new community patient mobile app that Medi-Map has designed to help patients track their medicine and care personally, available via pharmacies.

Greg finishes by saying "Spark is a New Zealand company who gets other New Zealand companies. For us at Medi-Map, they have what it takes to help us raise the bar of quality in the health sector and we see them as a key partner as we move ahead." Spark is also Medi-Map's supplier for telecommunications and broadband services.

Partnering for success

As a small company, Medi-Map recognises the value in outsourcing its platform requirements.

"We don't maintain the level of resource required in-house – with Spark's PaaS, all of the operating systems, cloud fabric and load balancing is all done for us. We've recorded more than 20 percent savings in running costs alone.

"As far as security goes, it's top notch – they (Spark) sort our audit trials, configuration monitoring, firewalls and encryption so we (and our customers) don't have to stress about things like the protection of patient data from hackers."

Back-up is also robust and something Medi-Map values given the large amount of medical data that it holds for its users.

Greg says it's peace of mind that the service is supported by two world-class data centres in Auckland with technical experts ensuring the platform is working optimally 24/7. "It gives us a greater level of disaster recovery that we could just not receive from an overseas provider."

As part of the service, Medi-Map can access full performance reporting and alerting via a self-service portal, which Greg says, provides insights that allow the team to develop and improve the Medi-Map service for its customers.

There's no waiting around for DevOp configurations with PaaS either, instead Medi-Map gets access to full API developer control to progress with updates fast.

With utmost confidence in Spark, Medi-Map now highly recommends all users choose Spark for their devices and accounts. "This way users receive their new mobile, tablet or iPad within three days – everything is pre-configured correctly and they simply have to open the box and turn it on to start using the Medi-Map service."

"Spark's high-availability data centres provides us with five times the capacity and its leading OTN allows our users to load pages in an average of 1.4 seconds - as opposed to the previous 5.7 seconds."

- Greg Garratt, CEO

CEO Greg Garratt is a member of the Health Information Standards Organization (HISO) that works with NHIT to establish and implement health I.T. standards across New Zealand. His wife and Medi-Map COO Julie Garratt, is part of a health provision team focused on patient-centred care. Alongside their Medi-Map colleagues, they're driven to move the sector away from a heavy reliance on paper-based systems to a fully integrated e-health solution – they say their partnership with Spark plays a key role in this step change.

About Medi-Map

- Founded 13 July 2011
- NZ's first electronic charting solution
- Eight full-time staff based in Christchurch
- 2000+ GP's, 340+ facilities, 350+ pharmacies

About PaaS

- In-country cloud platform underpinned by nationwide data centres
- Connected by Spark's leading optical transport network
- Configuration monitoring – audit logs, policy, patching, life-cycling
- Security, compliance, backup, restore, recovery, DR management
- Cloud architecture design and implementation support
- Self-service portal and performance monitoring and management
- Monthly 99.5% SLA guarantee and 24/7 help desk support

Choosing Platform as a Service from Spark means choosing a customer-centred solution that is connected, flexible, secure and supported.

If you're ready to create better customer connections, speak to your Client Manager or call us on:

0800 694 364