

# StarHealth Using Video Conferencing to Deliver Care For Patients

Industry: Healthcare

Solution Area: Collaboration - MS Teams

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Architects of Change



## The Challenge

With a stay at home order looming, StarHealth, a community care provider delivering critical services including medical, family services, counselling support and other health services, shutting was not an option. StarHealth urgently needed a video conferencing solution to enable their care staff to interact with clients, ensuring service continuity in what can be a lifeline for those in need.

## The Solution

TD Logicalis suggested Microsoft Teams and had the solution up and running, with training resources and reference guides, all within a week. Care workers can now book appointments with clients via Teams to enable a telehealth video conference experience on a PC or mobile device. In the situation where the client does not have an appropriate device, a dial-in to a toll-free phone number is available. Now phase one is complete, the project team will look to unlock some of the additional capability in Microsoft Teams including data capture from client meetings, AI Bot driven FAQ's for knowledge hub facilitation and transcript capture to name a few.