

# Putting technology to work at The Asante Centre



THE ASANTE CENTRE

Governed by the Fetal Alcohol Spectrum Disorder Society for British Columbia, The Asante Centres in Maple Ridge and Surrey, BC offer assessment, diagnostic and family support services based on a multidisciplinary team approach for children, youth and adults suspected of living with fetal alcohol spectrum disorder, autism spectrum disorder and other brain-based disabilities. In Fall 2016, the Centre went live on TELUS Health Med Access — ushering in a new era and putting technology squarely at the fore.

## Electronic medical records – a game changer

Based in Maple Ridge, with a second clinic in Surrey, the Asante Centre relies on quality technology and telecommunications capacity across work systems for a multitude of functions including:

- client intake
- data collection for specialized health assessment
- connection to services and determination of eligibility
- direct client support

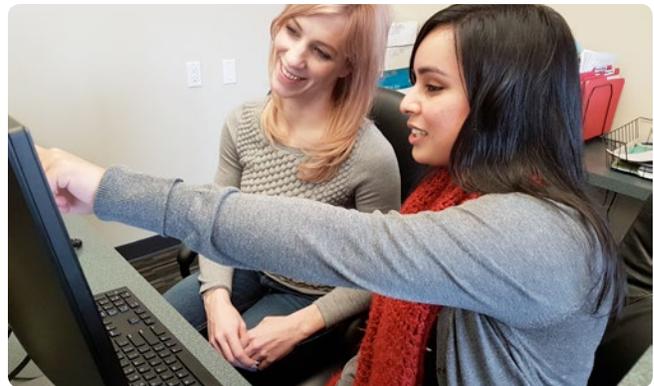
All depend on consistent computer/internet access and electronic communication between and among clinicians, staff, youth and their families. Indeed, reliable technology infrastructure is the foundation for all centre programming.

At the heart of the centre's technology are electronic medical records (EMRs). TELUS Health's Med Access EMR solution replaced paper charts and manual processes to deliver accurate, clear and concise information about a client's health care status - which can be easily, quickly and securely shared with all members of a client's health care team right at the point of care.

Prior to the introduction of EMR, The Asante Centre team — which includes pediatricians, psychologists, speech-language pathologists, occupational therapists, support workers, and administrative members — was working together under a patchwork process.

The TELUS Health Implementation team met extensively with members of the centre team to customize the EMR solution to

the needs of staff and clients alike. For example, the system addresses the varying requirements of different stakeholders who generate reports on a regular basis. The system also handles client referrals originating from multiple sources.



"In my experience of implementing and training more than 100 physicians, this clinic was by far the most complex with respect to its EMR customization requirements," says Paula Callan, Project Manager and Trainer, who led the implementation team. "It demonstrated to me the importance of bridging the needs of the clinic to match functionality — for the client's sake. At the end of the day, no matter what the clinic's landscape is, the client's best outcomes are why we do what we do."

**“EMR has enabled our organization to open a second office and connect across sites. The solution improves efficiency in scheduling, records collection and internal communication; it has made client services stronger in multiple regards, helping us achieve positive results for our community.”**

Allison Pooley, Program Director - The Asante Centre

## A trusted name in information technology

TELUS Health was pleased to provide a funding grant to help The Asante Centre implement its electronic medical records solution.

For Allison Pooley and the entire team at The Asante Centre, working with TELUS was a major plus — particularly in launching an entirely new second location.



**“Med Access was selected for its customization potential, to best meet our unique multi-office needs, as well as for the trust of being associated with TELUS — a highly respected brand, which also meets our confidentiality requirements for client records.”**

Allison Pooley, Program Director - The Asante Centre

## Looking to the future

The TELUS vision for healthcare is a system that enables timely, convenient, accessible and effective patient experiences. In support of this vision, the TELUS mission is to turn information into better health outcomes by providing applications and services that connect patients, providers and insurers through the TELUS Health platform. It's about seeing clinics that are technology-enabled, collaborative, accessible and secure.

**It's what TELUS calls The Future Friendly Clinic.**

## A trusted name and brand

TELUS Health is a leader in tele homecare, electronic medical and health records, consumer health, benefits management and pharmacy management. TELUS Health solutions give health authorities, providers, physicians, patients and consumers the power to turn information into better health outcomes.



For more information about TELUS Health,  
visit [telushealth.com](http://telushealth.com) or call us at 1 844 367 4YOU

