

CareZen

No matter where patients are, we connect them with the virtual care they need.



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CareZen: Bridging the Gap in Healthcare Access

CareZen, founded by Megan Dowdell and Margot Morton, combines their five decades of experience in Australian and New Zealand healthcare with a passion for innovation. They've been instrumental in human-centred design initiatives, multiple Australian Virtual Care programs, the National Covid line with Healthdirect, and Virtual Medical Escalation pathways for Ambulance services.

Introducing the CareZen Health Pod: Telehealth Made Easy

Partnering with Modvale, a trusted Australian construction company, and the ED team at The Austin led by Assoc/Prof Michael Ben Meir. CareZen have co-designed a state-of-the-art Health Pod. These versatile, private, clean, modular spaces offer patients a hospital grade environment for confidential consultations via telehealth video technology.

Our Vision: Connecting Communities Through Technology

CareZen envisions a future where healthcare is accessible to everyone. Our user-friendly Health Pods remove barriers, fostering a strong bond between clinicians and the communities they serve.



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CareZen Health Pods integrate into the Emergency Waiting Room environment, becoming part of the patient experience. Reducing the wait times for the low acuity patients.



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CareZen Virtual Unit with triage kiosk

CareZen Virtual Unit is modular and deployable, fitted with TGA approved triage software to direct your patients to a virtual consult in the CareZen Health Pod, or appropriate pathway to care.



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The Health Pod is a versatile tool that strengthens the community's connection with healthcare.

- **Themed Campaigns:** With its LED film, the Health Pod can transform to support different initiatives. During Mental Health Awareness Week, it can become an RUOK pod. Connecting the patient to a Mental Health specialist or just providing a safe and calm space to reset and self regulate.
- **Outpatient Follow up:** Regional patients virtual video consult back to their specialist in metro. Allied Health delivering virtual speech pathology consults, psychology assessments virtually.
- **Disaster Relief:** The Health Pod can also be deployed for virtual consultations during emergencies, ensuring clinical care and a space of psychological safety remains accessible.
- **Preventative Care:** The Health Pod can provide information on self care initiatives, offer the community healthy recipes, information on local walking groups, or details on Healthy Living programs.

By providing a variety of services and adapting to community needs, the Health Pod bridges the gap between clinicians and the communities we serve.



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CareZen Health Pods can be adapted for different uses cases.

We use LED Technology to dynamically change the use of the Health Pods relevant to the community.

Internally, the Health pods can provide a safe place for self regulation, with soothing soundscapes, & images while your patients waits quietly for their virtual consultation provided by touch screen technology.



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CareZen Health Pods provide equity of access to Regional Australia.

No matter where patients are, we connect them with the virtual care they need.

CareZen collaborating with Healthdirect blending the physical and digital, providing video triage to video clinician, takes our Healthcare system one step closer to a National Single Front Door.



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Features

- **Modular Construction** – Constructed using premium materials and products off-site, our structures are swiftly and expertly installed & assembled on-site, ensuring minimal disruption to your operations.
- **Soundproof structure** - Soundproofing materials are used to guarantee that interactions between patients and medical professionals remain confidential.
- **Anti-Viral Coating** - To prevent the spread of virus and bacteria, all surfaces are treated with an anti-viral coating.
- **Purpose Designed** - Various designs and sizes cater to a broad range of uses, allowing for easy integration of future technology.



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Features

- **Ventilation** - Ventilation options that allow for standalone operation, or the ability to connect into hospital or building facility services and systems.
- **Nurse Call or Nurse Assist** - Nurse and assistance systems and indicators to designate occupancy level and/or help requests.
- **AV Facilities** - Video and Teleconference facilities including world-leading software options allowing patients to connect directly, privately and securely with health professionals.
- **Scanning Technology** – A video based non-invasive vital signs monitoring. BPM, HRV, RPM, Stress Index, SpO2



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The Process

1. CareZen team conduct a design build session identifying site locations, timeline, and specifications required.
2. CareZen send for estimation from manufacturer 1-2 days.
3. CareZen & client designs the education and engagement, CareZen provides the clinical education team onsite for the period of implementation.
4. CareZen provides proposal and service agreement.

Includes:

- o Health Pod built to client specification
- o Metro to metro delivery
- o Metro to metro installation and acceptance
- o Engagement and education to ensure Health Pod achieves desired outcomes.
- o AV hardware and software & Scanning technology.

Excludes:

- o Outside of metro delivery or onward delivery to another site
- o Outside of metro Installation and acceptance



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Next Steps



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Architecturally designed to Australasian Health facilities guidelines.

