MONARCH
MATERNAL AND NEWBORN HEALTH

Innovative approach to health care improves the lives of a total 12,000 moms and babies every year

ElastaLink
Business Communications,
Uninterrupted

Success stories from the clients of ElastaLink Corporation. We are proud of the role we play in our client's success. We are pleased to present profiles on the effective use of communications technology.

The length of a hospital stay for new mothers and their babies is now down to one or two nights, depending on the type of delivery. Postnatal care is one of the most under-discussed and under-studied issues in medicine. Care is often focused on the baby while mothers also face a wide variety of health risks.



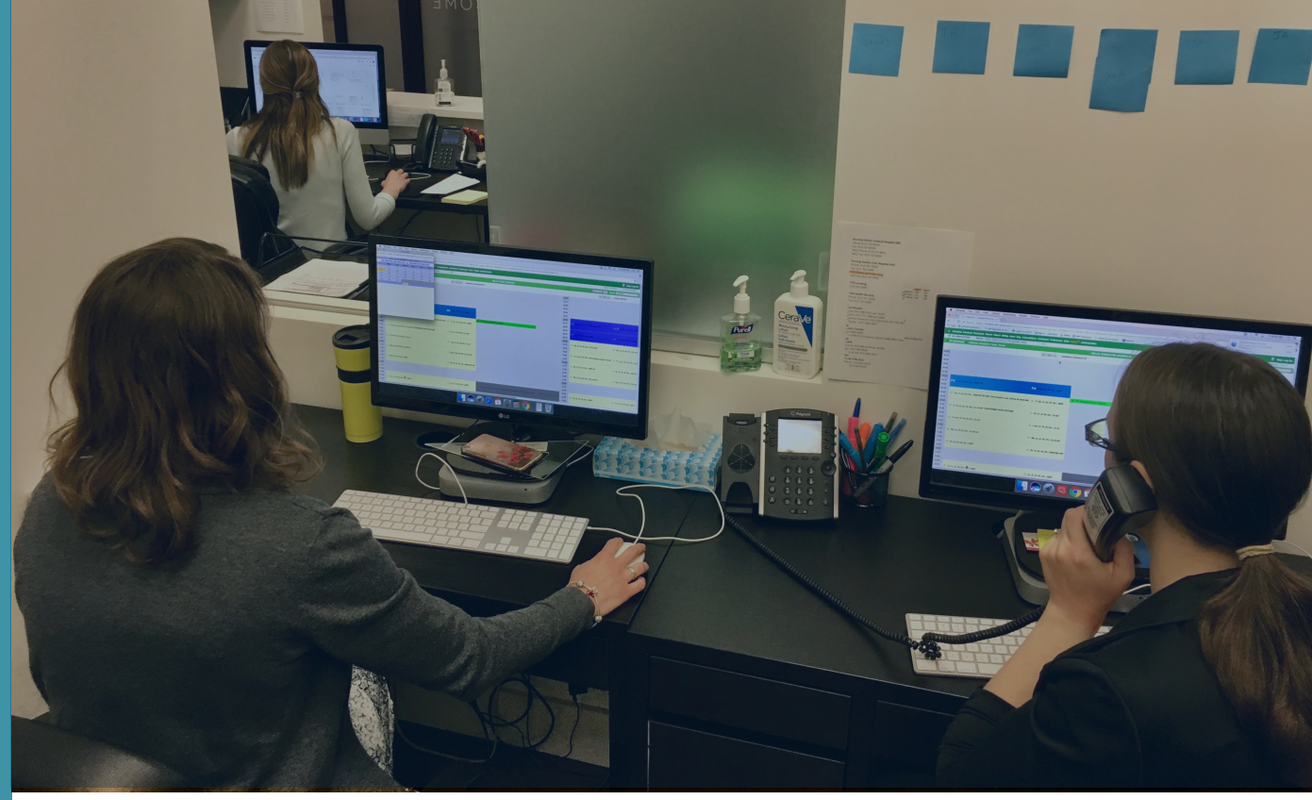
Monarch Centres growth is exploding. In 2017 staff delivered care for 12,000 moms and babies compared to 5,000 in 2016. The core principle is that moms and babies both need support and especially in the first days and weeks after birth. New moms are often unaware of possible complications, hesitant to discuss symptoms, and don't know what treatments are available or where to access the help.

Dr. David Millar is Executive Director and Medical Lead at Monarch Centre. He also has a family medicine clinic and a low risk OB and newborn practice at the Ottawa Hospital. Dr. Millar's vision was a way to offer improved mother/baby care after the hospital. The care should be community based with better communications between organizations and institutions. This became the Monarch Centre concept and the concept was tested with a randomized, controlled trial. Results included - improved breastfeeding rates, fewer emergency department visits and a huge increase in patient satisfaction.

Dr. Millar says, "Communications is a cornerstone of our success. We must keep in touch with patients, hospitals, specialists and community groups and we have to do it 24/7. We must ensure access, accuracy and security of patient information and ElastaLink meets all our needs."

Recognition for Monarch comes from a global expert on postnatal care. Dr. Alison Stuebe, is lead researcher for the 4th Trimester Project at the University of North Carolina. For two years she followed care for moms during the three months immediately after birth. Dr. Stuebe points to Monarch as “an effective model for delivering improved care”.
The first Monarch clinic opened in 2014, a second location in 2016 and a third clinic is planned. “There is no one in Ottawa that combines all the services that we do and provides an easy one-stop location for moms to get the care they and their child need,” says Dr. Millar.

Monarch’s nine physicians and 13 Registered Nurses usually see a mom and baby once or twice, occasionally more often if necessary and care extends up to six weeks.



Care includes, breastfeeding, jaundice, surgical wounds, hearing tests will soon be added and Monarch was one of the first in Ontario checking for congenital heart disease in an outpatient setting. A big part of the work is connecting moms to other sources of community-based care. For most patients, the Ontario Health Insurance Plan covers costs of visits to Monarch Centres.

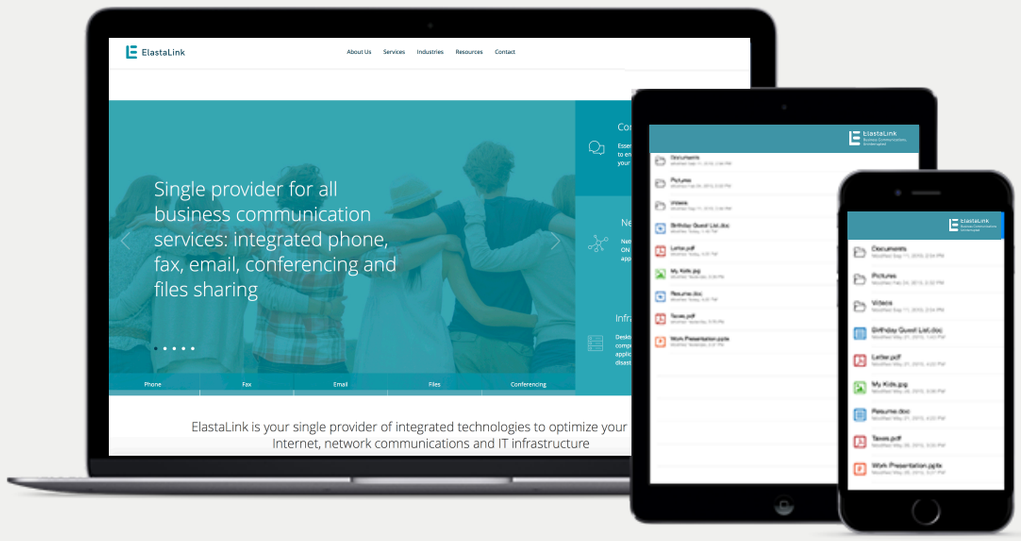
In addition, Monarch works with Ottawa’s public health unit to develop a popular series of “Here Comes Baby” videos on pregnancy and baby care.

BREAST MILK

HERE COMES BABY

KNOWLEDGE, SKILLS AND CONFIDENCE

Dr. Millar describes ElastaLink as the “technology doctor” and Monarch Centres are the “patient”. He highlights some of the many extra service efforts delivered by ElastaLink.



Courtesy www.macrotik.com

- When the building housing Monarch faced several power and Internet outages, ElastaLink quickly restored service.
- When there was a flooding incident in the building, ElastaLink moved core servers to an off-site hosted location.
- ElastaLink helped Monarch deal with two other firms providing a patient care software system. ElastaLink created a Virtual Private Network between the two Monarch centres so that staff can access patient files from any device, at any time.

On average the clinics see 25-35 babies and moms every day. Dr. Millar credits ElastaLink with adding a huge productivity boost enabling Monarch to handle the rising patient load and staff now do things they were not doing before ElastaLink brought in additional services.

ElastaLink delivers high-speed Internet service. a fully managed router, also the phones and Internet based phone connections between the two centres, a hosted email exchange, a dedicated server and full IT support for staff PC’s and Apple Mac's. A WiFi hotspot for patients is next. Dr. Millar says the phone system was customized to make it patient-friendly.

“ElastaLink has been a big part of our success and they make sure that we can deliver the best patient care and patient experience,” says Dr. Millar.

Dr. Millar learned about ElastaLink via a referral from another doctor and he now has no hesitation in making his own referrals because ElastaLink is especially good at delivering three things all medical clinics need;

1. Very fast customer service with no queues or delays.
2. Customized solutions that solve our problems. The technology does not get in the way, instead it helps us deliver our services.
3. Productivity gains due to less downtime and less staff time spent keeping technology running.

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Dr. David Millar, Co-Founder and Medical Lead, Monarch Centres

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