



### About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor independent, delivering solutions that best meet each client's unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

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By Dr Harald Deutsch, Vice President of CSC's Healthcare Practice for Europe, the Middle East and Africa

A first-rate e-Health records system saves lives, provides better patient care and saves money according to one of Europe's most influential e-Health ICT executives.

The Vice President of CSC's Healthcare Practice for Europe, the Middle East and Africa, Dr Harald Deutsch has analysed the Australian federal government's e-Health reform initiatives. The health industry still remains largely based on pen and paper for patient records. By converting to electronic records care providers will be able to make the best possible diagnosis and treatment decisions when they have access to data from all sources, and save money at the same time.

"Electronically capturing and exchanging patients' clinical data creates new alternatives to face-to-face care, which can be equally effective, less costly and more efficient," Dr Deutsch said.

"Health information exchanges (HIEs) and electronic health records (EHRs) are a necessary component of large-scale e-Health initiatives that promote the overall healthcare transformation, address today's challenges and provides better care."

"A digital e-Health system does away with the error-prone system of multiple paper records, which place huge unnecessary strains on administration. Needless to say, the real benefit is improved patient care as citizens get better, safer treatments."

Dr Deutsch has been a key player in the development of e-Health initiatives in the UK, Denmark, Holland and the Middle East.

He says reliable patient data informs clinical decision-making, ensuring the best and most accurate diagnosis and the best treatment.

"Electronic systems can cut waiting times, speed up the referrals process and promote smoother hospital discharge. Medication errors can be reduced through e-prescribing, especially when the clinician has access to the patients' allergies, conditions and any other medicines they are taking. All in all, technology is a force for good, and plays an important role in modern healthcare systems."

But he's warned that as the Australian government continues on the e-Health journey it is important to remember that health technology is in place to support

healthcare reform, not to drive it. E-Health enables better healthcare, it should not introduce change for technology's sake.

Dr Deutsch says in Europe we are currently observing a "normalisation" of e-Health.

"By that I mean that e-Health is becoming recognised as the way we do things - and as a means of doing them better - in the day-to-day decisions taken by politicians and managers of Healthcare IT," he said.

"For many years, the industry has characterised e-Health as some sort of innovation - the leading edge. But now it's more about practical and operational systems. It is becoming the way we deliver healthcare.

"In Europe, governments have realised the cost effectiveness of e-Health and after the Global Financial Crisis, the governments responded, not by cutting back on e-Health but by adding it to their stimulus packages. E-Health is becoming down-to-earth - normalised."

"We are at a time of change - e-Health is converting from a craft to an industrial scale. There are cost savings due to mass production, but that isn't the only benefit."

For example, in Denmark, a move to e-prescribing is leading to cheaper prescribing. But, on top of that, the qualitative outcome is in improved adverse incident reporting - that was simply not possible without the e-prescribing ICT infrastructure.

"Overall, we have to remember, this isn't about the technology. It's about health outcomes for all of us, and using the technology to drive forward health programmes in the best possible way. For companies like CSC, that means working locally, regionally, nationally and internationally. But it's important to remember that our client's client, the patient, is always local and knows what is needed locally. We work with that - and bring our expertise from other countries too."

"The Australian Government is on the right track with e-Health. It doesn't matter where you start - there are many examples of different countries all approaching e-Health from different perspectives. The key is keeping focused on the patient, the consumer, and ensuring the technology is useable, interoperable and reliable".