



elevate
cancer nursing

innovate | integrate | educate | advocate

28th ANNUAL CONGRESS • 17-19 JUNE 2026
Perth Convention and Exhibition Centre

Smart, Connected Cancer Care:

Evaluating ICT-Enabled
Multidisciplinary practice
Innovations at chemo@home

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View Health Pty Ltd

Chemo@home Pty Ltd

A wholly owned subsidiary of View Health



Call us now on 1300 466 324



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A multi-award winning home healthcare service.

[Find out more](#)

We are Australia's leading provider of home-based infusion services. Trusted by over 1,400 specialist doctor's across the country to administer cancer therapies and infusions for medical conditions safely, where and when it's convenient for their patients.

Chemo@home is a mobile, nurse-led oncology service

- Increasing complexity of therapies
- Heightened risk profile in home-based treatment
- Fragmented communication across MDTs
- Heavy documentation burden on nurses
- Limited immediate clinical backup
- Reliance on accurate, real-time information
- High co-ordination needed between:
 - Specialist clinicians, Pharmacy team, Nursing team, logistics and admissions/scheduling teams
- Increasing demand for “at home” everything...



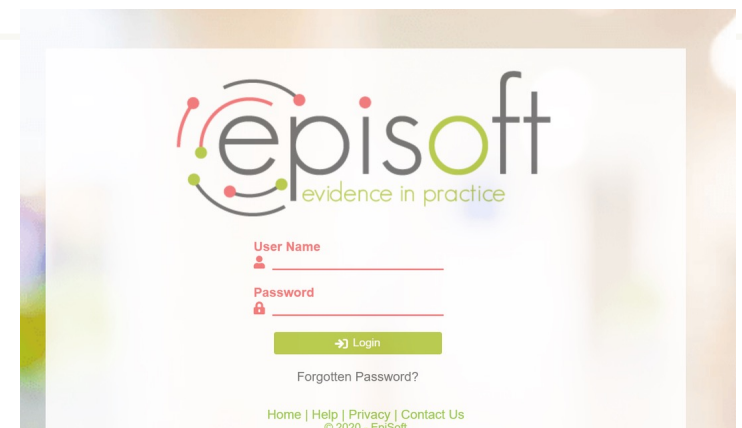
Home based cancer care requires stronger – not simpler - systems to maintain safety and quality.

Our digital journey

We needed cloud-based programs to enhance safety and patient experience

Episoft: Patient and Oncology Management System introduced to support documentation, response and reporting for our dispersed teams

Tailor-made and with 2FA



ICT Evaluation & Cyber Security

- Evaluated existing ICT systems to meet rapid growth
- Implemented SharePoint for document control
- Mandated 2FA via Authenticator App for M365
- Cloud-based onsite security system and alarms
- Assessed other health fund, and reporting requirements





Tech for PEOPLE

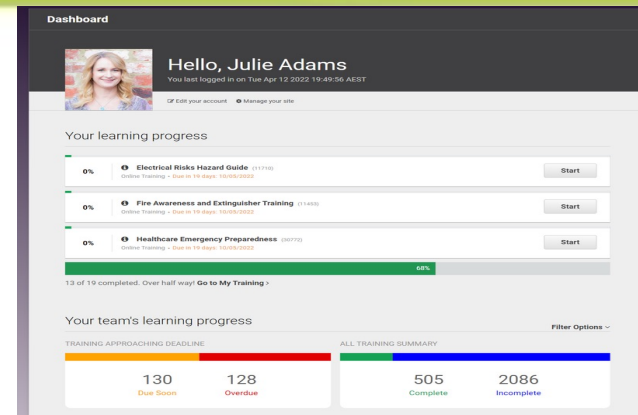
- Cloud based Human Resources Management Software
 - Workforce, Recruitment and Onboarding developed
 - Orientation Manuals
 - Probation review
 - All with job descriptions tasks and stewardship mapped
- Employee Assistance Program - providing virtual counselling and proactive information eg menopause, DV.

and CULTURE

- Cloud based Culture Software
- Weekly Director's TEAMS video updates
- National Operations Teams and Leadership Teams
- Social engagement (virtual and in person as possible)
- Team management via TEAMS (minimal emails)

Remote Teams, Training, and Financial Solutions

- Cloud-based E-Learning: adaptive learning and automation
- VeinTech trial and Google Glasses for remote clinical support
- ICT Support Chats and remote access on every device
- ICT assistance via 'intranet'
- Financial dashboards for state-based profitability analysis



Phone changes required because....

Growing Pains

- On-premises phone system – team had to be onsite
- Expanded into VIC and SA – three states, one team
- 8:30am VIC to 4:30pm WA = challenging coverage window
- COVID caused change eg WFH and minimise all staff onsite
- Daylight savings stretched coverage to 11 hours/day

Team Requirements

- Every morning...
- Admissions team on the phones (admitting, changing or checking)
- Coordinators
- Urgent overnight blood results
- Nurses out on the road seeing patients
- Teams working part-time hours/WFH
- 11-hour/day role – a logistical rostering challenge

Consequently...many calls going to voicemail



Cloud Based Phone System

1

3CX Cloud Setup

- Moved to 3CX cloud phone system
- Answer phones from anywhere
- However... power outages, hardware failures, disruptions
- Backup power and second boxes = very expensive

2

Virtual Hosted Environment

- Moved 3CX to a virtual hosted environment
- No power outages, no hardware failure
- Telstra and 3CX failures covered by redundancies

3

Exploring New Options

- Rental terms?
- Investigated alternatives including Teams Calling – too expensive
- Retraining the team on new tech??
- Moved from Managed Service Provider-hosted, to telephony specialist-hosted VM
- Opened the doorway to AI integration

Can We Do This Better?

Meet 'Cath'

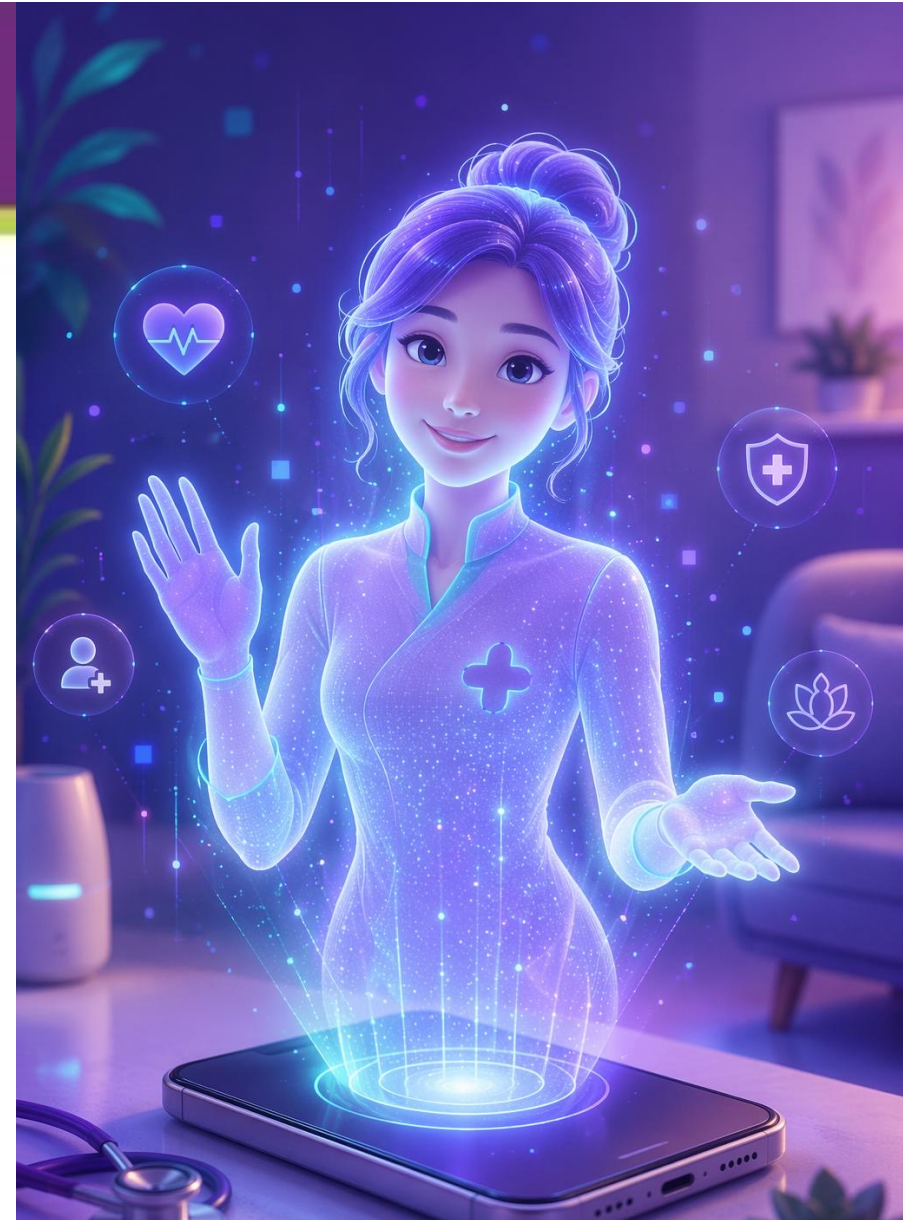
Our AI Phone Assistant

- Covers the full 11-hour window – not just 8 hours/day
- Trained on everyday call types and patient stages
- Directs messages to the correct state-based mailbox automatically

Responsible Implementation

- Developing our AI Policy
- Reviewing insurance requirements
- Data sovereignty and privacy compliance
- Staff training and change management
- Clinical governance review

***But don't just take our word for it...
hear it for yourself.***





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