

## CUSTOMER SUCCESS STORY



People caring for people



## Ramsay Health Care

Each year, three quarters of a million Australians are cared for in Ramsay Health Care hospitals and day surgery units. The company is Australia's largest private hospital operator and since its establishment in 1964 it has grown to become a global hospital group with over 100 facilities worldwide.

As a respected industry leader, Ramsay Health Care has led the way in developing the role of private health care in Australia's health care system and is also a recognised leader in teaching and research, cognisant of its important role in training the future medical and nursing workforce. And technology, as it is in every industry, is rapidly changing the way these roles are fulfilled – and the risks and responsibilities they entail.

Today, when patients are recovering in a leading private hospital, they no longer pass their free time with a book or television. Ramsay Health Care provides wireless internet access in the majority of its hospitals and day surgery facilities across Australia. It's an important element of the group's offering to patients, enhancing wellbeing and minimising the inconvenience of a hospital stay.

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**Barry Mather**  
IT Projects Manager  
Ramsay Health Care

## CONTENT CONTROL: ELIMINATING THE RISKS

With excellent hospital management central to attracting and retaining eminent doctors and staff, Ramsay Health Care was also alert to the potential risks that patient internet use presented doctors, nurses and other staff.

“Enabling patients to access the internet to keep up with their emails, tend to banking and for recreation is an important part of our Project Wellbeing that aims to make patients' stay more comfortable,” said Barry Mather, IT Projects Manager at Ramsay Health Care. “Yet we needed to ensure our doctors and staff, when they are caring for patients at close quarters, are protected from exposure to inappropriate or obscene web content. We were very aware of our duty of care and also our legal liabilities.”

The same infrastructure provides wireless internet access for multiple groups of end users – administration staff, nursing staff, allied health practitioners and doctors as well as patients – each requiring different access and applications. For patients, Ramsay Health Care required an internet gateway entirely separate to the corporate network.

The technical challenges associated with establishing and controlling the service were significant: 65 sites across Australia, all with their own internet connection for patients outside the corporate WAN and a fluctuating number of laptops using the connections.

## MEETING THE CHALLENGE OF MULTIPLE CONNECTIONS

“Only a cloud-based service would allow us to provide connectivity for multiple end points and apply the same usage policies to them all,” said Barry Mather. “We investigated a range of providers but only the MessageLabs suite from Symantec had the flexibility to deliver us exactly what we needed. The MessageLabs team was very willing to work with us to achieve the best possible outcome.

Operating at the internet level and supported by a global network of highly available, load balanced data centres, MessageLabs Hosted Web Security service can restrict

web access by category, user, time of day, URL or file type. Each web request is checked against a sophisticated policy engine and URL categorisation database to block specified content while ensuring that appropriate content remains accessible and is delivered with minimal latency. The service is easy to deploy and manage, and is backed by industry-leading service level agreements and complimentary 24/7 global support.

## BETTER SERVICE FOR BETTER HEALTH

“We have not had a single problem with the service in the entire two years it has been running.”

“MessageLabs Hosted Web Security has helped us create a completely new service. Our wireless strategy is a significant investment for Ramsay Health Care that has improved the quality of our patients’ hospital experience, provides our staff and doctors the protection they require and safeguards our corporate reputation,” said Barry Mather.

“Despite the fact that this is an emerging area employing sophisticated technology, the MessageLabs team and products have ensured it has been a painless process with around 1.4 million inappropriate URL requests blocked per annum. We have not had a single problem with the service in the entire two years it has been running. The fact that, from as soon as it was deployed, the service has done exactly what is needed without any burden on our in-house IT staff is a major plus.”

## SOLUTION AT A GLANCE

### Business drivers

- Wireless internet access a critical element of offering to patients
- Duty of care to protect staff and doctors from inappropriate and obscene content
- Regulatory requirement to enforce usage policy

### Technology challenges

- Multiple end points and fluctuating number of connections
- Need to provide patient wireless internet access outside corporate WAN

### Solution

- MessageLabs Hosted Web Security URL Filtering

### Size of organisation

- 65 sites
- 500-700 patients connecting concurrently
- 20,000 staff and doctors

### Business value and technical benefits

- Patient experience improved
- Inappropriate and obscene web content blocked
- Seamless delivery with minimal latency
- Automatic and guaranteed protection
- On demand reporting on web usage
- No in-house labour or hardware costs
- Seamless implementation, ‘set and forget’ service



Confidence in a connected world.