

Success Story: Baseline Onsite

Baseline uses Tiikr to transform remote area medical support

SITUATION

Based in Australia, Baseline Onsite supports remote mining, resources and construction businesses **with onsite medical, emergency response, risk management training and occupational health support services.**

Prior to Tiikr, their critical medical services relied on a combination of telephony, two-way radio, faxes and paper-based forms for operations. With most of their specialised clinical resources based in Perth and Medics on site, managing **medical support in very remote workplaces in outback mines and offshore gas and oil rigs presented unique and significant challenges.**

Combined with these geographical challenges were obligations for timely response, assessment, actions and approvals that were high touch and patient critical, especially in cases where **emergency medical transports and support could be required at any time, 24/7.**

Baseline Onsite needed to transform their operations utilising technology where possible to maintain their high-quality service delivery, critical timing delivery, and Chain of Responsibility (CoB) accountability. Significant challenges in their challenging operating environment.

IMPACT

Tiikr **transformed** Baseline's operational **efficiencies through digital multi-step workflows** enabling immediate case progression from critical on-site assessment to clinical review and emergency response approvals.

The platform **streamlines complex case or incident response processes**, whether treatments, medications, or dispatch of rescue helicopters or other emergency response resources, with full auditable reporting to all responsible parties in real-time.

Baseline successfully managed COVID-19 vaccine rollouts across multiple mine sites nationally, while providing remote telehealth consent, occupational health monitoring, and **comprehensive medical compliance capabilities.**

RETURN ON INVESTMENT

- SLA service compliance time reduced by up to 80%
- Full Chain of Responsibility auditable records automated
- Significant improvements in service delivery quality.
- Full and automated reporting, distribution & storage
- Digital enablement of medical service & OH&S support
- Empowered staff to create and manage their own forms independently
- Offline capabilities ensure continuous service support



OUR SOLUTION

Tiikr for Remote Healthcare Operations:

- Remote Medical and Emergency Case Workflow Management
- OH&S Testing, Assessment, & Mgmt.
- Medical Consents
- COVID & Vaccine Management
- Medical Declarations
- Fit for Work Assessments

