

To our referrers,

Thank you for your support throughout the first half of 2020. The year has seen us face unprecedented challenges including the Australian bush fires in the early months of the year and of course the COVID-19 pandemic. Thanks to the support of our referring doctors and our patients, Sleep Testing Australia has not only endured these challenges but made some important strides in progressing our service even further.



### New Sites



#### Ballarat

We opened our first Victorian Sleep Testing Australia site in Ballarat earlier in the year. With Ballarat being one of the largest inland cities in Australia, specialist sleep services are surprisingly underrepresented here. We were excited to be able to expand our reach to Ballarat and also act as a hub for the smaller surrounding townships in the area.



#### Bundall and Coomera

We have recently opened two clinics on the Gold Coast. Our first clinic in Bundall is situated at our well established CPAP store on Ashmore road.

We also relocated our head office to Bundall this year to a bigger space to accommodate our growth.

A short time after our Bundall store opened, we welcomed our 2nd agent on board at Coomera.



#### Kilcoy

Kilcoy General Practice was our first agent we brought on board with Sleep Testing Australia. This exciting model allows us to deliver specialist sleep services to regional communities in Australia with the assurance that the service is governed by local medical professionals and supported by our qualified team.



#### Katherine

We have partnered with a valuable specialist service in Katherine this year. Supporting their sleep centre with equipment, consumables, scientific analysis and specialist reporting services.

The Katherine Sleep Centre is an integral service in the Northern Territory, not only supporting the local community but acting as a specialist hub for many remote communities around the state.



### Telehealth Assisted Sleep Studies

During the strictest COVID-19 restrictions, Sleep Testing Australia was proud to be one of the first providers of sleep diagnostics to introduce a “no-touch” service model that allowed patients to continue to be diagnosed without the need for any person to person contact.

As restrictions eased, so too did our policies on no-touch services, however we continue to offer telehealth assisted sleep testing to patients at no additional cost.

At our Toowoomba clinic, having recognised the burden on local sleep specialists in the area, we introduced a telehealth consulting service that we facilitate from our clinic. This much needed specialist service will help both our patients with a need for specialist medical support, as well as the wider community needing sleep and respiratory consultation with local sleep physicians, that will now be seen that much sooner.



### Additional Therapy Options

We pride ourselves on being part of Australia's largest independent sleep therapy provider CPAP Direct. This means that patients are managed from pre-diagnosis all the way through to being established on sleep therapy.

This year, CPAP Direct partnered with SomnoMed in an Australian first pilot, offering patients a choice of Mandibular Advancement Splints in store, with on-site dentists specially trained in dental sleep medicine. SomnoMed is an Australian company and global leader in sleep related dental devices which makes us very excited to start this new service.

We also quickly established ourselves as one of the first CPAP Providers to offer remote “no-touch” CPAP provision during the COVID-19 pandemic, and continue to offer remote setup and support for patients that cannot make it into store.

## ✓ Added Patient Support

There is a continued lack of efficiency of sleep therapy in Australia, not due to lack of efficacy but rather to adherence to therapy. That's why we introduced free sleep health consultations for our patients this year both before and after their diagnostic study. After seeing their GP, patients will have the opportunity to speak with one of our sleep health clinicians to clarify any questions they have about their diagnosis, prognosis of their condition, taking next steps to being treated, budgeting for therapy and the importance of their sleep on overall health.



### Online Booking Now Available

Patients can now book in for a sleep study through our online patient portal. All they need is a valid referral that they can upload through our portal, then simply select a date, time and location for their study.

Online therapy support has also been made available to our patients on PAP therapy via video consultations or online chat in addition to traditional in-store support and phone support.

## DVA, NDIS and HCP In Home Services



Earlier in the year, CPAP Direct sharpened its focus on DVA client support through the introduction of our National DVA client coordinator. This role was established to strengthen our DVA client support with diagnostics, therapy setup and ongoing therapy support all performed in-home, at no additional cost to the patient.

Throughout 2020, CPAP Direct has also supported hundreds of NDIS and Home Care Package coordinators Australia wide to ensure pensioners and people with disabilities are supported professionally and respectfully. We brought on a National NDIS & HCP manager dedicated to work with fellow NDIS accredited providers and recipients.

Our growing relationship with the extensive network of NDIS plan managers, Doctors and Occupational Therapists have allowed us to help hundreds of patients with their existing sleep therapy equipment and applications for updated equipment supplied by the NDIS or My Aged Care funded Care Packages.

With half the year behind us already, taking a moment to reflect on what we've accomplished in spite of the challenges only encourages us to do so much more with the next few months ahead.

On behalf of our management team I would like to publicly thank our hard working and impressive team of clinicians, administrators and managers who have made our success possible, and of course our referrers and patients for continuing to support our service, particularly throughout the last few months as we have all come to adapt to the COVID-19 environment.

Sincerely,

Jade Pittard  
Diagnostic Services Manager

To book your sleep study with one of our clinicians.



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