

Primary Health Care Limited

Sleek and secure solution gives right people access to right information faster

Primary Health Care Limited is one of Australia's leading publicly listed health care companies offering a broad range of services to medical and allied health professionals. With over 70 medical centres, 2,160 pathology sites and 1,000 general practitioners, the company is committed to providing quality, affordable and accessible health care to the people of Australia.

The company has experienced significant growth and transformation over a relatively short time. For financial year 2016, Primary Health Care reported underlying revenue of \$1.7 billion. The company plans to drive further growth by expanding its medical centres and high-end imaging sites and investing in next generation systems to achieve productivity improvements.

The Challenge

To create a more collaborative work environment, Primary Health Care decided to consolidate all key business units under the one roof. This led to the relocation of four of their offices in North Sydney, North Ryde and Leichardt into a new space in St Leonards on Pacific Highway.

The relocation involved moving 180 people and reorganising all their paper-based records. According to Samantha Karam, Office Manager at Primary Health Care, 'previously the filing system had most documents stored in lateral folders in separate filing rooms. With the new filing system we have managed to minimise office space and achieve a more efficient filing system'.

While there is a growing trend amongst businesses to become paperless, key departments at Primary Health Care, such as Legal, Company Secretary and Payroll, all need access to original paper documents.

Smarter Solutions



Dexion was engaged to deliver a document storage solution in the new office. In essence, Primary Health Care wanted a solution that was modern, visually appealing and blended seamlessly into the overall office fit out.

Working closely with the management team, Dexion installed 65 Strata Sliding Door cabinets with 57 planters and six Dexion Eclipse Compactus[®] units around the office.

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The Strata 2 Sliding Door cabinets have been distributed throughout the office and provide easily accessible storage with capacity for growth. The perforated design creates a modern aesthetic, while the acoustic panels enhance sound absorption.

Operating in a highly regulated industry meant security around documentation was of utmost importance.

Primary Health Care opted to install Dexion Eclipse Powered Compactus[®]. The previous filing system relied on manually searching through piles of folders in a room. The Dexion Eclipse Powered Compactus[®] directs the user to the appropriate section which will have the relevant files securely catalogued and stored. This enables the retrieval of target files in an expedient manner.



Management decided to include an additional feature that links their security cards to the Compactus[®] to access the storage. After access to Compactus[®] is granted, a second control comes into play with PIN numbers required to access specific files. 'Many businesses don't have that security with their filing systems – they just open and close,' says Karam.

'People feel comfortable knowing they can section off an area in Compactus[®] even though they are sharing the unit in an open plan office.' This feature maintains secure access, drives accountability and minimises time spent looking for documents.

Driving Efficiencies

Of the new storage system Karam said, 'Having all the files organised and stored securely allows the right people to access the right information more quickly. By eliminating day to day frustrations and creating security around sensitive documents, Dexion's service offering contributes to a more efficient work place. From concept to installation, they not only met our requirements but, in many areas, exceeded expectations.'