

Essay

Sleep Clinic Services (SCS) is pioneering a new way of diagnosing and treating sleep disorders. We specialise in providing a user-friendly diagnosis and treatment process for obstructive sleep apnoea (OSA) in the convenience of a patient's home, anywhere in Australia. With 600+ 5 star google reviews, SCS is Australia's highest-rated sleep services provider.

One in five Australian adults suffer from OSA, a serious medical condition where breathing stops repeatedly during sleep. Approximately 80% of sufferers are undiagnosed, meaning many people with this condition are suffering unnecessarily.

Yet access to sleep diagnostic services is limited, with testing clinics found only in major metro or regional centres. These foreign sleeping environments are not conducive to a complete or typical night's sleep. As a result, patients bear significant costs in time and money for often failed test results.

This old model is letting all Australians down.

SCS was founded to provide an affordable and truly beneficial alternative for Australians. Unlike merchant equipment providers, we take a fundamentally different approach, focused on improving each patient's health, wellbeing and relationships. Based on our core values of 'awesome' Service, 'legendary' Care and 'guaranteed' Success, where the patient's success leads to our own.

Customer Service

No one else in the sleep services market offers ongoing treatment and care for patients like we do. Our level of care during the process, right through to our guarantee of successful diagnosis and treatment, is what sets SCS apart.

Instead of making patients travel to the diagnostic technology, at Sleep Clinic Services we deliver the technology to the patient on a date of their choice, anywhere in Australia. This approach means people can now get a full, Medicare approved and professionally recognised diagnostic sleep study in the comfort of their own home.

Diagnostic results are provided by an independent specialist sleep physician and delivered by a sleep therapist via 'telehealth' telephone consultations, eliminating the need for a visit to the physician. For patients who are found to need treatment, expert, impartial advice on the full range of suitable solutions is offered.

Uniquely, each patient has an assigned Sleep Therapist. This therapist uses remote access technology to perform regular checks on the patient's progress, discuss their treatment, identify issues, and make any adjustments or recommendations to ensure treatment effectiveness.

Organisational Management

Innovation at Sleep Clinic Services is about more than just staying current; it's about leading the way in delivering client-focused solutions with systems and processes that create a seamless experience for our patients. We deliver this through:

- Proprietary, scientifically validated self-assessment tests in print and online formats.
- Free OSA risk assessments and Medicare eligibility checks.
- Full range of diagnostic options, including hospital-based testing when truly needed.
- At-home tests catering to people with special needs and specialised monitoring apps.
- Comprehensive reporting shared with the patient and their GP.
- Internal compliance protocols and training to support staff.
- Unique double guarantee of successful diagnosis and effective treatment with retesting at no extra cost.

SCS's innovative business model and system management contributes to our industry-leading 90% success rate of long-term treated patients, significantly higher than the industry average of less than 50%.

Research and Development

Airway pressurisation is the gold standard for treatment of moderate to severe sleep apnea, but this is not always well tolerated. So, we've conducted extensive research and testing to identify and source a full range of treatment options.

These include expiratory positive airway pressurisation, tongue stabilisation devices, various forms of mandibular advancement device, and body positioners. When none of these are appropriate, we help arrange appointments with otolaryngologists (ENT surgeons) who can help improve the upper airway.

By offering convenient home-based diagnostic tests and unrivalled post-diagnostic care for those suffering from sleep disorders, we're bringing essential healthcare right to the doorsteps of Australians in need.

For this category please provide

An essay of up to 625 words describing the nominated organization's innovative achievements since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same. Describe the organization's innovative achievements in at least three (3) of the following areas: organizational management, corporate social responsibility, financial management, corporate communications, customer service, human resources and employee development, information technology, marketing, product design & development, and research & development.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

File 1

Download File (<https://asiastevieawards.secure-platform.com/file/28520/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoyODUyMCwiYWxsYXNpdOb3RTaWduZWRVcmwiOiJGYWxzZSIiImInbm9C1LvQRYP1qpPBSiLbRHY?OSARA%20pdf%20%281%29.pdf>)

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File 9

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File 10

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Do You Have Website URLs you would like to link to

Yes

URL 1

<https://www.sleepclinicservices.com.au/> (<https://www.sleepclinicservices.com.au/>)

URL 2

<https://www.youtube.com/watch?v=EKlzwuIXJ84> (<https://www.youtube.com/watch?v=EKlzwuIXJ84>)

URL 3

<https://www.sleepclinicservices.com.au/> (<https://www.sleepclinicservices.com.au/>)

URL 4

<https://www.facebook.com/SleepClinicServices> (<https://www.facebook.com/SleepClinicServices>)

URL 5

<https://www.youtube.com/sleepclinicservices> (<https://www.youtube.com/sleepclinicservices>)

URL 6

URL 7

URL 8

URL 9

URL 10

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