

Audience: Hospital and imaging provider procurement, clinical informatics, and IT leads.

Positioning

Trucell supports Australian healthcare and diagnostic imaging providers where IT, clinical systems, and operational resilience must align. Delivery spans managed IT, security, backup, collaboration platforms, networking, voice, and specialised imaging and modality ecosystems when scoped.

Indicative footprint: 50+ healthcare customer sites, with delivery experience across PACS, RIS, referral and reporting flows, and diagnostic and review environments. See the PACS and RIS service line, medical display and workstation solution pages, and industry content for healthcare for current public detail.

How we work with clinical and IT stakeholders

- **Shared operating reality** — Service desk, change, and incident records are the same thread your teams use for audit and continuous improvement, not a separate “project” story.
- **Procurement alignment** — Hardware, displays, and clinical-adjacent equipment are specified with room use, ISV requirements, and support handover explicit, including partner routes (for example LG Medical Solutions and EIZO where applicable).
- **Integration scope** — Referral, eOrder, and RIS or PACS integration work is defined with named dependencies, test plans, and go-live cutover ownership when Trucell leads the work.

Governance and risk

Healthcare buyers should expect clear documentation of in-scope and out-of-scope services, BAA or privacy treatment as appropriate to your agreements, and security and backup alignment to your risk register. This document is a summary; your DPA, clinical safety, and sector-specific requirements remain with your organisation and are addressed in contract and project artefacts.

Not a clinical service

Trucell does not provide medical advice or replace your clinical governance. Product and diagnostic decisions stay with your clinical and vendor relationships; Trucell delivers and operates the technology layer under agreed scope.