MedicalDirector®

Unlock your practice potential workshop

MedicalDirector Clinical

David Young / Katrina Otto

Sydney Workshop

5th November 2015

Before we start

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Agenda

MedicalDirector Clinical Session:

- Business Update
- What's new in the next release
- Nikki Breslin – HealthLink
- Roger Boot - eRx script exchange
- Correspondence & Recalls
- Advanced Clinical Tools at your Fingertips
- Advanced Tips & Tricks
- Q&A

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4th year of running our national roadshows visiting more places

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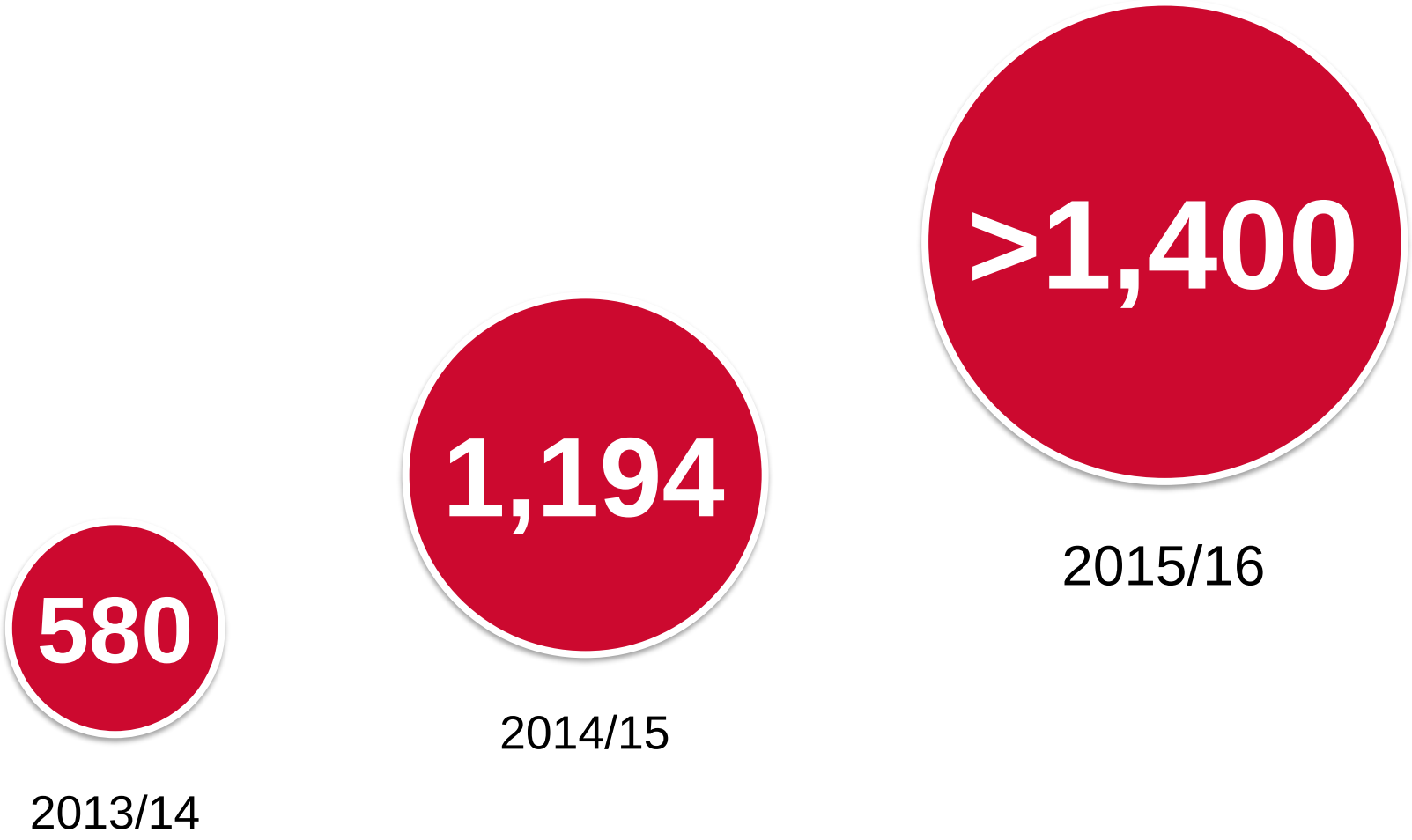
And reaching more of our customers



Customer workshop attendance

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Your feedback during these workshops is vital to helping shape the priorities for future releases

- We ranked requests in order of popularity before assessing time to build
- We aim to balance bringing new ideas to help run the practice with improving current workflow issues
- Let your voice be heard

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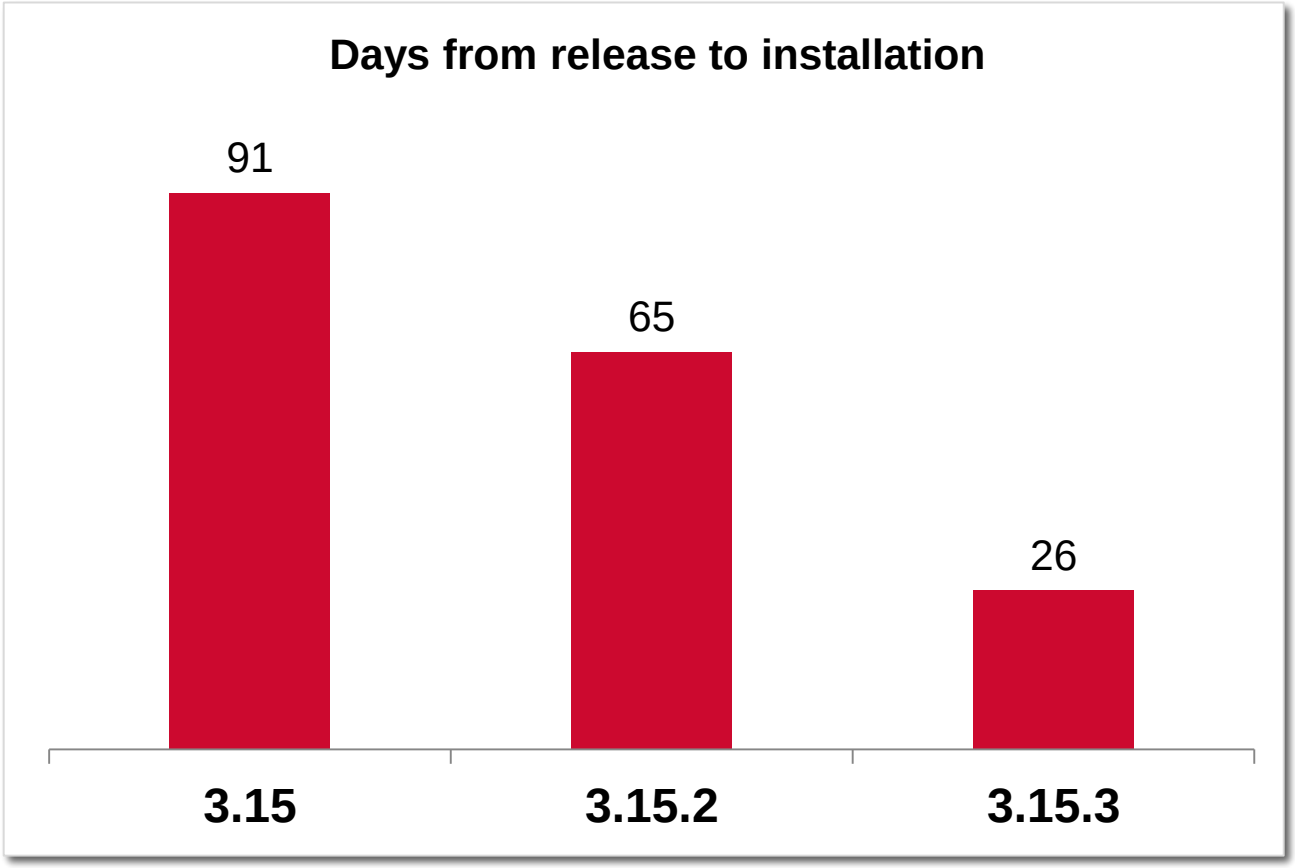
Last release saw fastest uptake for a new release



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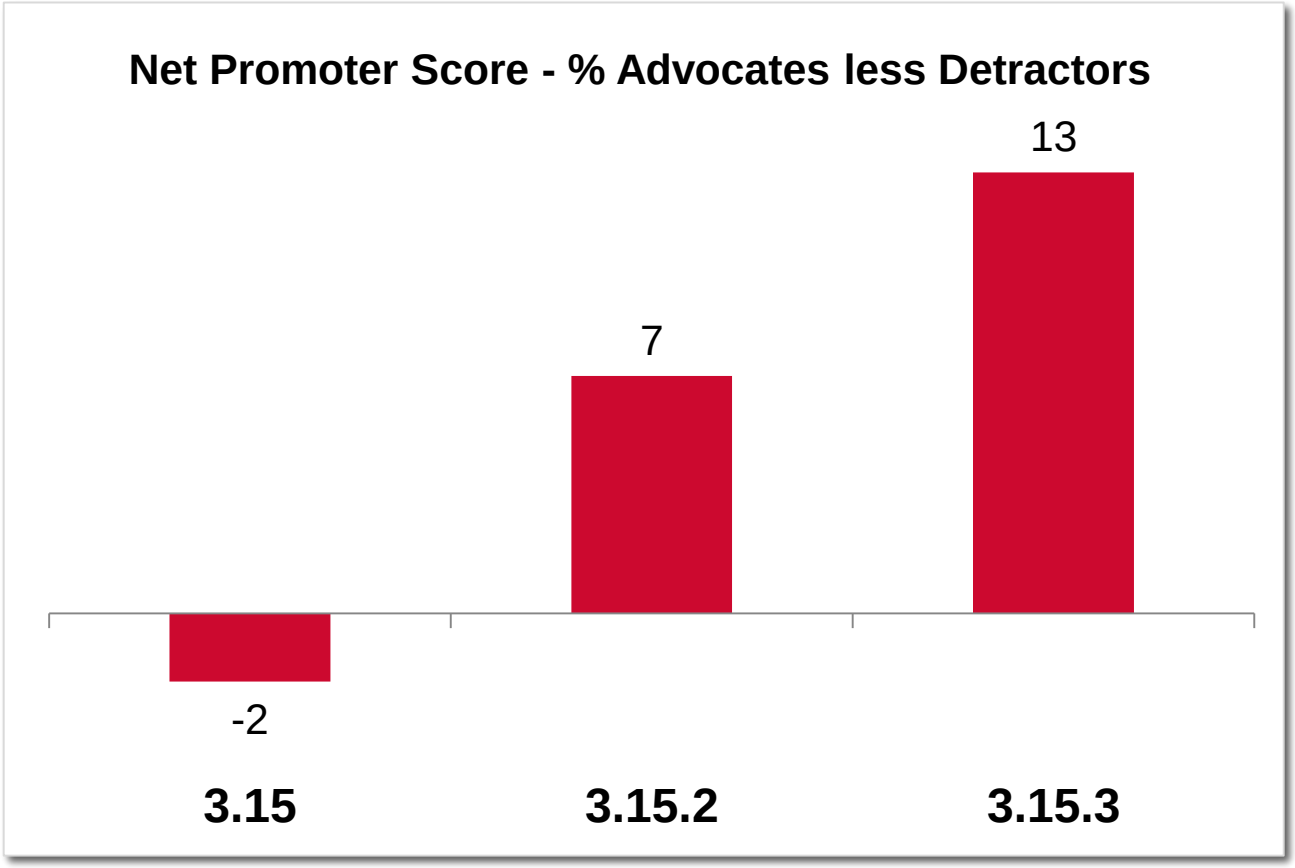
…and customer survey results continue to lift



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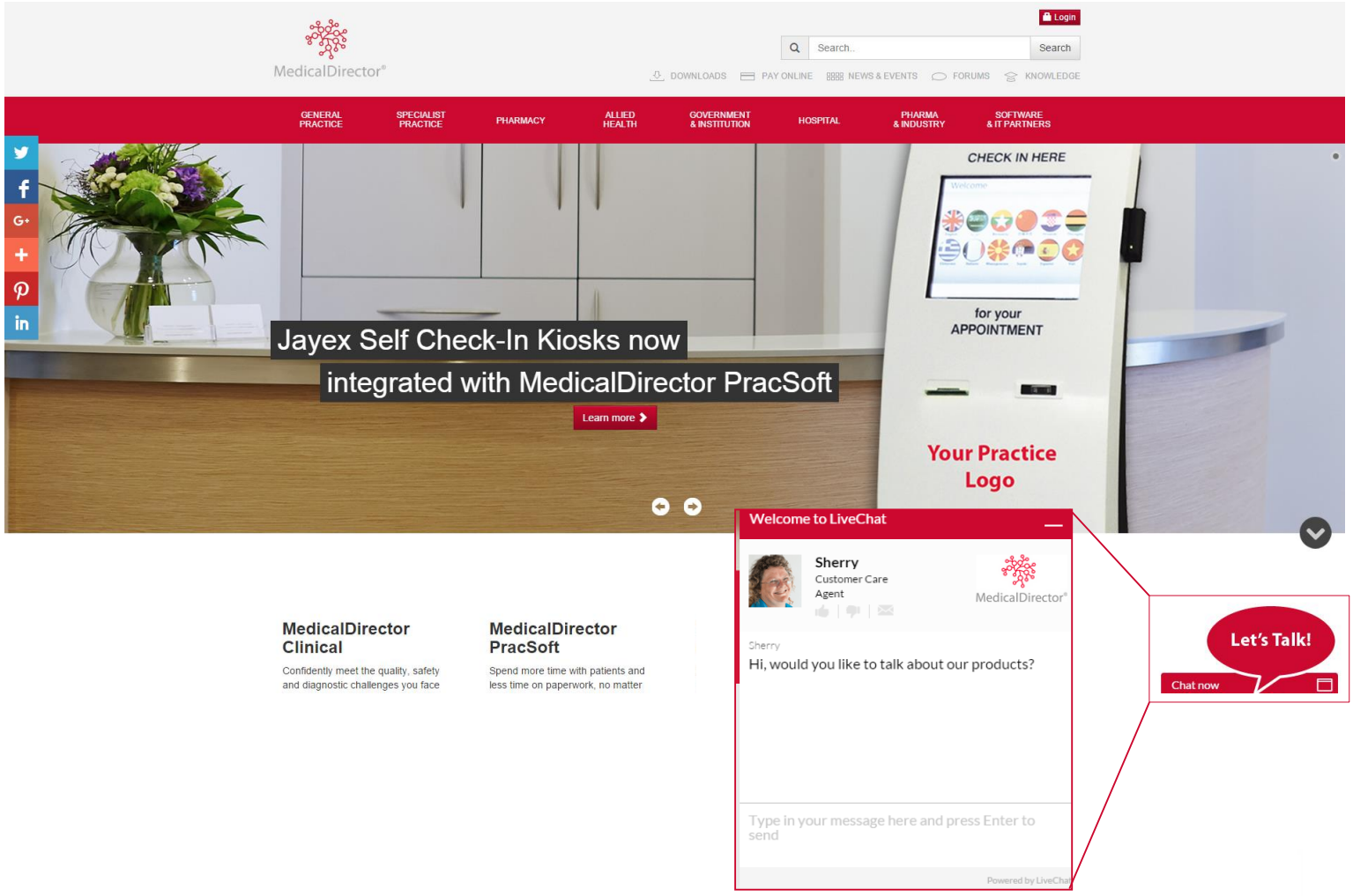
We've added online chat from our website to make it easier to contact support or your account manager



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And we've added new practice consultants for each state who can visit your practice to resolve issues

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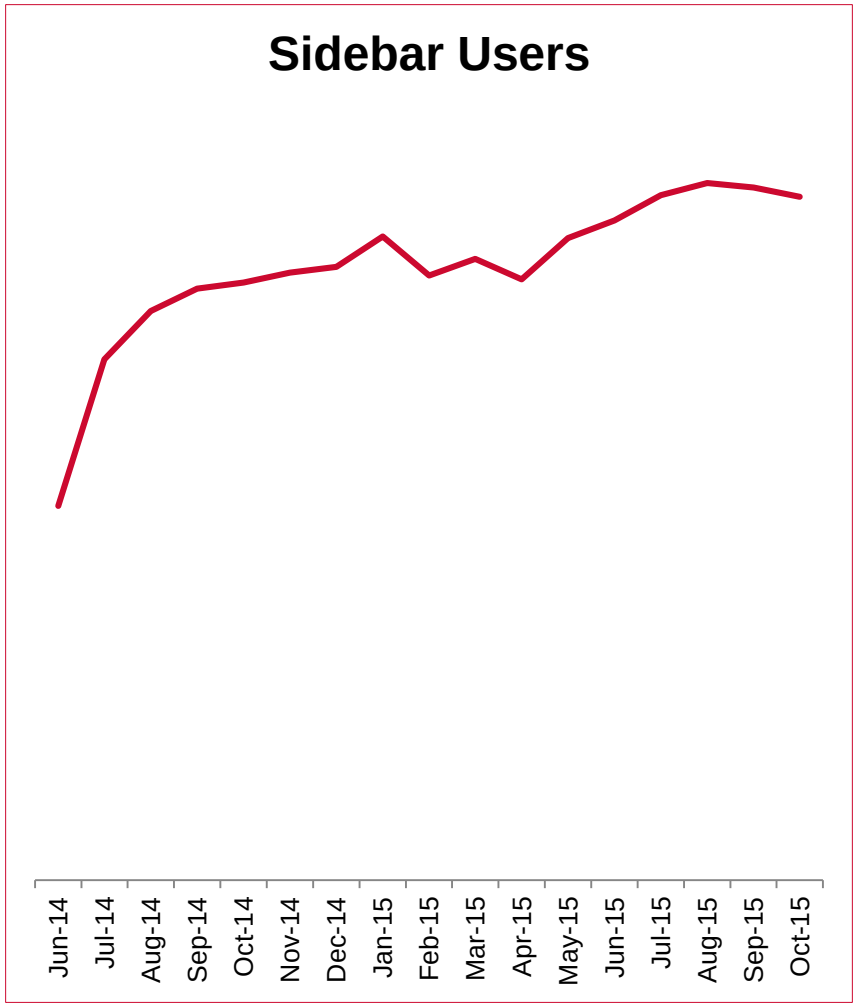
We've doubled the number of Sidebar users over 12 months



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Bringing on more partners

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Workshop Sponsors

Platinum Sponsor

Health Link | Certainty in Care

Gold Sponsors

eRx script exchange

JAYEX

tyro

Authorised IT Partner

REND Tech Associates

PROFESSIONAL I.T.

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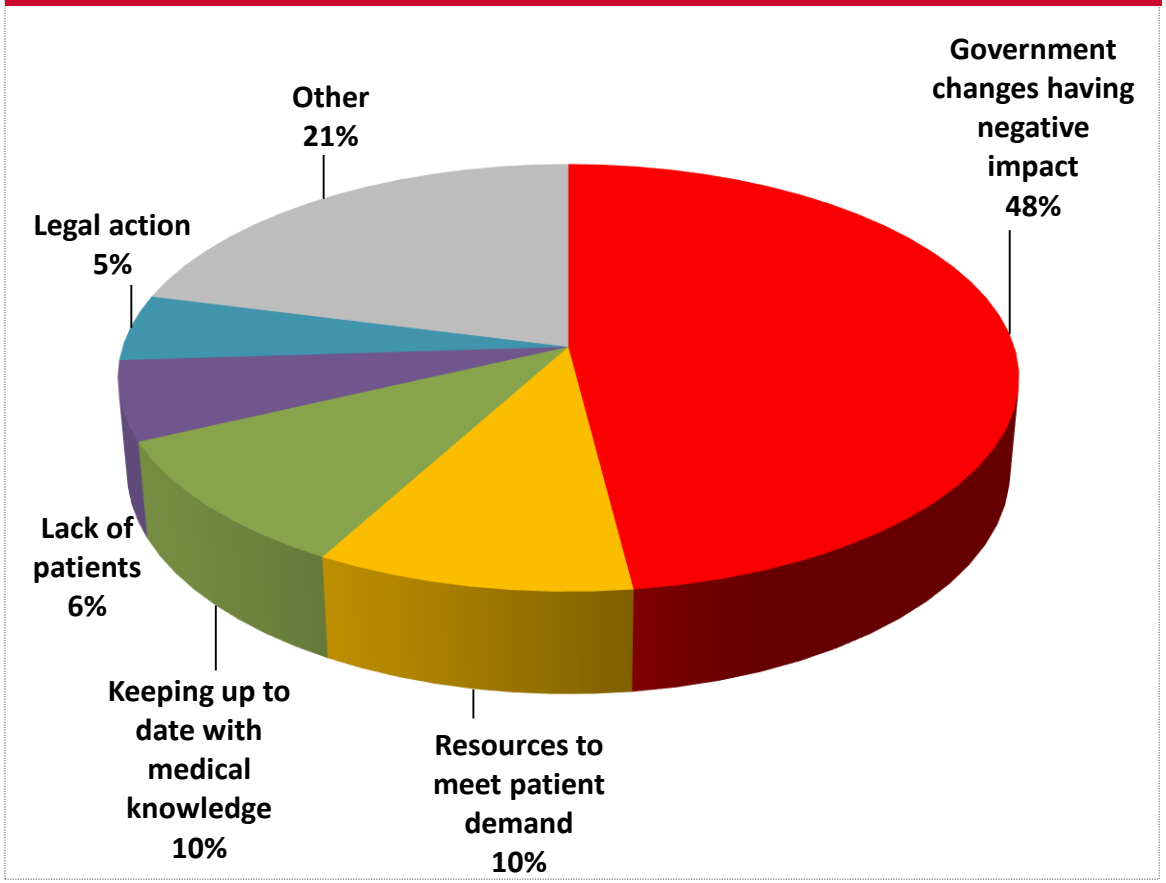
Our release has been built with the continued uncertain environment in mind

2015 Practice Survey asked what's keeping you awake at night



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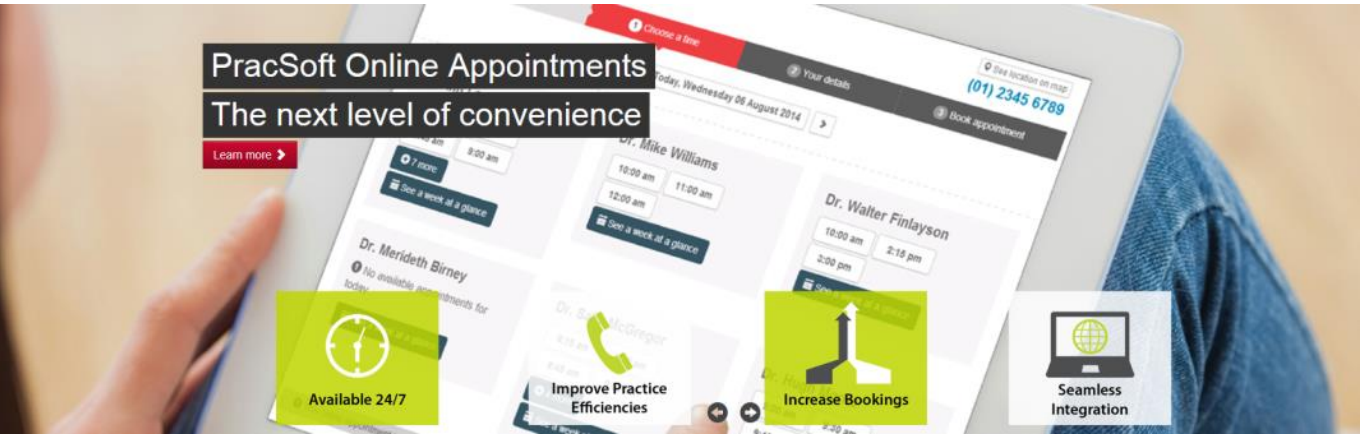
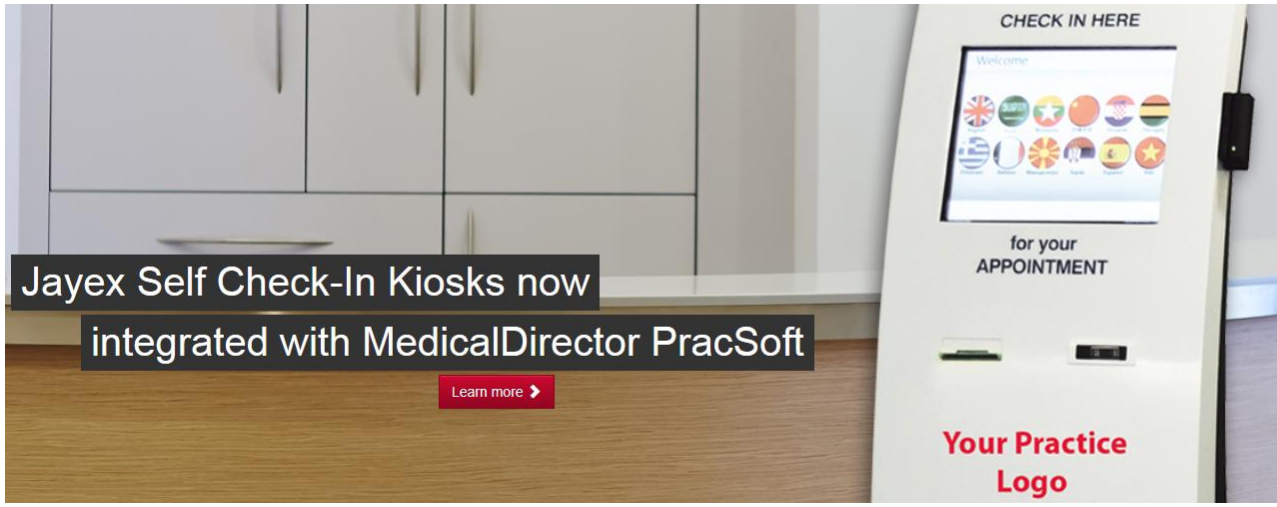
New ideas





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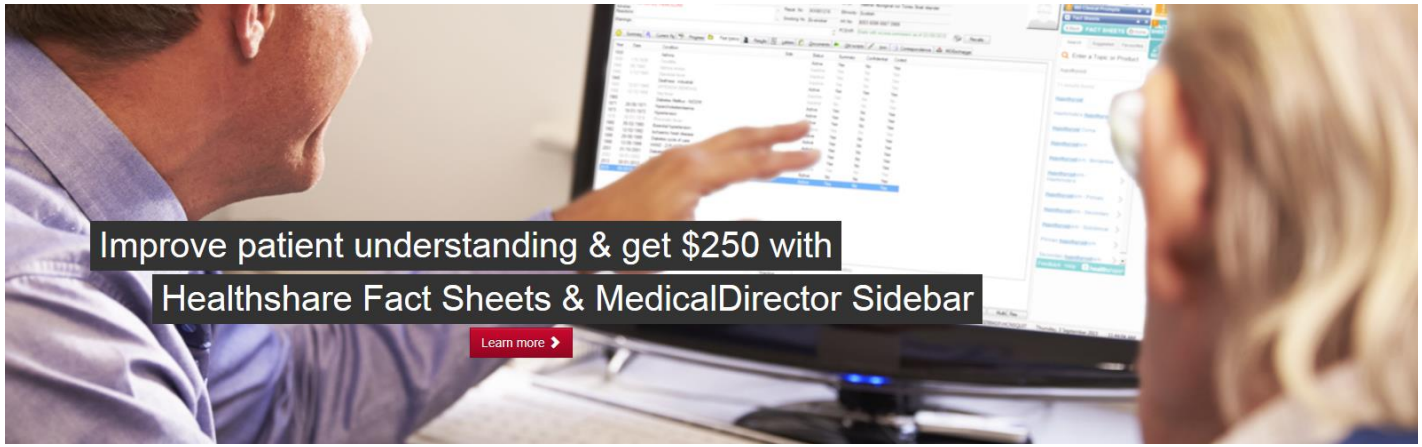
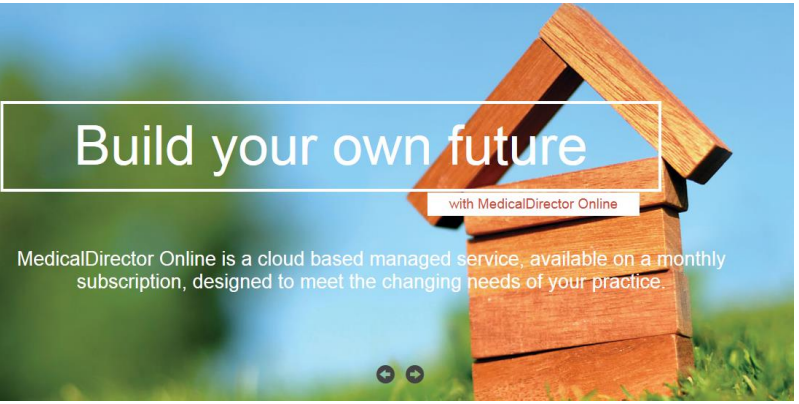
New ideas





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What's new in the next release

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What's new in the next release

Improving patient care

- Redesigned **recalls** workflow with new search, filter, export, audit report and closing the loop with PracSoft capabilities
- Send **SMS** for recalls and results notifications
- **Messenger** now with group contacts and saving clinical messages to a patient file
- Improved **Pregnancy prescribing** prompts

Clinical innovations

- New SDS **eOrders Pathology**
- New **Healthlink Forms**
- New **ADF Post-Discharge GP Health Assessmen**t

Clinical quality

- Updated '**Gender**' field
- New '**Visit Type**' in progress notes
- Improved **Link File Processor** for third party integrations
- Improved product performance

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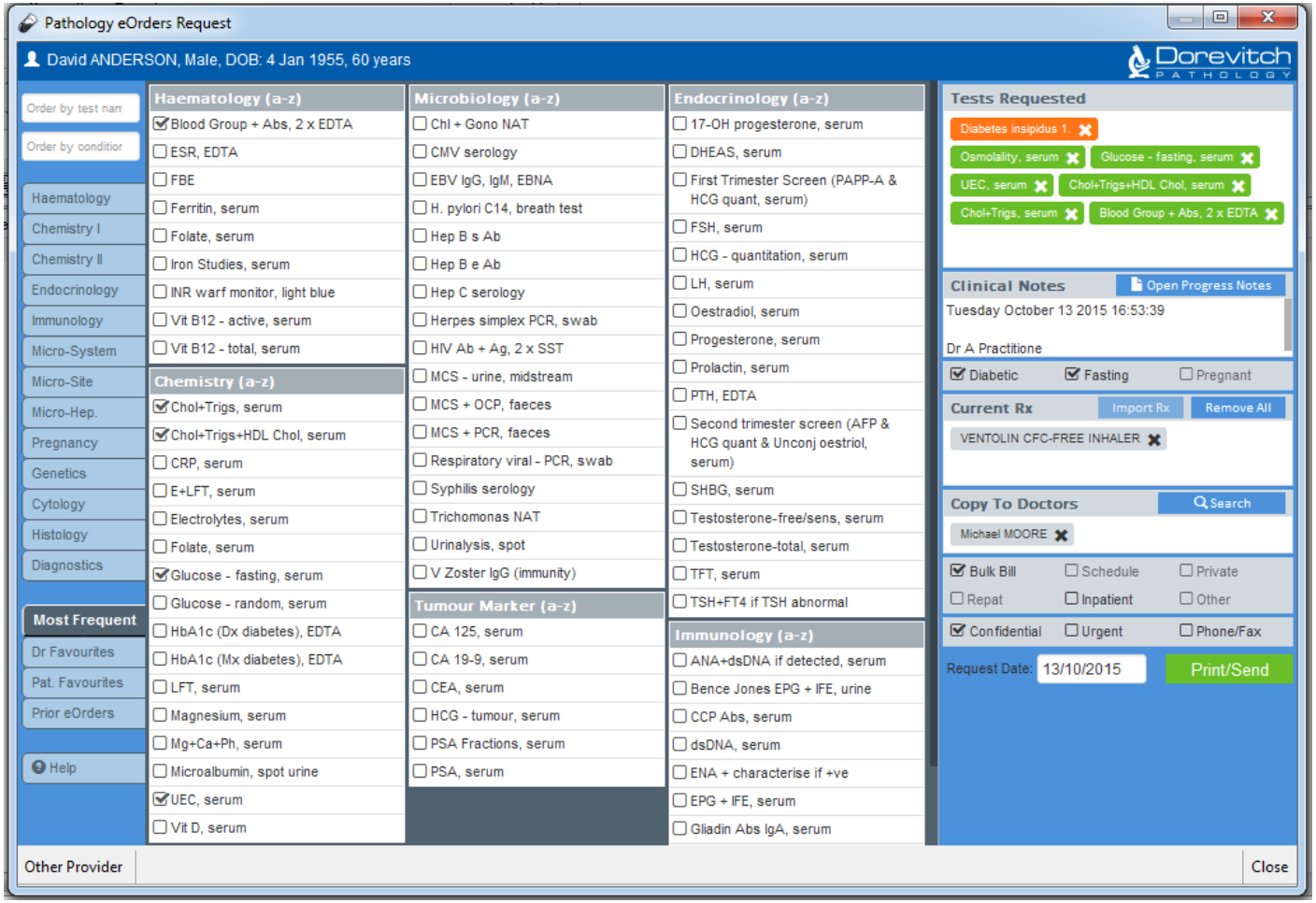
What's new in the next release…coming soon

SDS eOrders pathology



http://www.brainshark.com/sdspathology/vu?pi=zHtzDVduaz8rUMz0

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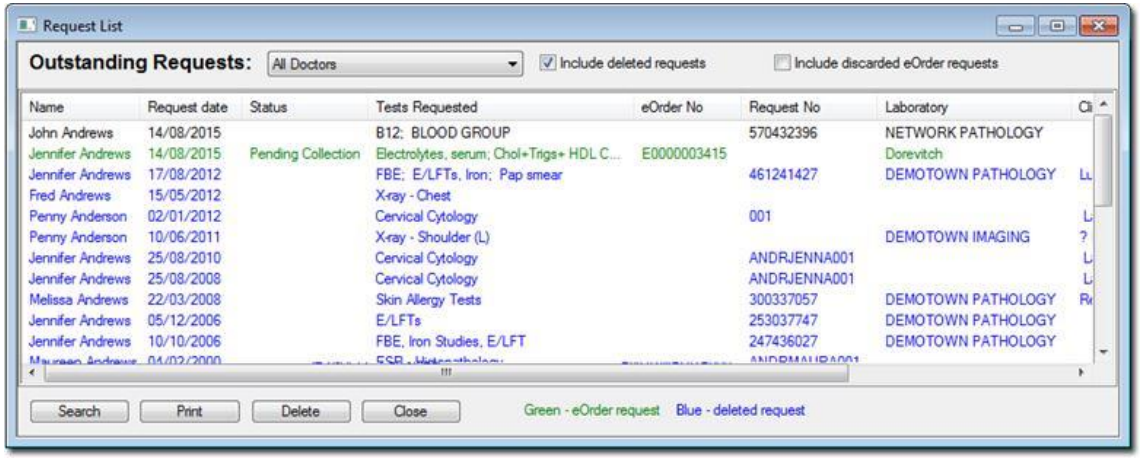
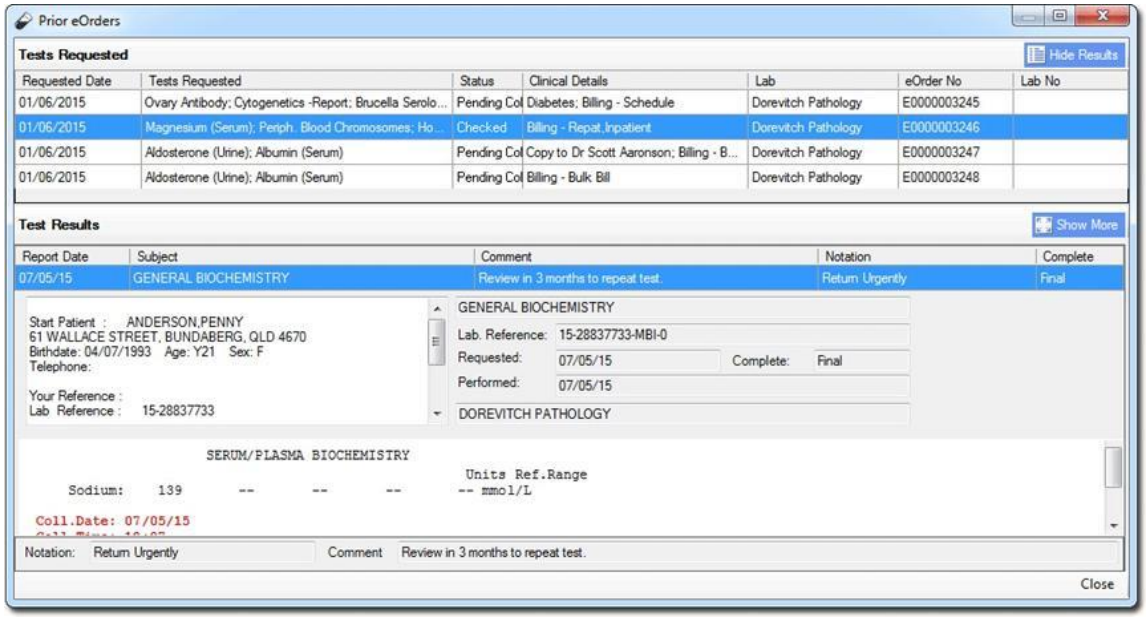
What's new in the next release…coming soon

SDS eOrders pathology





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What's new in the next release…coming soon

Launch of MedicalDirector Patient Mobile App

Enhance your patient loyalty to your practice

New patient mobile app to allow patients to book online appointments, receive reminders and health content from your practice.

Launch of MedicalDirector Insights

Solving your practice population reporting needs

New reporting tool to allow practices to identify, manage and report on particular patient cohorts such chronic disease patients.

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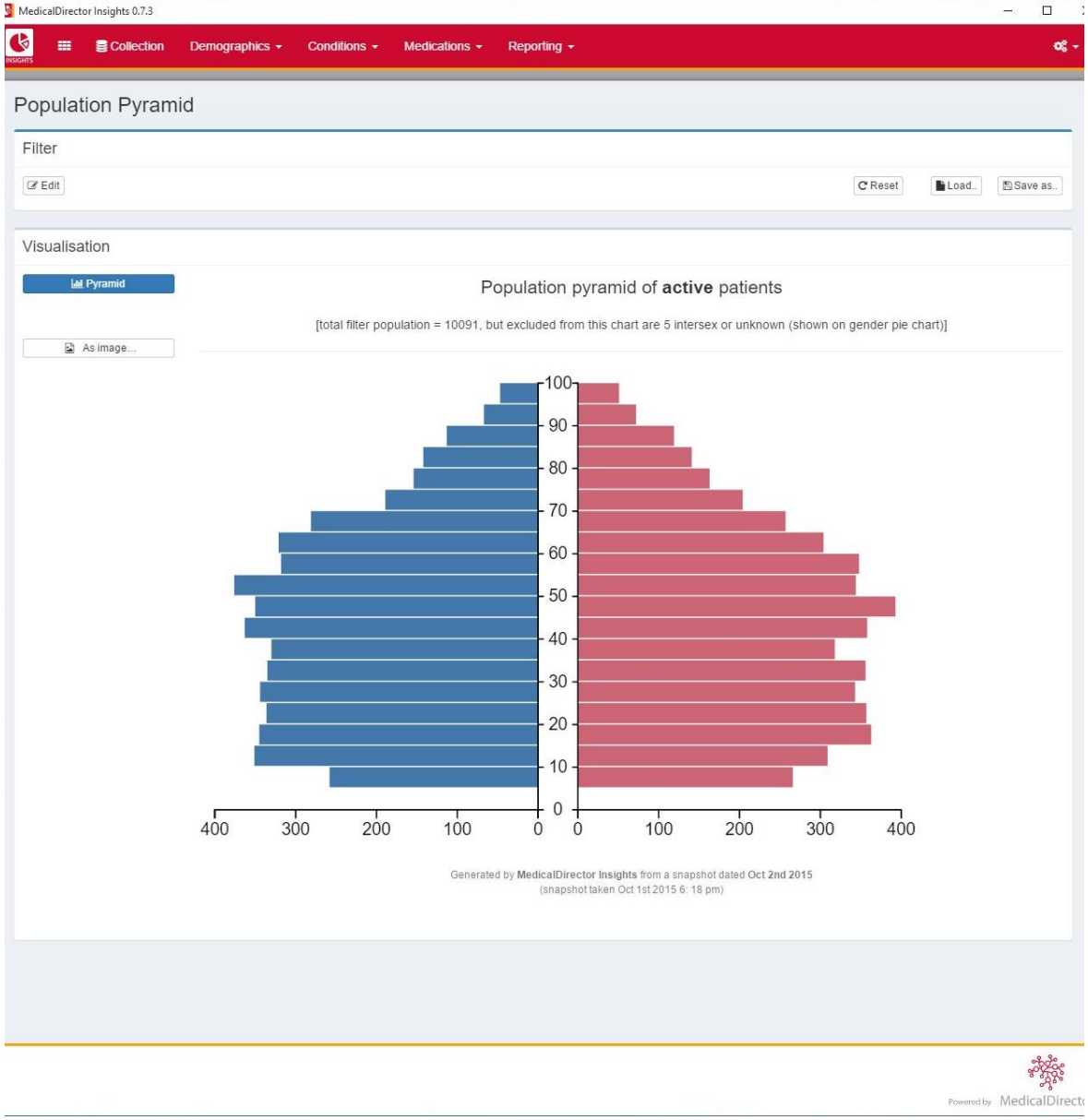
MedicalDirector Insights – Gender / Age



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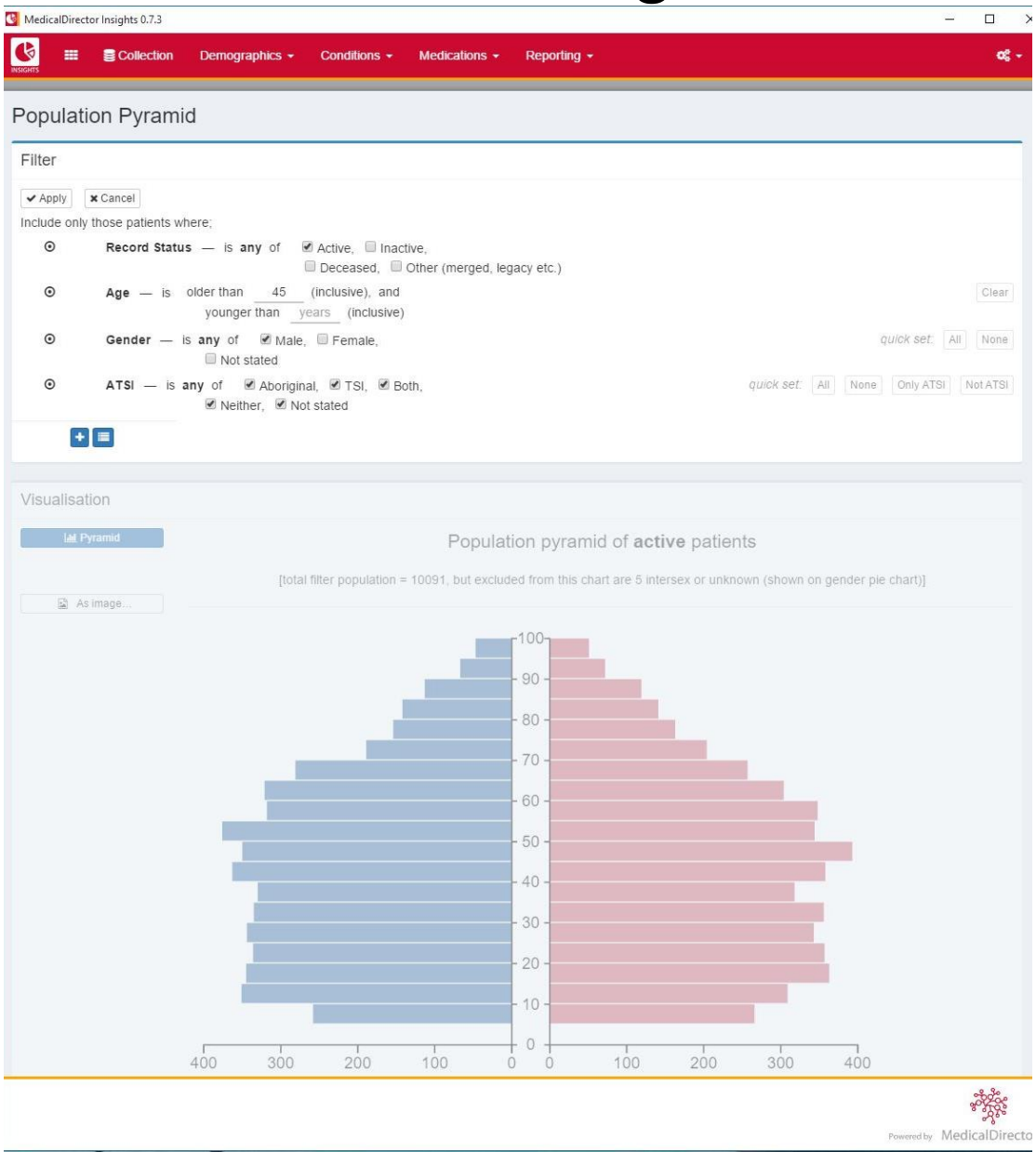
MedicalDirector Insights – Filters



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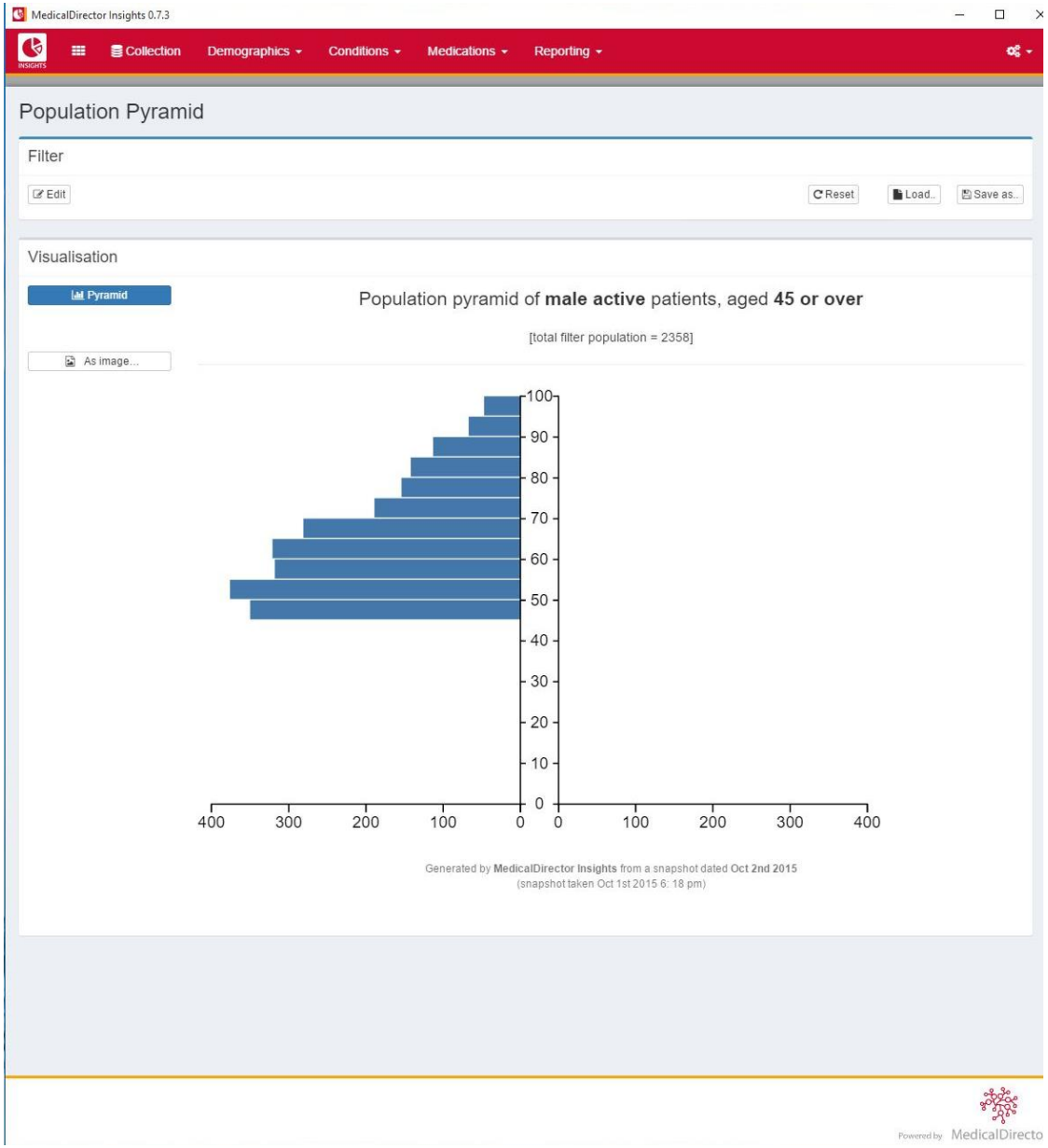
MedicalDirector Insights - Filters



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Demo of new features in the next release

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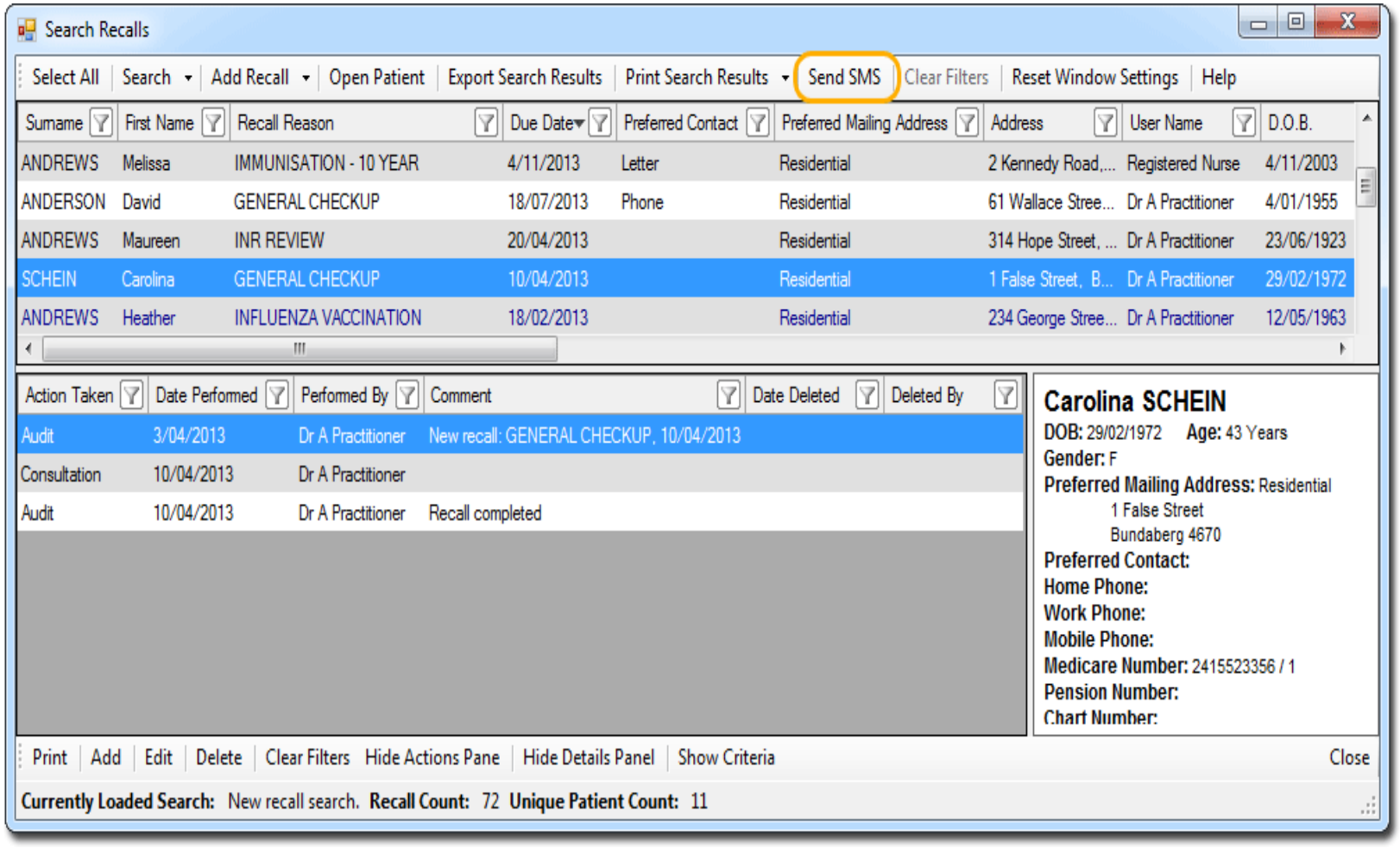
SMS



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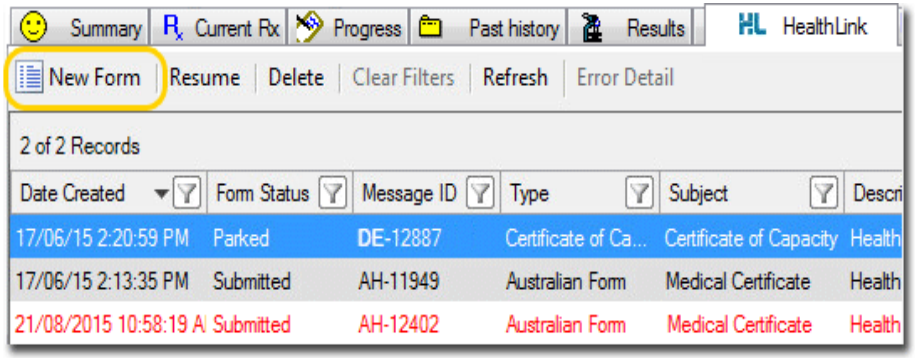
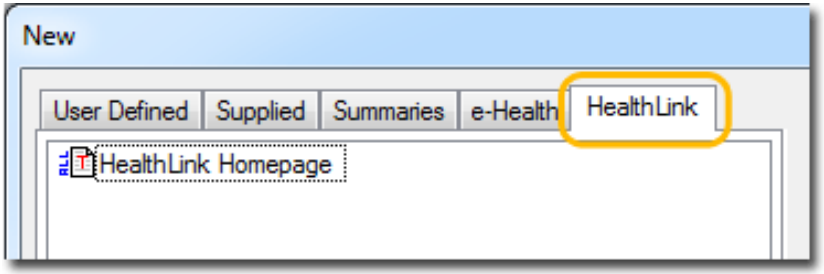
Healthlink Forms





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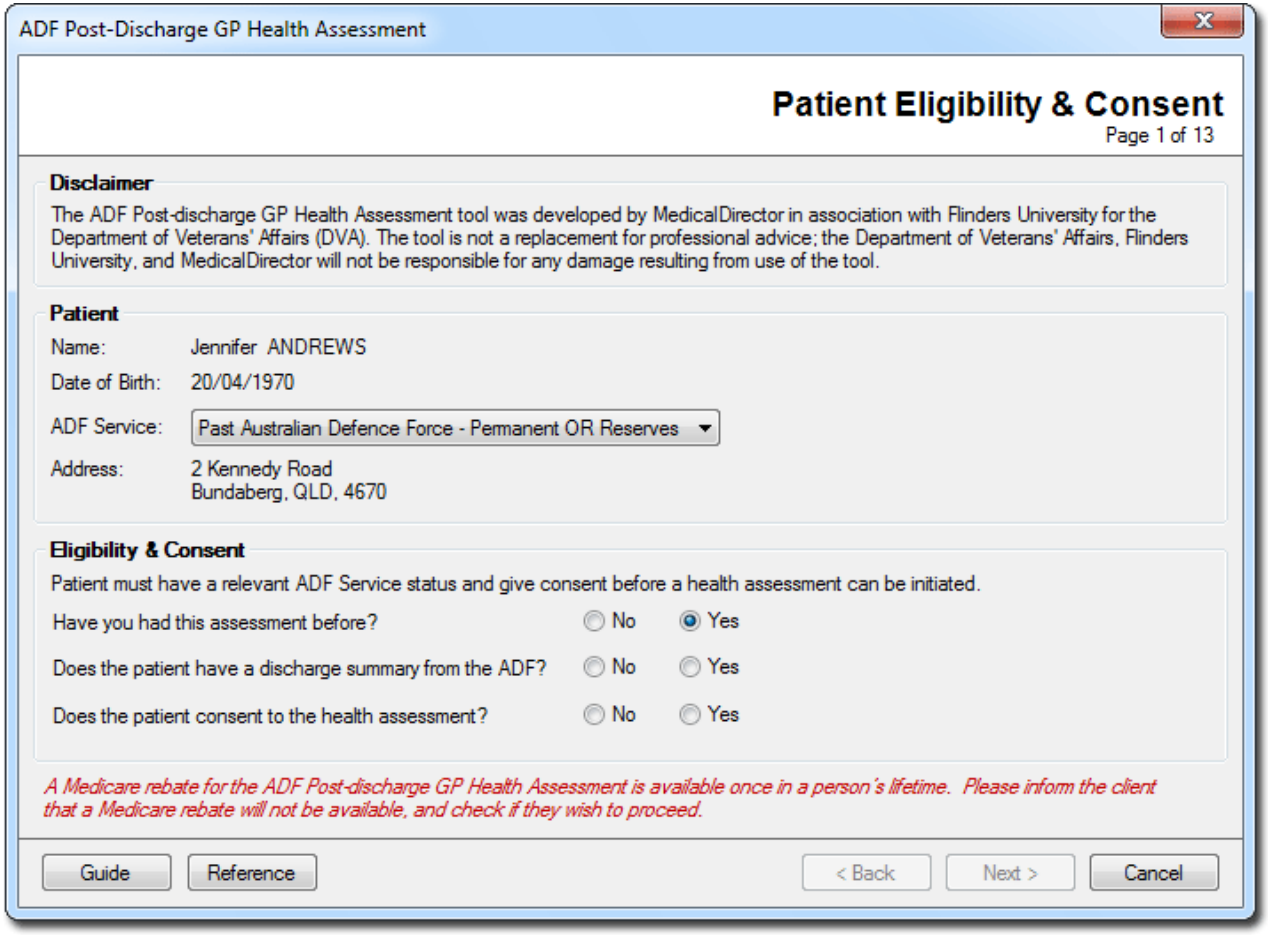
ADF Post-Discharge GP Health Assessment



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Presentation from HealthLink

Rina Fuimaono

eHealth Business Manager NSW/ACT

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eRx Script Exchange

Roger Boot

Vendor Engagement Manager

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Correspondence & Recalls

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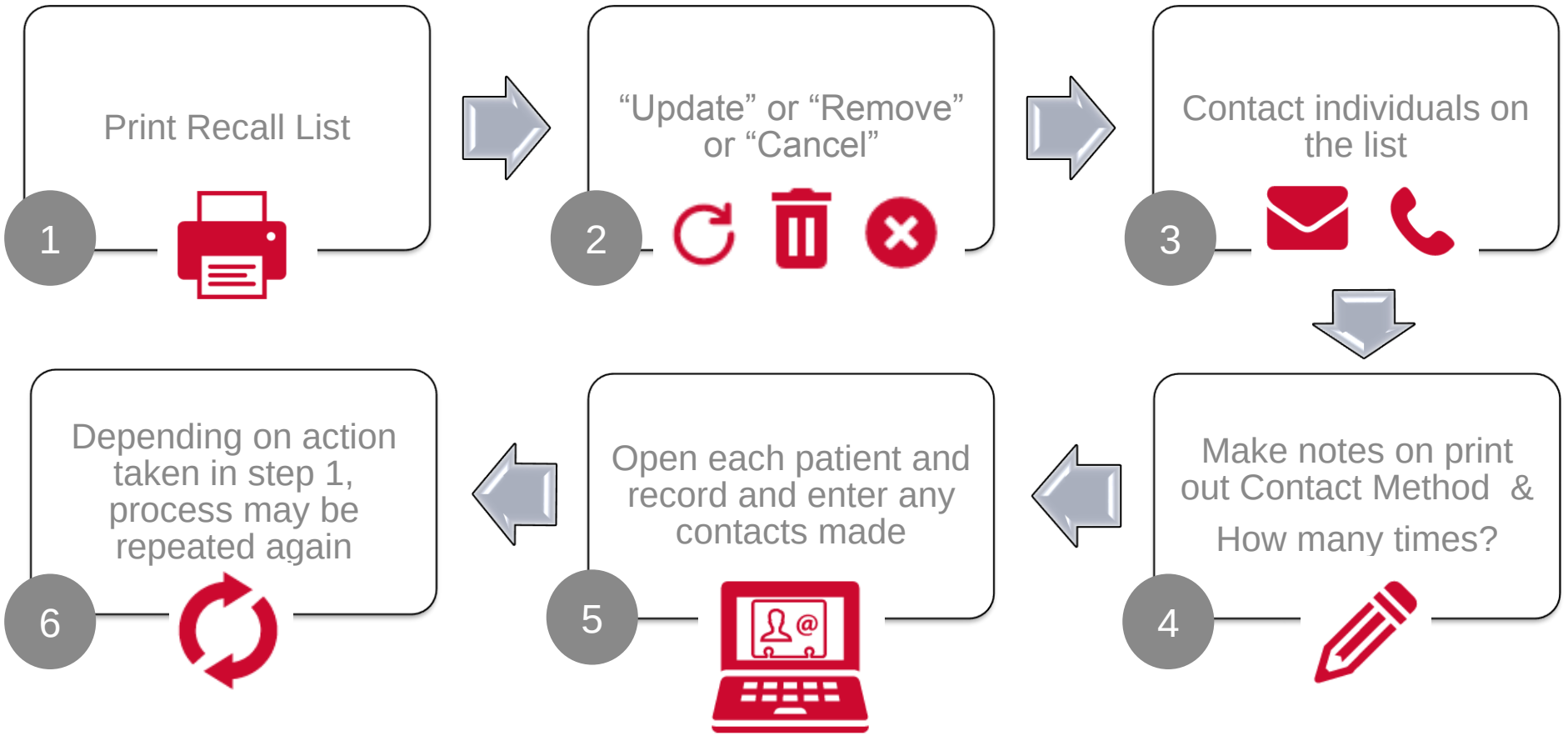
Current Recall Process



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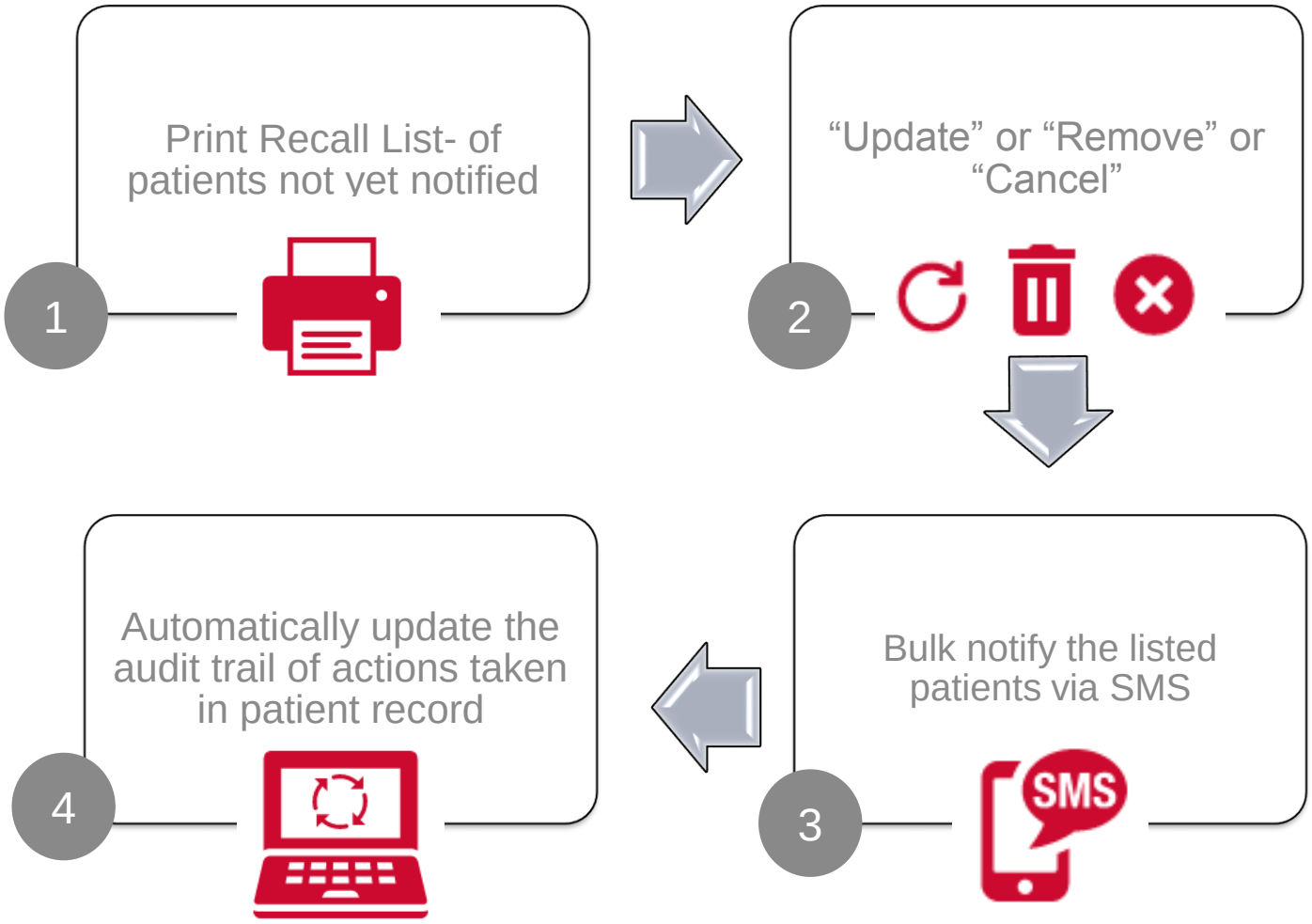
Sample NEW Recall Process



Save Time and Effort- Why not add your MedicalDirector PracSoft Online Appointment Link so patients can book an appointment straight away?

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Managing clinically significant correspondence

- Monitor clinically significant correspondence
- Managing clinically significant recalls
- Recording tasks performed via recall actions
- Cleaning up the recall / reminder list
- Minimise risk with linked appointments

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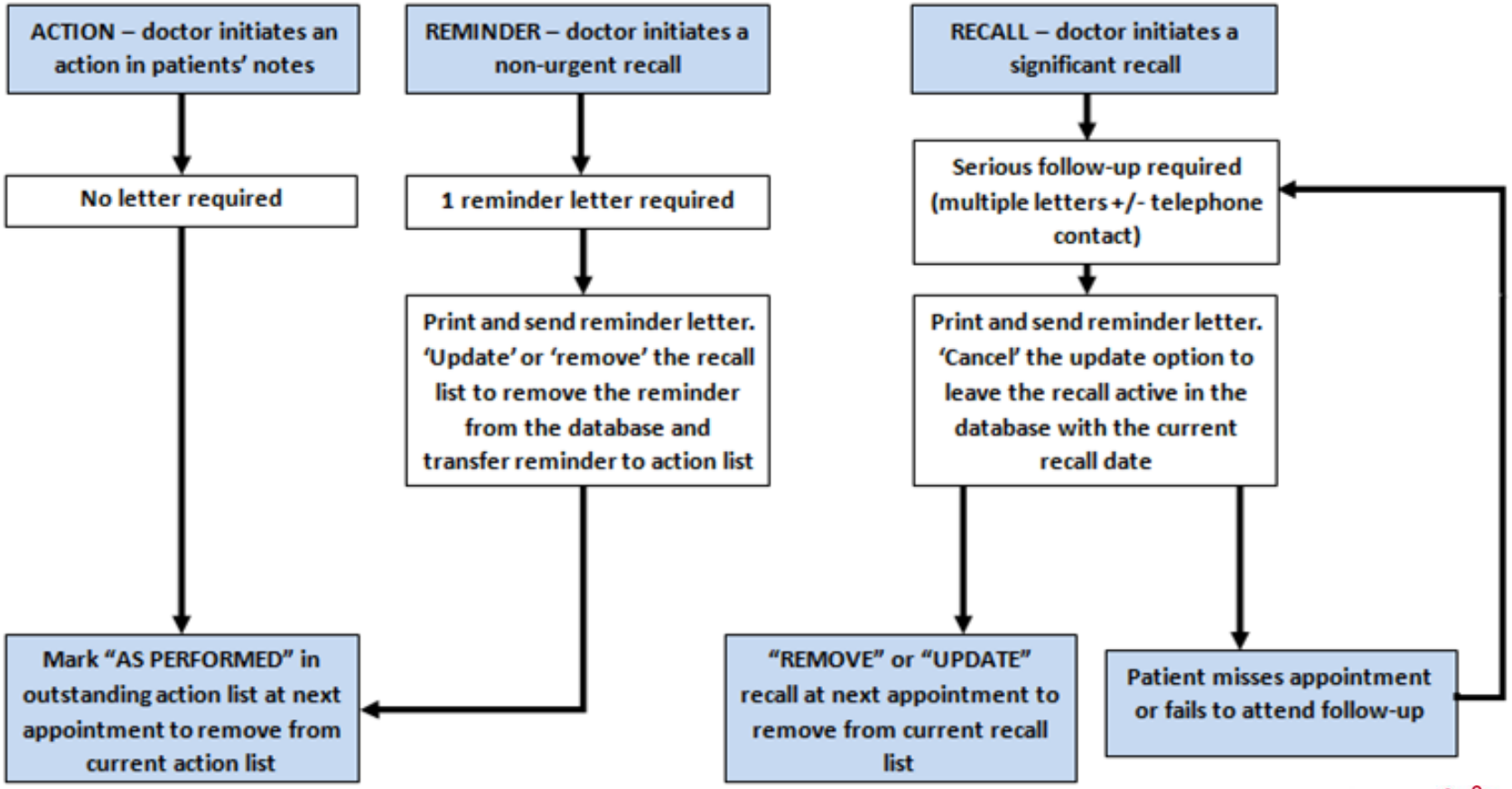
Managing clinically significant recalls



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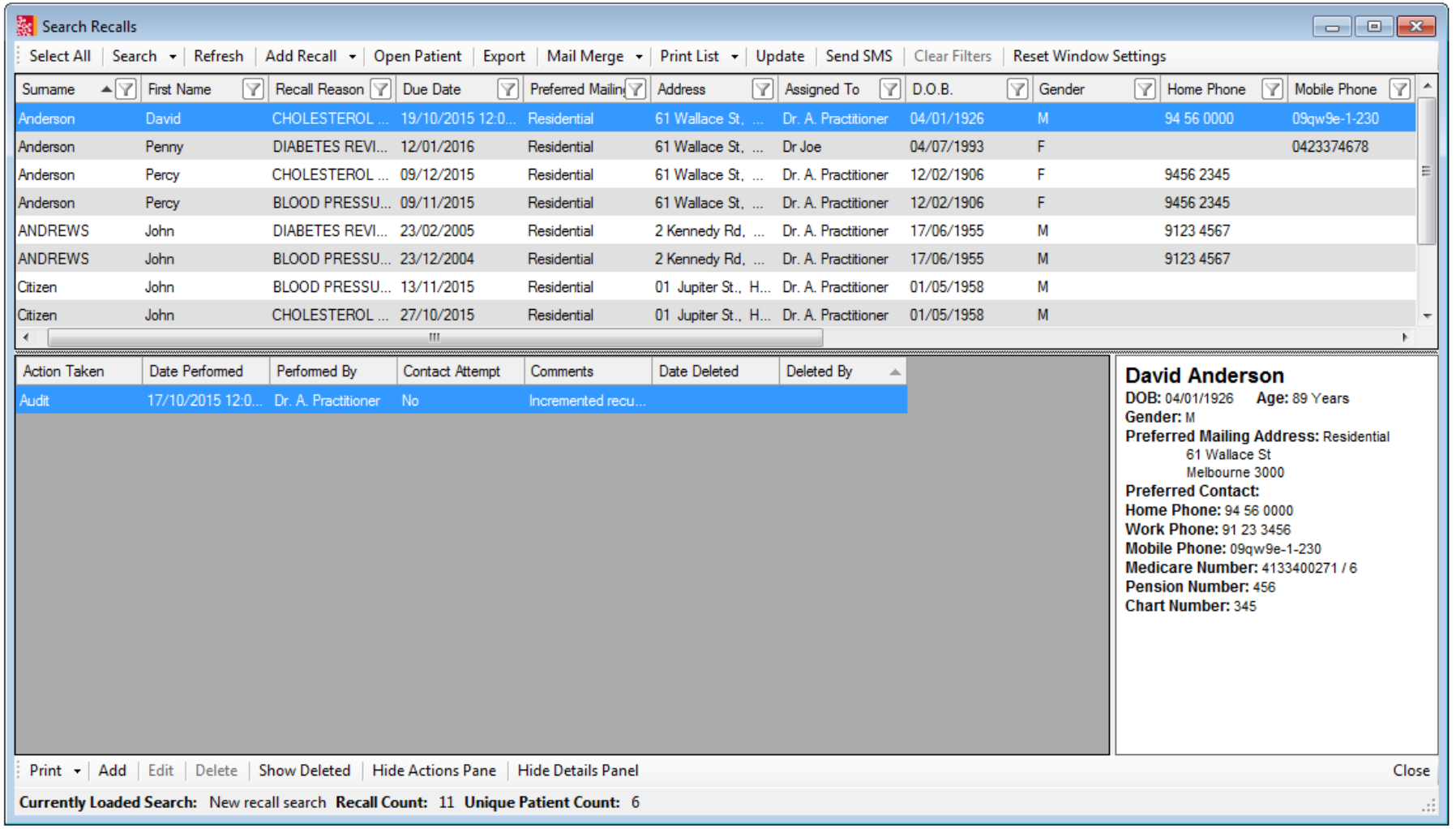
Recalls



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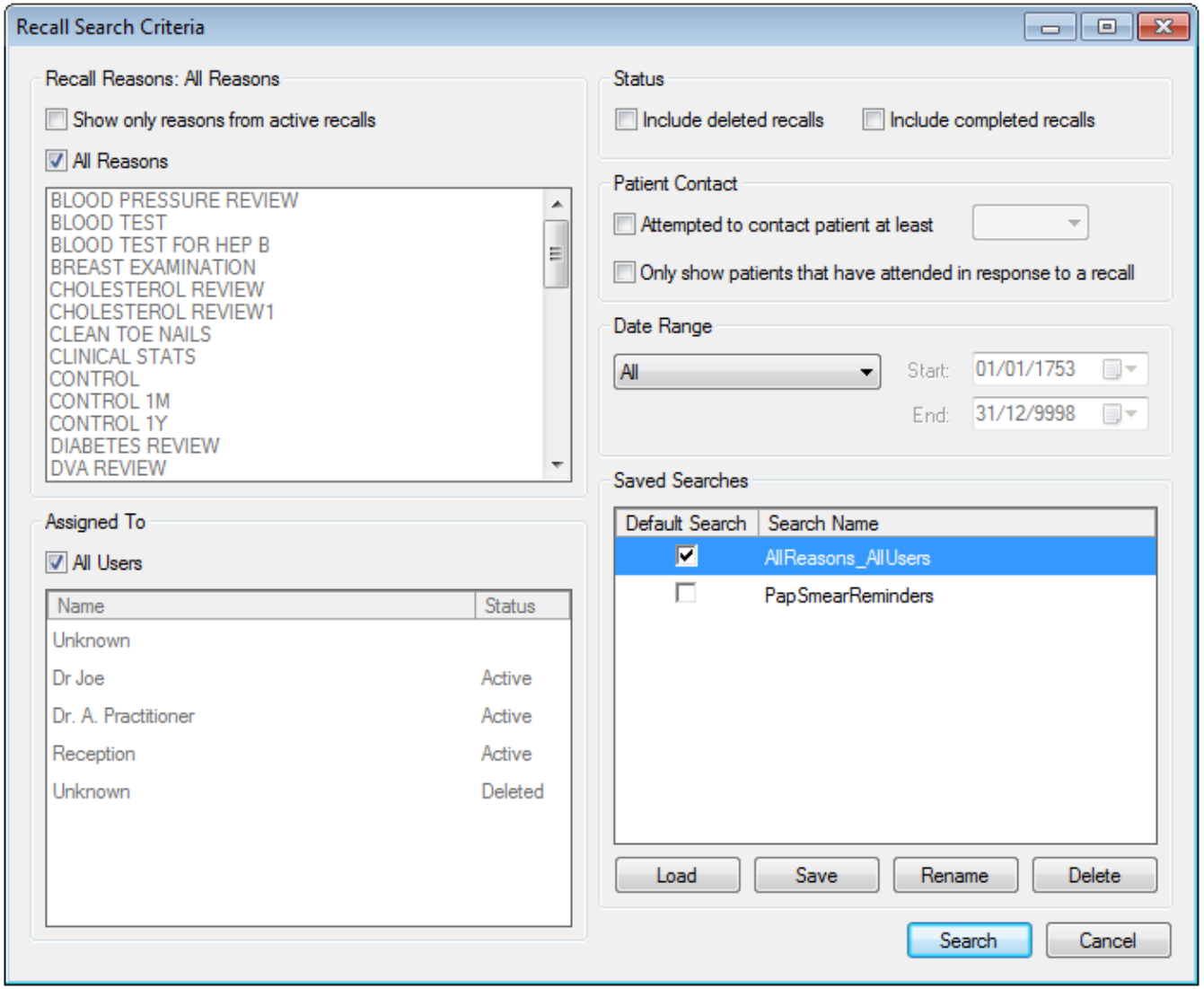
Recalls



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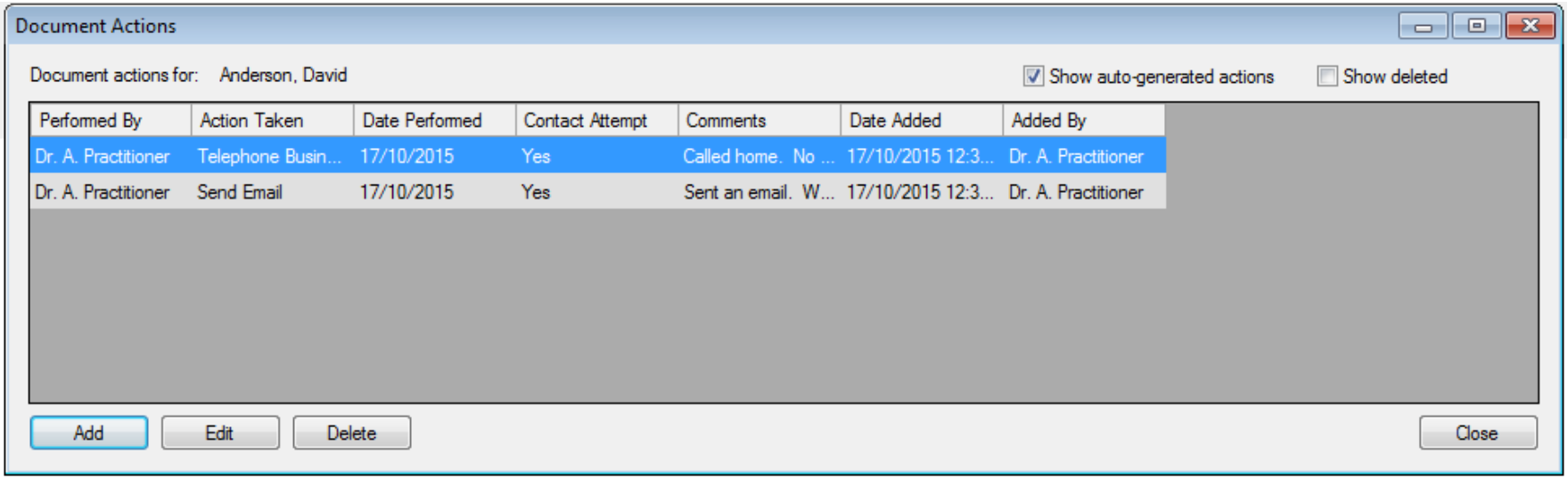
Recalls



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Additional clinical tools at your fingertips

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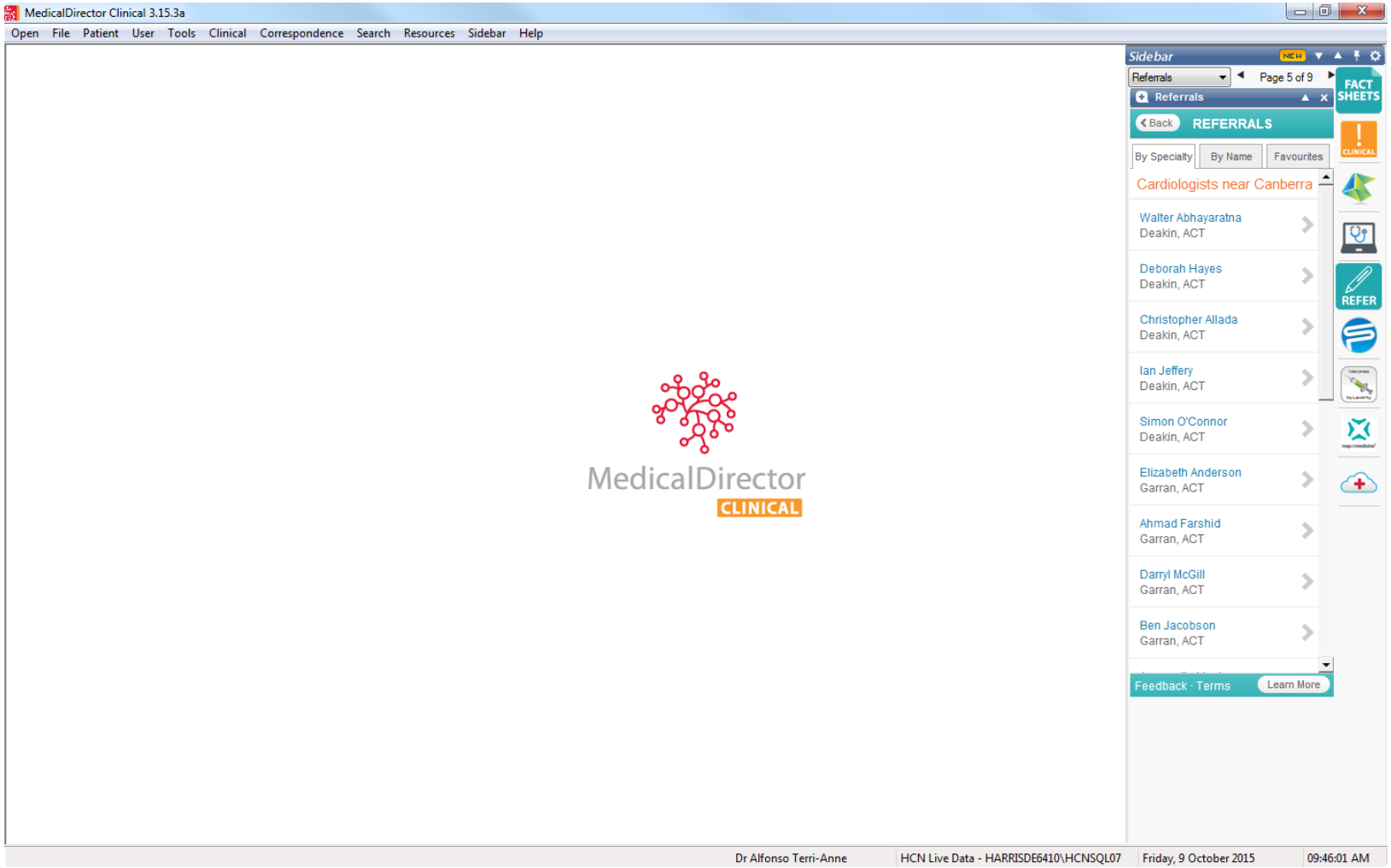
Additional clinical tools: Sidebar



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Advanced tips & tricks

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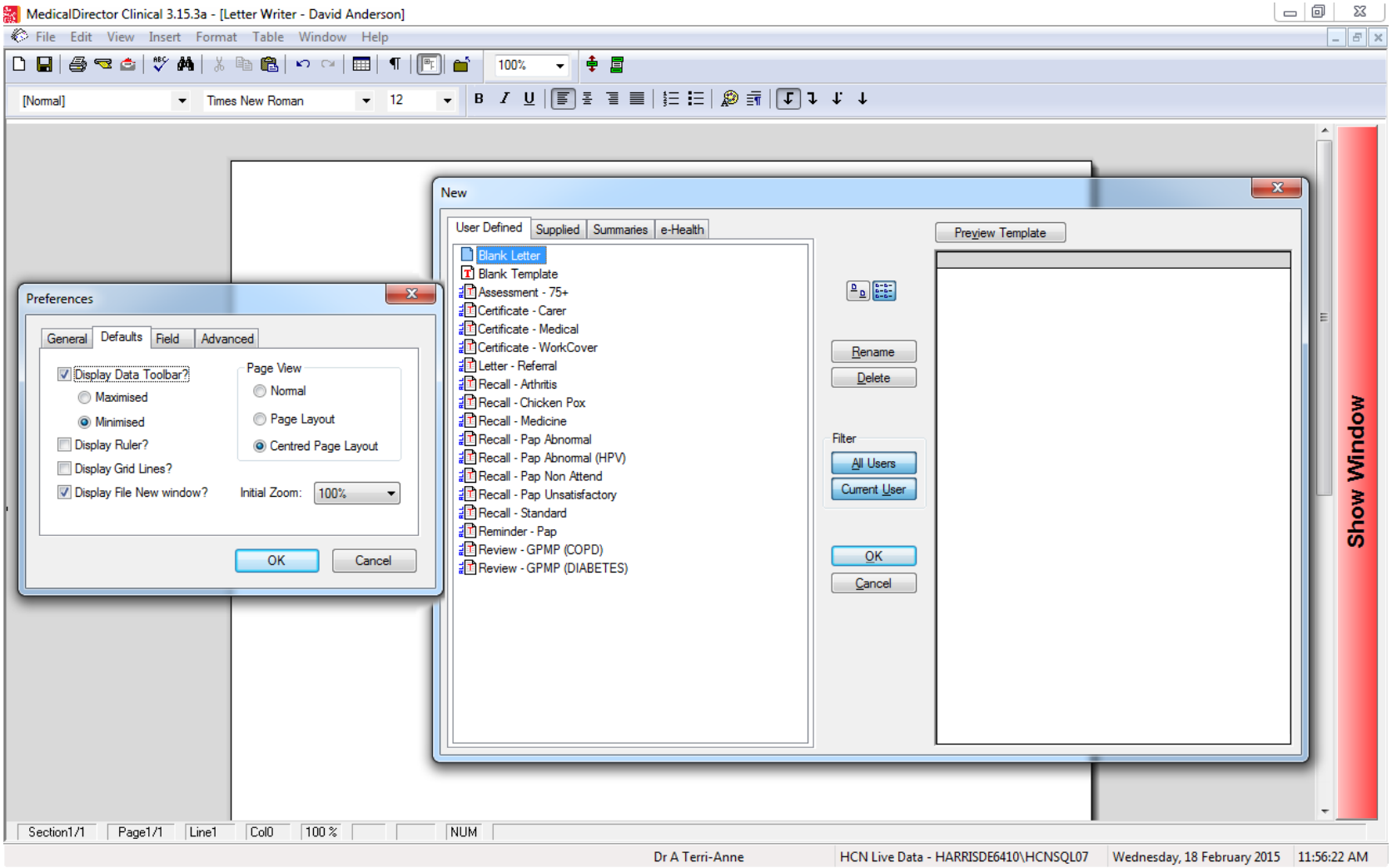
Letter writer preferences



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Letter writer values

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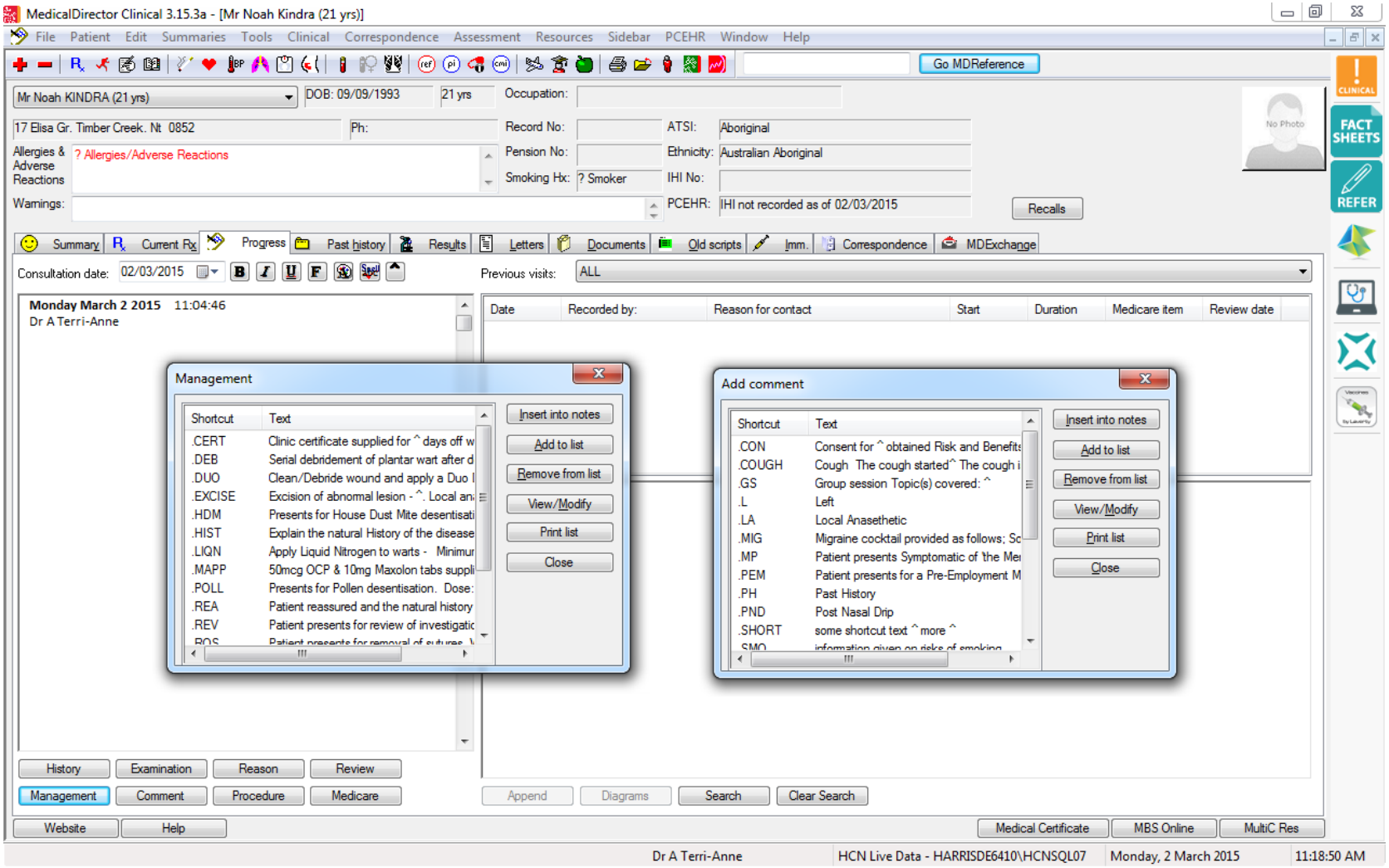
Management and comment shortcuts



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Useful Resources

F1 Quick Help within the product

Training (Webinars, Videos, Classroom Training)

medicaldirector.com/training

Knowledge Base

medicaldirector.com/kb

Customer Care

1300 788 802

medicaldirector.com/customercare

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Lunch

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Unlock your practice potential workshop

MedicalDirector PracSoft

David Young / Katrina Otto

Sydney Workshop

5th November 2015

Before we start

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Agenda

MedicalDirector PracSoft Session:

- What's new in the next release
- Patient Management
- Appointment Book
- Online Appointments
- Rob Mantel – Jayex
- Angela Mason Lynch- Healthy Practice Solutions
- Claiming
- Alexander Lewis- Tyro
- Institutional Billing
- Reporting
- Authorised IT Partner - Rob Khamas, CEO Rendtech
- Advanced Tips & Tricks

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What's new in the next release

What's new in the next release

Improving patient care

- Redesigned **recalls** workflow for better patient tracking and management both in and out of the practice. With MedicalDirector Clinical, practices you can close the at the front desk.
- Redesigned **SMS** messaging provides an intuitive, simple system for creating and sending SMS messages to patients
- **Messenger** now can send message to groups, see your sent messages and enhance across practice staff communication

Practice innovation

- New **Jayex Self Check-in Kiosk** integration

Clinical quality

- New '**Medicare Gender**' field
- Improved product performance

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What's new in the next release…coming soon

Launch of MedicalDirector Patient Mobile App

Enhance your patient loyalty to your practice

New patient mobile app to allow patients to book online appointments, receive reminders and health content from your practice.

Launch of MedicalDirector Insights

Solving your practice population reporting needs

New reporting tool to allow practices to identify, manage and report on particular patient cohorts such chronic disease patients.

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MessageNet SMS Pricing

Price ($)	Messages	Cost per message (cents)	Validity
Free trial	20	0	1 month
$33.00	200	16.5	12 months
$64.00	400	16	12 months
$150.00	1000	15	12 months
$350.00	2500	14	12 months
$600.00	5000	12	12 months

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Online Appointments

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Let your patients book online, free up your front desk and reduce no shows

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Streamline your practice with online bookings - Case Study

Ballarto Medical Centre, Carrum Downs, VIC

"The biggest benefit for me is that we're now available for patients to book **24/7** and we have close to a **100%** attendance of appointments booked online. Reception staff freed up to focus on other areas"

Rachael Hatzopoulos, Practice Manager

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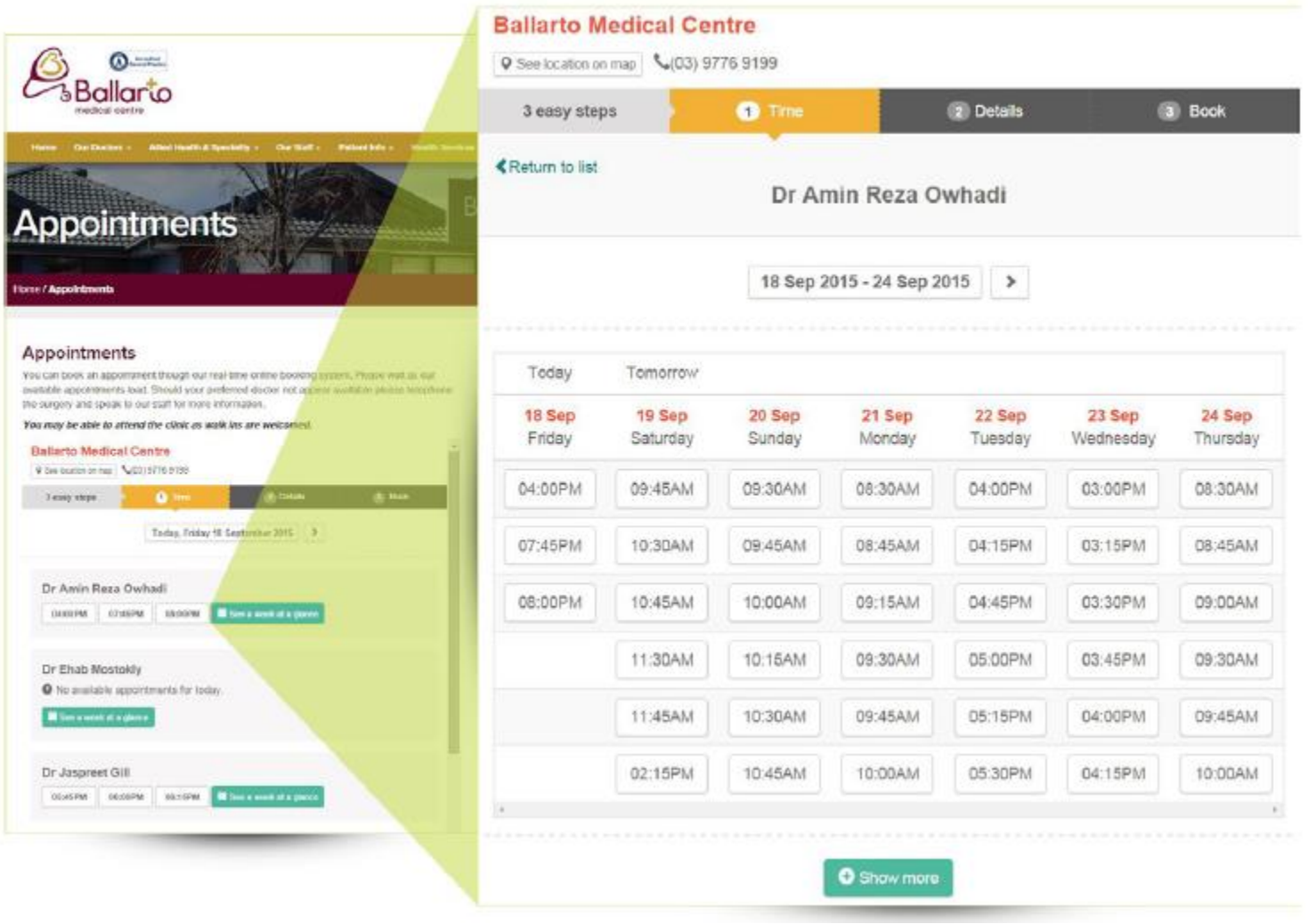
Patient view



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Statistics from Ballarto Medical

215% increase in bookings each month

Almost 100% attendance

64% book appointments out of business hours

79% appointments booked during the working week

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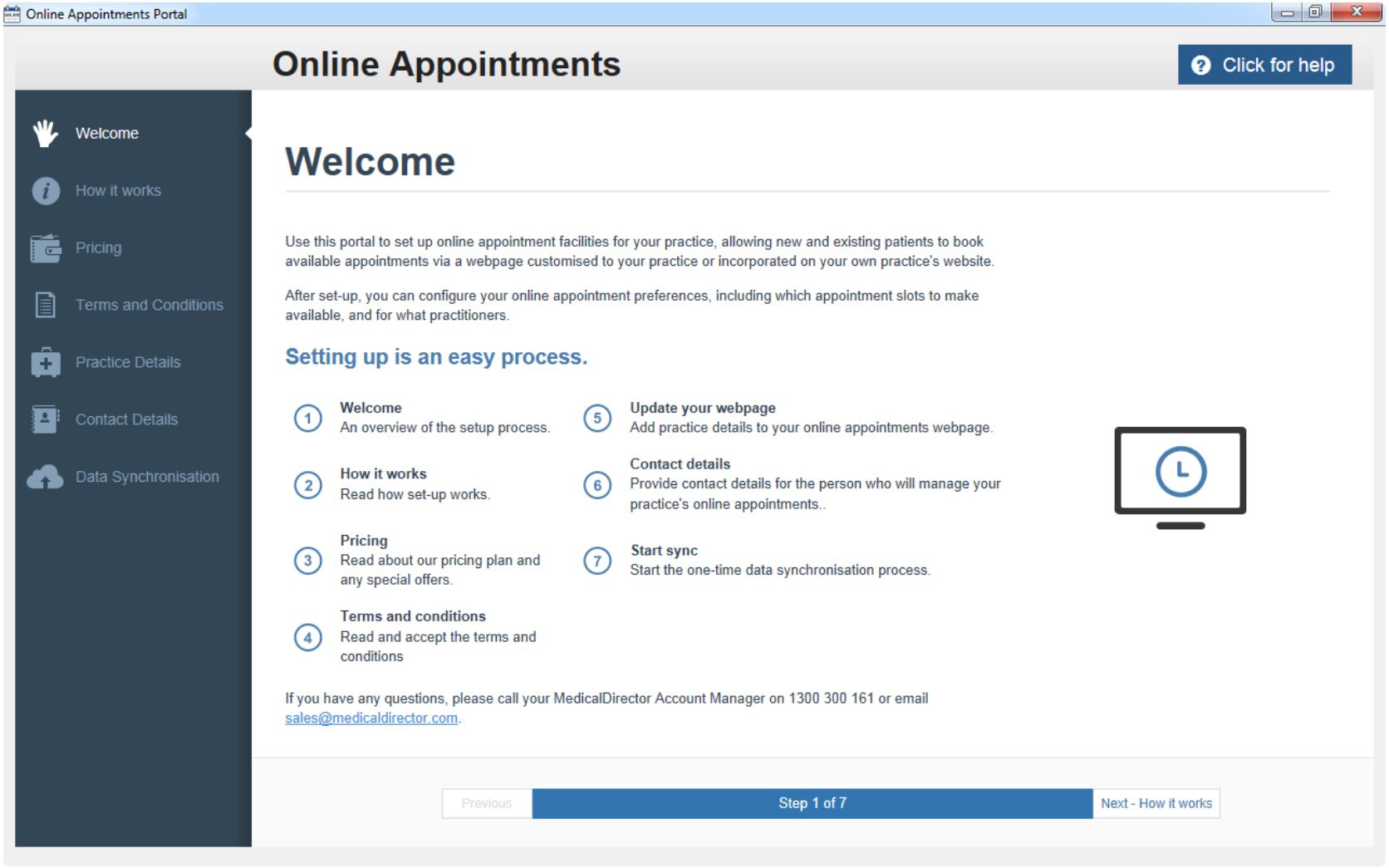
Practice view



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Online Appointments Workshop OFFER

- Signup for Online Appointments before 30th Nov
- Average 10 appointments per month per doctor over 3 month period
- Receive $150 VISA Voucher

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Demo of new features in the next release

SMS replies to increase patient attendance

- Allow patients to confirm appointment by a reply to SMS reminder
- Send SMS reminders to new patients
- SMS reminders can now be sent to all patients including patients of appointment book only practitioners
- SMS message status for each appointment is visible at a glance directly from the appointment book
- Improved SMS Log to identify and action failed SMS, non-replies and ambiguous replies in a non-disruptive way

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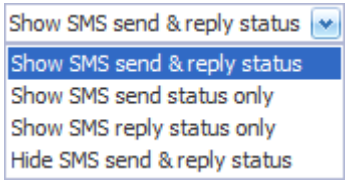
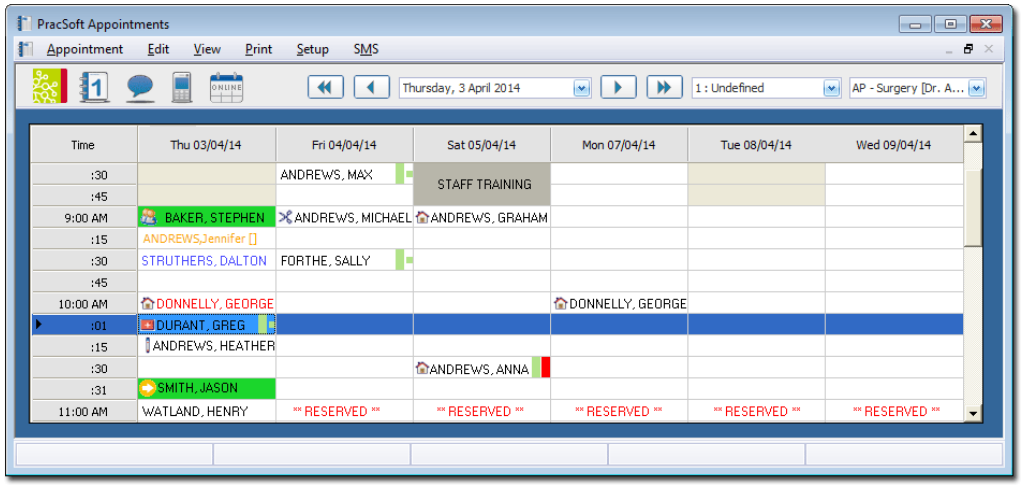
SMS icons in the appointment book

SMS status icons will show automatically in the appointment book. The icons have been designed so that the ‘Failed’, ‘Awaiting reply’ and ‘Uncertain’ statuses are more noticeable to the user than ‘Successful’ status.

Users can optionally hide these indicators:





Status	Description
	A message has been sent, and the practice is not waiting on a reply.
	A message has been sent, and the practice is waiting on a reply.
	A message has been sent, and the patient has replied indicating that they have declined the appointment.
	The message failed to send.
	A message has been sent, and the patient has replied indicating that they have confirmed the appointment.
	A message has been sent, and the patient has replied, but their reply message is deemed 'uncertain'.

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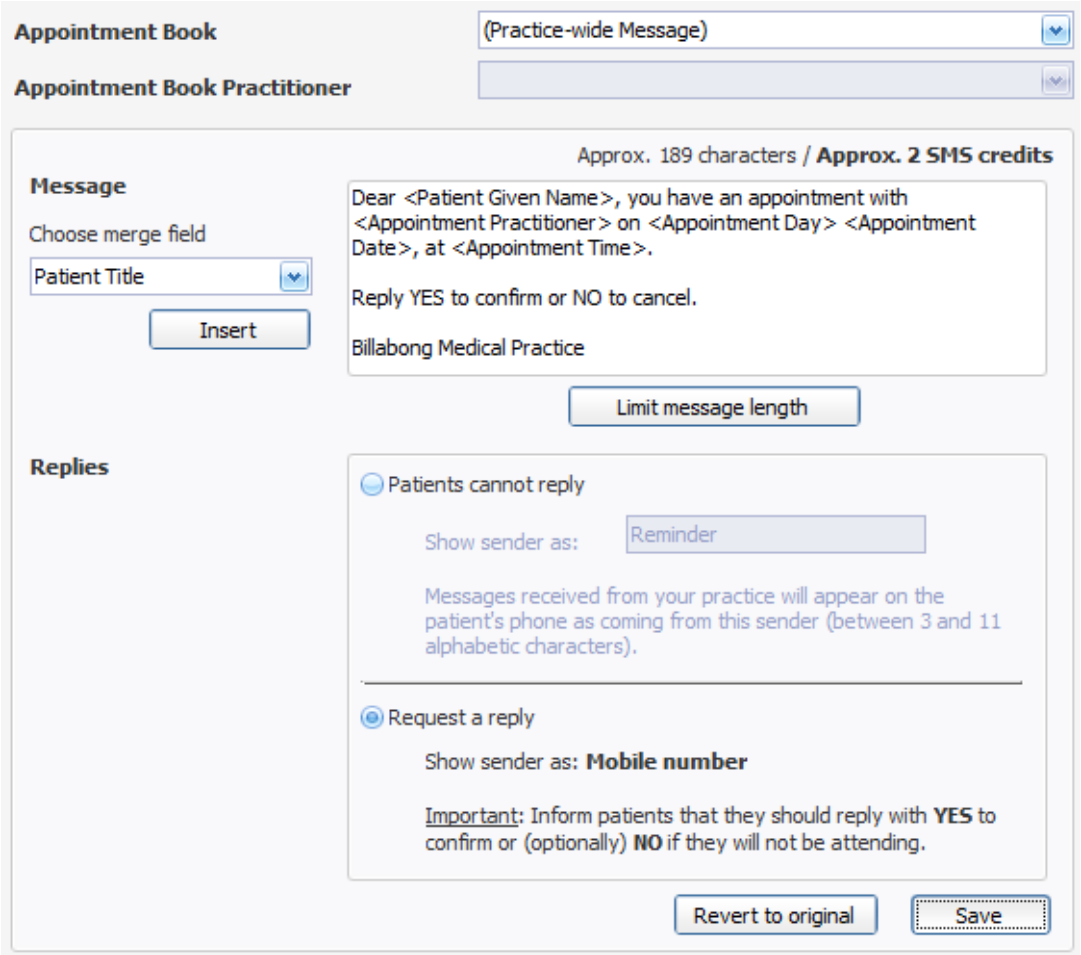
Sending appointment reminders

- Can send reminders to all patients of appointment book practitioners
- New merge fields for Appointment Day
- Appointment reminders longer than a standard SMS can now be sent.
- Patients can now reply to SMS reminder messages
- The SMS sender can be changed



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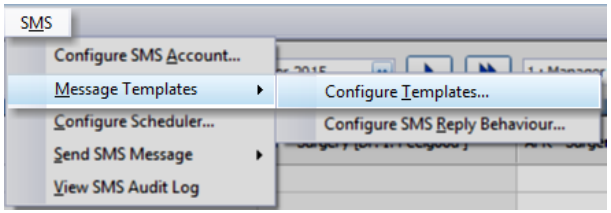
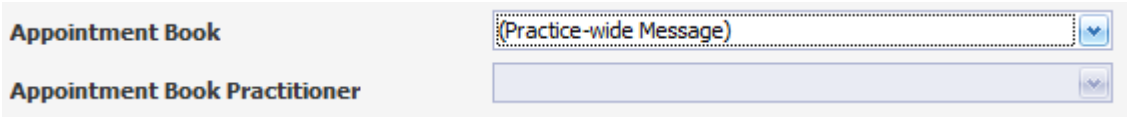
Send reminders to all patients for all appointment book practitioners

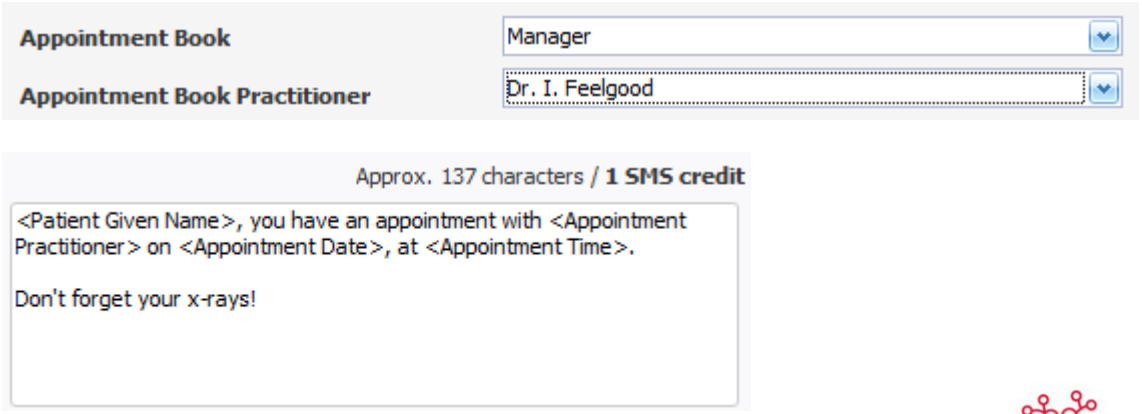
Main menu



Default template for all practitioners



Each appointment book practitioner can have their own message template. This template will be used automatically when the scheduler runs.



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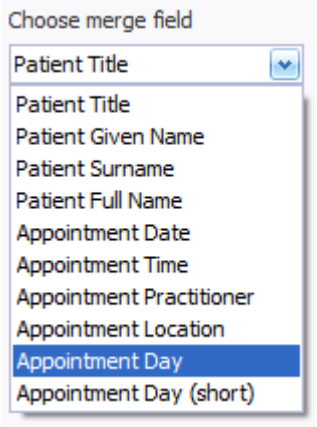
New merge fields for appointment day

Two new merge fields have been added:

Appointment Day and
Appointment Day (short)



Details

Appointment Day	Appointment Day (short)
Sunday	Sun
Monday	Mon
Tuesday	Tue
Wednesday	Wed
Thursday	The
Friday	Fri
Saturday	Sat

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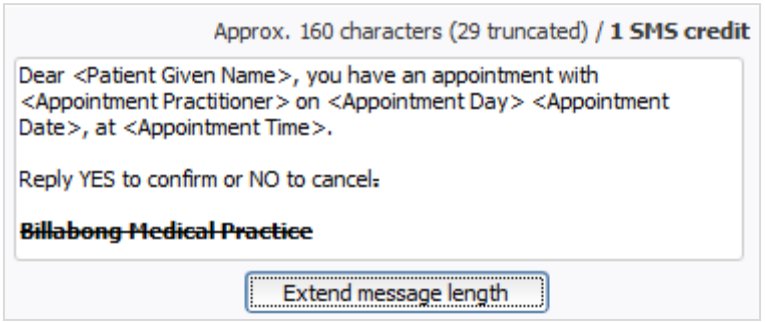
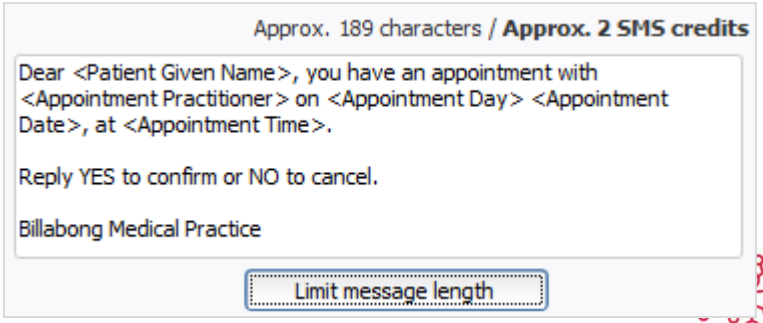
Appointment reminders longer than a standard SMS can now be sent

Toggle between limiting messages to one credit and allowing messages to extend beyond one credit

UI showing which part of the message *may* be truncated



UI showing that messages won't be truncated; shows how may credits *may* be used.

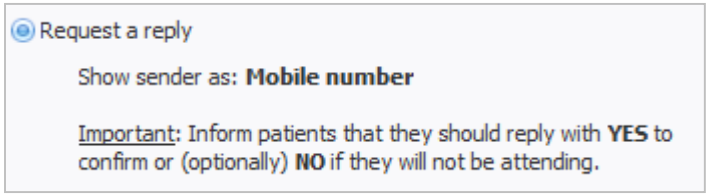


MedicalDirector

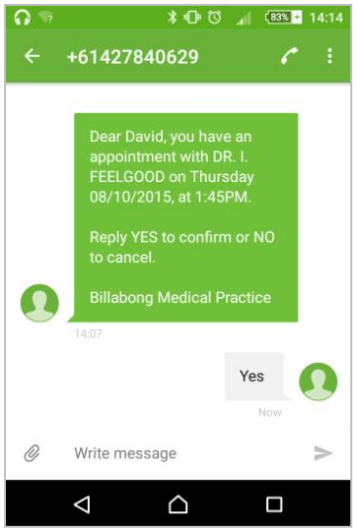
Patients can now reply to SMS reminder messages

Option

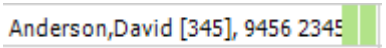
Provide instructions in message about how to reply



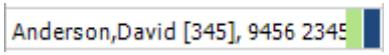
Patient's phone



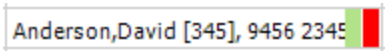
SMS Appointment book status icons



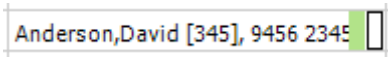
Patient confirmed



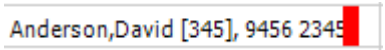
Uncertain reply



Patient cancelled



No reply



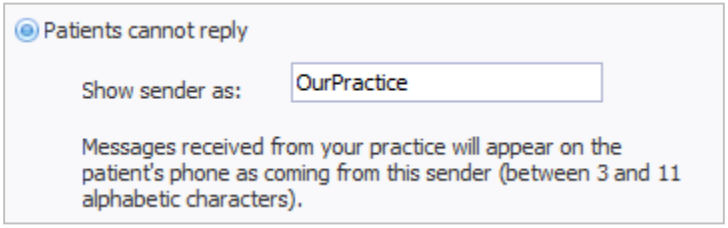
Failed to send

MedicalDirector

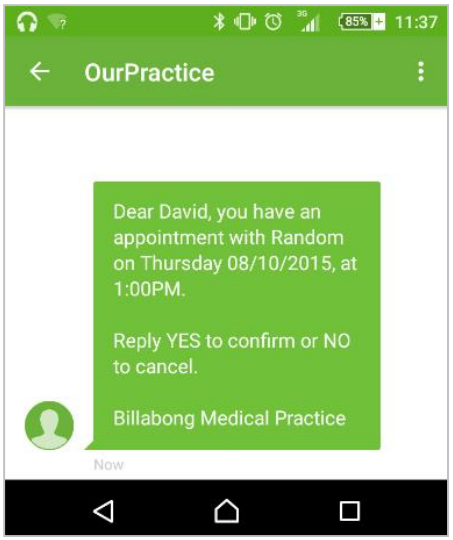
SMS sender can be changed

Option

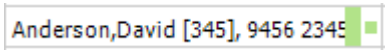
Patients cannot reply to these messages (including opting out). Defaults to "Reminder".



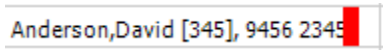
Patient's phone



SMS Appointment book status icons



Message sent (no reply expected).

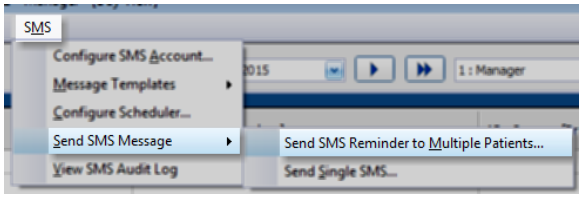


Failed to send

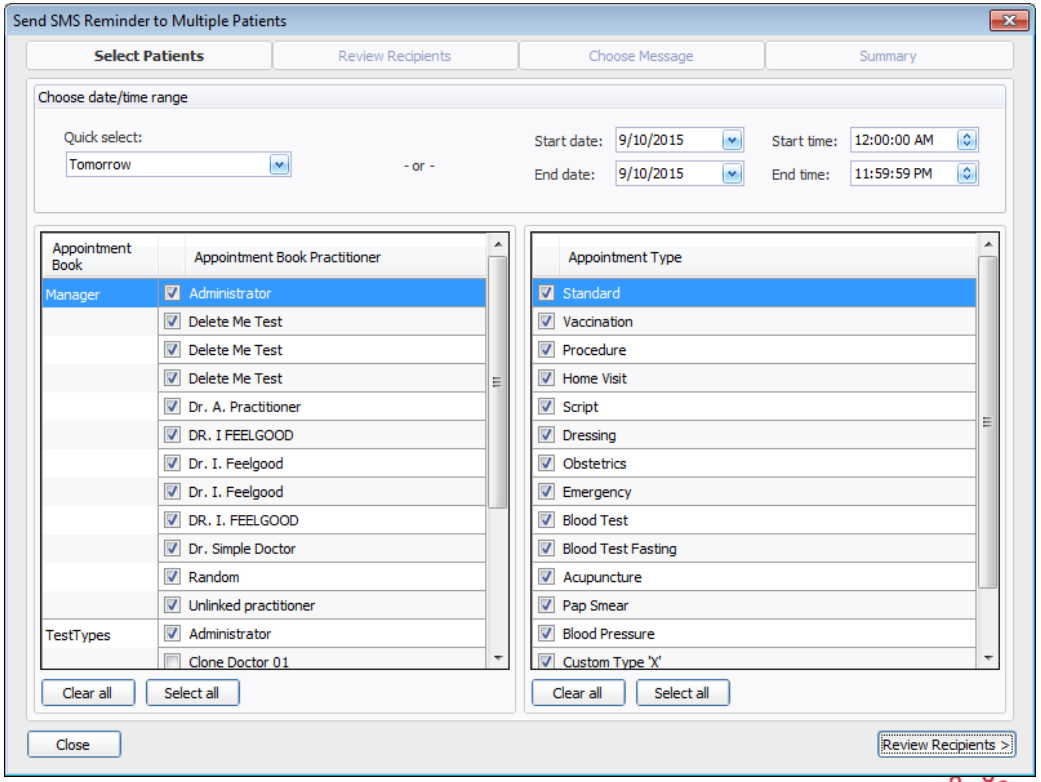
MedicalDirector

Selecting appointment reminders

Appointments selected via **wizard**



Step 1 ------>



MedicalDirector

Selecting appointment reminders

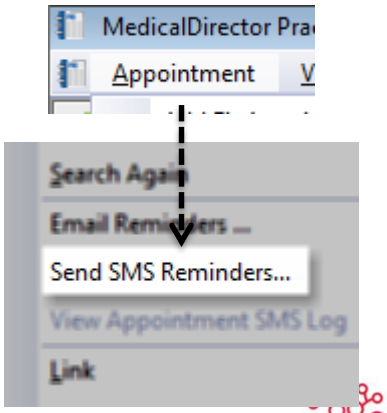
Appointments selected from **appointment book**

Drag/select one or more appointments…

:30		
:45		
11:00 AM		
:15	Anderson,David [345], 9456 2345	
:30		
:45		DUCK,Donald [???]
12:00 PM		
:15	ANDREWS,Heather [???], 00 9845 1234	
:30		LOLLIE,Ollie [???]
:45		
1:00 PM		
:15	SURFER,MIDDLE A	ZANBUCK,Jodie [345681], 456 7898
:30		
:45	Keller,Andrew [SAMC], (02) -	WAGTAIL,Willy [???]
2:00 PM		
:15		
:30		

Step 1 ------>

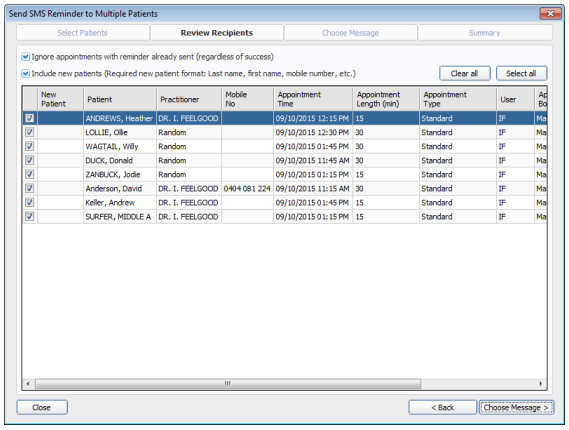
or

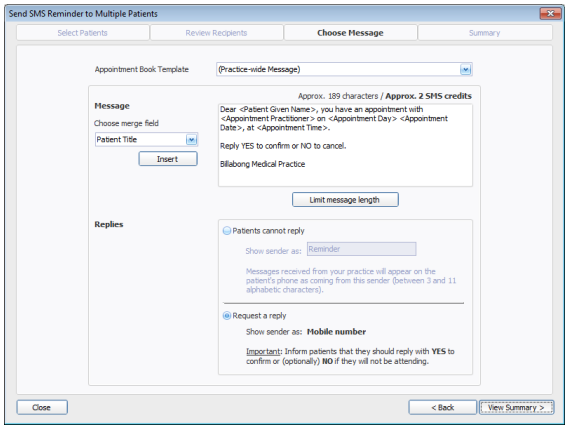


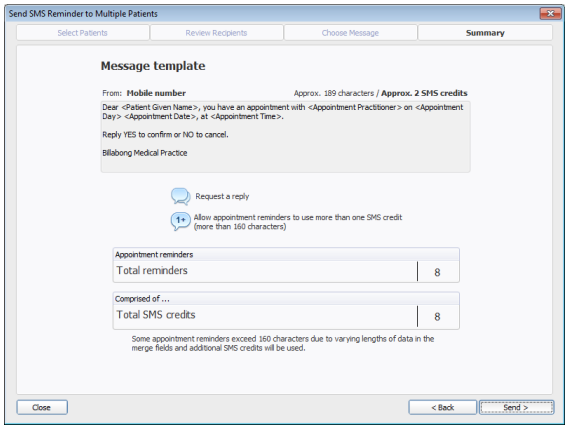
MedicalDirector

Selecting appointment reminders

Appointments selected via **wizard**

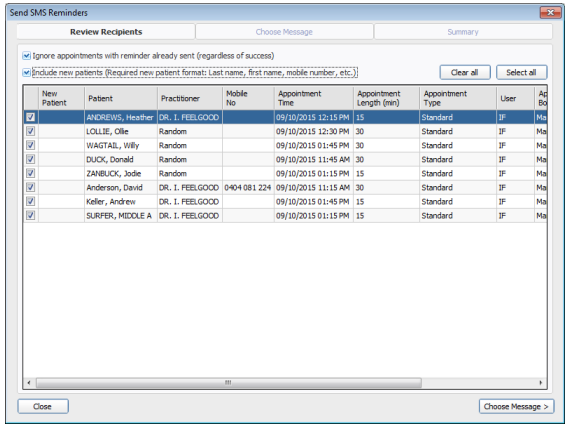


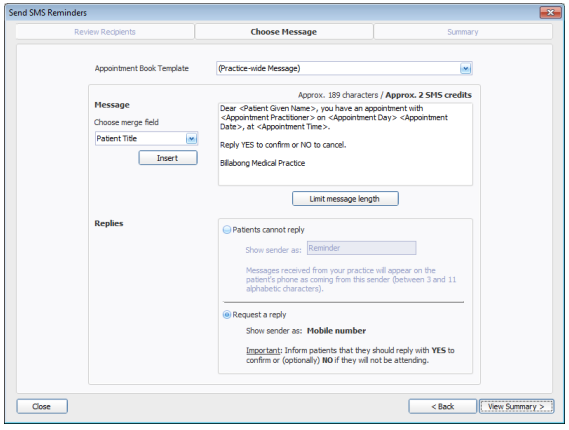


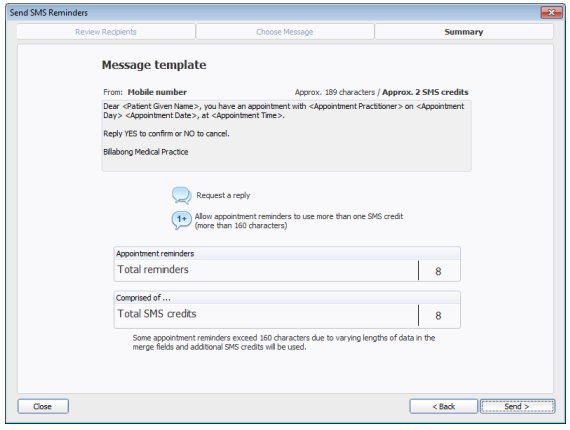


Step 2 ------> Step 3 ------> Step 4

Appointments selected from **appointment book**

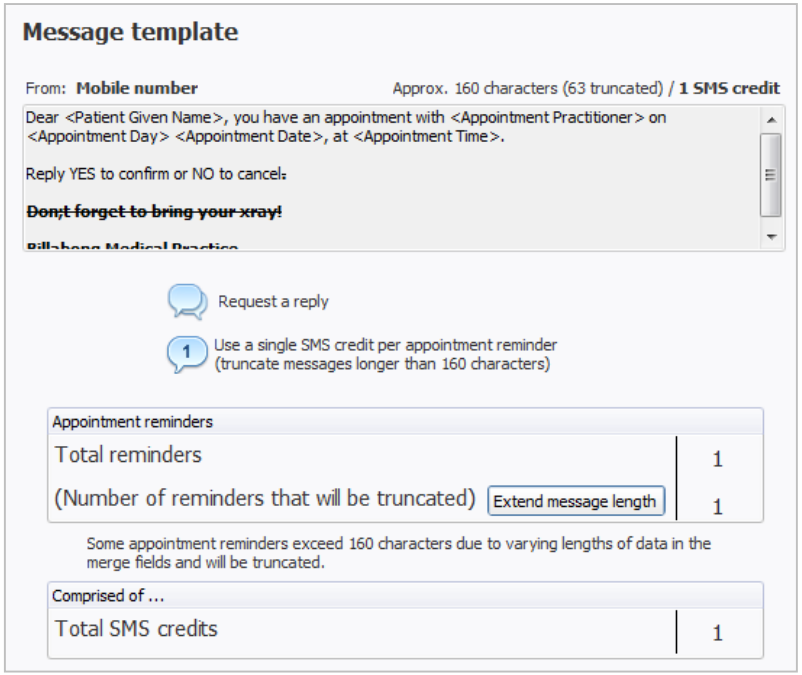




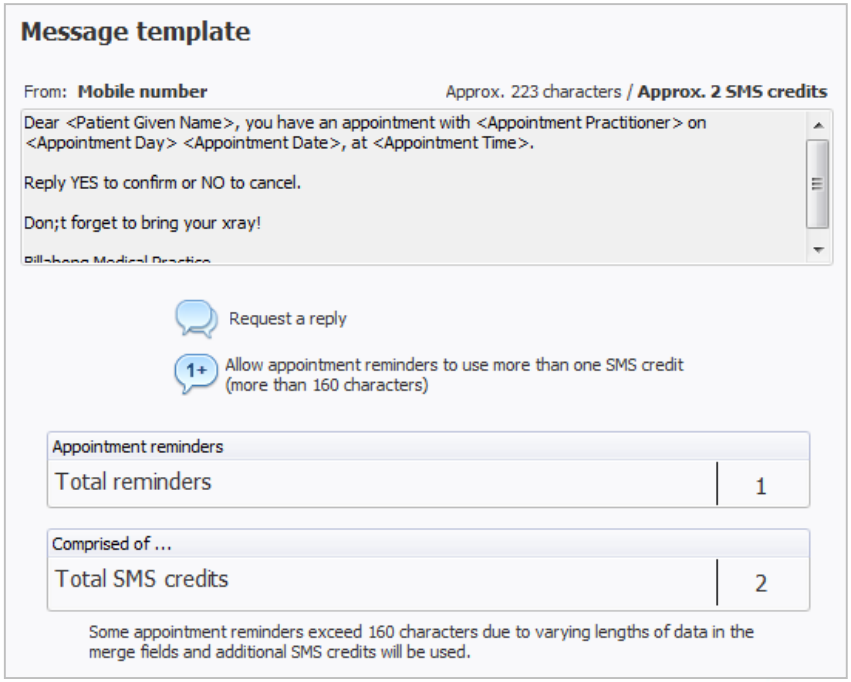


MedicalDirector

Selecting appointment reminders



Prior to sending reminders, the total number of **actual** credits to be used is calculated. If some messages will be truncated, there is an option to prevent this by pressing Extend message length.

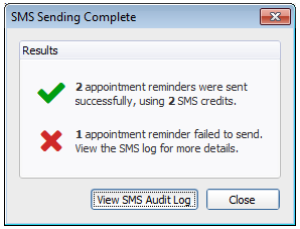


No reminders are truncated – there will be two credits used for this reminder.

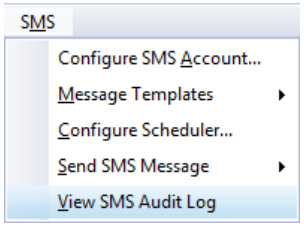
MedicalDirector

Improved: Audit log

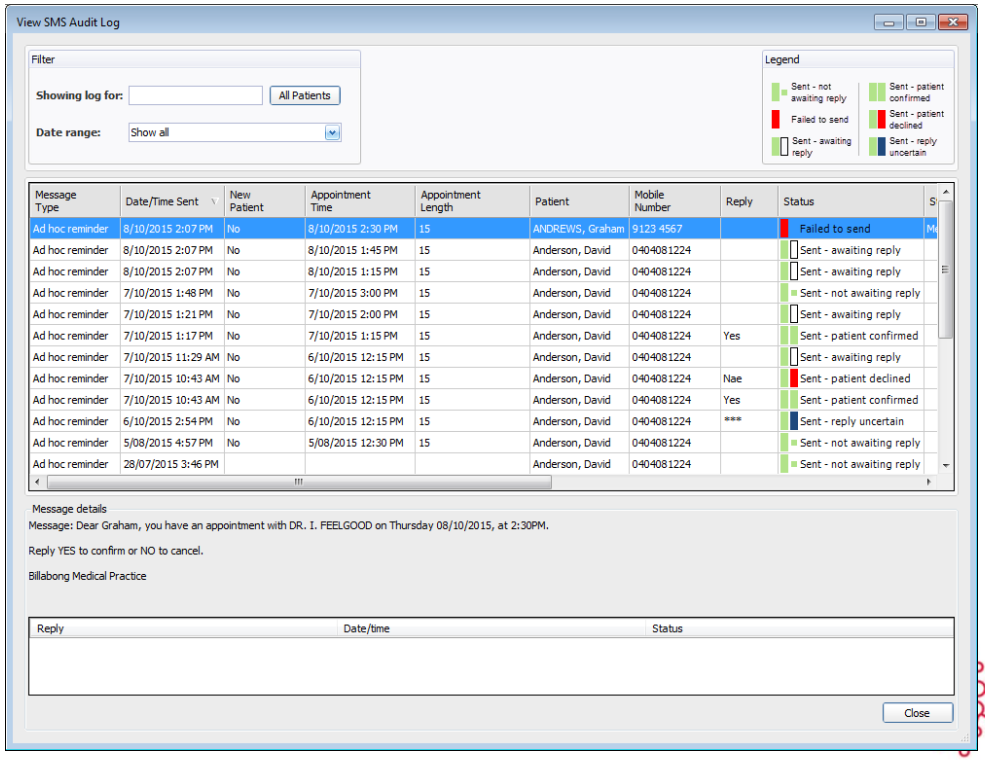
Results window or main menu



or



Option	Action
Showing log for:	Filter patients based on name
All Patients	Remove filter and show all patients
Show all This week's appointments This month's appointments Today's messages sent This week's messages sent This month's messages sent Show all	Select pre-defined date range

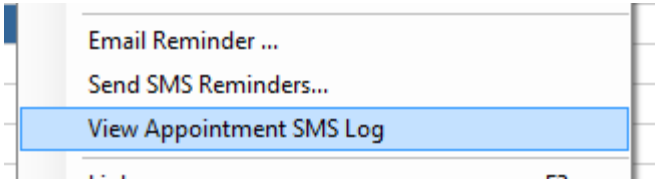


All columns are now sortable

MedicalDirector

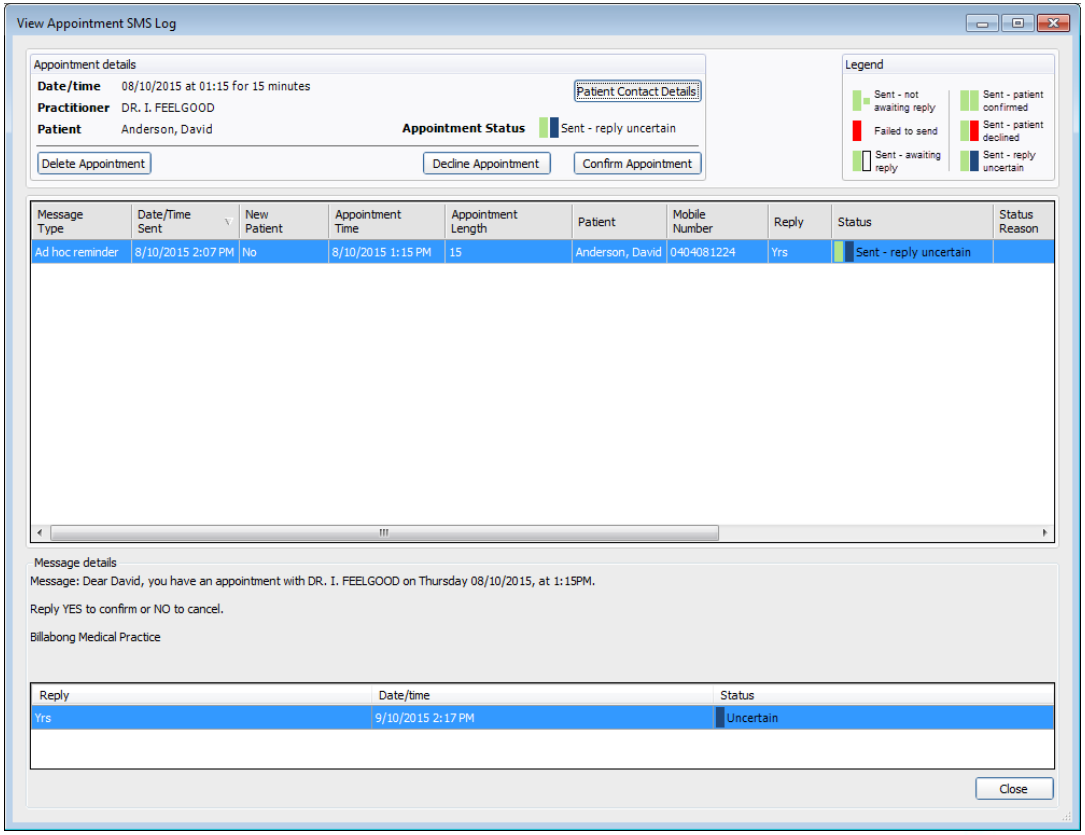
Log to view SMS messages per appointment

Right click context menu



Option	Action
Confirm Appointment	Mark the appointment as ‘Confirmed’
Decline Appointment	Mark the appointment as ‘Declined’
Delete Appointment	Delete the appointment
Patient Contact Details	View the patient’s contact details

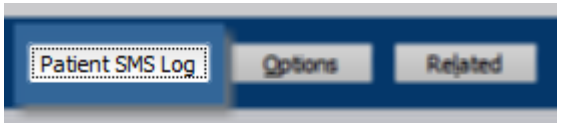
All columns are sortable



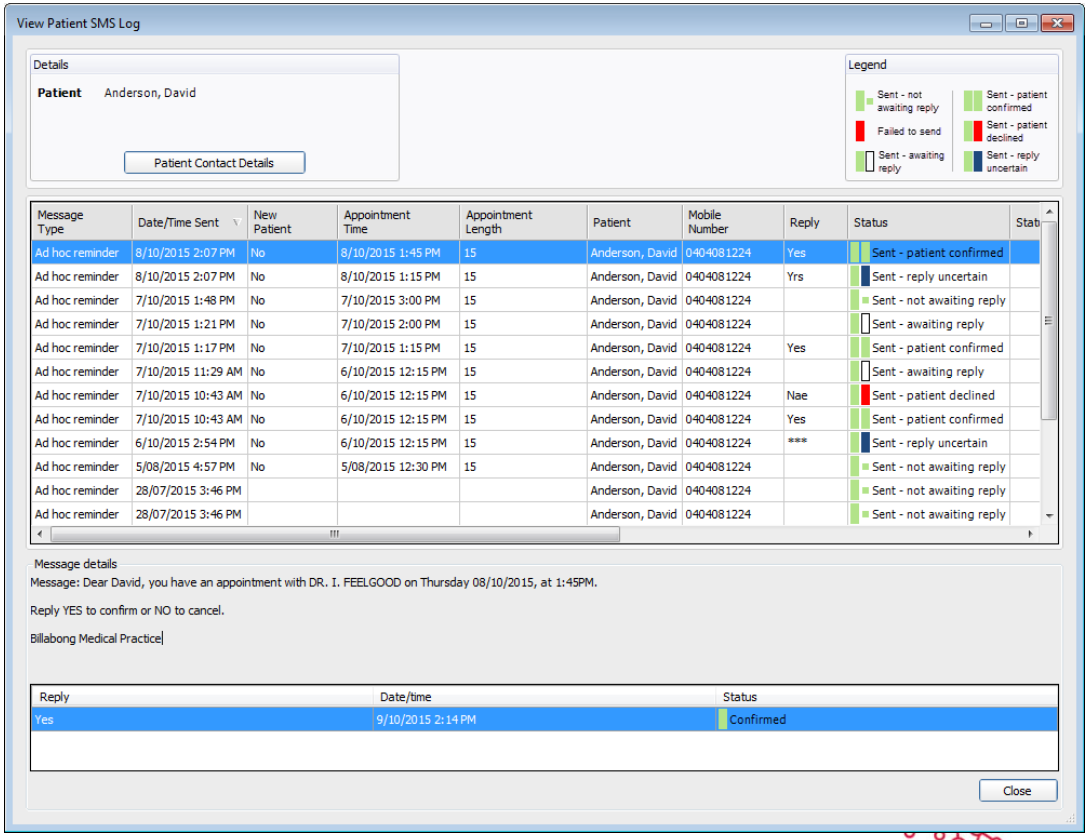
MedicalDirector

Log to view SMS messages by patient

PracSoft Patient Details



Option	Action
Patient Contact Details	View the patient's contact details

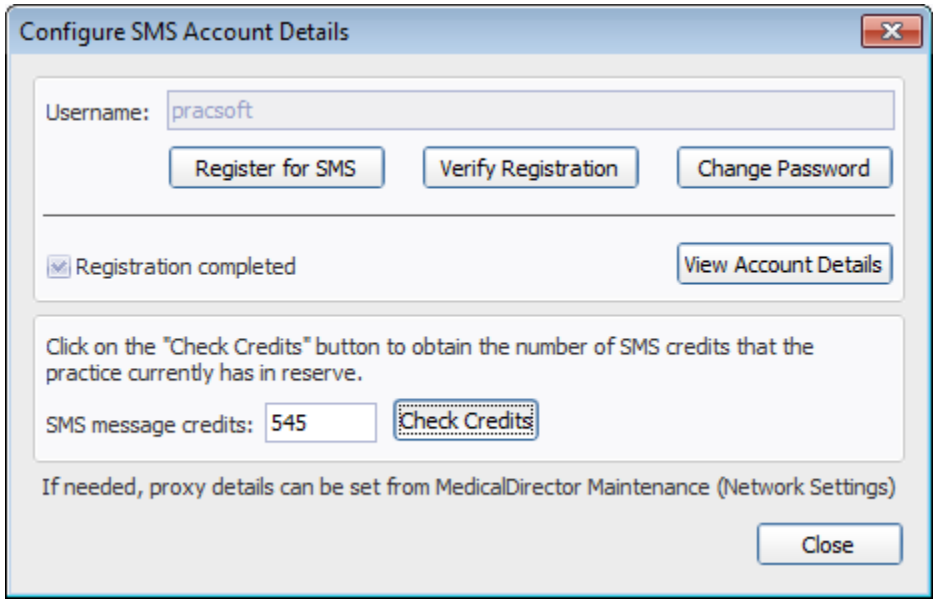


All columns are sortable

MedicalDirector

Centralised MessageNet account details

Practices which register in PracSoft will automatically have access to SMS functionality in Clinical using the same credentials (and vice versa).

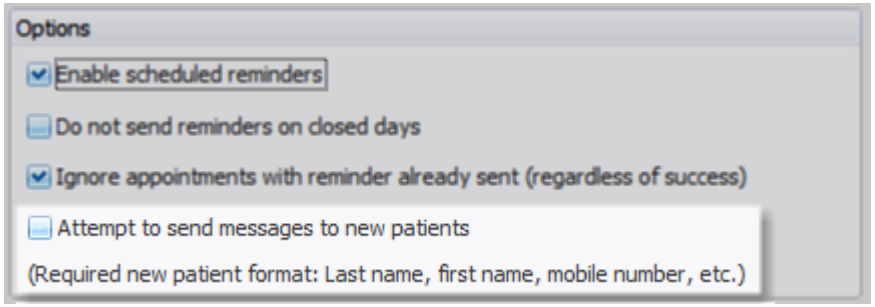


MedicalDirector

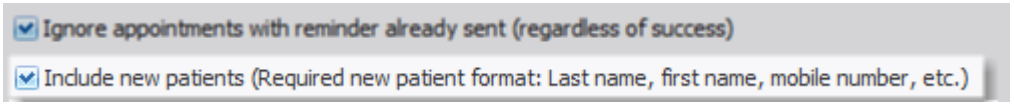
Send reminders to new patients

As long as users enter new patients in Last name, first name, mobile number, etc. format, reminders can be sent to these patients.

Scheduler



Appointments selected from **appointment book or via wizard**



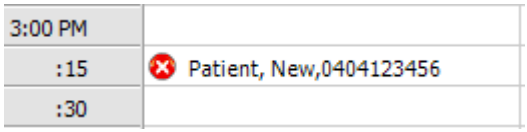
MedicalDirector

Send reminders to new patients

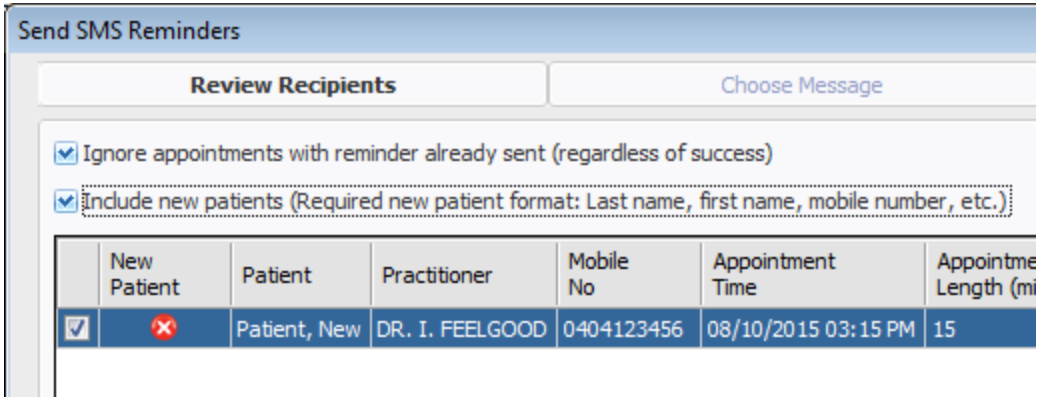
As long as users enter new patients in Last name, first name, mobile number, etc. format, reminders can be sent to these patients.

Appointments selected from **appointment book or via wizard**

New patient in the appointment book



New patient shown when sending a SMS reminder

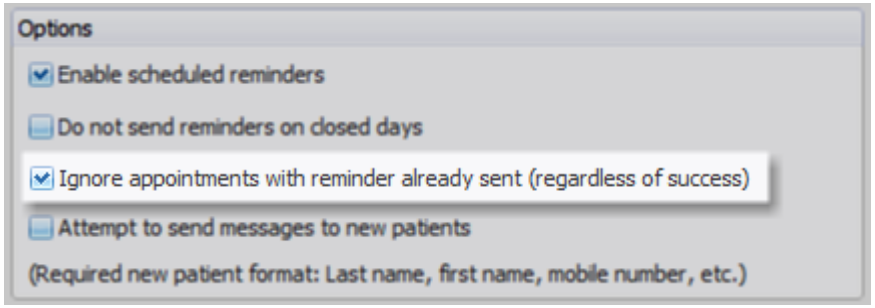


MedicalDirector

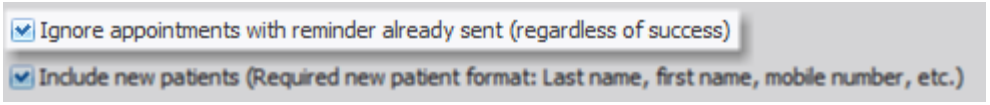
Prevent duplicate reminders

This option will ignore appointments that have a reminder already sent, so duplicate reminders are not sent. NB Failed messages are counted as being sent.

Scheduler



Appointments selected from **appointment book or via wizard**



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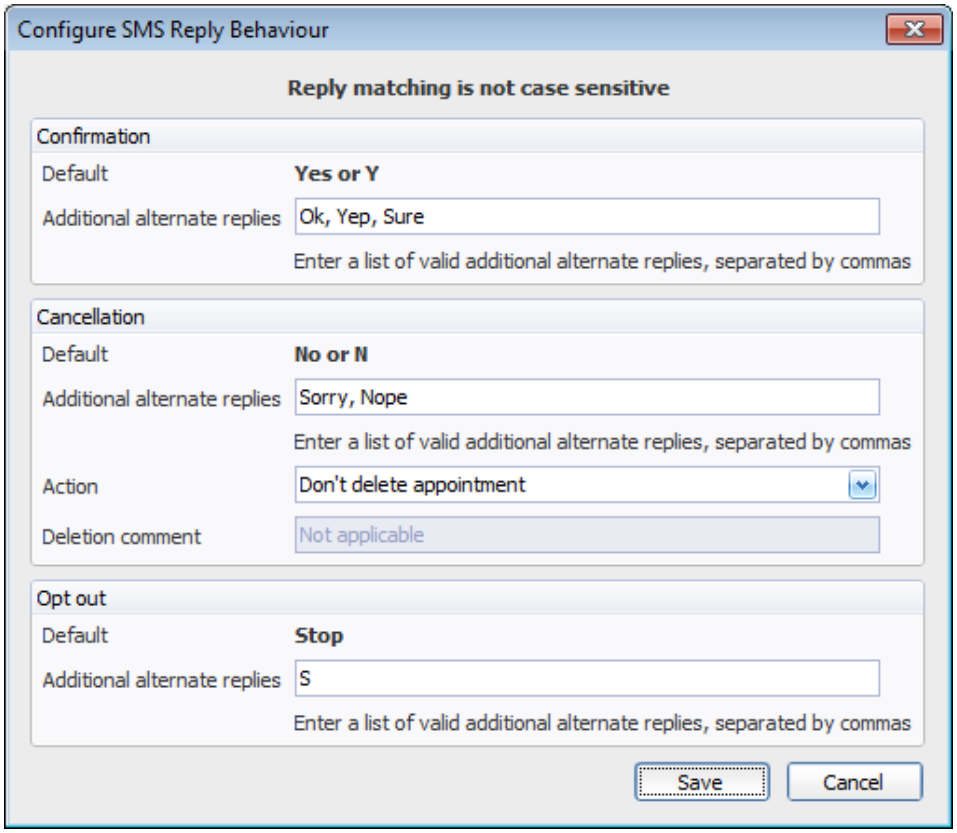
Alternate reply keywords

This option will allows practices to specify alternate spellings and/or words for confirmation, cancellation and opt-out replies.

Reply matching is not case sensitive.

Replies are checked against the **default** values in **Confirmation, Cancellation** and **opt-out** order. If no match is found then replies are checked against **Additional alternate replies** in **Confirmation, Cancellation** and **opt-out** order.

For **cancellations**, practices can opt to automatically **delete** those appointments. Deletion comments appear in the **Delete History** log.



If **no match** is found, the appointment is marked as "**uncertain**".

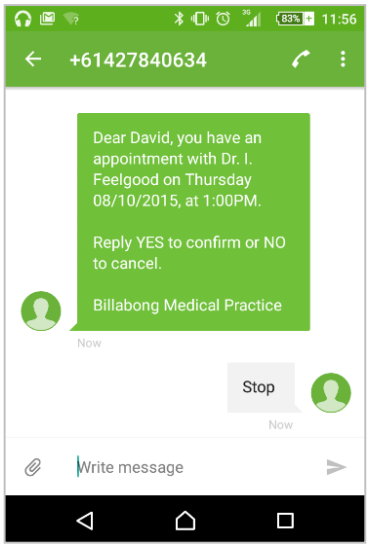
MedicalDirector

Patients can opt-out

When patients reply with the opt-out keyword, their patient file will be updated automatically.

Patient's phone

The patient replies with 'stop'



Log file

Patient	Mobile Number	Reply
Anderson, David	0404081224	Stop

Patient record

Address/phone tab

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Patient management

MedicalDirector

Patient management

Patient records

Merging files

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Appointment book

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Appointment book

Practitioner availability

Recording and managing appointments

SMS reminders and confirmations

MedicalDirector®

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Jayex- Self Check in Kiosk

Rob Mantel- CEO

Break

MedicalDirector®

Healthy Practice Solutions

Angela Mason Lynch

Embracing the challenges as a practice manager

MedicalDirector®

Billing and Claiming

MedicalDirector

Medicare online claiming: processing and exceptions

Bulk billing via batch

Private billing

Receipting Medicare claims

Minimising exceptions

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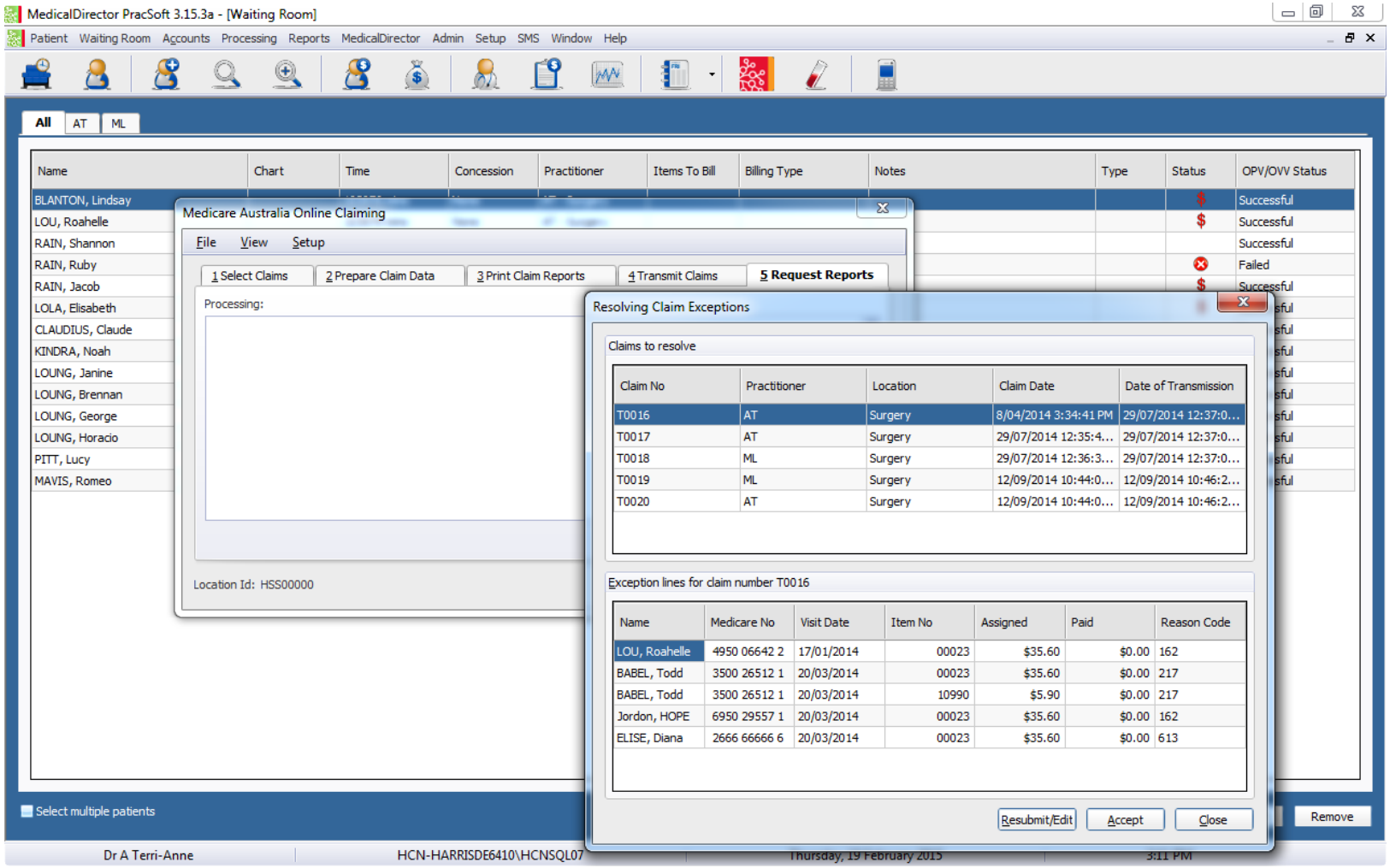
Medicare online claiming: processing and exceptions



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Tyro

Alexander Lewis – Channel Manager

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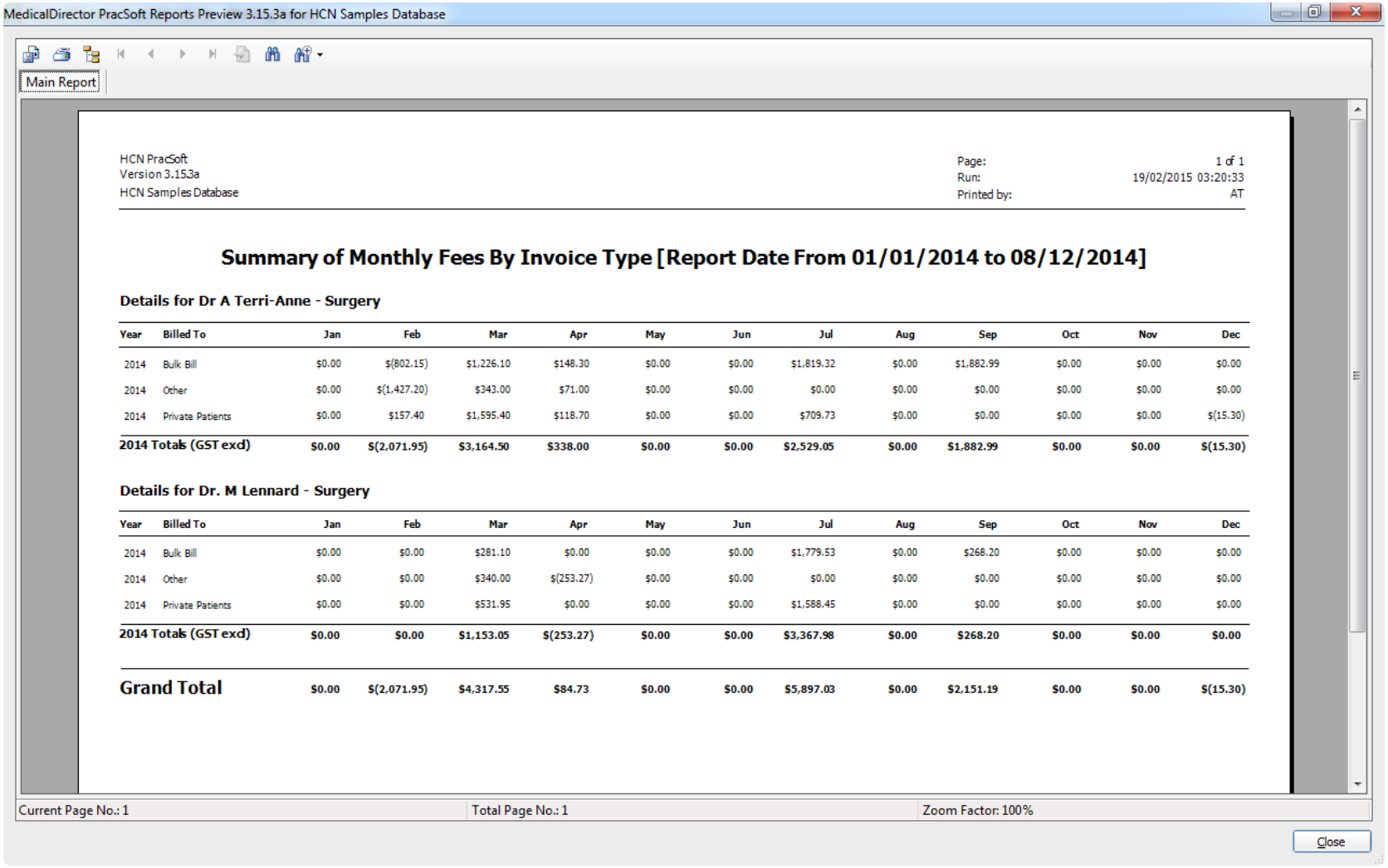
Reporting

MedicalDirector

Reporting



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Authorised IT Partner

Rob Khamas – Rendtech

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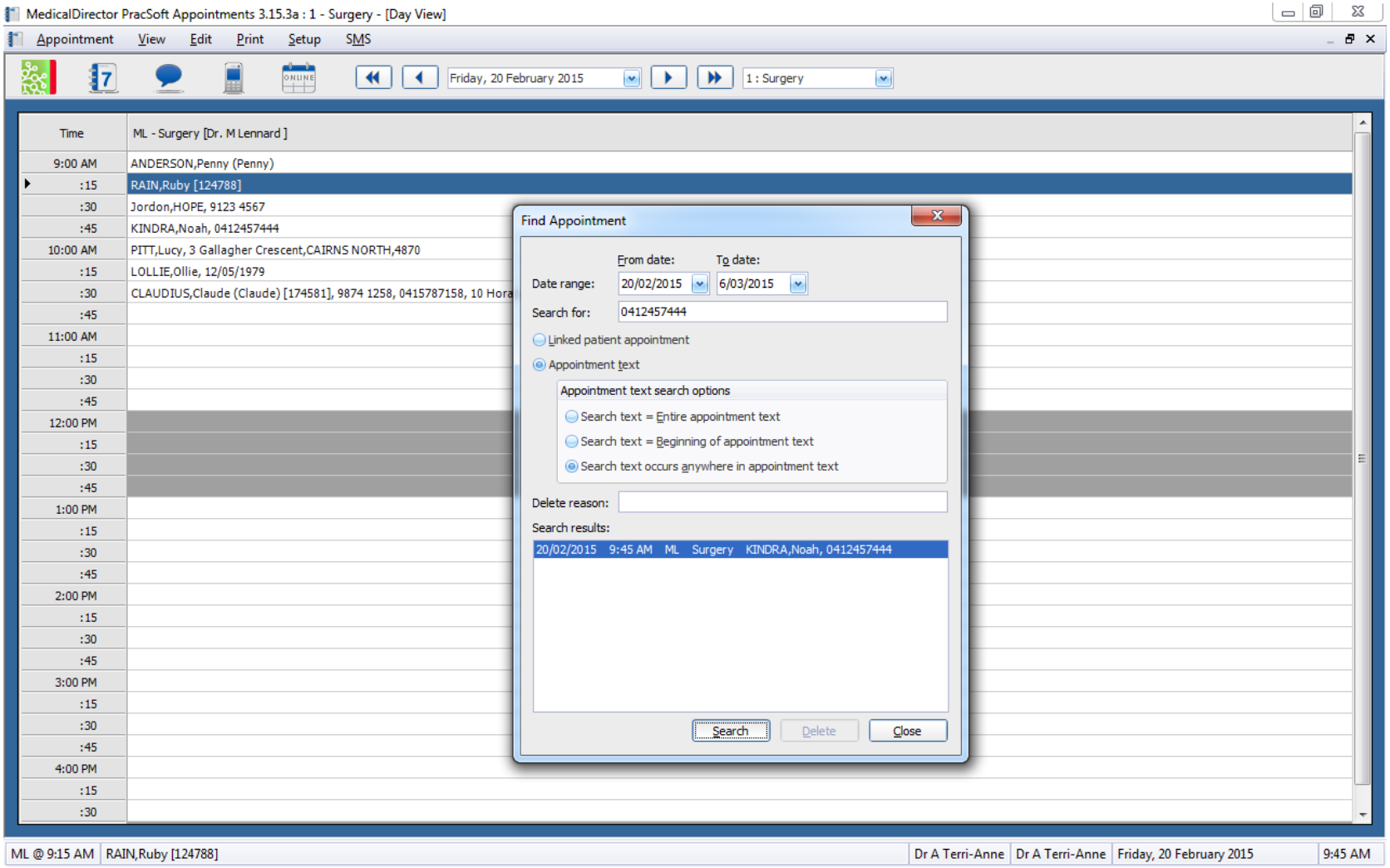
Advanced tips & tricks

MedicalDirector

Searching appointments



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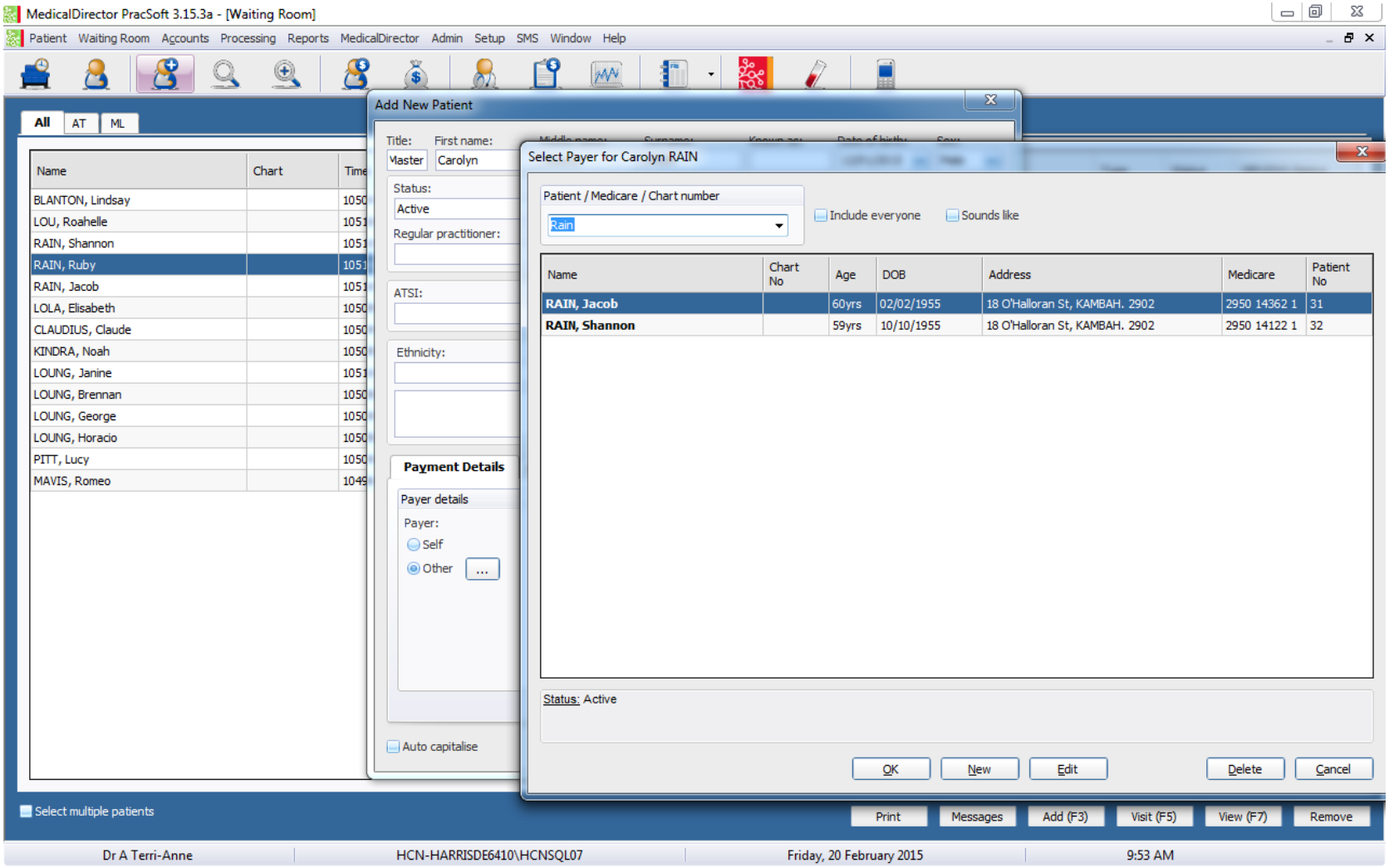
Quick add to family



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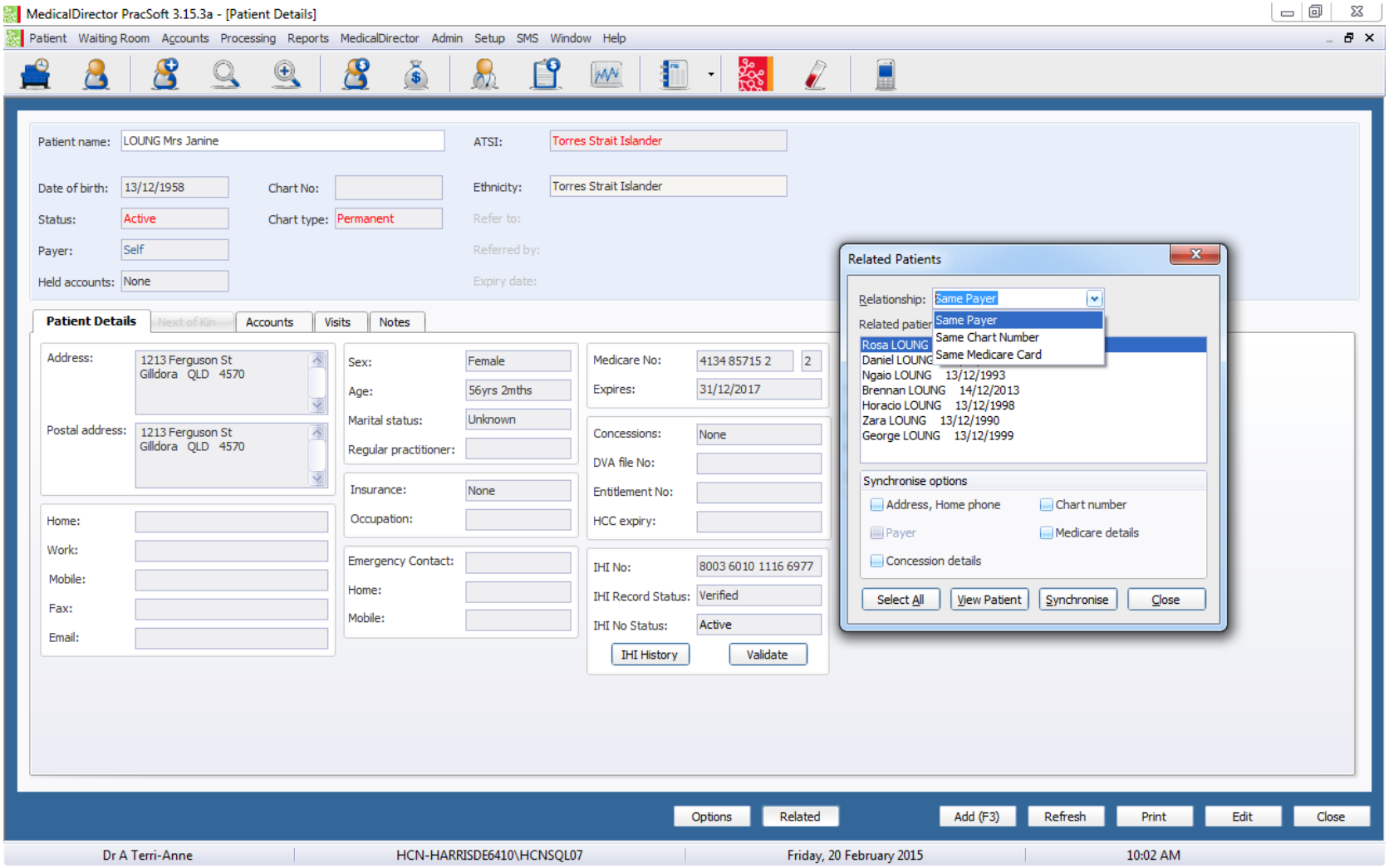
Quick family update



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Useful Resources

F1 Quick Help within the product

Training (Webinars, Videos, Classroom Training)

medicaldirector.com/training

Knowledge Base

medicaldirector.com/kb

Customer Care

1300 788 802

medicaldirector.com/customercare

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