

Practice Managers

Top 5 Systems Checklist

1. DATABASE MANAGEMENT

- Inactivate, debase or merge duplicate patient records as appropriate.
- Enter Aboriginal/Torres Strait Islander status/ethnicity for all patients.
- Are clinicians adding allergies, family and social history, alcohol and smoking information?
- Are doctors regularly checking patients' medication and past history lists for currency?

2. eHEALTH

- Ensure patient medication and past history lists are current and diagnoses are coded.
- Register for MDExchange.
- Activate ePrescribing.
- Register with Healthlink or another approved secure messaging provider.
- Register for eHealth & PCEHR; enter Health Identifiers (HPI-O & HPI-I's) into MD (or PS).
- Obtain security certificates for eHealth and PCEHR and load/configure MD (or PS).
- Download Individual Health Identifiers (IHIs) for patients when presenting for consultation.
- Educate practice team about new eHealth areas in MD eg shared health summaries.
- Write practice policies detailing and encouraging use of eHealth.
- Upload Shared Health Summaries on patient request (coming soon!)

3. CORRESPONDENCE MANAGEMENT

- Can all doctors describe the practice Correspondence Management System and are they happy/confident with it?
- Is there a clear practice protocol for scanning documents?
- Are results and correspondence being marked as 'Notified'?
- Check Outstanding Requests lists regularly (at least monthly).

4. RECALL & REMINDER SYSTEM

- Check Outstanding Actions list.
- Check Recall protocols list.
- Search for Recalls – is everything on that list current and appropriate?
- Are your staff aware of the expectations/roles regarding Recalls?
- Are all staff confident with the current Recall and Reminder system?

5. PREVENTIVE HEALTH MANAGEMENT

- Ensure chronic conditions are coded.
- Build a chronic condition 'register' through proactive searches.
- Follow-up patients who have not presented for review.
- Organise health assessments as appropriate.
- Maximise reminder systems to assist doctors to know when review is due.