

Overview of Medical Software for Allied Health



Allied Health Professions Australia (AHPA)

Presented by Katrina Otto Train IT Medical Pty Ltd www.trainitmedical.com.au katrina@trainitmedical.com.au





<u>Allied Health Professions Australia (AHPA)</u> and its members are working to support allied health practices to better understand practice software and digital health technology.

This series of webinars has been developed and funded to help practices know more about their software options, what benefits they might get from using practice systems, and how they might integrate different elements of digital technology into their practice.

The webinars will be held over the next months and are available free to any allied health practitioner.

Additional resources and webinar recordings will be made available to you as part of the project via www.ahpa.com.au.

Webinars:

Webinar 2: Contacts and Referrals – 19 June 2017 7.30pm EST

Webinar 3: Clinical note-taking – 25 July 2017 7.30pm EST

Webinar 4: Digital Health – 24 August 2017 7.30pm EST

For future Webinar info, registrations, recordings and free resources:

www.ahpa.com.au



www.trainitmedical.com.au



Katrina Otto, Train IT Medical

BEducation (Adult), DipBus (Health), Cert IV Training & Assessment (40110)



Approved Trainer for:



























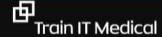






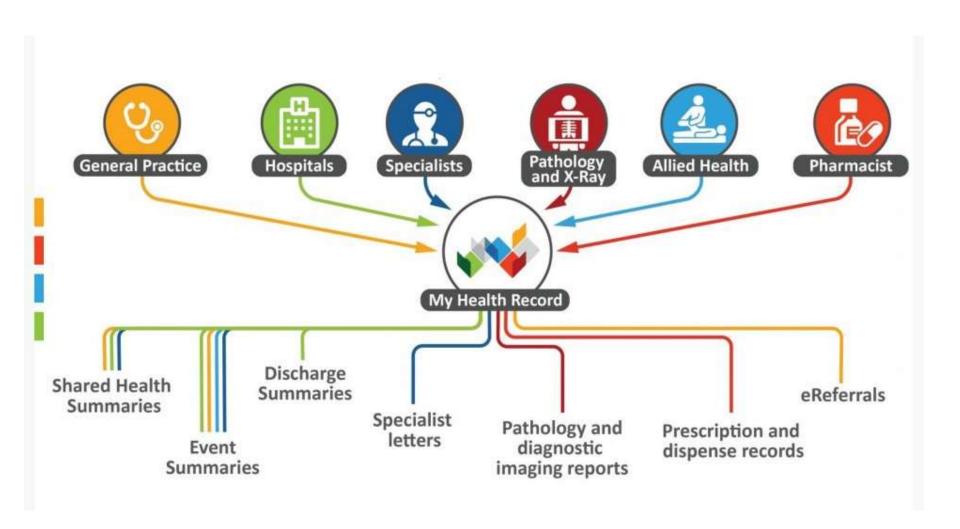






Learning Objectives:

- 1. Investigate software options available
- Discuss benefits and features
- 3. Design a system for prioritising individual practice needs and implementing changes
- 4. Develop a planned approach to increasing use of clinical and practice management software



Digital Health

Secure Messaging My Health Record ePrescribing Telehealth Wearable Technologies etc



Australians are already digitally connected

2,200,000

Trip Advisor - Jan 16 (socialmedianews)



103

Mobile banking visits per citizen per year (ADOBE ANALYTICS)



58 Million

Signed up to an online course (7.7% Health & Medicine) 2016 MOOC report



82%

Go online first for health information







3.8 Million lodged tax return online



15 Million Facebook users Jan 16 (Facebook)

2016 (ATO)



75 of Aus post parcels generated online

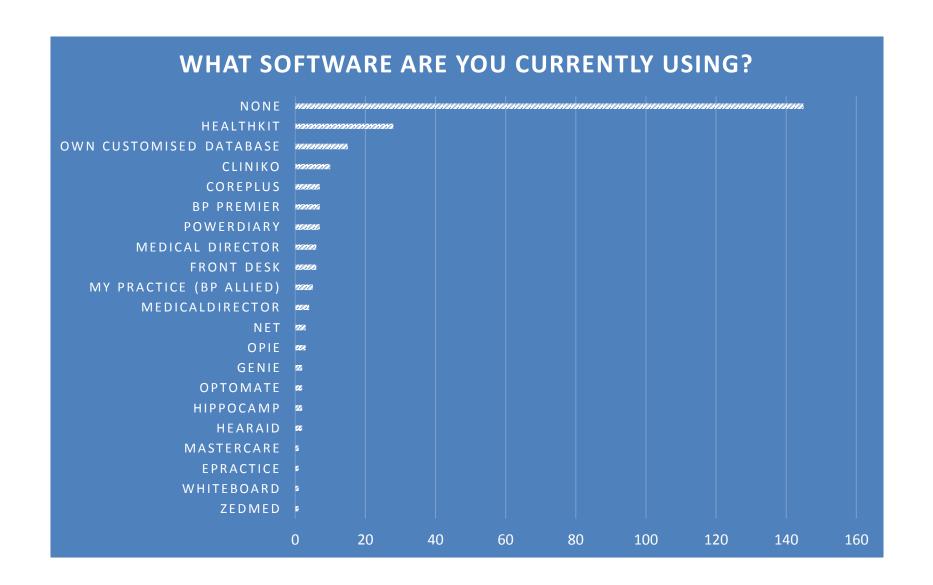


9 Average connected devices in one household



www.digitalhealth.gov.au





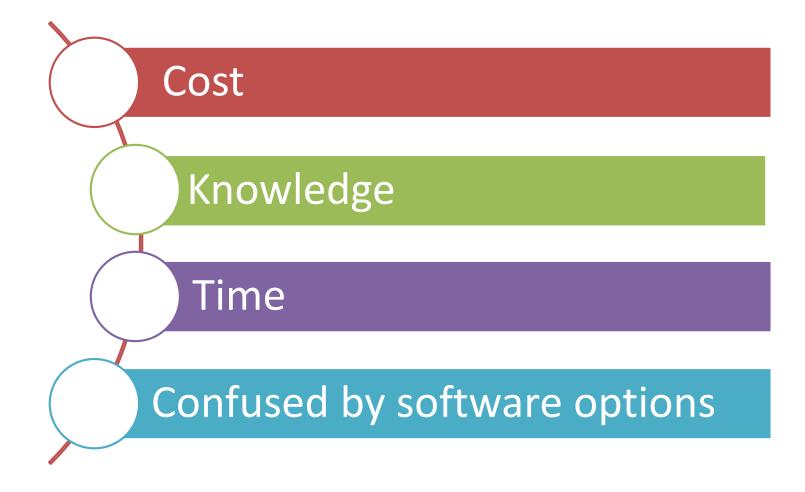
Data from optional question asked at Webinar registration. 200/400 response rate

Learning Objectives:

1. Investigate software options available

At least

35



Software options:

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Allied Health Software Providers - Contact List

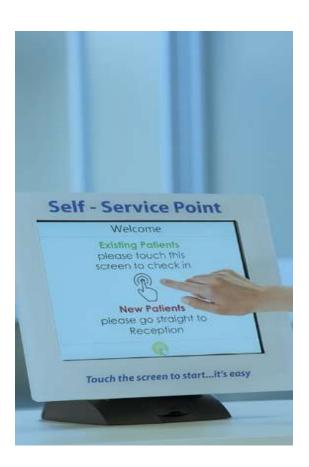
Software	Company	Phone	Website	Contact	Email
	Name				
Bp Allied	Best Practice Software	1300 40 1111	www.bpsoftware.net	Glen Germaine	support@bpsoftware.net
Bp Premier	Best Practice Software	1300 40 1111	www.bpsoftware.net		support@bpsoftware.net
Clinic to Cloud	Clinic to Cloud	(02) 8750 5808	www.clinictocloud.com.au	Rafic Habib	rhabib@clinictocloud.com
<u>Clinika</u>	Slinika.	0488 551 122	www.cliniko.com	Joel	joel@cliniko.com
Coreplus.	Coreplus.	1300 668 988	www.coreplus.com.au	Diana Younan	dianay@coreplus.com.au
Cutting Edge	Cutting Edge Software	1300 237 638	www.cesoft.com.au	Cathy Macmarquis & Lee Shayler	support@cesoft.com.au
eClaims	ACSS Health	02 9632 0026 ext 1	www.au.acsshealth.com	Michelle Romero	sales@acsshealth.com
ePractice.	ePractice	02 8005 7208	www.e-practice.com.au	Suparna Prakash	suparna@e-practice.com.au
Front Desk	SmartSoft	1800 18 18 20 ext. 924	www.smartsoft.com.au	Timothy Watson	timothy@smartsoft.com.au
Gensolve	Gensolve	0421 468 046	www.gensolve.com	Rob Woodland	rob@gensolve.com
Healthkit	Healthkit	1800 984 334	www.healthkit.com	Lachlan Wheeler	lachlan@healthkit.com
Hippocamp	Hippocamp	0450 649 990	www.hippocamp.org	Nick Batchelor	nick@hippocamp.org
MedicalDirector	MedicalDirector	1300 788 802	www.medicaldirector.com		gpsales@medicaldirector.com
Medilink	Medilink	0430 808811	www.medilink.com.au	Geoff Neill	gn@medilink.com.au
MediRecords	MediRecords	(02) 9906 3839	www.medirecords.com.au	Peter Birch	peter@medirecords.com
Medtech	Medtech	(03) 9690 8666	www.medtechglobal.com	Ben Le Gros	blegros@medtechglobal.com
Mmex	ISA Healthcare Solutions	(08) 6250 9129	www.isahealthcare.com	Jisun Lim	Jisun.Lim@isahealthcare.com
Optomate Touch (Optical)	Monkey Software	0418 313 012	www.monkeysoftware.com .au	Chris Monks	cmonks@monkeysoftware.com.au
OPIE (Orthotics & prosthetics)	OPIE Software		www.opiesoftware.com	Paul Ecusakowski	paulcpo@oandp.com
Power Diary	Power Diary	1300 755 184	www.powerdiary.com.au	Claire Spong	support@powerdiary.com
PPMP	PPMP	1300 784 908	www.ppmp.com.au	John McInerney	john@ppmp.com.au
Reception Star	Reception Star	0403 309 564	www.receptionstar.com	Tim Burgan	tim@recceptionstar.com
StatHealth	Stat Health	1300 00 STAT	www.stathealth.com.au	Carla Doolan	Carla.doolan@stathealth.com.au
Sunix	Sunix Computer Consultants P/L	02 8719 8988	www.sunixvision.com	Florence Sun	florence.sun@sunixevue.com.au
Whiteboard	Whiteboard	0429 020 188	www.whiteboard.clinic	William Radford	william.radford@whiteboard.clinic
ZedMed,	ZedMed	1300 933 000	www.zedmed.com.au	Greg Brownbill	gregb@zedmed.com.au

Learning Objectives:

2. Discuss benefits and features

Admin (Billing & Appointments)

- Appointments
 - group appointments
- Invoicing/Receipting
 - billing NDIS
- Banking
- Integration with Xero/MYOB
- Online appointments/SMS
- Patient portal/app
- Self check in option
- Contacts/Referrals
- etc



Clinical / Medical Record

- Progress notes
 - shortcuts/templates
- Letters
 - customise templates
 - voice to text
- Diagrams, photos
- Patient education
- Recalls, reminder
- Action lists
- etc



Software options:

ALLIED HEALTH	SOFTW	ARE PRO	DUCTS			
PRODUCT FEATURES	Bp Allied	Bp Premier	Clinic to Cloud	Cliniko	Cutting Edge Software	COREPLU
General						
Profession Specific?						
	One off OR					
	Subscription	1	\$100 Ex GST /			Monthly
Pricing - please describe how the pricing works	based*	licensing	HCP		Subscription	subscrip
Is a Free Trial available?	Yes	yes	Yes	Yes, 30 days	Yes	Yes
Is there a cost to transfer from another system?	Yes	yes	Yes	No	No	No
Do you offer free Initial Training?	Yes	yes	No	No, its not re	Yes	Yes
				24/5 + some help on		
Do you offer 24/7 support?	No	no	Soon	weekends	Yes	No
Technical			50011	Weekends	103	140
recimedi						
Is the product Cloud Based?	Yes/No	no	Yes	Yes	Yes	Yes
Are Daily backups taken?	Yes	ves	Yes	Yes	Yes	Yes
Is data stored in Australia?	Yes	ves	Yes	Yes	Yes	Yes
Is an Offline Version available (if needed)?	Yes	ves	No	No	No	No
Is the software compatible with any device (Phone/tablet/PC)?	No	no	Yes	Yes	Yes	Yes
Does the software run on both Windows and Mac OS?	Yes*	no	Yes	Yes	Yes	Yes
Is a patient portal/app available?	No	yes - beta	Yes	No	No	Yes
				Flexible, not		
Is the software customisable according to profession?	Yes	no	Yes	customisabl	Yes	Yes
Does it support multi site practices?	Yes	yes	Yes	Yes	Yes	Yes
Admin Features						
Does it support Group Appointments? (ie classes, group therapy etc)	No	no	Yes	Yes	No	Yes
Is Online Appointment Booking available?	No	yes	Yes	Yes	No	Yes
Does it integrate with MYOB Accounting?	Yes	no	No	No	No	Yes
Does it integrate with Xero Accounting?	No	no	Yes	Yes	Not currently	Yes
Does it work with Tyro Payment terminals?	Yes	yes	WIP	No	No	Yes
Does it work with Hicaps?	No	yes	NO	No	No	No
Does it integrate with Medicare?	Yes	yes	Yes	No	Yes	Yes
Does it integrate with NDIS?	No	no	NO	No	No	No
Does it allow direct Scanning & Importing of files into the patient record?	Yes	yes	Yes	Yes	No	Yes
Does it include a Recall and Reminder System?	Yes	yes	Yes	Recalls yes, reminder no.	No	Yes
Does it include SMS integration?	Yes	yes	Yes	Yes	No	Yes
Is there a Stock Control function?	No	no	Yes	Yes	No	Yes

Features & Benefits (and risks)

Feature

Cloud Based System



Benefits

- Accessible from anywhere
- Automated backups
- No local hardware costs

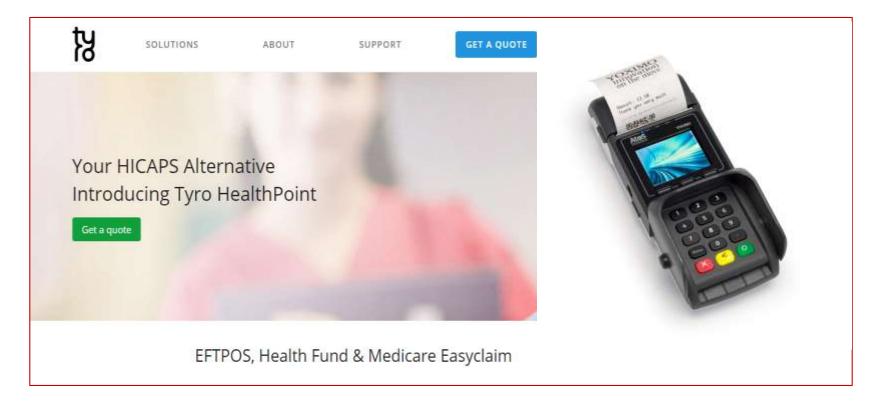
Potential Downside

- Network Speed
- Reliance on internet connection

How do you compare apples with apples?



Feature Selection:



Watch Tyro in action: https://www.tyro.com/health/allied/

Learn what software products are integrated: https://www.tyro.com/lp/eftpos-for-allied-health/

Key features:

- Pricing
- Platform (Cloud or on-site)
- Support (cost & availability)
- Ease of use
- Secure Messaging (electronic communication with other providers)
- Online Appointments
- Medicare Online & Health Fund Integration
- Clinical note-taking, user-defined templates, voice to text technology
- Customisable modules (according to profession)
- Reports
- Tablet use
- Diagrams
- My Health Record integration

Learning Objectives:

3. Design your system for prioritising individual practice needs and implementing changes



Identify and Prioritise Key Features

- 1. List the key features you require
- Categorise into 'Must Have' and 'Nice to Have' features
- 3. Prioritise the 'Must Have' features
- Assess the suitability of various software products



Sample Requirements List

'MUST HAVE' Feature	Priority
Online Appointments	1
Voice to text Dictation	2
Able to be used on a smart phone	3
User friendly interface	4
Cloud based	5

Sample Assessment Form

'MUST HAVE' Feature	Priority	Software Product A	Software Product B	Software Product C
Online Appointments	1	/	X	X
Voice to text Dictation	2	/	/	X
Able to be used on a smart phone	3	/	X	/
User friendly interface	4	/	/	/
Cloud based	5	X	/	X

Allied Health Provider - Software Selection Assistance Tool

Feature	Priority	Software A	Software B	Software C	Software D	Software E
0.						

- 1. Identify the top 10 'must have' features you require from your software product and list them in the 'Feature' column.
- 2. Assign a priority to each of the 10 features in the 'Priority' column.
- 3. List 2-5 software products across the top of the page in the cells marked A, B, C, D, E.
- 4. Record a tick or cross for each feature/product combination to determine the availability or suitability of the feature for your practice.
- 5. Tally the list of ticks for each software product at the bottom of the page in the 'Total' row, resulting in a score for each product.

Download selection tool

Software options:

ALLIED HEALTH	SOFTW	ARE PRO	DOUCTS		Cutting								Mencall	A.		-						17.		4
PRODUCT FEATURES	Bp Allied	Bp Premier	Clinic to Cloud	Cliniko	Edge Software	COREPL US	eCtaims	PRACTIC E	FRONT DESK	Gensolve	Healthkit	HIPPOC AMP	irector Clinical	Medifink	Medireco rds	Mnes	OPTOMA TE	OPIE	POVER DIARY	РРМР	Stat Health	SUNIX	VHITEBO ARD	ZedMe
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another system?	Vea	yes	Yes	No	No	No	No.	Yea	799	chargeable	No"	Não	ges	Yes	561	Yes	Yes 6 No		No.	No	Year.	TEC	TBD	Yes
Do you offer free Initial Training?	Yes:	381	No	No, its not te	Yes	Yes	Yes	Yes	Sec.	No-Small Us	Yes	Yes	P1	No	985	Yes	Ves		Yes	Yes	Yes"-	TBC	Yes'	No
				2445 - some				support																
Do you offer 24/7 support?	No	no	Soon	help on weekends	Yes	No	Vec	SAM-SPM AEST	No	Yes	Yes	Yes	10	Yes	no.	No	Ven		Yes	Yes	Yes	TEC	Yes	No
Technical		100	2000	Principles:	1000	1		2000	7 V 2	100	100	170	100	100		100	100		170	100		100	100	140
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Are Daily backups taken?	Ves	yes	Yes	Yes	Ves	Yes	Yes	Ves	Ves	Yes	Yes	Yes	905	Yes	yes	Yes	Yes		Yes.	Yes	See hardware		Not required	No
s data stored in Australia?	Yes	185	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	905	Ves	yes	Yes	Yes		Yes.	Yes	-AAAAAAAAA	Yes	Yes	Yes
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Does the software run on both Window	Yes"	no	Yes	Yes	Yes	Ves	Yes	Windows 6	Yes	No	Yes	Yes	no	Yes*	yes:	Yes	No		Yes.	Yes	Yes	Yes	Yes	only
s a patient portal app available?	Ner	get-beta	Yes	No	No	Vec	60	No	No	Yes	Yes*	No	nö	Due for relea	ges	developmen	No		Yes	No	No	TRC	No	No
Lateral Control of the Control	and the	Levi Control	4570	Flexible, not		No.	Yes billing.	March 1	acc.	600	Acres 1	Marie .	20	4604	22	September 1	465		100	Acc. 1	March 1	40.4	600	1000
a the software costomesable according		80	Yes	eastomisabl		Yes	No cinical	Yes	700	Yes	Yes*	Yes	10	Yes	102	Yes	Yes.		Ves:	Yes	Yes	Ves*	No	Yes
Does it support multi site prectices?	760	502	Yes	Ves	Yes	Yes	Vest	Yes	Yes.	Yes	Yws	Yes	pr	Yes	Ann.	Yes	Yes		Yes.	Yes	Yes	Yes	Yes	Yes
Admin Features	-					000	No	OC.	14.	100	100	40.	100	200		0.00			100	200	Table 1	The same	100	200
Does it support Group Appointments?		no.	Yes	Yes	No.	Ves	100	Yes	Yes.	Yes	Yes	Ves	tio	Yes	-	Yes	No		Yes.	Yes	TEC	Yes.	No	No
s Crâne Appointment Booking evallel		yer	Yes	Yes	No	Yes	Pending	Yes	Yes	Yes	Yes	Mo	gez.	Due for roles		No	Van		Vecs.	Yes	Yes	Yes	No	Year
Does it integrate with MYOB Accounts	100	no	No	No	No	Ves	Pending.	Marcual	No.	No	harogress		10	Yes	no	Yes"	Yes		No	Yes	Yes	Yes	No	No
Does it listegrate with Xiero Accounting	nen .	no	Yes	Yes	Not currently		Fending	Yes	Due for rele		Yes	No	10	_	NO.	Yest	Yes		Yes.	Yes	Yes	Yes	No	No
Does it work with Tyro Pagment termin	Tes	yes:	VIP	No	No	Ves	Pending	No	Yes	Yes	Yes	No	gest	Ves		developmen Under	Yes		No.	Yes	Yes	No	No	Yes
Does it work with Hospit?	No:	ges:	NO	No	No	No	Fending.	Yes	Yes:	Year	harogress	No	362	Yes		developmen	Vec.		No	Yes	Healthpoint	Yes	No	No
Does it integrate with Medicare?	Yes	NA.	Yes	No	Vec	Vez	Ves	Yes	Yes	Yes	Yes	Yes	ges -	Vex	1940	Yes	Yes		Yes.	Yes	Yes	Yes	No	Yes
E		7	100	83		li i	200		0			307		Giri		10)	000			200	535	0	680	277
Does it integrate with NDR2	No	790	NO	No	No	140	No	No	No	No	Yes	No	PO	in developme	no.	No	No		No:	No	TBC	No	No	No
Does it allow direct Scanning It Imports	Yes	365	Yez	Yes	No	Yes	Yes	Yes	Yes	Yes-	Yes	No	305	Yes	yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes
Does it include a Recall and Reminder	Van	Sec.	Yes	Paceta yea, reminder no.	No	Yes	***	Yes	Yes:	Yes	Yes	Ves	mr.	Yes	yec .	Yes	Ven		Yes	Yes	Ver-	Ver	No	Yes
Does it include SMS integration?	Yes	ues:	Yes	Ves	No	Yes	34.0	Yes	Yes'	Yes	Yes	Yes	gent .	Vex	Sec.	Yes	Yes		Yes	Yes	Yes	Yes	No.	Yes
is there a Shock Control kynotion?	Mn	no	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	97	Planted	no.	Yes	Yes		No.	Yes	No	Yes	No	No
Does it include Involcing?	Vec	ses	Yes	Vec	Yes	Ves	ges	Ves	Vec	Yes	Yes	Vec	unit.	Vec	UM-S	Yes	Vec		Ves	Yes	Yes	Ves	No	Yes
U 10000000 0000 - UU	-	363	1.50	169		1183	200	100	165	1755	177	77.	gen	165	San-	Crider	175		TVS	100	100	165	100	100
Does it include Espense Management	Yes .	no-	No	Yes	No	Yes	10	No	No.	Yes	Yes	No	50	Nin	no.	developmen	Ves		Mex.	No.	No	Yes:	No	No
Can report templates be Customized?	Yes	gen	SVIP	No	Yes	Vet	per	Yes	Your:	Yes	Yes	No	per	Mediink cur	ger .	Yes	Vac		Yex"	No	Yes	Yes	Yes.	Yes
is the admin reporting ourtomicable?	Yes	ger .	No	No	Yes:	Vez	2(0)	No	Yes	Yes	Yes	Yes	200	Medink cur	entighave a l	Yes	Yes		Yes*	No.	Yes	Yes	Yes	Yes
Opes it currently offer Klost Sell Chec	No	Yes	APP Check	No	No	160	Pending	Yes	No.	No	Ingrogress	No	ges	No but place	ed	No	740		No.	Yes	No	Yes	No	Yes
Dinical Features																								
Secure Messaging Wegration	Yes	ges.	Yes	No	No	Vet	Yes	Yes	Yes	Yes	Yes	Ves	per l	Vest	7	Yes	Yes:		No.	Yes	Peningrelea	Pending	Yes'	Yes
Referral and Contacts Management	Yes	yes:	Yes	Yes	Yes	Yes	Yes	Yes	Yes.	Yes	Yes	No	ges.	Yes	yes.	Yes	Yes		Vec.	Yes	Yes	Yes	Yes	Yes
Customisable Assessment/Progress	Yes	yes	Partially	Yes	No	Yes	Mo	Yes	Yes	Yes	Yes	Yes	346	Yes	gec	Yes	Yes		Yes	Yes	Yer	Yes	Yes	No
Clinical Coding of diagnosis	No	yes	No.	TBD	No	No	No	Yes -	Yes.	Yes	Yes	Ves	905	Nio	ues:	Yes	No		100	Yes	Yes	Ves	Ves	Yes
Dustomisable letter templates	Yes	Sec.	Yes	Yes	No	Yes	905	Yes	Yes	Yes	Yes	Yes	915	Yes	uks.	Yes	Yes		Yes	Yes	Yes	Yes	No	Yes
Diagrams/Annotatable body parts	Yes	98.5	Yes	Very sport	No	Yes	No	Yes	Yes	Yes	Yes	No	205	Supplied by v	yes	Yes	Yes		No.	Yes	Yes	Yes	No	Yes
STATE OF THE PROPERTY OF THE PARTY OF THE PA		100	1000	A COLUMN TO A STATE OF THE PARTY OF THE PART	4175	AAAA.	0.00	1000	100	4025	41.00	0000	215	4-20-03-03-3	200	ACCURATION NAMED IN	4000		14.00	10000	A CONTRACTOR OF THE PARTY OF TH	10000	ALC: N	4000

Software Selection:

	Feature	Priority	Software Product	Software Product	
			Α	В	C
1.	Cost				
2.	Communicating with other				
	providers				
	(Secure Messaging)				L
3.	Claiming: Medicare				
	billing/HiCaps/NDIS				L
4.	Portability (access from anywhere				
	and any device)				L
5.	Customisable according to				
	profession				_
6.	Contact and Referral Management				
7.					
8.					
9.					
10.					
Total					

Allied Health Provider - Software Selection Assistance Tool

Feature	Priority	Software A	Software B	Software C	Software D	Software E
•						
0.						

- 1. Identify the top 10 'must have' features you require from your software product and list them in the 'Feature' column.
- 2. Assign a priority to each of the 10 features in the 'Priority' column.
- 3. List 2-5 software products across the top of the page in the cells marked A, B, C, D, E.
- 4. Record a tick or cross for each feature/product combination to determine the availability or suitability of the feature for your practice.
- 5. Tally the list of ticks for each software product at the bottom of the page in the 'Total' row, resulting in a score for each product.

Download selection tool

Example priority list:

- 1. Accessible while mobile
- 2. Book appointments, and have these display in a daily / weekly calendar preferably that links with iPhone
- 3. Record daily activities (phone calls, emails, meetings attended etc.) in individual client records (in 5/6 min blocks) eg single touch timer with ability to add notes later (needs to be editable).
- Convert activities into billable hours
- Record tasks that need to be completed
- Record clinical notes in individual client records
- 7. Record referral source & other client details (client details to transfer between all applications)
- 8. Bill directly to the NDIS portal
- 9. Attach documents and emails, or email from within the system and have the system retain a copy of this email.
- 10. Document creation e.g. after creating a Service Agreement within the system you can view online or print; letter template/s, with ability to auto load client details to docs.
- 11. Record total package amount for each client, and track billing against this amount (see Available funds / funds used, at a glance)
- 12. Allow for block funded and individual funded clients
- 13. Interface with an accounting package



Try before you buy

- Define your questions for the vendor
- Ask the vendor for reference sites (same profession)
- Trial before you buy



Learning Objective:

4. Develop a planned approach to increasing use of clinical and practice management software



Planned Approach to Increasing Use

- Plan the introduction of new functions that will bring benefit
- Monitor progress
- Communicate successes with your team!

Take one step at a time!



Katrina's last tips

- Talk to others in your profession who like technology
- Train all staff on software and new processes
- Identify 'Super Users' to assist other staff
- Include software training in staff induction
- Think of technology as an investment in your business, an an investment in yourself.

Next Webinars:

Webinar 2: Contacts and Referrals – 19 June 2017 7.30pm EST

Webinar 3: Clinical note-taking – 25 July 2017 7.30pm EST

Webinar 4: Digital Health – 24 August 2017 7.30pm EST

For future Webinar info, registrations, recordings and free resources:

www.ahpa.com.au



www.trainitmedical.com.au



Resources:

AHPA: www.ahpa.com.au

TRAIN IT MEDICAL (Katrina Otto): www.trainitmedical.com.au

Free resources for allied health: http://trainitmedical.com.au/allied-health-providers-free-resources

Presentation from 2016 Allied Health Roundtable event: http://trainitmedical.com.au/wp-

content/uploads/2017/02/Train-IT-Medical-presentation-from-Allied-Health-round-table-7-December-2016-

Katrina-Otto.pdf

TYRO:

Watch Tyro in action: https://www.tyro.com/health/allied/

Learn what software products are integrated: https://www.tyro.com/lp/eftpos-for-allied-health/

DIGITAL HEALTH:

Australian Digital Health Agency Allied Health Provider Digital Health Checklist: http://trainitmedical.com.au/wp-

content/uploads/2017/02/Allied-Health-Provider-Checklist-20161010.pdf

My Health Record free online training modules: https://training.digitalhealth.gov.au/login/index.php

PRIMARY HEALTH NETWORKS:

http://www.health.gov.au/internet/main/publishing.nsf/content/primary health networks

See you soon! Katrina Otto

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