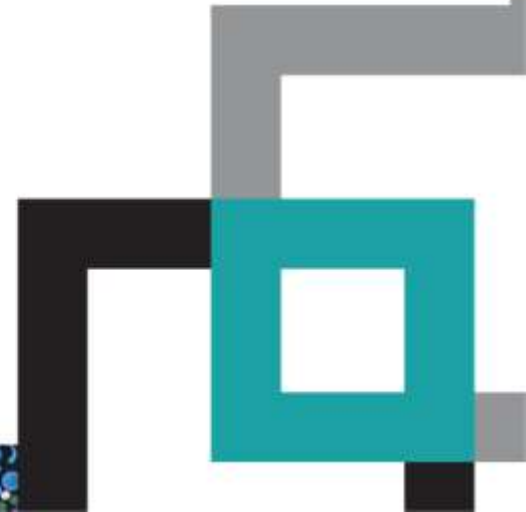


Design your Paperless Practice Improvement Plan

For South Western Sydney PHN

Presented by:
Sue Cummins, Senior Trainer
Train IT Medical Pty Ltd
www.trainitmedical.com.au



Standard 1.3 “Expect to Share”

“Health Professionals should
expect to share their health information
with colleagues and with patients to
facilitate safe and effective health care”

RACGP Quality Health Records in Australian Primary Healthcare



Save chasing, faxing and scanning. Look on My Health Record!

Approx 90% of your patients now have a My Health Record

A screenshot of a patient record form. The form includes fields for DOB (15/03/1979), Gender (Male), Occupation, Record No., ATSI (Aboriginal), Pension No., Ethnicity (Australian Aboriginal), Smoking Hx (Smoker), and IHI No. (8003 6081 6669 0511). A red box highlights the MyHealthRecord field, which contains the text "Exists with access permission as of 26/02/2017". A red arrow points from this field down to the My Health Record button in the second screenshot.

A screenshot of a patient record view for Mrs Gert Fourie. The record shows Name (Gert Fourie), D.O.B. (10/10/1979), Age (36 yrs), Sex (Male), Address (1 Xanthorrhoea Trk Chemsid West 4032), Phone, Mobile (0425 583 333), Work, Medicare No. (2950143711 - 1), Record No., Pension No., Comment (5 patients with same name), Occupation, Tobacco (Smokes 10 cigarettes/day), Alcohol, Elite sports, Ethnicity (Australian), and Advance Health Directive. A red arrow points from the MyHealthRecord field in the first screenshot to the "My Health Record" button in this screenshot.

[Learn more](#)





Success stories

“I no longer fax our patient’s health summaries, when the hospital calls I just tell them it will be on the patient’s **My Health Record** and to have a look”.

Cara Young (RN) Practice Manager, Surf Beach Surgery, Batemans Bay

Get results from My Health Record. Less chasing, faxing & scanning!

My Health Record Document List - Mr Caleb Derrington

DocumentType: Show last 3 months only

Exclude Medicare documents Exclude prescription and dispense records Exclude superseded or removed documents


Current filter: Excluding Medicare documents; Excluding prescription and dispense records; Excluding superseded or removed records

Document Date	Service Date	Document	Organisation	Organisation Type
22/11/2017		Medicines View		Local Government Healthcare Administration
22/11/2017		Event Summary	Medical Center	Local Government Healthcare Administration
22/11/2017		Shared Health Summary	Medical Center	Local Government Healthcare Administration
03/04/2017		Shared Health Summary	Medical Center	General Practice
03/04/2017		e-Referral	Medical Center	General Practice
03/04/2017		Specialist Letter	Medical Center	General Practice
03/04/2017		Discharge Summary	Medical Center	General Practice
27/03/2017		Pathology Report	Sullivan Nicolaides Pathology	Pathology and Diagnostic Imaging Services
27/03/2017		Diagnostic Imaging Report	Imaging Queensland	Pathology and Diagnostic Imaging Services
17/03/2017		Diagnostic Imaging Report	Wesley Medical Imaging	Pathology and Diagnostic Imaging Services
17/03/2017		Pathology Report	Mater Pathology	Pathology and Diagnostic Imaging Services
10/03/2017		Pathology Report	Pathology Queensland	Pathology and Diagnostic Imaging Services
10/03/2017		Diagnostic Imaging Report	Brisbane Diagnostics	Pathology and Diagnostic Imaging Services
01/03/2017		Diagnostic Imaging Report	Queensland Diagnostic Imaging	Pathology and Diagnostic Imaging Services
01/03/2017		Pathology Report	QML Pathology	Pathology and Diagnostic Imaging Services



Fast, integrated access to information eg MBS & AIR

Medicare Services - MBS and DVA Items



Date	Number	Description	Service Provider	In Hospital?
26 Oct 2018 11:00+1100	0069333	Urine Examination	IAN CHAMBERS	No
26 Oct 2018 11:00+1100	0000023	CONSULTATION AT CONSULTING ROOMS - LEVEL 'B'.	CAROLINE ROGERS	No
19 Oct 2018 11:00+1100	0055113	M-MODE and 2 DIMENSIONAL real time Echocardiographic examination of the Heart from	GEORGE RUDAN	No
19 Oct 2018 11:00+1100	0010910	COMPREHENSIVE INITIAL CONSULTATION - PATIENT IS LESS THAN 65 YEARS OF AGE	COLLEEN SKIFFINGTON	No
18 Oct 2018 11:00+1100	0000036	CONSULTATION AT CONSULTING ROOMS - LEVEL 'C'.	CAROLINE ROGERS	No
18 Oct 2018 11:00+1100	0073070	HPV test for Cervical Screenina - liquid based specimen.	IAN CHAMBERS	No

Medicines Preview

Available medicines in this My Health Record - sorted by Date
22 Nov 2017

Caleb **DERRINGTON** DoB 15 Jun 1933 (84y) SEX Male IHI 8003 6080 0004 5922

[Allergies and Adverse Reactions](#)
Penicillin, Penicillins

[Medicines Preview](#)
22-Nov-2017 (now)

[Shared Health Summary](#)
22-Nov-2017 (now)
Author: Dr Terrance Walker
[Own Organisation](#)
tel:0455555555

No Discharge Summary found

[\[Back to top\]](#)
[\[<<\] First](#)
[\[>>\] Previous](#)
[\[Help\]](#)

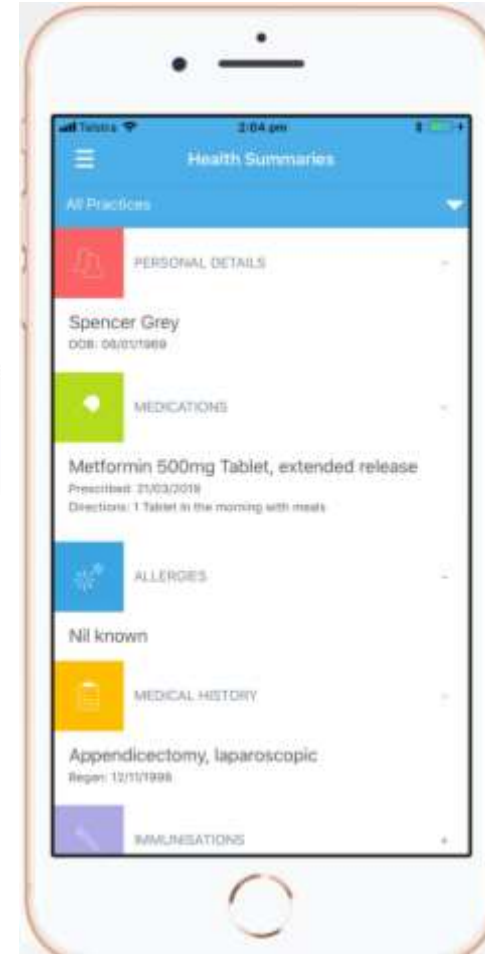
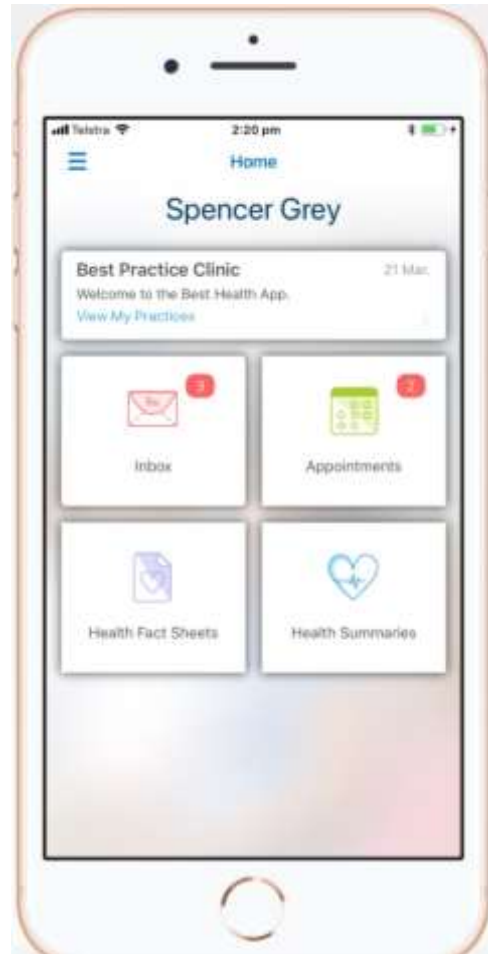
Medicines Preview - Latest Documents - sorted by descending event date.
22-Nov-2017 (now)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary by Own Organisation	22-Nov-2017 (now) changed		Monodur 120mg Tablet	1 Tablet Daily for 0
Shared Health Summary by Own Organisation	22-Nov-2017 (now)		Actonel EC 35mg Tablet	1 Tablet Once a week for 0
			Avanza 30mg Tablet	1 Tablet Before bed for 0
			Avapro HCT 300/12.5 300mg;12.5mg Tablet	1 Tablet Daily for 0
			Crestor 20mg Tablet	1 Tablet Daily for 0
			Madopar 200mg;50mg Tablet	1 Tablet Three times a day for 0
			Monodur 120mg Tablet	1 Tablet Daily for 0

Navigation panel
Provides access to each section within the view and also to the most recent Shared Health Summary and Discharge Summary (if available).
The blue underlined hyperlinks can be used to navigate between the sections



Paperless reminders & education – BEST HEALTH APP



Data Quality Checklist for all 'active' patients

1

Demographics – are the contact details up-to-date?

- Double-click on the patient's telephone number to check and update details

2

Medication List – is the Current Meds List accurate?

- Right click to delete/cease medications no longer relevant [they can then be found in the Old/Past Scripts thereafter]
- If none, tick No medications

3

Past History List – does it contain only significant conditions that a hospital or specialist would need to know?

- Right click to edit, delete or add new
- If none, tick No significant past history (PMH) box

4

Allergies – have you also recorded adverse reactions?

- Double-click in allergies box and Add, Edit, Delete
- If none, tick No Known Allergies/Adverse Reactions/Nil Known

5

Immunisations – have immunisations been recorded?



[Download the 'Data Quality' Checklist](#)



“Once improved, the database becomes a jewel in your crown resulting in better health and financial outcomes for the practice.

I believe once in the right frame of mind, improving database quality and completeness easily integrates into the daily use of your medical software.”

Dr Indran Rajendra, Bundanoon



PIP QI – Eligible data set - Improvement measures

1. Proportion of patients with **smoking** status recorded
2. Proportion of patients with **alcohol** status recorded
3. Proportion of patients with **weight** classification
4. Proportion of patients with up-to-date **cervical screening**.
5. Proportion of patients with **diabetes with blood pressure recorded**
6. Proportion of patients with **diabetes with current HbA1c result**
7. Proportion of patients with **diabetes immunised against influenza**
8. Proportion of patients **COPD & immunised against influenza**
9. Proportion of patients **over 65 immunised against influenza**
10. Proportion of patients with **necessary risk factors to enable CVD assessment**

'The data' [coding]

Past History

Date: [] / [] / 2013 5/12/2017

Condition: Total knee replacement

Condition list:
Total knee replacement
Total knee replacement revision

Filters:
 Left Right Bilateral
 Acute Chronic
 Mild Moderate Severe
 Active Inactive
 Provisional diagnosis

Fracture:
 Displaced Undisplaced
 Compound Comminuted
 Spiral Greenstick

Further detail:
Dr Mary Smith - St George Hospital

Send to My Health Record
 Confidential
 Include in summaries

Save Cancel

BEST TIP!!

Add detail/comment
eg Care team involved

ONLY for Chronic conditions & significant active or inactive 'events' eg cabg

Edit History Item

Year: 2017 Date: 05/10/2017

Condition:
 Pick from list (coded)
CKD (Chronic Kidney Disease) Stage 2
CKD (Chronic Kidney Disease) Stage 2

Free text (uncoded)

Left Active problem
 Right Confidential Summary

Comment:
Under care of Dr Rayna Simpson, Renal Physician

OK Cancel

Configuration Options

Main screen → Tools

Options → Progress notes tab

A screenshot of the "Options" dialog box in a medical software application, specifically the "Progress notes" tab. The dialog has a tabbed interface with the following tabs: Network, Links, Prompts, Clinical, History, Examination, Drug/Patient Support, Devices, PKI, RSD, Recall, General, Prescribing, Progress notes (selected and highlighted with a red box), Practice, Lists, and Investigations. Under the "Default values" section, there are three dropdown menus: "Font Name" set to "Arial", "Size" set to "10", and "Visit Type" set to "Surgery Consultation". Below this is a list of checkboxes for various settings. A red arrow points from the "Record progress notes" checkbox to the "Save in Past Medical History" checkbox. At the bottom, there is an "Auto-capitalise names" checkbox, "Save", and "Cancel" buttons.

Network	Links	Prompts	Clinical	History	Examination
Drug/Patient Support		Devices	PKI	RSD	Recall
General	Prescribing	Progress notes	Practice	Lists	Investigations

Default values

Font Name: Size:

Visit Type:

Record progress notes → Save in Past Medical History

Prompt to save progress notes Record consultation time

Record progress notes prompt Hide consultation timer

No generated notes Prompt for Medicare item no.

Disable Visit Types Prompt to confirm Visit Type

Autosave notes every seconds

Use Rich text when saving medication reviews in progress notes

Auto-capitalise names

Save Cancel

Your preferences



User preferences [Close]

User name:

Today's notes font:

Usual visit type:

Default temperature site:

Initial focus in Observations window: Pulse Sitting BP

<input type="checkbox"/> Allow blank notes	<input type="checkbox"/> Show 'Non visits' in Past Visit list
<input checked="" type="checkbox"/> Prompt if no notes recorded	<input checked="" type="checkbox"/> Display Outstanding requests in patient record
<input type="checkbox"/> Enforce entry of Reason for Visit when closing patient record	<input type="checkbox"/> Use bold font for Allergies and On screen comment
<input checked="" type="checkbox"/> Prompt for Reason for Visit when closing patient record	<input checked="" type="checkbox"/> Load PMH favourites on opening New PMH window
<input type="checkbox"/> Don't start timer on opening record.	<input type="checkbox"/> Expand Current Rx and PMH in tree view
<input type="checkbox"/> Don't record visit length.	<input checked="" type="checkbox"/> Separate PMH into Active and Inactive in tree view
<input checked="" type="checkbox"/> Reason for visit at top of notes	<input type="checkbox"/> Expand Inactive PMH in tree view
<input type="checkbox"/> Use SOAP headings for History and Examination	<input checked="" type="checkbox"/> Open the PMH window with the cursor in the date field
<input type="checkbox"/> Load SOAP headings on opening notes	<input type="checkbox"/> Popup Preventive Health list when opening patient record
<input checked="" type="checkbox"/> Display a My Health Record prompt in the Reminders box	<input checked="" type="checkbox"/> Mark new PMH to be included in Shared Health Summaries
<input checked="" type="checkbox"/> Send reminder for influenza vaccination	

Diagnosis window:

<input checked="" type="checkbox"/> Always 'Add to Past history'	
<input checked="" type="checkbox"/> Always 'Save as Reason for Visit'	

Reason for Visit window:

<input type="checkbox"/> Always 'Add to Past history'	
-------------------------------------------------------	--

Procedure window:

<input checked="" type="checkbox"/> Always 'Add to Past history'	
<input checked="" type="checkbox"/> Always 'Save as Reason for Visit'	

Past History window:

<input checked="" type="checkbox"/> Always 'Save as Reason for Visit'	
-----------------------------------------------------------------------	--

- ➔ Main screen
- ➔ Setup
- ➔ Preferences



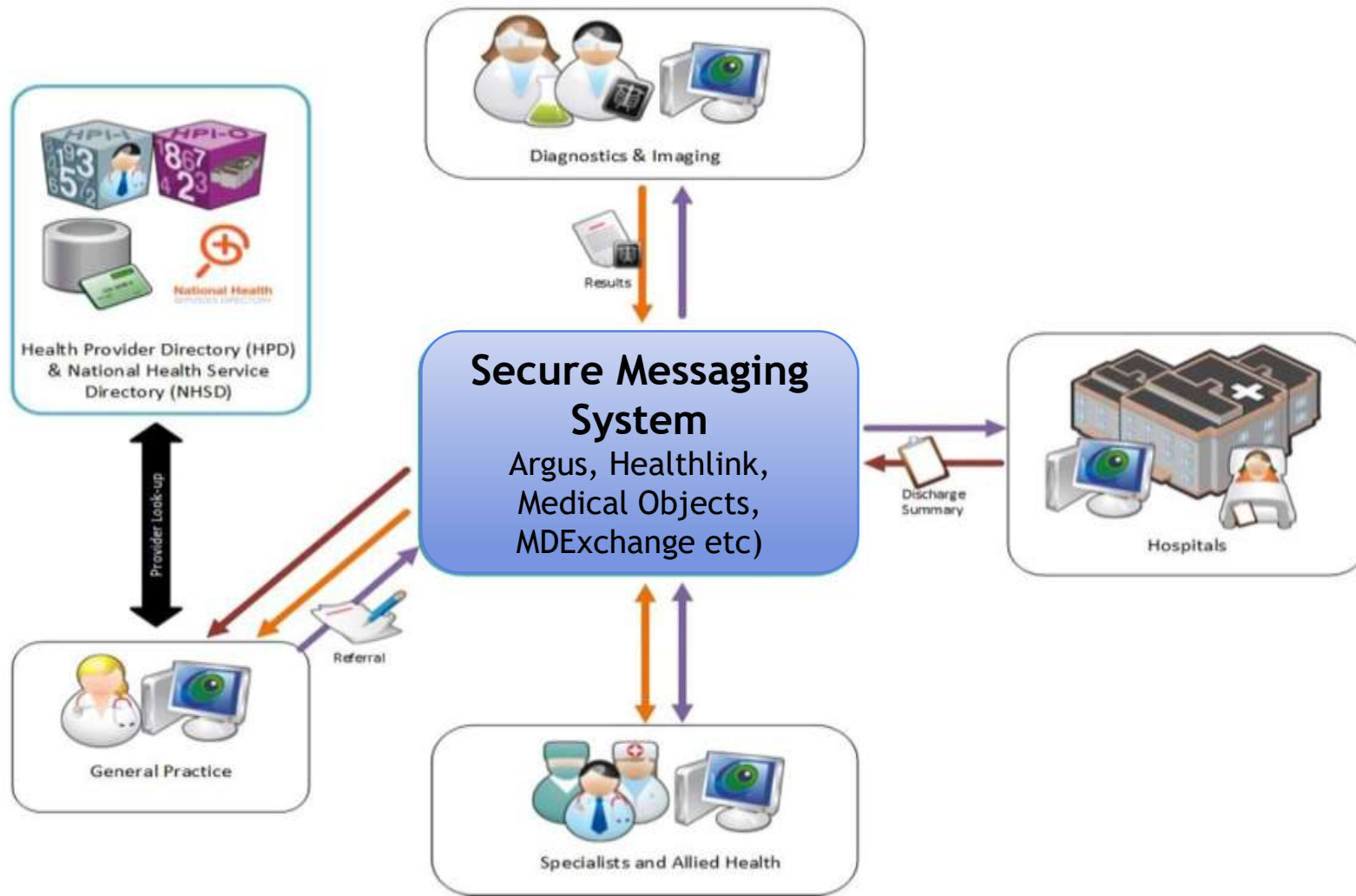
Letterwriting: Use Shortcuts & Secure Messaging

eg. We prefer to communicate electronically.

We use [insert secure messaging provider & details]



Environmentally responsible, private AND a huge time-saver.



Secure exchange of patient information between healthcare providers

Secure Messaging

- ✓ Patient **privacy** is maintained
- ✓ Can **send** and **receive** from clinical software
- ✓ **Cheaper** than faxing or standard mail
- ✓ More **secure** than email
- ✓ Eliminates **paper** copies
- ✓ Improved efficiency as data sends immediately
- ✓ Electronic **audit trail**



Adding contacts

Add details to MD Address Book

- Argus
- Healthlink
- MDEXchange

Addressee Details - Person

Person

Title Firstname

Surname

Greeting

Category

Provider No.

Address

Line 1

Line 2

Line 3

Suburb Postcode

Email

Identifiers

HPI-I Company

HealthLink EDI

Contact

Work Fax A/H

Mobile Pager

Notes

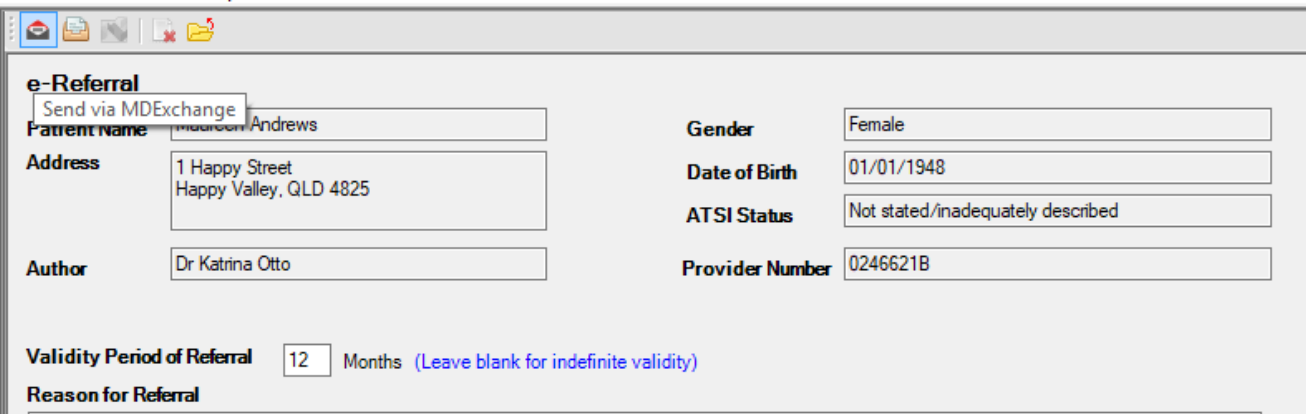
Auto-capitalise

Save Cancel

Secure Messaging

MedicalDirector Clinical 3.18a - [Letter Writer - Maureen Andrews]

File Window Help



e-Referral

Send via MDEExchange

Parent Name: Maureen Andrews

Address: 1 Happy Street, Happy Valley, QLD 4825

Author: Dr Katrina Otto

Gender: Female

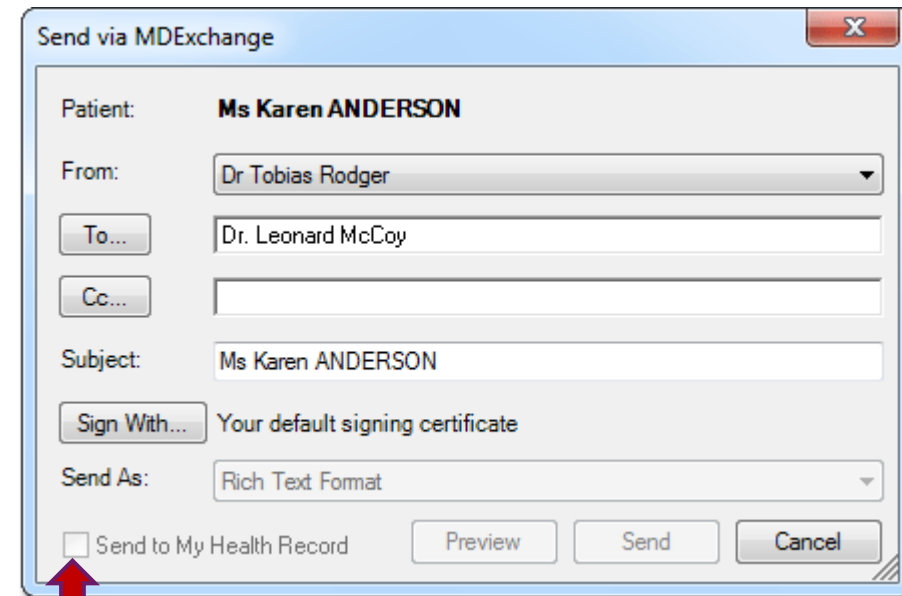
Date of Birth: 01/01/1948

ATSI Status: Not stated/inadequately described

Provider Number: 0246621B

Validity Period of Referral: 12 Months (Leave blank for indefinite validity)

Reason for Referral



Send via MDEExchange

Patient: Ms Karen ANDERSON

From: Dr Tobias Rodger

To: Dr. Leonard McCoy

Cc:

Subject: Ms Karen ANDERSON

Sign With: Your default signing certificate

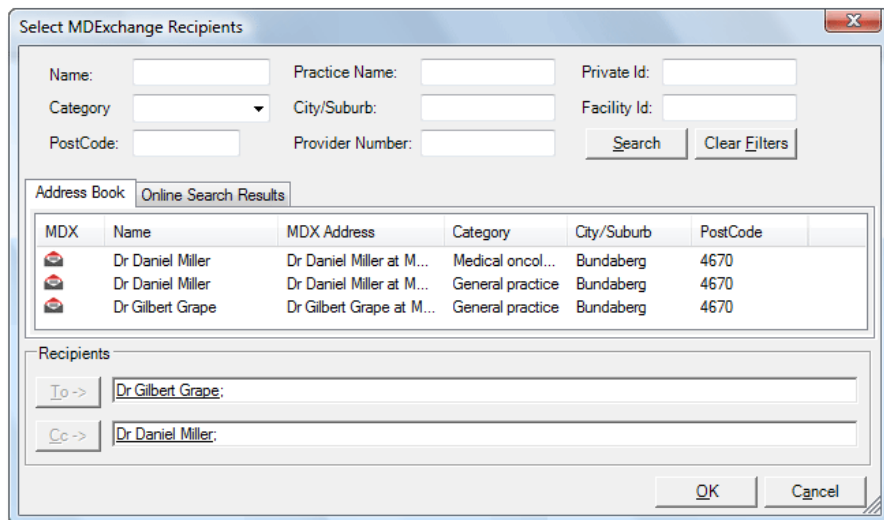
Send As: Rich Text Format

Send to My Health Record

Preview Send Cancel



Once setup and envelope symbol displayed simply doubleclick on name and OK.



Select MDEExchange Recipients

Name: Practice Name: Private Id:

Category: City/Suburb: Facility Id:

PostCode: Provider Number: Search Clear Filters

Address Book Online Search Results

MDX	Name	MDX Address	Category	City/Suburb	PostCode
	Dr Daniel Miller	Dr Daniel Miller at M...	Medical oncol...	Bundaberg	4670
	Dr Daniel Miller	Dr Daniel Miller at M...	General practice	Bundaberg	4670
	Dr Gilbert Grape	Dr Gilbert Grape at M...	General practice	Bundaberg	4670

Recipients

To -> Dr Gilbert Grape:

Cc -> Dr Daniel Miller:

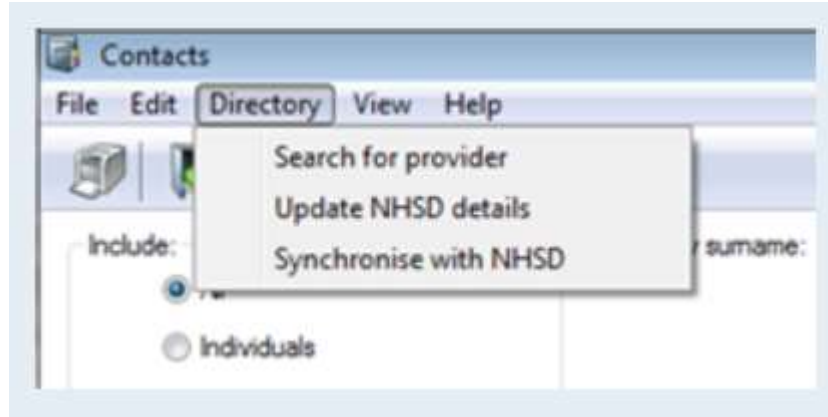
OK Cancel



MedicalDirector®



Adding contacts



Add details to BP Contacts

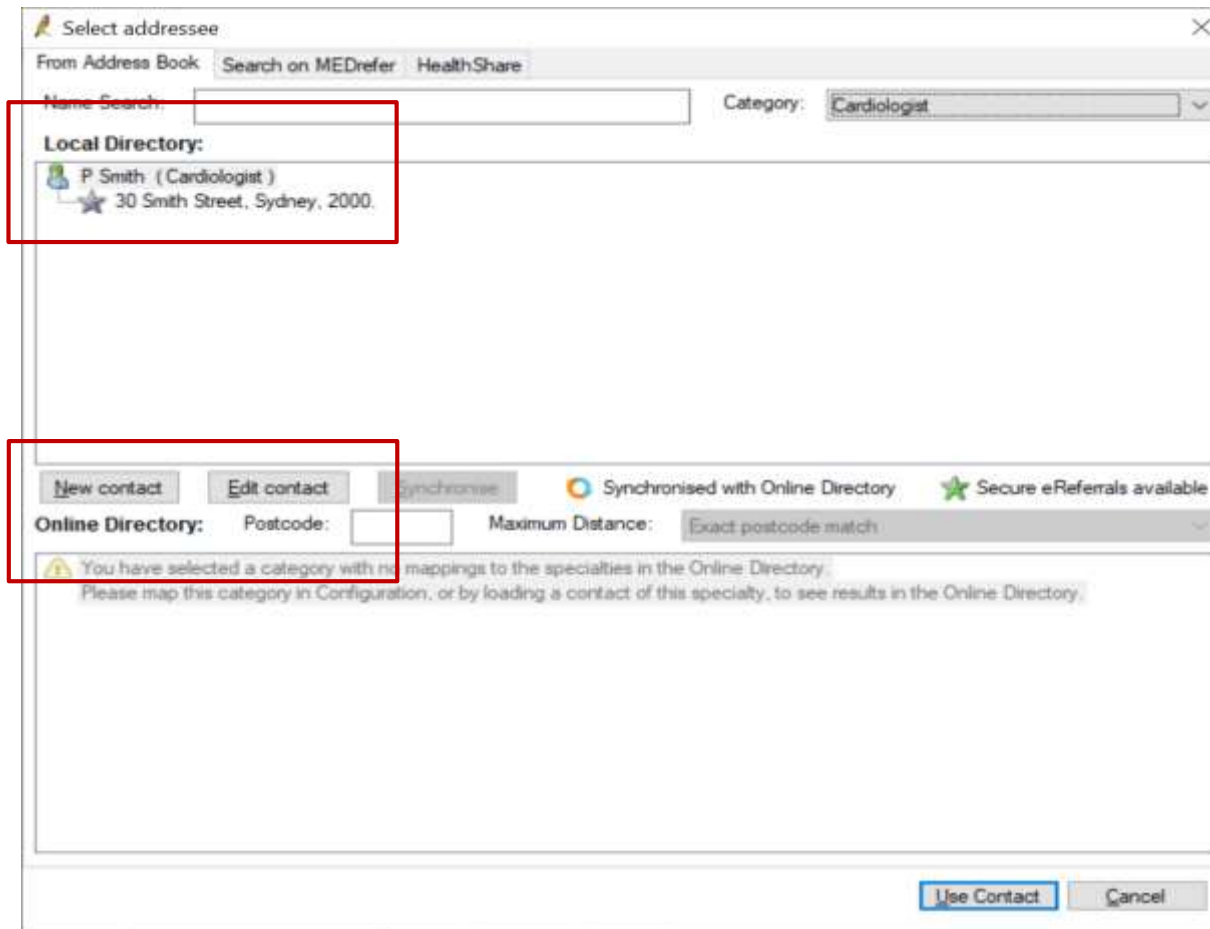
- Argus
- Healthlink

A screenshot of the 'Contact details' dialog box. The 'Individual' radio button is selected. The form contains the following fields:

- Title: Mr (dropdown)
- First name: Arthur
- Surname: Johnston (with a 'Select' button)
- Greeting: Arthur
- Category: Psychology (dropdown)
- Addresses: A table with columns for Address, Phone, and Fax. The address is '128 High Street, South Melbourne, 3205' and the phone is '03 9321 1234'. There are 'Add', 'Edit', 'Delete', and 'Import' buttons.
- Mobile phone: (empty)
- Pager: (empty)
- A/H phone: (empty)
- Provider No.: (empty)
- Health Identifier: (empty)
- PKI key ID: (empty)
- Attach HeSA Certificates: (button)
- Skype: (empty)
- Email: laurence.test2@argusconnect.com.au
- Messaging provider: Argus (dropdown)
- Web site: (empty)
- Account ID: (empty)
- Comment: (empty text area)

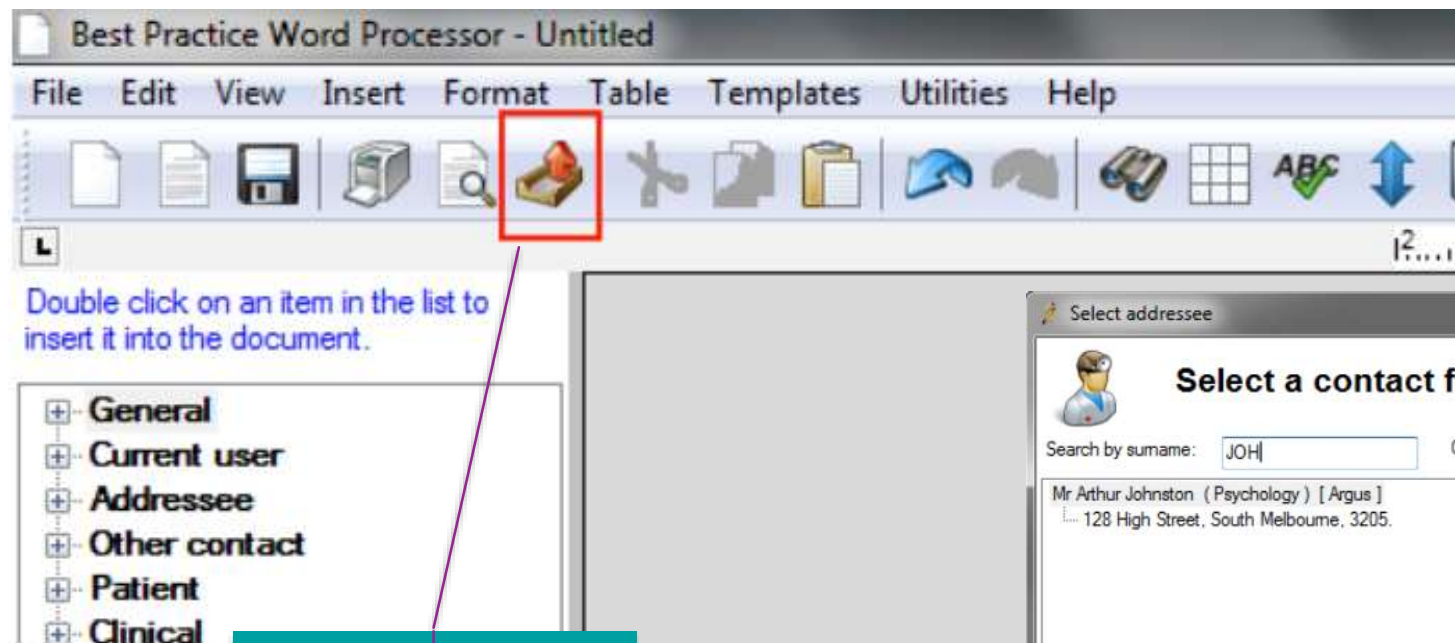
At the bottom, there is a checkbox for 'Available to assist at operations' and 'Save' and 'Cancel' buttons.

New - Online and local contacts/directories



Indicates the contact is able to receive eReferrals

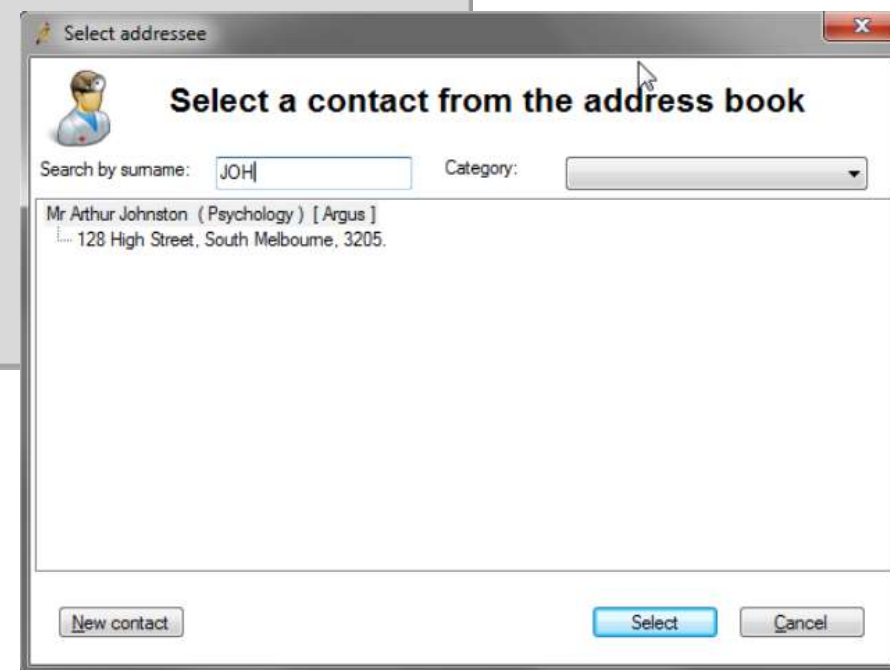
Sending Documents



Send Via
HL7 File



Indicates CDA Capable



Receiving Documents

Open Your **Inbox** or **Holding file**



SMS, eFax and Email

- ✓ **SMS** (text messaging) is a useful and efficient method of sending appointment reminders, clinical notifications and reminders
- ✓ **Email** not advised as its not secure, encrypted.
- ✓ **eFax** can be used to minimise scanning, printing etc and as an efficiency improvement. Documents are encrypted.
- ✓ **Patient consent** is important for all types of electronic communications.

Develop an improvement plan

Goal: improve use and efficiency of eReferrals



INCENTIVES

What is our GOAL (what are we trying to accomplish)	Increase use of secure messaging
What measures will we use?	No. of documents sent via secure messaging calls
What ideas can we use? (how are we going to achieve our goal)	<i>List ideas here to work on in table below</i> Team meeting Call main referrers personally Educate staff about SmartForm process. Laminate step by step process



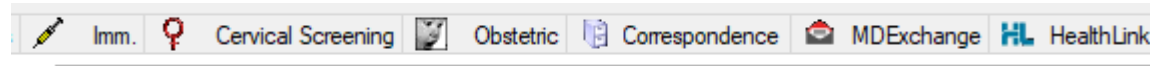
IDEAS	PLAN How will we do it – who, what, where and when?	DO Did we do it	STUDY What happened?	ACT What is our next step?
1. Team meeting				
2. Make a list of 10 main referrers and call them personally to discuss secure messaging				
3. Laminate step by step process and give to doctors.				





MedicalDirector®

1. HealthLink tab or



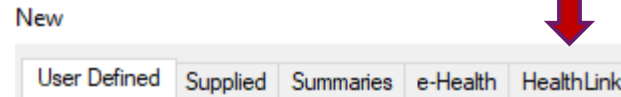
2. LetterWriter



3. New document



4. HealthLink tab, OK



Top 5 tips for Templates

1. Label well & keep control
2. Import fields & results
3. Modify others, don't reinvent
4. Use shortcuts
5. Backup

- Referral
- Referral - Allied Health
- Referral - Emergency Dept
- Referral - Obstetric & Gynae
- Referral - with today's notes & results

- GPMP - * generic plan with review columns
- GPMP - CVC
- GPMP - Diabetes
- GPMP - Heart Disease
- GPMP - Osteoporosis
- GPMP - review columns (generic)
- Health Assessment - 45-49 years
- Health Assessment - 75 years
- Health Assessment - ADF
- Health Assessment - Aged Care
- Health Assessment - ATSI
- Health Assessment - Heart check (699)
- Health Assessment - Intellectual Disability
- Health Assessment - Refugees
- Health Assessment - Type 2 Diabetes Risk
- Referral
- Referral - Allied Health
- Referral - Emergency Dept
- Referral - Obstetric & Gynae
- Referral - with today's notes & results

Not paperless – yet – but have you seen 1 click templates!



MedicalDirector

Medical Certificate

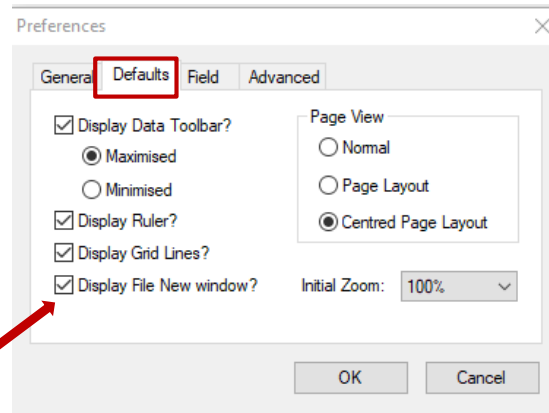
Letter Template #2

Letter Template #3

Custom #1

Custom #2

In patient record >
letters (F8) >
File >
Preferences >
Defaults >
Tick Display File New Window



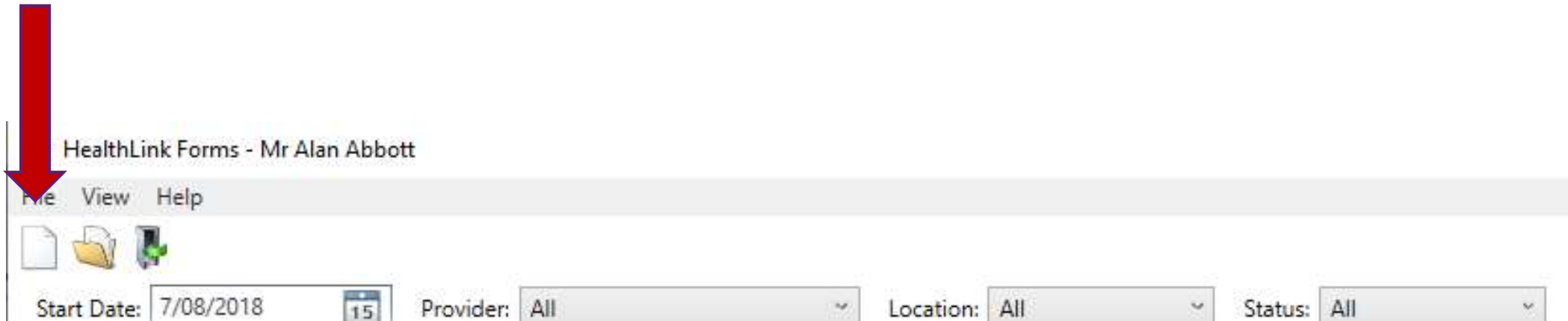
Access templates = F4, Ctrl N

1. Letters

2. Healthlink icon



3. New document





5 of 5 Records

Date Created	Form Status	Message ID	Type	Subject	Description	Recipient	Sender	Ack Status	Ack
7/08/2019 12:21:20 PM	Autosaved	EH-14918	Eastern Health Referral	Cardiology - Jenni...	Eastern Health Referral Fom	easthcda			
7/08/2019 11:35:24 AM	Autosaved	EH-14914	Eastern Health Referral	Cardiology - Jenni...	Eastern Health Referral Fom	easthcda			
5/08/2019 4:39:16 PM	Autosaved	EH-14788	Eastern Health Referral	Cardiology - Jenni...	Eastern Health Referral Fom	easthcda			
5/08/2019 11:33:05 AM	Autosaved	EH-14767	Eastern Health Referral	Cardiac Rehabilit...	Eastern Health Referral Fom	easthcda			
5/08/2019 11:00:04 AM	Autosaved	EH-14763	Eastern Health Referral	Geriatric Medicin...	Eastern Health Referral Fom	easthcda			



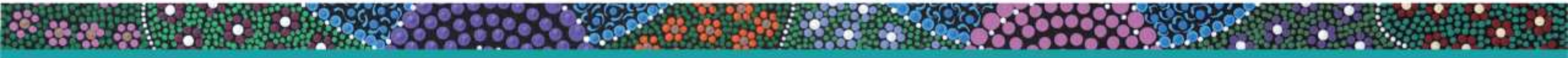
1800 125 036 (AUS)
helpdesk@healthlink.net

Contact Us

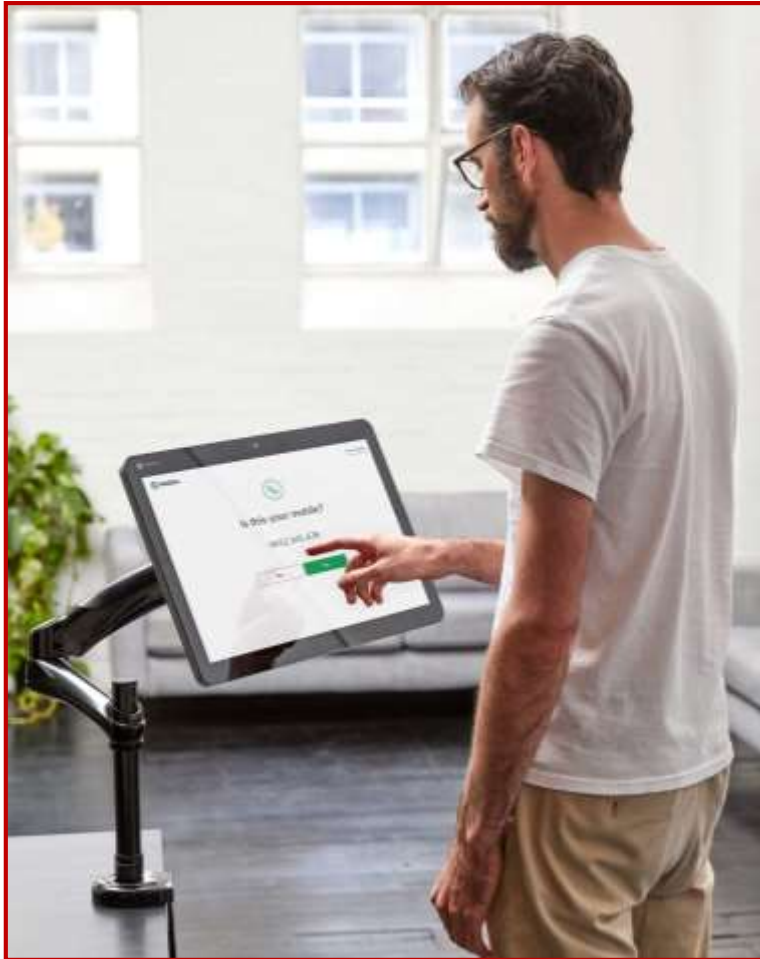
Referred Services

- Application for ACT Approval to Prescribe Controlled Medicines
- Australian Hearing Medical Certificate
- ccChiP - Cardiometabolic Health in Psychosis
- DPV Community Health
- Mater Health Referrals
- Northern Health
- Roads and Maritime Services

- Austin Health
- Banyule Community Health
- Chris O'Brien Lifehouse Services
- Eastern Health
- My Aged Care Referral
- Oculo Optometry Referral
- Sydney Local Health District Services



Kiosks can save time for reception staff, help with recalls AND improve data quality



73%

of people self-checking in
identified **incorrect**
demographic information in their
patient record

[As reported from Jayex kiosks](#)



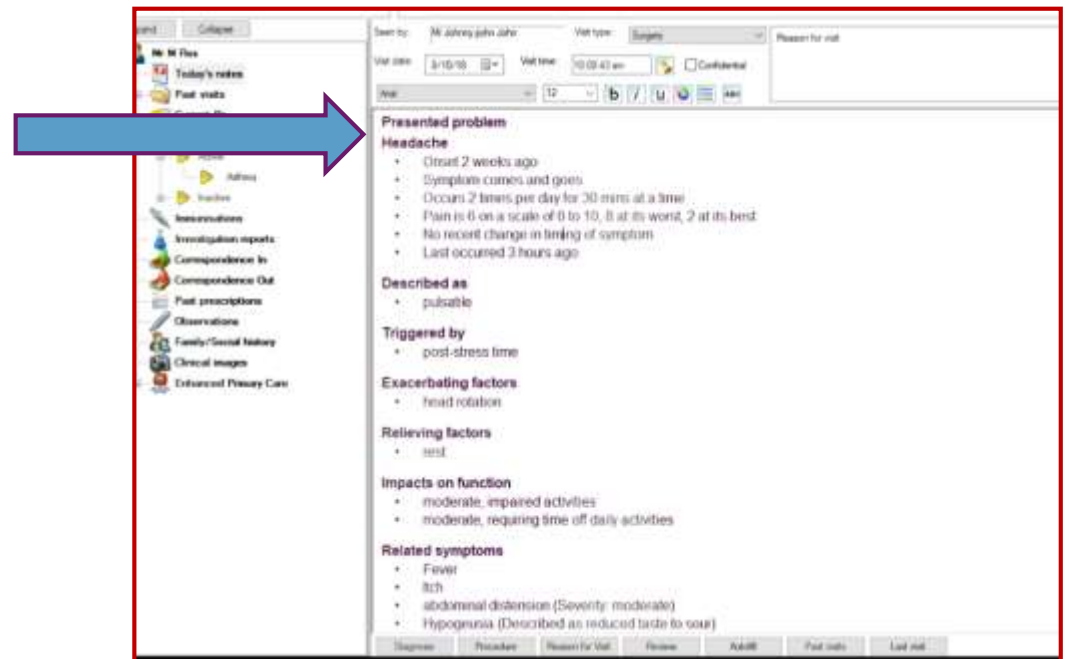
5-SECOND SELF-ARRIVAL WITH DATA VERIFICATION & DECREASED BAD DEBTS

- ✓ Accommodate **more patients with less staff** and less per patient cost
- ✓ Medicare swipe-in or enter details option
- ✓ Select 8 languages (from 100) to display in
- ✓ Supports multiple locations on one database
- ✓ Privacy film to protect patient privacy
- ✓ Caters for walk-in patients with 1st available and specific doctor options
- ✓ Late arrival and early check-in validations
- ✓ **Checks for outstanding debts**
- ✓ Checks for expired Medicare / Pension / HCC cards
- ✓ Update mobile number, next of kin and SMS consent options
- ✓ Waiting times in sync with doctor's waiting room
- ✓ Optional configurations to allow Medicare patient check-ins only
- ✓ Future appointments with printed or SMS confirmations
- ✓ Post-consult payment options with invoice creation, Medicare rebates via real-time PCI claims and payment receipts (Billing kiosk only)



[Learn more](#)

Less time documenting, more time with your patient.



Barriers to going paperless





VISION



SKILLS



INCENTIVES



RESOURCES



ACTION PLAN

= CHANGE!

Our Top 5 Tips for paperless practice success

1. Take small steps toward your goal and work out what solutions might best suit your patients
2. Adopt a team based approach / culture of improvement.
3. Develop a business case that outlines the cost savings.
4. Provide training and support for any changes.
5. Measure improvement and share the success.

Extra learning resources

[MedicalDirector - Secure Messaging](#)
[Bp Premier - Secure Messaging](#)
[Bp Premier –Using the National Health Services Directory \(NHSD\)](#)

[HealthLink SmartForms quick start guide - Bp Premier](#)
[HealthLink SmartForms quick start guide -MedicalDirector](#)
[HealthLink SmartForms quick start guide - Genie](#)
[HealthLink](#)

Train IT Medical

[Practice Management Free Resources](#)
[Digital Health Free Resources](#)
[Learn more about new kiosks and apps](#)

RACGP

[Using Data for Better Health Outcomes](#)

Australian Digital Health Agency:

[Importance of Data Quality](#)
[Data Cleansing & Clinical Coding](#)
[Data Quality Checklist](#)
[My Health Record pathology](#)

Technology

[Better Consult](#)
[Apps & Kiosks](#)





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Thank you! With best wishes, Sue Cummins