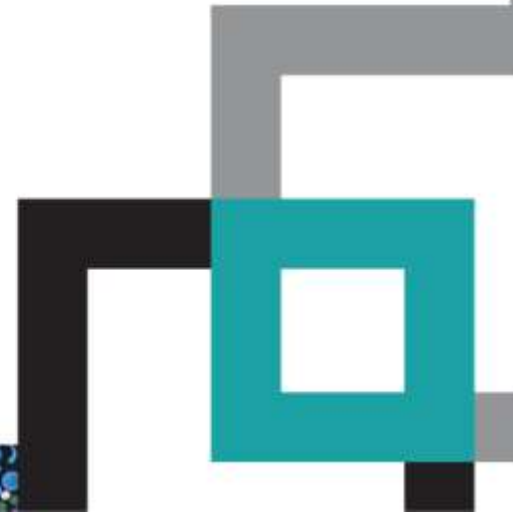


How have nurses adapted during the Covid-19 Pandemic?

- Nurse Informatics Webinar –

Presented by:
Katrina Otto, Train IT Medical
www.trainitmedical.com.au
Courses.trainitmedical.com.au
enquiries@trainitmedical.com.au



Nursing during Covid times

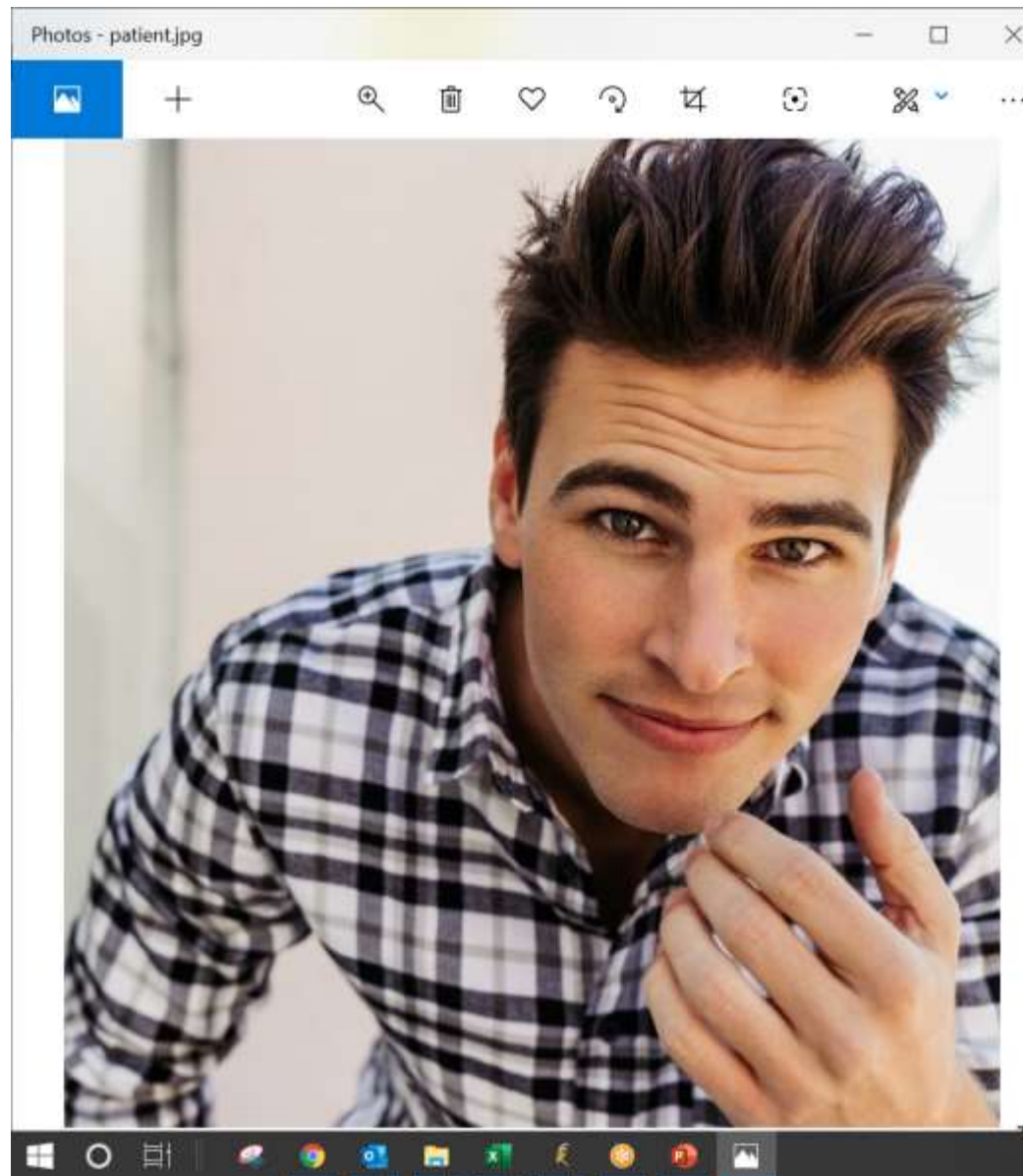


Infection control
Social distancing
Sneeze screens
Thinking outside the box
Telehealth
Flu drive-through clinic
Improved communication
Mandated bulk billing
Pandemic response plan
Appreciating the power of positivity
Innovative methods of service delivery
Focus on vulnerable patients
Accidental counsellors
Pharmacy relationships
Tokens of appreciation
Care plans
Remote access for GPs
Telehealth
Recalls
Policy
Software changes
Policies and procedures
Bulk billing
Patient education
Team communication
Video calls
Hand sanitiser
Support for team
Digital health
Facebook
Online education
Marketing
Staffing
Phone calls
More Medicare changes
So many FAXES
MBS changes
Team work
Wellbeing
Daily reminder of how dedicated healthcare workers are
Increased collaboration across healthcare organisations
COVID testing station out the back
Cost-effective ways to keep people safe
Supporting receptionists more
Fast-tracking everything
Policy changes - again!
ePrescriptions
Refining listening skills
Carer details
Self care
Stress
Finances
Masks
Electronic forms
Support for patients
Webinars
Observation
Upgrades to technology
Social Isolation
Patient email addresses
Feeling the fear and doing it away
Zoom
Cubiko
Data
Changed work flows
PPE
Mental health



Telehealth - A new way to connect...





Mr. Alan Abbott

File Open Request Clinical View Utilities Help

Family members: Mr. Alan Abbott Jump Open

Name: Alan "Tom" Abbott D.O.B.: 30/06/1945 Age: 74 yrs Birth Sex: M
Address: 12 John St Woodlane 4035 Phone: (h) 07 50505050 (m) 0427556231 (w) 07 50505050
Medicare No: 4133180467 - 1 12/13 Record No: 101 Pension No: 123456789 Comment:
Occupation: Tobacco: Ex smoker Alcohol:
Blood Group:

Allergies / Adverse Drug Reactions:

Item	Reaction	Severity	Type	Due	Reason
House dust mite	Bronchospasm	Severe	Action	23/01/2020	Discuss
ACE Inhibitors	Dyspnoea	Moderate	Reminder due	12/03/2020	Care plan
Penicillin	Dysphoria	Moderate	Outstanding requests	27/08/2019	There are
			Preventive health	24/03/2020	Vaccinat

Expand Collapse

Mr. Alan Abbott

- Today's notes
- Past visits
- Current Rx
- Past history
- Immunisations
- Investigation reports
- Correspondence In
- Correspondence Out
- Past prescriptions
- Observations
- Family/Social history

Reason for visit: All

Provider: All Search

Date	Doctor	Reason
13/09/2019	Dr Frederick Findacure	Asthma
17/09/2019	Dr Frederick Findacure	Asthma
25/09/2019	Dr Frederick Findacure	Asthma
15/10/2019	Dr Frederick Findacure	Asthma
18/10/2019	Dr Frederick Findacure	Depression
13/11/2019	Dr Frederick Findacure	Asthma, Skin
21/11/2019	Dr Frederick Findacure	Care coordination,
10/12/2019	Dr Frederick Findacure	Tonsillitis
14/12/2019	Dr Frederick Findacure	Asthma
15/01/2020	Dr Frederick Findacure	Care coordination
22/01/2020	Dr Frederick Findacure	URTI, Script, Asthr
23/01/2020	Dr Frederick Findacure	Acute Asthma, Acu
11/02/2020	Dr Frederick Findacure	Care coordinatinn

Our Virtual Waiting Room

Thank you for your interest in our Video Telehealth services.

Please read the information below if this is the first time you are using our video consultation services. If you already have an appointment for a video consultation, please enter our virtual waiting room by clicking the button below. Please note that you must have an appointment in order to be greeted. If you are not attended to within 15 minutes please call the practice on 02 8850 0488.

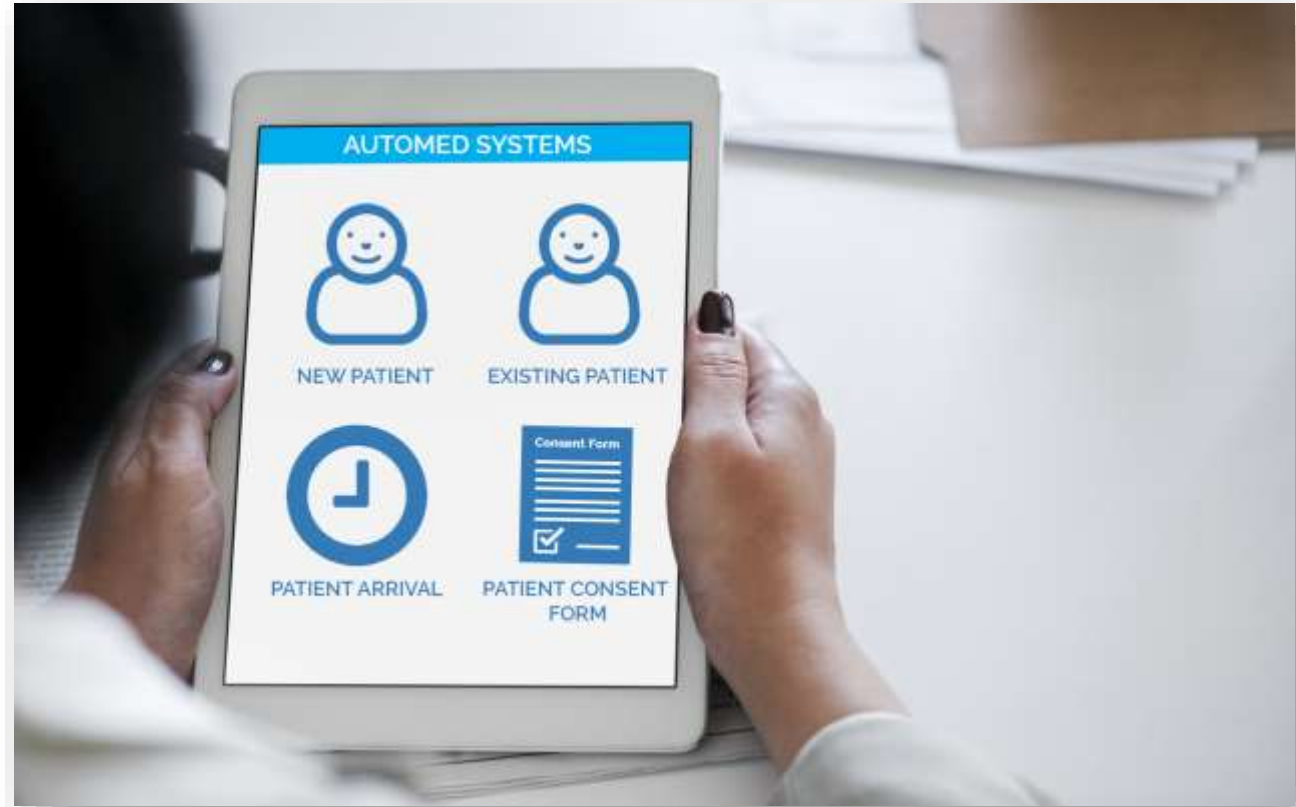
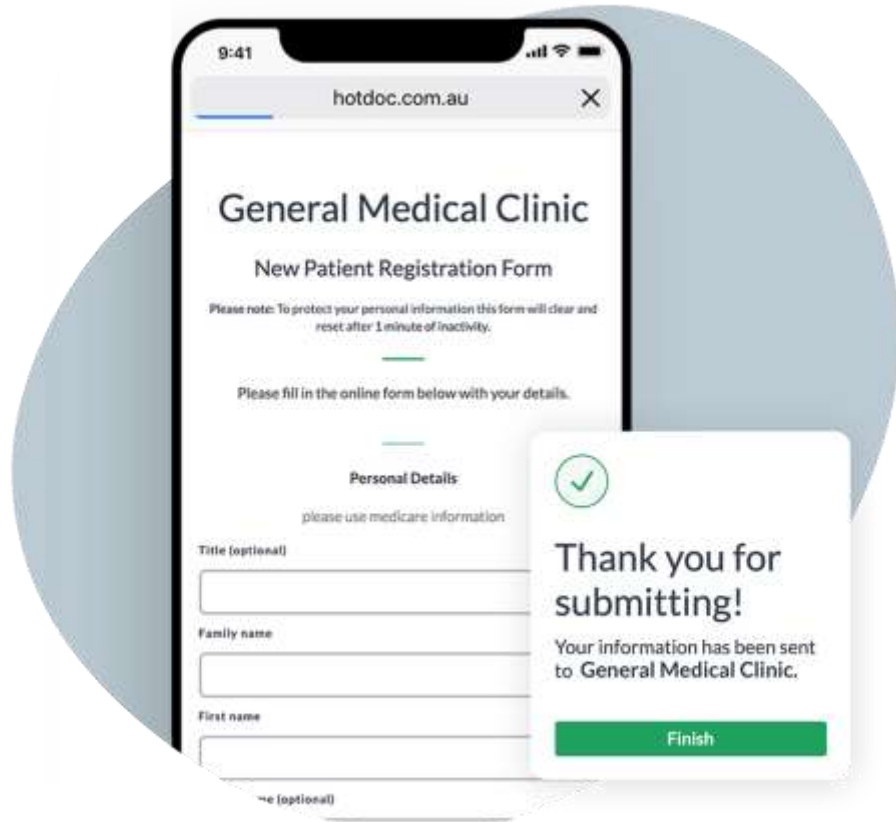
ENTER WAITING ROOM

<https://hillsfamilygeneralpractice.com/telehealth-at-our-practice>



Online Bookings, Online Consent Forms, Vaccine Management tools

– patient can now register, consent etc prior to visit or on check-in



[HotDoc](https://www.hotdoc.com.au)



Filter

Location

AutoMed Test Clinic

Filter

	Name	Current Stock Qty	Expected Delivery Date	Reserved Stock Qty	Update Stock Qty	
	COVID-19	12	2020-12-12	13	<input data-bbox="1982 821 2313 863" type="text" value="Qty."/>	<div>+/- Update</div>
	Free Flu Vaccine	100	2020-12-02	1	<input data-bbox="1982 892 2313 935" type="text" value="Qty."/>	<div>+/- Update</div>
	Private Flu Shot	0	2020-10-02	1	<input data-bbox="1982 963 2313 1006" type="text" value="Qty."/>	<div>+/- Update</div>

Submit

Vaccine clinics – outback nursing challenges

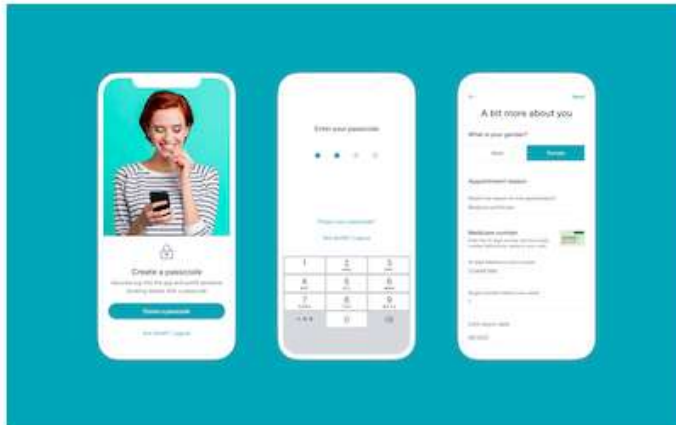


[Watch youtube video](#)



Health Engine - Online Vaccination Booking Platform

HealthEngine wins contract to build COVID-19 vaccination booking system



Written by Kate McDonald on 08 March 2021.

Online appointment booking and directory service HealthEngine has been chosen to build the booking platform for the federal government's COVID-19 Vaccination Information and Booking Service.

The booking platform will be launched in the next few weeks to help support the vaccination roll-out, allowing patients to locate and book appointments with designated vaccine clinics via a service finder based

on the National Health Services Directory (NHSD).

[Pulse IT article](#)

Better Consult - Pre-attendance questionnaires that saves into clinical software



COVID-19 vaccination

Answer the following

Do you have a condition which lowers immunity (e.g. cancer, leukaemia, HIV/AIDs) or are you having treatment that lowers your immunity (e.g. oral corticosteroids, chemotherapy)? ☐ Yes ☐ No

Do you have a problem with bleeding/bruising or are you taking a blood thinning medication (e.g. anticoagulant)? ☐ Yes ☐ No

Do you currently have a fever ($\geq 38^{\circ}\text{C}$) or have you had one in the last 24 hours? ☐ Yes ☐ No

Have you ever had a severe allergic reaction (anaphylaxis) to anything other than a vaccine? ☐ Yes ☐ No

Have you ever had a severe allergic reaction (anaphylaxis) after ANY vaccine injection? ☐ Yes ☐ No

Have you received ANY vaccines in the past 14 days? ☐ Yes ☐ No

[Continue](#)

DEMO PATIENT — MALE, 12 MAY 1987 (33)

The notes below have been created from a pre-consultation clinical questionnaire completed by the patient (or an authorised representative) through www.betterconsult.com

Presenting for

1 / Knee pain

- Onset 4 days ago
- Symptom comes and goes
- Occurs 1 time per hour for an average of 30 seconds at a time
- Symptom has worsened in the last 1 day
- Average pain is 7/10, 9 at worst
- Affecting the right side
- Described as neuropathic pain and pulsatile
- Triggered by sport and twisting movement
- No fever

2 / Medical certificate

- Reason: injury
- Patient feels able to return to work/study: No
- Duration of certificate: 3 days

[Better Consult](http://www.betterconsult.com)



ePrescriptions

1. Token via SMS
2. Token via Email
3. Token printed on paper

Coming Soon:

Active Script List (ASL)

Deliver prescription by

☒ SMS *

☐ Email *

☐ Paper Token (Letter Printer)

☐ Printed Prescription (Script Printer)

Note: The prescription preview is a mock of a paper script to facilitate reviewing its contents. The script number is a placeholder, the actual number will be generated during submission or printing.

* Owing scripts will have a paper token printed for providing to the pharmacy, not the patient. An electronic token will not be issued to the patient.

Prescription 1 of 3

Back Next

Tobias Rodger
12 Fake St. Burrier, 2540
Phone: 0741512345

Prescriber Number 9006058

Patient's Medicare No. 4950323601 1

Pharmaceutical benefits entitlement No.

☐ PBS Safety Net entitlement cardholder ☒ Concessional or dependant RPBS beneficiary or PBS Safety Net concession cardholder

Patient's name Mr Rowan Bartlett
Address 123 Demo St. Rossville, 4871

Date 22/05/2020
PBS RPBS X ☐ Brand substitution not permitted

Script No: 12345678

ENDONE TABLET 5mg
1 q.4.h. p.r.n.

Qty: 20 No repeats.

1 Item
Tobias Rodger
MBBS

ePrescription

By clicking OK I acknowledge that the prescriptions are true and correct.
(Use the Next button above to review all prescriptions before clicking OK)

OK Cancel



Covid Safe Check-ins helped prepare patients for QR codes




Robotic Dispensing Machines minimise touch



Maintaining currency of clinical advice

[Try out the new mobile-friendly HealthPathways](#) [TRY MOBILE-FRIENDLY](#) [Not now, thanks](#)



HealthPathways

SOUTH EASTERN SYDNEY

- Home
- COVID-19
 - COVID-19 Practice Preparation
 - COVID-19 Assessment and Management
 - COVID-19 Requests
 - COVID-19 Information
 - COVID-19 Impact on Local Services
 - COVID-19 Recent Changes
 - COVID-19 Telehealth**
- About HealthPathways
- Regional Localised Pages
- Acute Care
- Allied Health and Nursing
- Child and Youth Health
- End of Life
- Investigations
- Preventive Care and Public Health
- Medical
- Mental Health and Addiction
- Older Adults' Health
- Clinical Pharmacology
- Public Health
- Specific Populations
- Surgical

COVID-19 Telehealth

This page is about telehealth consultations during the COVID-19 pandemic.

See also:

- [COVID-19 Telehealth MBS Items News](#)
- [COVID-19 MBS Telehealth Services](#)

Clinical editor's note

As of 30 March 2020, these MBS items have become general in nature and have no relation to diagnosing, treating, or suspecting COVID-19.

Assessment

New temporary telehealth item numbers have been created in response to the COVID-19 pandemic.

- Determine eligibility. The new temporary MBS telehealth items are available to [providers of telehealth services](#) for a wide range of consultations:
 - All non-hospitalised, Medicare-eligible Australians can now receive these services.
 - It is a legislative requirement to bulk bill the new telehealth services for the following patients:
 - Commonwealth concession card holders

<https://sesydneyclassic.communityhealthpathways.org/>

<https://sesydneyclassic.communityhealthpathways.org/>

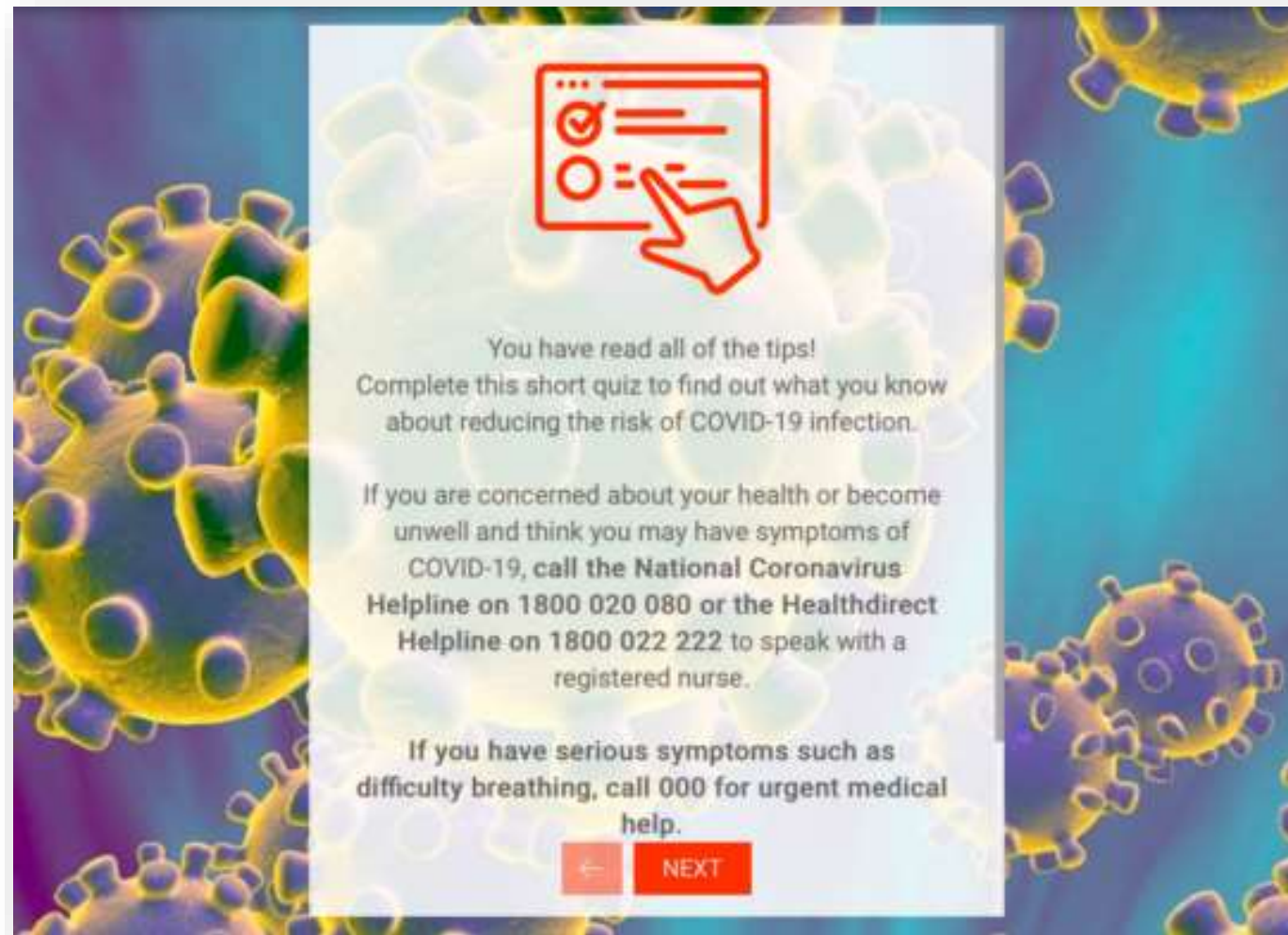
Using data for proactive health management & engagement

96,000
fewer GP visits



Heart Foundation data

Nurse led customisable sms campaigns to keep people well



[Healthily](#)

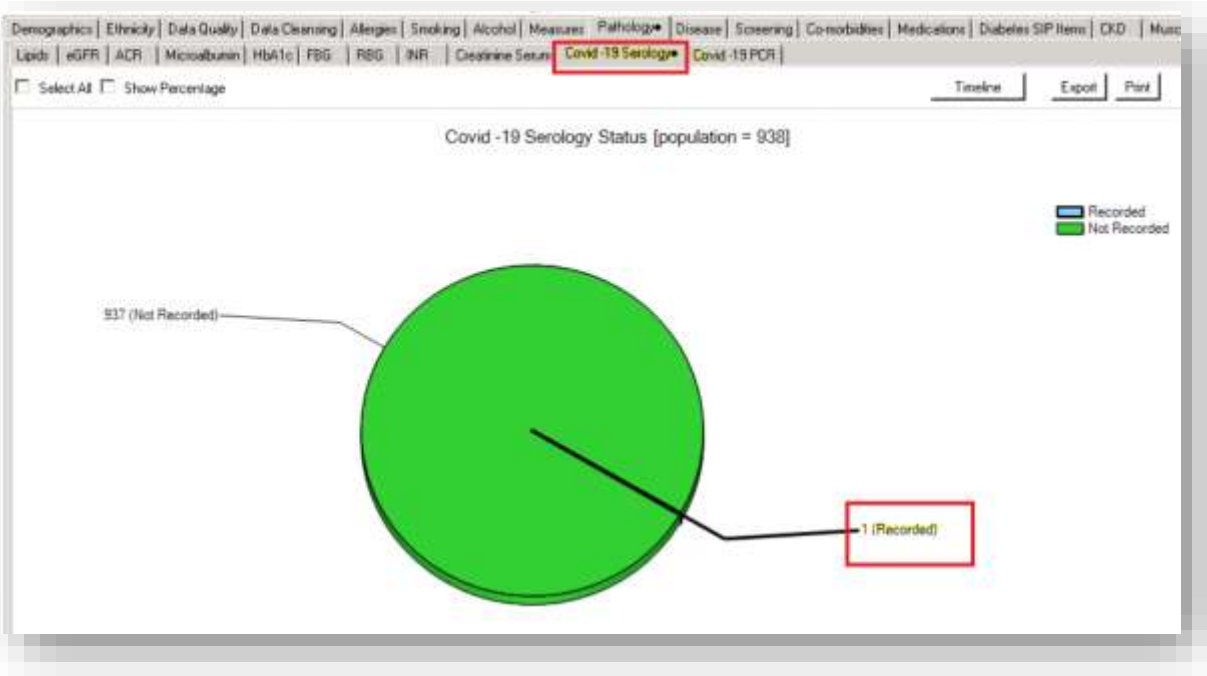
Covid Vaccine Documentation



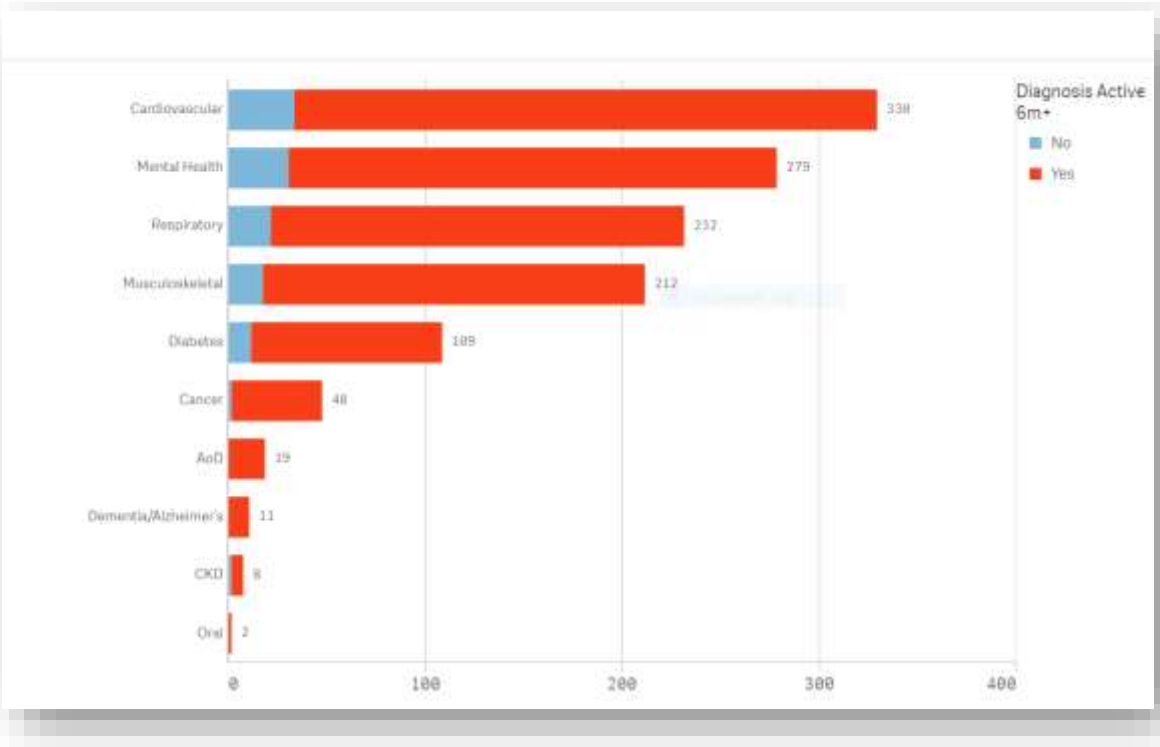
- PRODA
- AIR – Australian Immunisation Register
- My Health Record
- PRODA



Pen CS & Polar



Pen CAT



Outcome Health | Polar

Cubiko – Practice Intelligence Platform

Cubiko Assist is a distilled version of Cubiko incorporating 12 critical metrics from within Cubiko's existing practice support software. It was created to help your practice manage unique pandemic-related pressures. Based on requests from practices across Australia, it features vital metrics that will help your practice to manage your finances and care for your patients during this time. Making this vital dashboard available to Australian practices at no cost is Cubiko's contribution to Australia's pandemic response.

Clinic Metrics

HR Metrics

Financial Metrics



- **Appointment types and dates** – Filter appointments by date and type so you can reschedule things like >75s health assessments.
- **Regular patients with no future appointments** – Re-engage with your regular patients who haven't been to your clinic in the last 12 months.
- **Practice billings vs Doctor share** – Understand at a glance your practice gross billings and see it broken down across your doctor cohort.

[Cubiko](#)

Patient Reported Outcome Measures (PROMS) & Remote Monitoring Devices

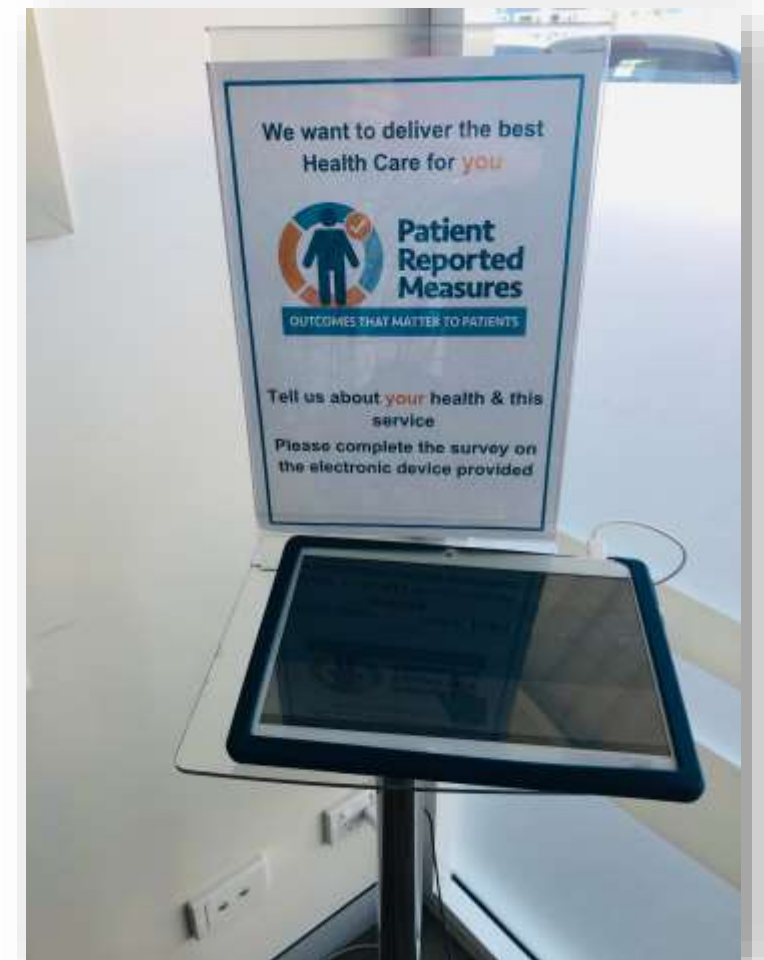


Wearable Technology

Technology to collect patient experiences



[Patient Zoom meeting](#) – Quinns Mindarie Super Clinic



How have you adapted and what digital tools have you utilised since Covid?

- Remote access for staff
- New mobile phones / ipads (private numbers)
- Telehealth (facetime, Healthdirect etc)
- Online booking platforms
eg HealthEngine, HotDoc, Healthsite, Automated
- Online screening
- Electronic Forms
- Online consent tools
- Vaccine management tools
- Online new patient data history data eg Better Consult
- Electronic Prescriptions – tokens to Active Script List (ASL), Active Ingredient Prescribing (AIP)
- Maintaining currency of clinical advice eg Healthpathways
- SMS engagement campaigns with customisable information for patients at risk - Go Share
- My Health Record, AIR, PRODA
- Pen CS & Polar – data analytics
- Cubiko – data dashboard
- PRMs
 - Patient Reported Outcome Measures eg wearable devices eg Heartbug
 - Patient Reported Experience Measures eg patient zoom meetings





trainitmedical.com.au

katrina@trainitmedical.com.au

courses.trainitmedical.com.au

Facebook: [trainitmedical](https://www.facebook.com/trainitmedical)
Twitter: [trainitmedical](https://twitter.com/trainitmedical)
[Linked In](https://www.linkedin.com/company/trainitmedical)