



Train IT Medical
Competence with Confidence

Current eHealth Developments

- RACGP Medical Receptionist Course-

Presented by:

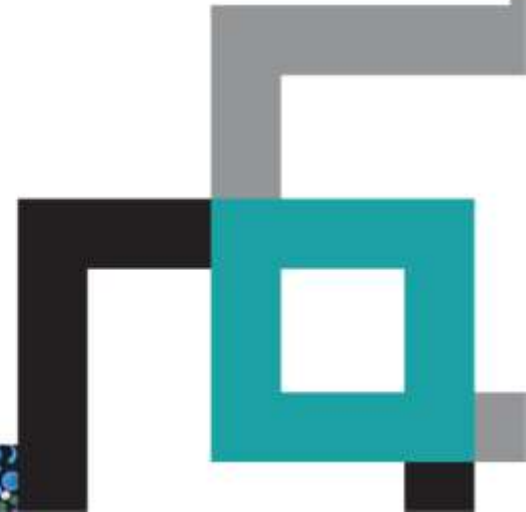
Katrina Otto

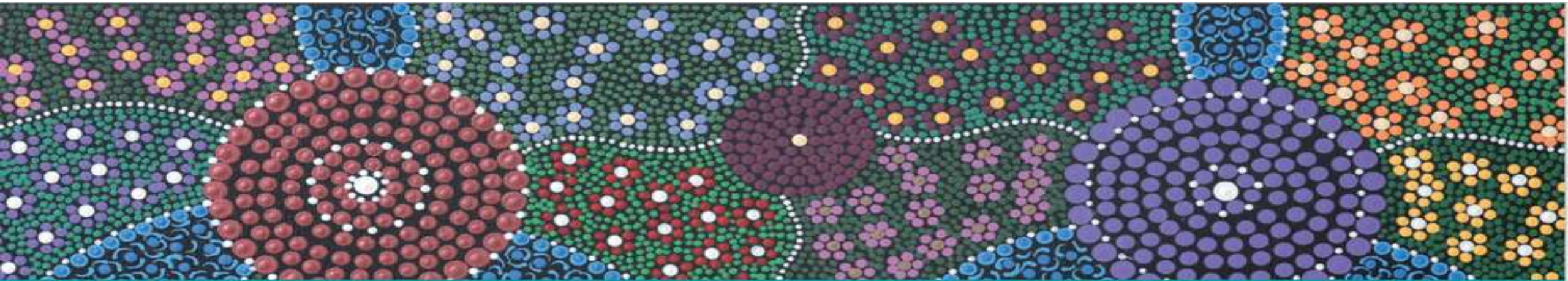
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Acknowledgement of Country

Train IT Medical acknowledge the traditional owners and custodians of land and waterways we meet on today.

We wish to pay our respects to Aboriginal and Torres Strait Islander elders past, present and future.



Access learning materials and free resources



We share because we care

Over our years of presenting, training & consulting to medical practices, we have collated thousands of learning resources.

And now we want to share them with you – for **FREE**.

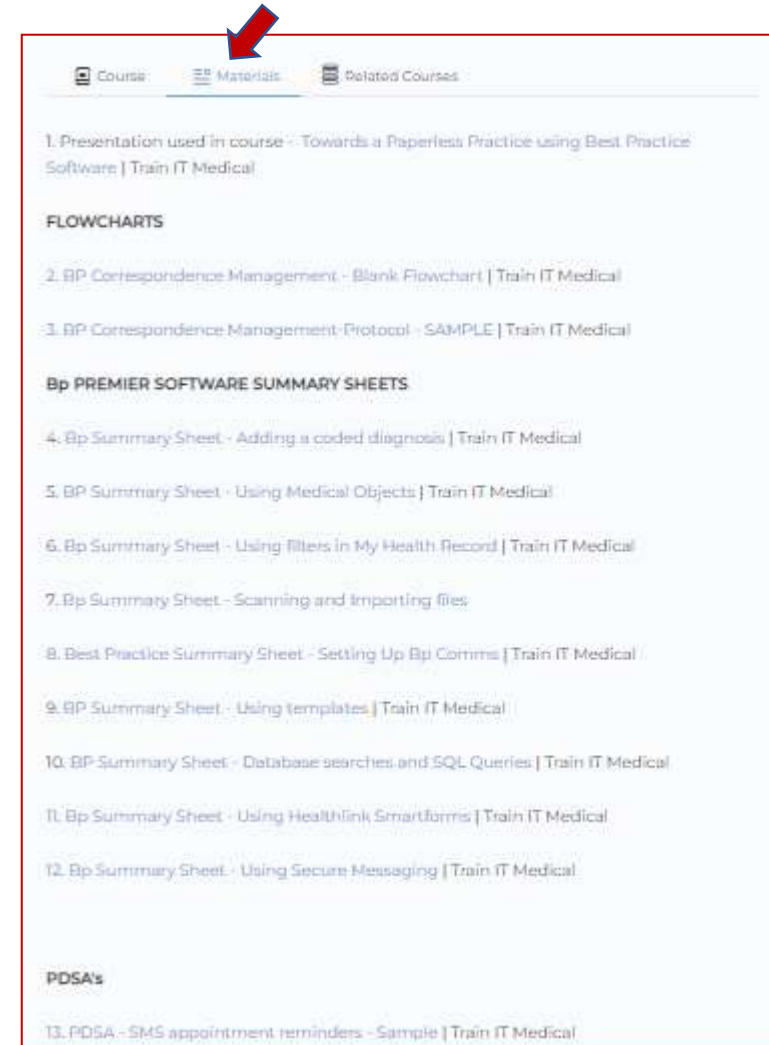
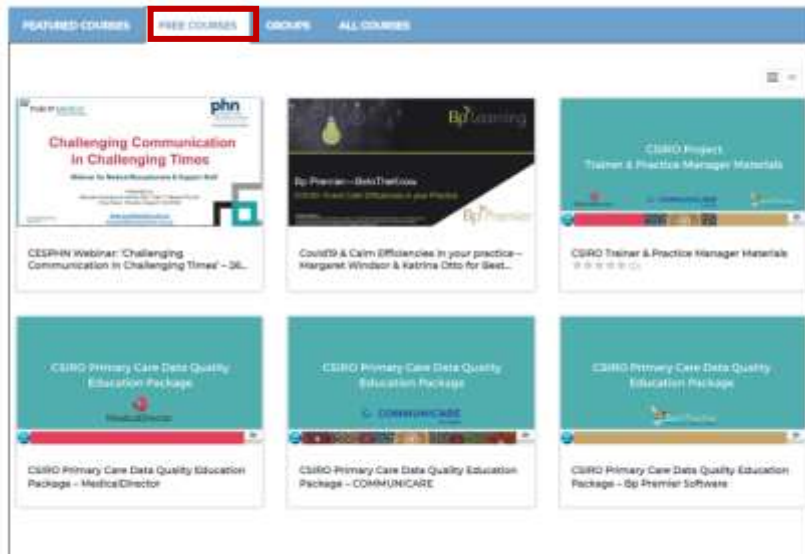
Our resources includes useful links, news articles, helpful documents, checklists, and much more.

[TRAIN IT MEDICAL | trainitmedical.com.au](https://trainitmedical.com.au)



Access further resources and eLearning

<https://courses.trainitmedical.com.au/>



Each course has 'Materials' eg sample flowcharts, software cheatsheets and guides.





Learning Objectives

Develop an awareness of various eHealth technologies used in General Practice...

1. Clinical and administrative records
2. Online billing
3. Information backup
4. Online appointments
5. Telehealth consultations
6. Electronic prescriptions
7. Secure messaging
8. My Health Record
9. Health apps
10. Social media in general practice
11. Data privacy
12. The vital role of medical receptionists



1. Clinical and Administrative records

Patient records include:

1. Demographic data

- Name, DOB
- Contact details
- Billing data
- etc

2. Clinical data

- Health Summary
- Visit notes
- Letters and results

The screenshot shows a web-based form for editing a patient's record. The form is organized into several sections:

- Personal Information:** Title (Mr), Family name (Abbott), Given name (Alan), Middle name (John), Preferred name (Al), Date of Birth (9/06/1961), Birth Sex (Male), Gender Identity (Non-binary), Pronouns (They/Them/Theirs), Ethnicity (Aboriginal but not Torres Strait Islander), Address Line 1 (12 Jogger Street), Address Line 2, City/Suburb (Albany Creek), Postcode (4035), Postal Address, City/Suburb, Postcode, Home phone (4121 6976), Work phone, Mobile phone (0419710047), Contact via (Mobile ph), Email (lpyefinch@bigpond.com).
- Health and Insurance:** Health Identifier (8003605678919032), HI Status (Active), Medicare No. (4089050064), Pension/HCC No. (1), Pension card type (Pensioner Concession Card), DVA No., Safety Net No., Record No. (101), Patient ID (51), Usual doctor (Dr Frederick Findacure), Usual visit type, Usual account (Practice fee), Health Ins. Fund, Health Ins. No., Expiry (6/05/2020), Religion, Head of family (Self), Next of kin (Madeline Abbott), Emergency contact, Occupation (Test).
- Administrative and Consent:** Deny access to other users, Opt out of de-identified data sharing, Update address of all family members, Update address of all currently at original address, Health Care Home (Nil), eScript Token (SMS (Default)), Last Updated By, Last Updated On.

At the bottom, it shows the record was created by Frederick Findacure on 18/05/2006 at 12:34:47 PM.

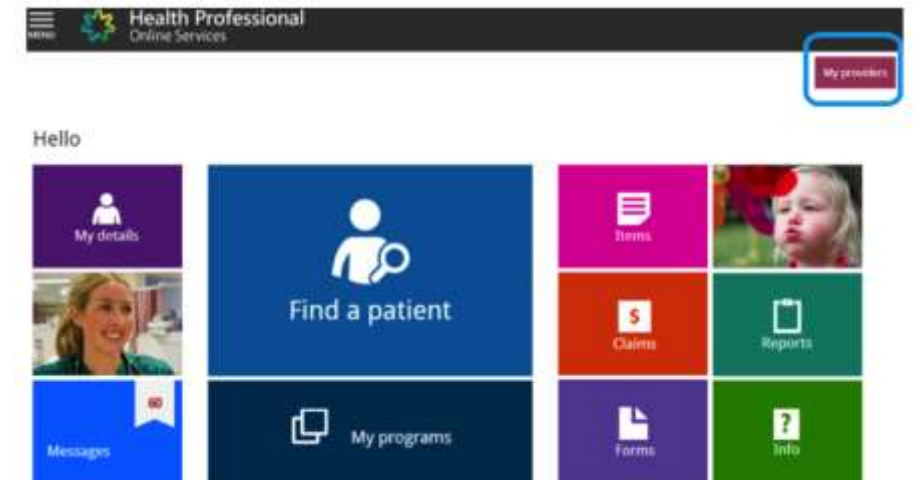
2. Online billing



Bulk Billing | Private billing | Medicare Online | Patient claiming

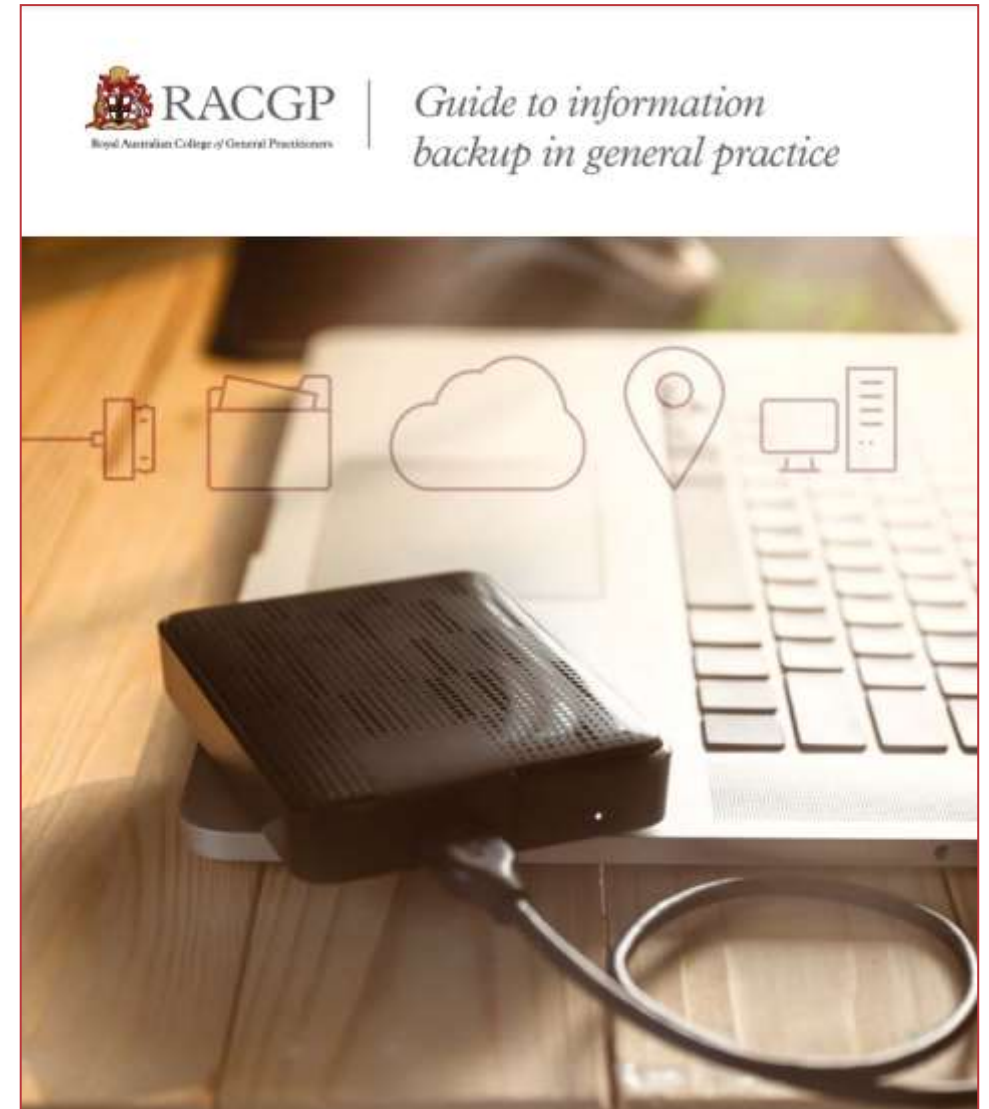


PRODA, HPOS



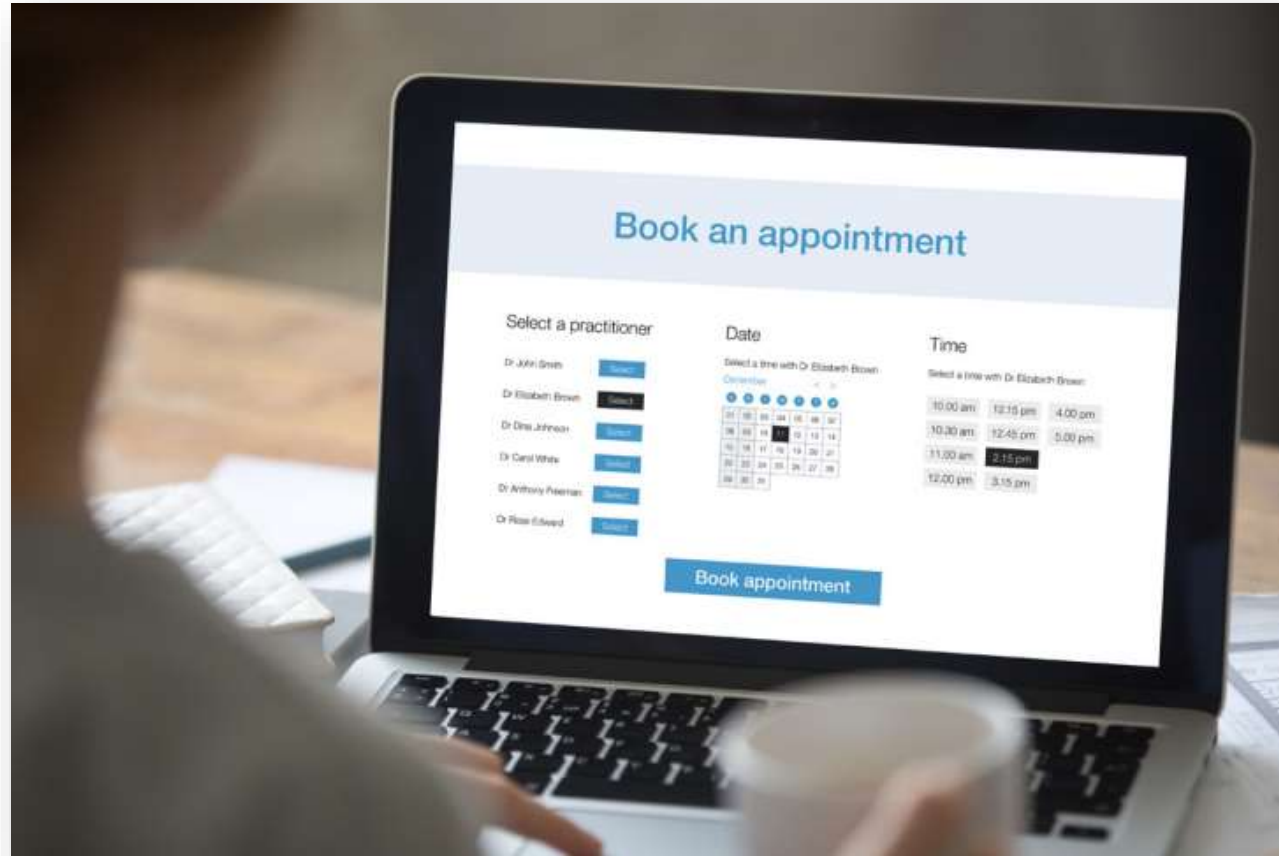
3. Information backup

- Backup is the process of copying files or databases, so they are preserved in the event of equipment failure or other catastrophes.
- Backing up business-critical information is a requirement for a general practice to achieve accreditation
- A business continuity plan to encompass all critical areas of your practice's operations is needed.








[Download the RACGP Guide to information backup in general practice](#)

4. Online Appointments



Appointment type:

-  Other
-  Covid Vax 1
-  Covid Vax 2
-  Covid Vax 3
-  Telehealth Consult

[RACGP – Online Appointments Fact Sheet](#)

5. Telehealth

Includes both telephone and video consultations



Hills Family General Practice example

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Window Help

Go MDF

Mrs Laura Curtin (83yrs 2mths) | DOB: 05/03/1937 | Gender: Female | Occupation: | 0m 59s

87 Chapman Ave. Gurnang. Nsw 2787 | Ph: 0455555555 (mobile) | Record No: | ATSI: Neither Aboriginal nor Torres Strait Islander

Allergies & Adverse Reactions: Nil known | Pension No: | Ethnicity: | Smoking Hx: Never smoked | IHI No: 8003 6085 0004 5331

Warnings: | MyHealthRecord: Exists with access permission as of 17/05/2020

Summary | Current Rx | Progress | Past history | Results | Letters | Documents | Old scripts | Imm. | Cervical Screening

Consultation date: 17/05/2020 | Previous visits: ALL

Visit type: Surgery Consultation

Sunday May 17 2020 14:43:37
Dr Phillip Lang
Visit type:
Surgery Consultation

Date	Recorded by:	Visit type	Reason for contact
07/08/2018	Dr Phillip Lang	Surgery Consultation	
17/05/2020	Dr Phillip Lang	Surgery Consultation	

Tuesday August 7 2018 09:43:08
Dr Phillip Lang
Visit type:
Surgery Consultation



Practice Incentives Program eHealth Incentive (ePIP)

ELIGIBILITY REQUIREMENTS

Integrating Health Identifiers

Secure Messaging Capability

Data Records and Clinical Coding

Electronic Transfer of Prescriptions

My Health Record system

The Practice Incentives Program (PIP) eHealth Incentive aims to encourage general practices to keep up to date with the latest developments in digital health and adopt new digital health technology as it becomes available. It aims to help practices improve administration processes and patient care.

6. Electronic prescriptions

What is an electronic prescription?

An electronic prescription is a digital version of a paper prescription. During your consultation, your healthcare provider can send your electronic prescription to you as a SMS or email.

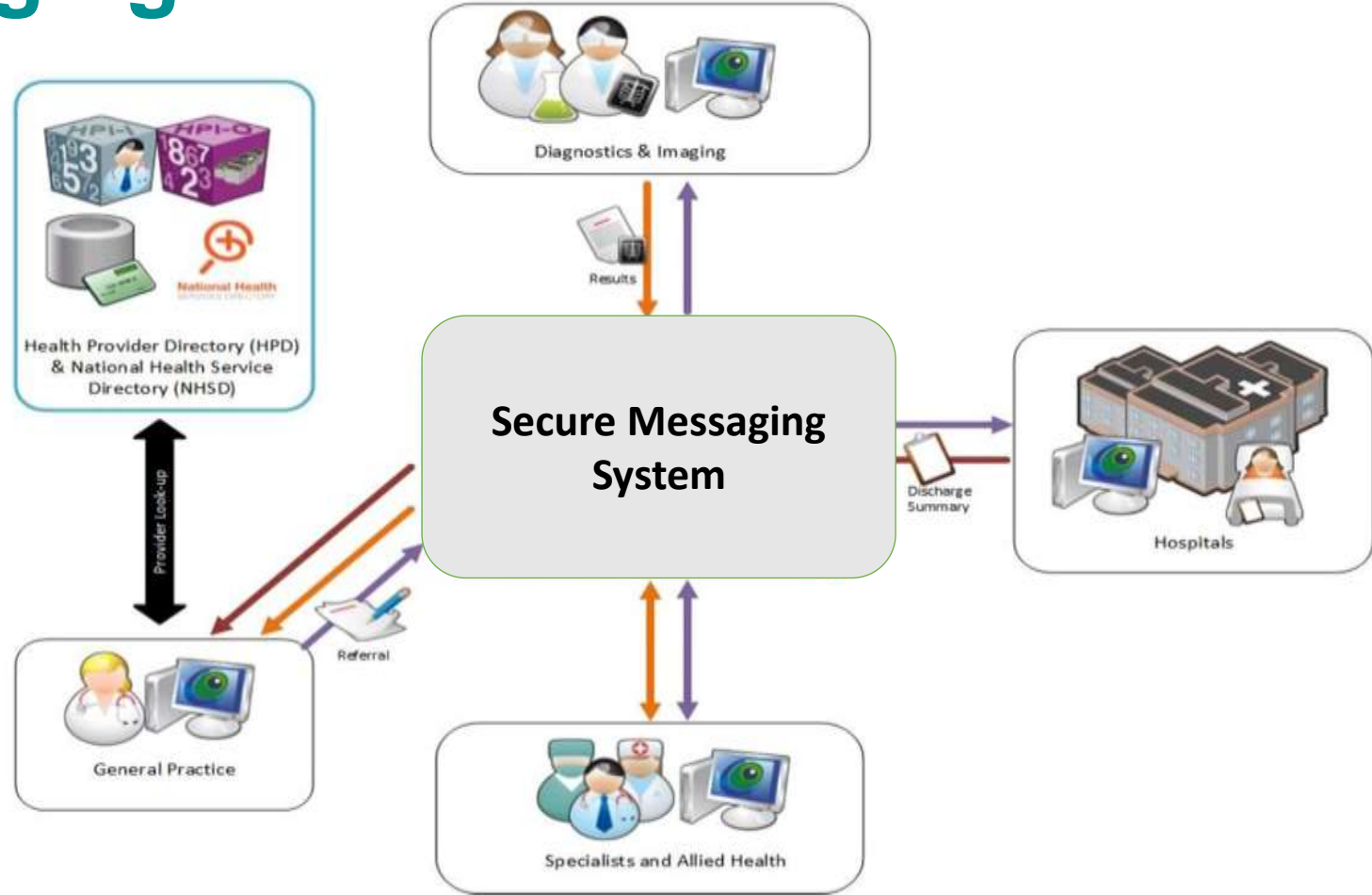
What are the benefits?

All medicines can be prescribed using an electronic prescription. The message with a link to your electronic prescription is stored on your digital device, so you can access it whenever you're ready - saving you time, streamlining the process and improving medicine safety.



[ADHA – Electronic prescriptions](#)

7. Secure Messaging



Secure exchange of patient information between healthcare providers

Secure Messaging

Argus, HealthLink, Medical Objects etc



Sending Organisation

Sending Service Provider

Receiving Service Provider

Receiving Organisation

- ✓ 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**

8. My Health Record



[Youtube: My Health Record for Medical Receptionists and Front Desk Staff: Webinar Review 2021](#)

Health Apps



MyHR apps eg Healthi



Book your favourite doctor in just 3 clicks

Online appointment apps

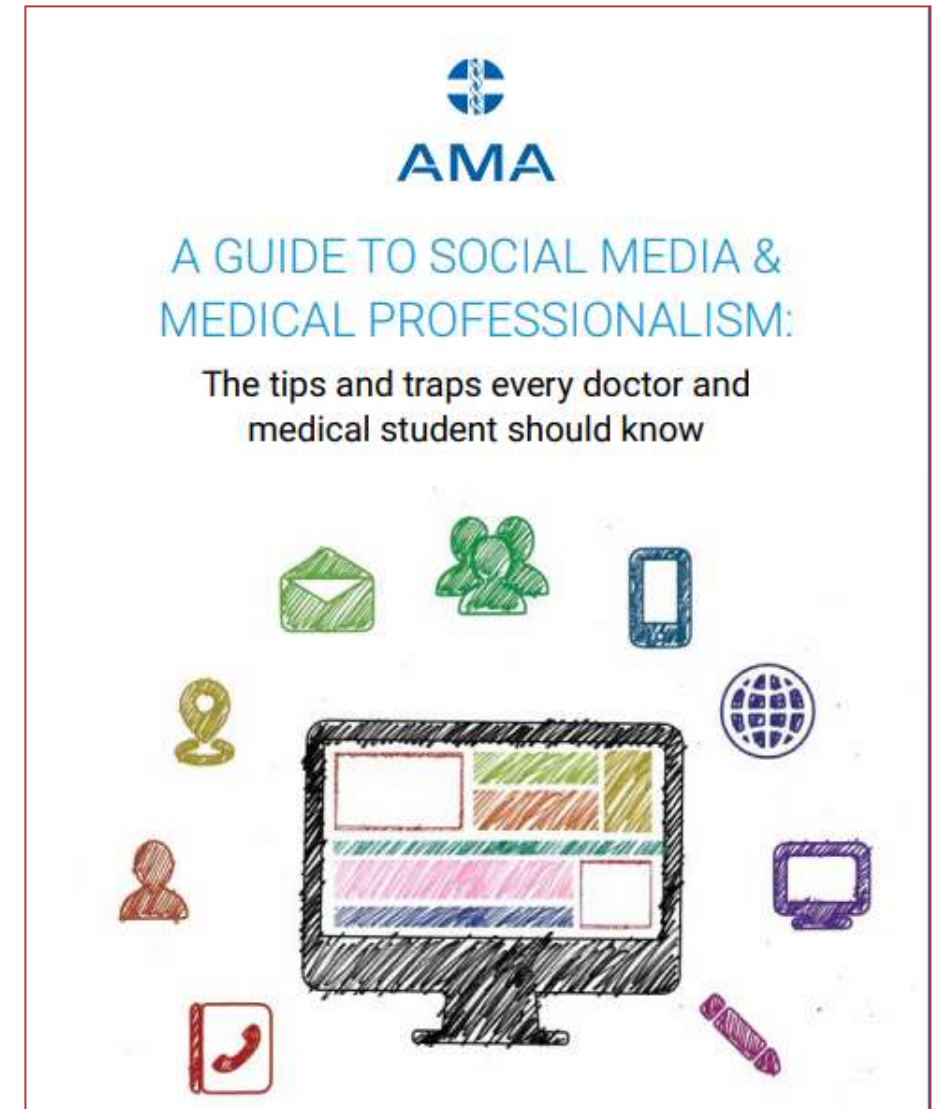


<https://au.reachout.com/tools-and-apps>



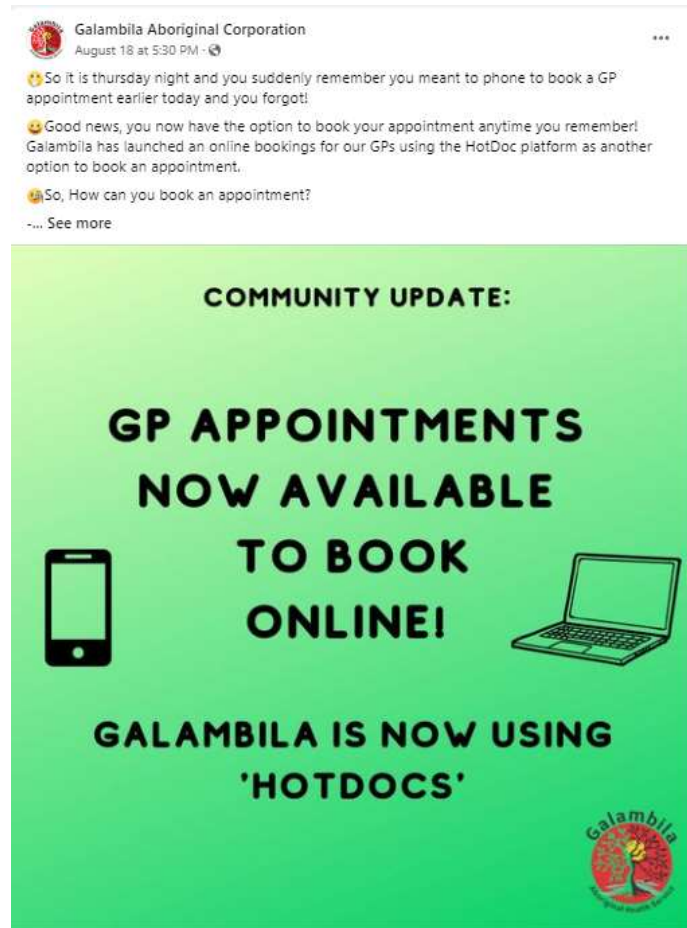


[RACGP Guide to the use of social media in General Practice](#)

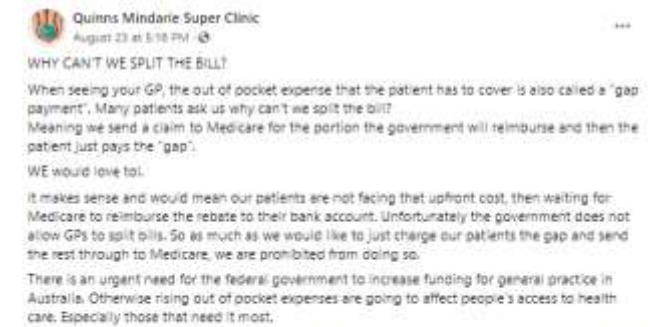


[AMA Guide](#)

10. Social media in General Practice



Galambila Aboriginal Corporation



Quinns Mindarie Superclinic

11. Data privacy

Australian Privacy Principles — a summary for APP entities

from 12 March 2014



APP 1 — Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 — Anonymity and pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 — Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 — Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

APP 5 — Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 — Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 — Cross-border disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 — Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP 10 — Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 — Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 — Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

For private sector organisations,
Australian Government
and Norfolk Island agencies
covered by the *Privacy Act 1988*

www.oaic.gov.au

oaic.gov.au



References & Resources



Medical Billing/PRODA/HPOS

Medicare eLearning - <https://hpe.servicesaustralia.gov.au/MODULES/MBS/MBSM32/index.html>
<https://trainitmedical.com.au/resources-and-support/medical-billing/>

Telehealth - <https://www.acrrm.org.au/resources/college/digital-health>

Online Appointments - RACGP Factsheet

<https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Technology/Operational%20technologies/Online-appointment-systems.pdf>

My Health Record

www.digitalhealth.gov.au

www.myhealthrecord.gov.au

Individual Health Identifiers - <https://www.servicesaustralia.gov.au/individual-healthcare-identifiers>

Youtube: My Health Record for Medical Receptionists and Front Desk Staff: Webinar Review 2021

<https://trainitmedical.com.au/resources-and-support/ehealth-free-resources/>

Electronic Prescriptions - <https://www.digitalhealth.gov.au/initiatives-and-programs/electronic-prescriptions>

RACGP Guide to information backup in general practice: <https://www.racgp.org.au/getattachment/96eaccef-24ac-48cd-9197-476a1e313c53/Aguide-to-information-backup-in-general-practice.aspx>



References & Resources



RACGP Standards for general practices (5th edition) - <https://www.racgp.org.au/getmedia/7a44e591-84ab-49f3-9a52-c3262fbad131/Standards-for-general-practices-5th-edition.pdf.aspx>

Practice Incentives Program - <https://www.servicesaustralia.gov.au/practice-incentives-program>

Privacy - oaic.gov.au

AMA Guide to Social Media and Medical Professionalism

https://ama.com.au/sites/default/files/documents/2020%20AMA%20Social%20Media%20Guide%20FINAL_0.pdf

RACGP Guide to the use of social media in general practice

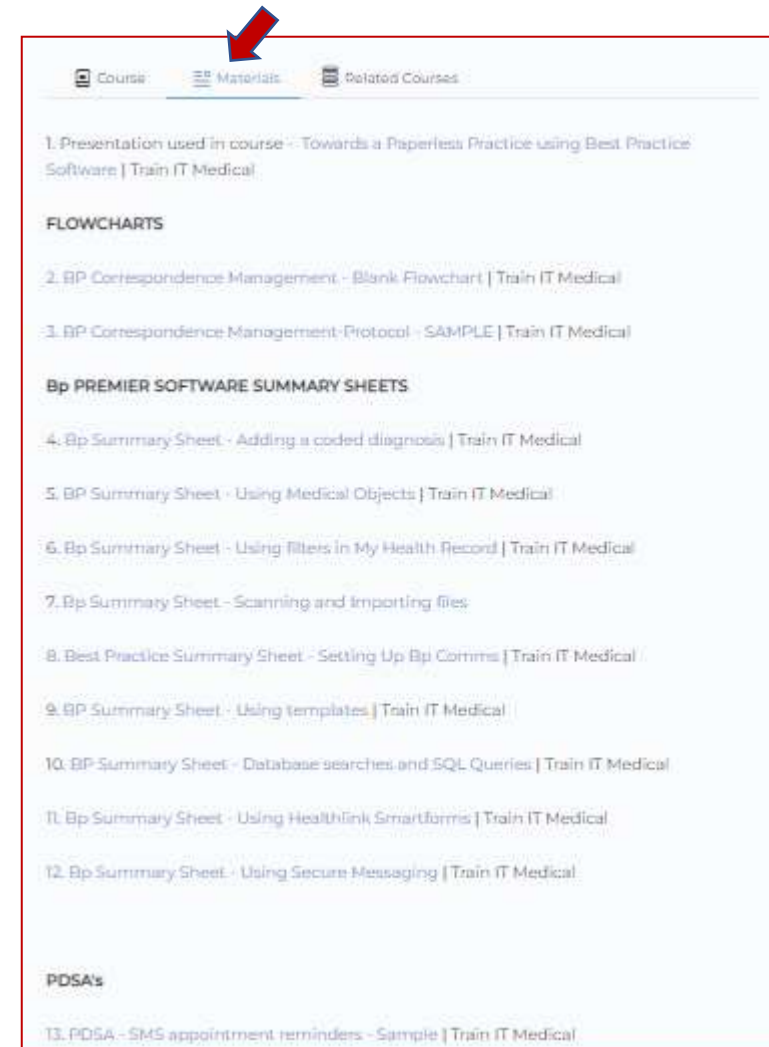
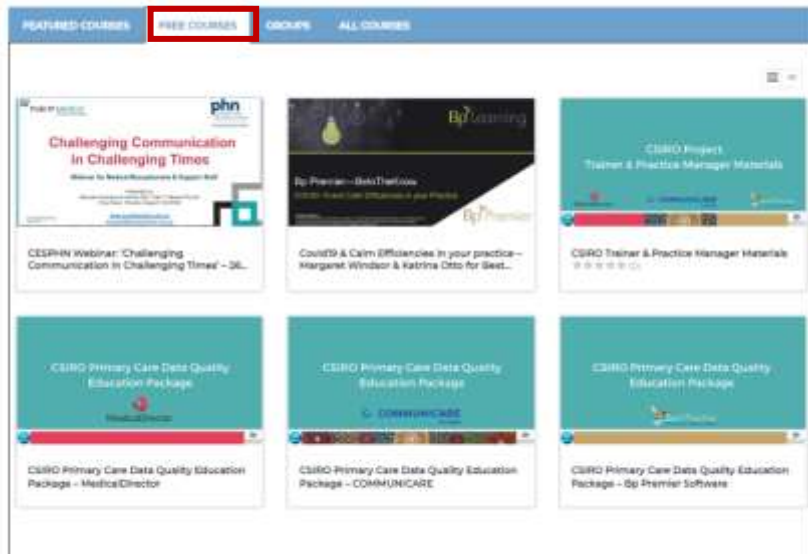
<https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Technology/Social%20media/Social-media-guide-V6.pdf>

Australian Government Primary Health Care 10 Year Plan:

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/primary-health-care-reform>

Access further resources and training

<https://courses.trainitmedical.com.au/>



Each course has 'Materials' eg sample flowcharts, software cheatsheets and guides.



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