PAPERLESS PRACTICE

As technology continues to change and improve, new functionality is introduced often to support a truly paperless workplace. All Clients are encouraged to adopt electronic forms of communication and workflows and reduce or eliminate the need for older technologies including Faxing and Printing resulting in reduced time and consumables costs, and paper waste.

Please be aware that multiple 3rd Party Service Providers exist to provide equivalent or similar services listed below. The listed providers are the most commonly used in our experience across our client base.

For more information on any of the services listed in this document, please contact us.

CONTENTS

Version 1.0 | Last Updated 5/05/2024

07 5499 7517 **|** admin@noytech.com.au **|** www.noytech.com.au **|** 120 Sunset Drv, Caloundra West Q 4551 **|** ABN: 80 345 533 700

https://automedsystems.com.au/

AutoMed Systems is a preferred Partner of NOYTECH. AutoMed provides a complete reception, back-office and patient engagement solution, improving patient experience and loyalty, decreasing staff stress and improving practice viability as a whole.

Version 1.0 | Last Updated 5/05/2024

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PATIENT MANAGEMENT

ONLINE APPOINTMENT BOOKINGS, MOBILE CHECK-IN, SELF-SERVICE KIOSK & CALLER-ID

https://automedsystems.com.au/ (AutoMed) **[Preferred]**

https://practices.hotdoc.com.au/bookings/ (HotDoc)

NEW PATIENT FORM & OTHER FORMS

https://automedsystems.com.au/automed-concierge/ (AutoMed)

https://practices.hotdoc.com.au/digital-forms/ (HotDoc)

PATIENT RECORD TRANSFER

As MyHealthRecord is increasingly utilised, sufficient information may be available in the uploaded Shared Health Summary. Patient records should otherwise be transferred in a secure manner by utilising Medical Objects where suitable; Emailing an encrypted attachment; or providing a copy on USB. *Faxing is not considered secure.*

PATIENT MARKETING/INFORMATION/BROADCAST

https://automedsystems.com.au/automed-email/ (AutoMed)

https://practices.hotdoc.com.au/inform/ (HotDoc)

https://practices.hotdoc.com.au/broadcast/ (HotDoc)

https://mailchimp.com/ (MailChimp – Newsletter Campaigns)

BILLING

https://www.tyro.com/industries/health/ (Tyro with BP & Medicare Integration)

WORKCOVER ELECTRONIC INVOICING

https://kb.bpsoftware.net/bppremier/Orchid/Management/Billing/WorkCoverQLDeInvoicing.htm

CALL CENTRE

Where multiple Clinics are present within a Group, consider the implementation of a centralised or distributed Call Centre with staff dedicated to Patient Engagement via Phone or Electronic means. A dedicated Call Centre or Reception Admin area frees up front desk Receptionists to engage with Patients in person, without the distraction of phone calls.

INSURANCE REPORTS

https://kb.bpsoftware.net/bppremier/Orchid/Integrations/medEbridge/medEbridge.htm (MedEBridge & UHG)

Version 1.0 | Last Updated 5/05/2024

07 5499 7517 **|** admin@noytech.com.au **|** www.noytech.com.au **|** 120 Sunset Drv, Caloundra West Q 4551 **|** ABN: 80 345 533 700

CLINICAL

INBOUND REFERRALS

https://practices.hotdoc.com.au/referral-upload/ (HotDoc)

OUTBOUND REFERRALS

https://www.health.qld.gov.au/clinical-practice/innovation/smart-referrals (QLD Health SmartReferrals)

https://www.bpacsolutions.com.au/products-sent/ (SeNT Referrals for Non-QLD States)

https://www.medicalobjects.com/ (Medical Objects)

https://au.healthlink.net/products/smart-forms/ (HealthLink Smart Forms)

https://www.medrefer.com.au/ (MEDrefer)

LETTERS & SECURE EMAILING

BestPractice has recently introduced improvements to enable emailing of attachments in a secure manner. See
https://kb.bpsoftware.net/bppremier/Orchid/General/Email/UsingEmail.htm

Where files outside of your Clinical Software require secure transmission, it is recommended to utilise a Secure Messaging Service like Medical Objects. Otherwise, NOYTECH provides a guide for encrypting attachments to safely send via email.

SCRIPTS INC QSCRIPT & REALTIME PRESCRIPTION MONITORING

Utilise ePrescribing to send Scripts via SMS or Email rather than Printing. See
https://kb.bpsoftware.net/bppremier/Orchid/Clinical/Prescribing/eScripts.htm

https://www.qscript.health.qld.gov.au/

PATHOLOGY & RADIOLOGY EORDERING

Most Pathology and Radiology providers now support eOrdering where referrals may be submitted electronically directly from the Clinical Software, eliminating the need for a printed referral. Although Patients are entitled to take their referrals to their preferred or convenient provider, most Practices will recommend a nearby provider and encourage the Patient to utilise this service.

CHRONIC DISEASE MANAGEMENT

https://precedencehealthcare.com/inca/ (Inca cdmNet)

https://www.pencs.com.au/products/topbar/ (PenCS Topbar)

https://www.patsoftware.com.au/ (PAT)

NATIONAL CANCER SCREENING

https://kb.bpsoftware.net/bppremier/Orchid/Integrations/NCSR/UsingNCSR.htm (NCSR)

CLINICAL DECISION SUPPORT

https://www.pencs.com.au/products/topbar/ (PenCS Topbar)

https://www.uptodate.com/ (UpToDate – Evidence-based Clinical Decision Support)

PATIENT EDUCATION MATERIAL & FACT SHEET

HealthShare Fact Sheets, among other Education Material services are built-in to Clinical Software. Information can typically be emailed directly to the Patient instead of printed. See
https://kb.bpsoftware.net/bppremier/Orchid/Integrations/HealthShare/HealthshareFactSheets.htm

PATIENT COMMUNICATION & PATIENT CLINICAL RECORD ACCESS

https://bpsoftware.net/best-health-app-overview/ (Bp Best Health App)

https://meditracker.com.au/ (MediTracker)

TELEHEALTH

https://automedsystems.com.au/automed-telehealth/ (AutoMed)

https://practices.hotdoc.com.au/telehealth/ (HotDoc)

ECG/SPIRO

Numerous ECG/Spiro & Clinical Devices support direct integration with your Clinical Software. If your Device does not currently save the test result directly into the Patient's Chart as a PDF, ask us about the required integration software. Where Clinical Reports can be saved as a PDF, Practitioners can review the reports without the need for specialised software or need to print. PDF reports may also be included in eReferrals sent via SmartReferrals, SeNT Referrals or Medical Objects.

PRACTICE MANAGEMENT & DOCUMENTATION / DOCUMENT MANAGEMENT

Although most practices utilise an on-premise Server and data storage, smaller or distributed Practices look to migrate more systems to the cloud. Utilising cloud-storage providers enables secure and mobile/remote access to Practice Data.

Providers include Microsoft365 SharePoint/OneDrive, and Dropbox. Ask NOYTECH for more information.

https://www.practicehub.com.au/ (Practice Hub)

FAXES

Practices are encouraged to moved away from the use of Faxes entirely as the technology is outdated and insecure. It's important to note that some regions in Public Health are already no longer supporting faxes for referrals and require they be submitted electronically. Where faxing is absolutely still required, utilise a Virtual Fax service to eliminate the need for printing.

DOCTOR & STAFF PAYS SLIPS

Although most accounting software already supports emailing of Payslips, etc. Many practice still struggle with the time required to generate the necessary reports to pay providers. Feedback suggests that Reports readily available within the Clinical Software is sometimes insufficient or cumbersome. Software is available to automate routine tasks and streamline payroll, especially for larger Clinics.

https://surgicalpartners.com.au/practices/ (Surgical Partners)

HR MANAGEMENT & ROSTERING

https://www.deputy.com/au (Deputy)

MICROSOFT OFFICE ALTERNATIVES

Although it's common that Practices will require Word, Excel & Outlook, it's rare that all staff will require it or will necessarily require the often-expensive Microsoft Office suite specifically.

LibreOffice is a FREE, open-source Microsoft Office alternative for those that require the basic use of Word & Excel. While there is no direct or fully functional alternative for Outlook, in many instances, the Webmail version may be sufficient.

REPORTING

Having access to up-to-date and easily readable metrics for your practice operations can be key to balancing required Staff to support Practitioners, identifying missed billings, identifying training opportunities for Staff & Practitioners and much more.

https://www.cubiko.com.au/ (Cubiko – NOYTECH is a Cubiko IT Partner)

- https://www.cubiko.com.au/blog/the-essential-kpis-you-should-be-tracking-within-your-medical-practice/
- https://www.cubiko.com.au/blog/eight-metrics-to-measure-your-finanical-health/
- https://www.cubiko.com.au/blog/increase-your-cdm-billings-in-4-easy-steps/
- https://www.cubiko.com.au/blog/questions-to-ask-software-vendors/

https://www.primarysense.org.au/ (Primary Sense)

https://www.pencs.com.au/products/cat4/ (PenCS CAT4)

REVIEWS (ACCREDITATION REQUIREMENT)

https://practices.hotdoc.com.au/reviews/ (HotDoc)

EMPLOYEE/PRACTITIONER INDUCTION & TRAINING

Various Guides & Training videos are readily available online for key software products listed in this document, including BestPractice, SmartReferrals, MedicalObjects, HotDoc, Cubiko and more. *Ask us if you require links to training materials for particular software or workflows.*

ADDITIONAL INTEGRATION PARTNERS/APPS

https://bpsoftware.net/best-practice-software-partner-network/ (Bp Partners)

HOUSEKEEPING

Further internal housekeeping may also reduce dependence on paper or various printed templates. Consider reviewing the following within your software to optimise and clean your database.

- Contact/Address Book inc Path & Radiology (use Multiple Addresses under single Contact)
- Categories
- Past History List
- Templates

https://kb.bpsoftware.net/bppremier/Orchid/Utilities/BpUtilities.htm (Bp Utilities)

https://kb.bpsoftware.net/bppremier/Orchid/Utilities/UncodedItemsCleanup.htm (Cleaning up Uncoded/Free-text Data)

AUTOMATION

Perhaps the key to any successful business is to automate as much as possible. Utilising technology to automate recurring and often menial tasks, reduces the burden on staff and frees them up to perform more engaging activities.

Often something as simple as repeated data entry or recurring activities on the Computer can be 'scripted' and executed with a single push of a button. E.g. Typing a certain code/word/phrase into your Clinical Software/Billing System.

https://kb.bpsoftware.net/bppremier/Orchid/GettingStarted/KeyboardShorcuts.htm (Bp Keyboard Shortcuts)

https://kb.bpsoftware.net/bppremier/Orchid/Clinical/PatientRecord/AutoFill.htm (Bp Word Processor Autofills)

The use of a Stream Deck enables the programming of buttons to perform the required actions you perform most. Stream Decks are often used by Gamers & Streamers but are gaining popularity in businesses looking to automate more.

https://www.elgato.com/en/stream-deck

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