

COVID-19 and Telehealth

Nurse Connect - WentWest

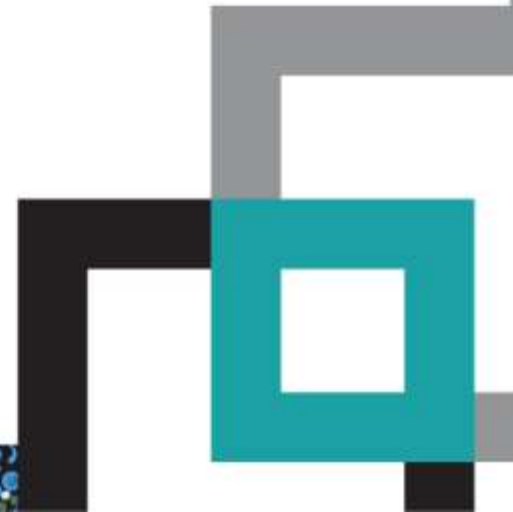
Presented by:

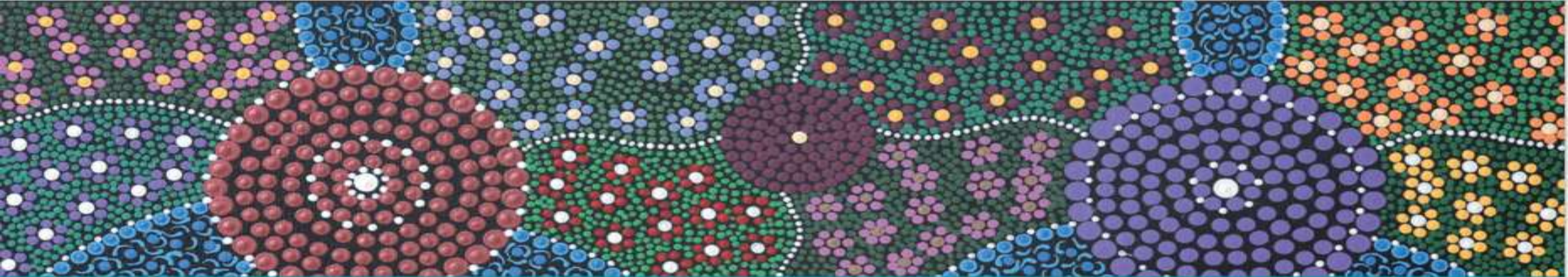
Katrina Otto

Train IT Medical Pty Ltd

www.trainitmedical.com.au

enquiries@trainitmedical.com.au





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.



Further learning:



[RACGP: Telehealth video consultation guide](#)

Train IT Medical
Competence with Confidence

Home What We Do Training options Presentations PHNs **Free Resources** Blog

Coronavirus (COVID-19)

Summary Sheet – Access **COVID-19 & TELEHEALTH** webinar recordings & materials from Primary Health Network (PHN) webinars presented by Katrina Otto
Train IT Medical online courses and webinar recordings – <https://courses.trainitmedical.com.au/>
NB. You'll need the enrolment key supplied by your PHN. If unsure contact help@trainitmedical.com.au

Telehealth

Web Conferencing Security | Australian Cyber Security Centre
Telehealth Video Consultations Guide | RACGP
How to do a high quality remote consultation | ACCRM
Video consultation guide for GPs | Professor Trish Greenhalgh
Using telehealth for remote consultations | healthvitalIT & SEMPHV
Practical Tips for Doing Telehealth Well | Article: Medical Republic
Telehealth for Coronavirus (Covid-19) | Dept Health
Technology Directory | ACCRM
Telehealth Guidelines | ACCRM
COVID-19: A Remote Assessment in Primary Care | BMJ Article
Telehealth Guidelines & Practical Tips | The Royal Australasian College of Physicians

Resources

Fact Sheet for Prescribers | Dept Health – 4/4/20
Caring for people with COVID-19 | National COVID-19 Clinical Evidence Taskforce
Telehealth Counselling FAQ | CESPHV

HOW TO DO A HIGH QUALITY REMOTE CONSULTATION?

- 1. BEFORE THE CONSULTATION**
 - Check your telehealth system is working
 - Check your internet connection
 - Check your audio and video settings
 - Check your patient's telehealth system is working
 - Check your patient's internet connection
 - Check your patient's audio and video settings
 - Check your patient's device is charged
 - Check your patient's device is updated
 - Check your patient's device is secure
 - Check your patient's device is not being used by anyone else
 - Check your patient's device is not being used in a public place
 - Check your patient's device is not being used in a noisy environment
 - Check your patient's device is not being used in a crowded environment
 - Check your patient's device is not being used in a public place
 - Check your patient's device is not being used in a crowded environment
- 2. STARTING THE CONSULTATION**
 - Introduce yourself and your role
 - Check your patient's identity
 - Check your patient's location
 - Check your patient's consent
 - Check your patient's understanding
 - Check your patient's expectations
 - Check your patient's needs
 - Check your patient's preferences
 - Check your patient's values
 - Check your patient's beliefs
 - Check your patient's attitudes
 - Check your patient's behaviours
 - Check your patient's beliefs
 - Check your patient's attitudes
 - Check your patient's behaviours
- 3. RUNNING THE CONSULTATION**
 - Use clear and concise language
 - Use plain language
 - Use simple words
 - Use short sentences
 - Use bullet points
 - Use numbered lists
 - Use visual aids
 - Use diagrams
 - Use charts
 - Use graphs
 - Use tables
 - Use videos
 - Use audio recordings
 - Use text messages
 - Use email
 - Use social media
 - Use telehealth
- 4. ENDING THE CONSULTATION**
 - Summarise the consultation
 - Check your patient's understanding
 - Check your patient's expectations
 - Check your patient's needs
 - Check your patient's preferences
 - Check your patient's values
 - Check your patient's beliefs
 - Check your patient's attitudes
 - Check your patient's behaviours

[Train IT Medical – Free Resources](#)



Access recording:

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



The screenshot shows a course enrollment page. At the top left, there is a blue box with the word "Enrolled" in white. Below it, the "Train IT Medical" logo is displayed with the tagline "Leading Your Practice Into The Digital Future". To the right of the logo are the logos for "phn WESTERN SYDNEY" and "WentWest" with the tagline "Progressing Health Care". The main title of the course is "COVID-19 & Telehealth - WentWest -" in a large, bold, red font. Below the title, it says "Presented by Katrina Otto" and "Train IT Medical Pty Ltd". There are two lines of contact information: "[www.trainitmedical.com.au](\"http://www.trainitmedical.com.au\")" and "[katrina@trainitmedical.com.au](\"mailto:katrina@trainitmedical.com.au\")". In the bottom left corner of the course card, there is small text: "© 2020 Train IT Medical Pty Ltd". At the bottom of the entire screenshot, there is a white box with the text "WENTWEST - COVID19" and a blue button that says "See more...".



Learning Objectives:

1. Prepare your software
2. Develop an understanding of new COVID-19 telehealth and telephone MBS item numbers
3. Consider practicalities of telehealth and clinical documentation (including consent).
4. Tips & tricks from experienced telehealth practitioners.
5. Engage your practice team.



Learning Objective 1:

Prepare your software

Ensure you have the latest data & fee updates

To check last data update: Help menu > Select About

About MedicalDirector Clinical ✕

MedicalDirector Clinical 3.19.0.13934
Copyright © Health Communication Network Ltd. 1998-2020
<http://www.medicaldirector.com> **Evaluation Version**

Practice ID: 888888
MDref: March 2020

MedicalDirector Customer Care ^

Phone: 1300 788 802
Fax: +61 2 9086 3421
Email: mdsupport@medicaldirector.com
pracsoftsupport@medicaldirector.com

[Download mid March 2020 Drug Update \(111 MB\) →](#)

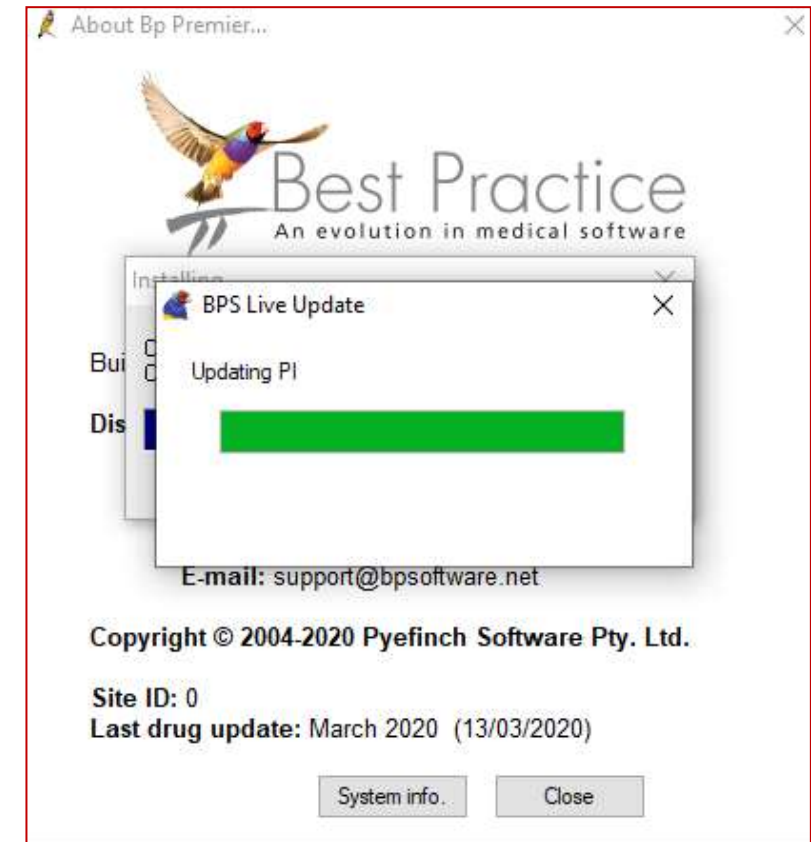


Apply the Bp Premier data update

- Apply the latest data update
- New fees for telehealth
- New clinical codes
- Coding allows for audits and reporting
- Follow up of suspected cases of COVID-19

To check last data update:

Help menu > Select About > Check Last Drug Update



Past History/Reason for Contact

New History Item

Year: Date:

Condition

Pick from list (coded)

Free text (uncoded)

Left Active problem Confidential Summary

Right Confidential Summary

Comment:

Meets testing criteria - sent for test 19/03/2020

Past Medical History

Date: / / Today

Search:

Condition:

Left Right Bilateral

Acute Chronic

Mild Moderate Severe

Active Inactive

Provisional diagnosis

Fracture:

Displaced Undisplaced

Compound Comminuted

Spiral Greenstick

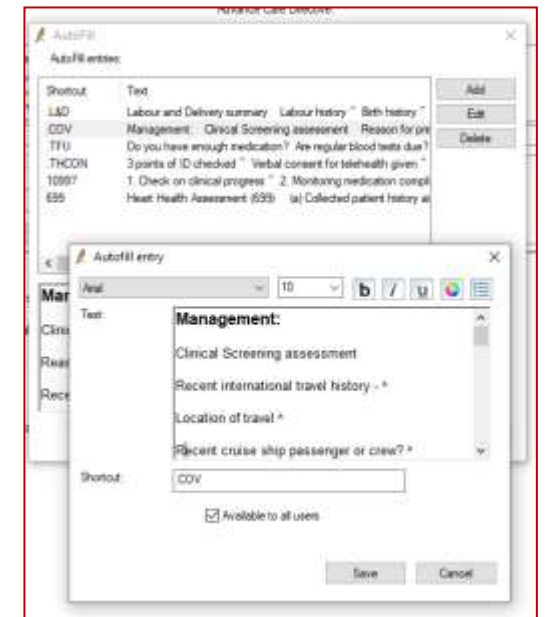
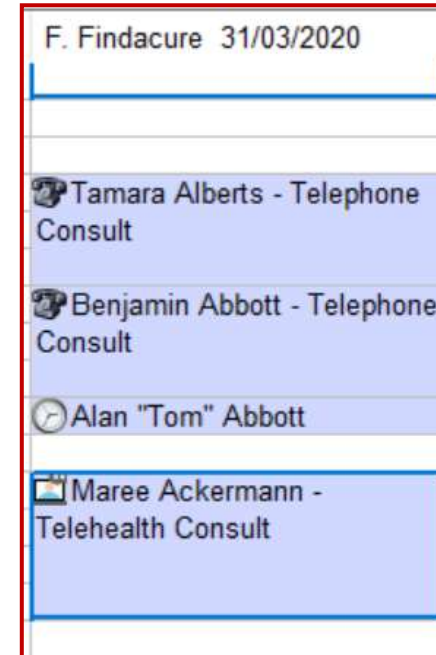
Further details:

Send to My Health Record Confidential Include in summaries Save as reason for visit

Save this condition in favourites list

Timesaving tips to prepare your software

1. Set up telehealth & telephone appointments
2. Design some shortcuts eg
 - consultation
 - telehealth
 - consent
 - warned about risks etc
3. Save your pathology as 'favourite'
4. Code reason for contact/diagnosis
5. Select visit type eg. telephone, telehealth or surgery.
6. Use alert/action/reminder feature to help track patients tested for COVID-19



SAMPLE SHORTCUT:

Telehealth (video or telephone) consultation during COVID-19 pandemic.

Consent obtained for telephone consultation

Patient consent obtained to assign their Medicare benefit as full payment for the service to the practitioner.

Patient identity verified: Name, address and DOB confirmed.

COVID 19 Prevention Advice:

Clean your hands with soap and water for 20 seconds, or use an alcohol-based hand rub/sanitiser.

Cover your nose and mouth with a tissue when coughing and sneezing or use your elbow, not your hands

Avoid close contact with people unwell with cold or flu-like symptoms, and stay home if you have these symptoms.

Avoid touching your face and avoid shaking hands with others.

Try to maintain a distance of 1.5 metres from others as much as possible, and avoid leaving home at all unless necessary

Minimise contact with young children - try and phone rather than see in person

Immunisation: Vaccination for flu as soon as accessible

Vaccination for Pneumococcal required/ up to date

Welfare Check:

Sickness plan- advised if after medical advice and the general practitioner is not able to be contacted call healthdirect on 1800 022 222.

Plan for access to food and household supplies -

Plan for access to medications -

Social supports available –

My Health Record; Date last shared health summary sent -



New telehealth fees

Telehealth fees will be available to select in the **Finalise Visit** window.

Account Type = **Direct Bill**

- * Paying 85% of MBS, not 100%
- * Incentive Items will auto-add if patient eligible

Finalise visit

Visit length: 2m 58s Account type: Direct Bill

MBS item: 91800 Default list Search MBS

Description	Item No.	Fee	Rebate
Covid-19 GP Telehealth attendance less than 20 minutes.	91800	38.20	38.20

Telehealth attendance by a general practitioner lasting less than 20 minutes if: (a) the attendance is where: (i) the person is a patient at risk of COVID-19 virus; or (ii) the general practitioner is a health professional at risk of COVID-19 virus; and (b) the attendance includes any of the following that are clinically relevant: (i) taking a patient history; (ii) arranging any necessary investigation (iii) conducting or supervising such clinical examinations as may be practical; (iv) implementing a management plan; (v) providing appropriate preventative health care where the service

Items to bill:

Description	Service text	Item No.	Fee	Rebate
Covid-19 GP Telehealth attendance less than		91800	38.20	38.20

Note to reception:

Book follow up appt in 2 weeks

Not normal aftercare
 In hospital
No. of patients: 1

Save Save & Close Cancel



Learning Objective 2:

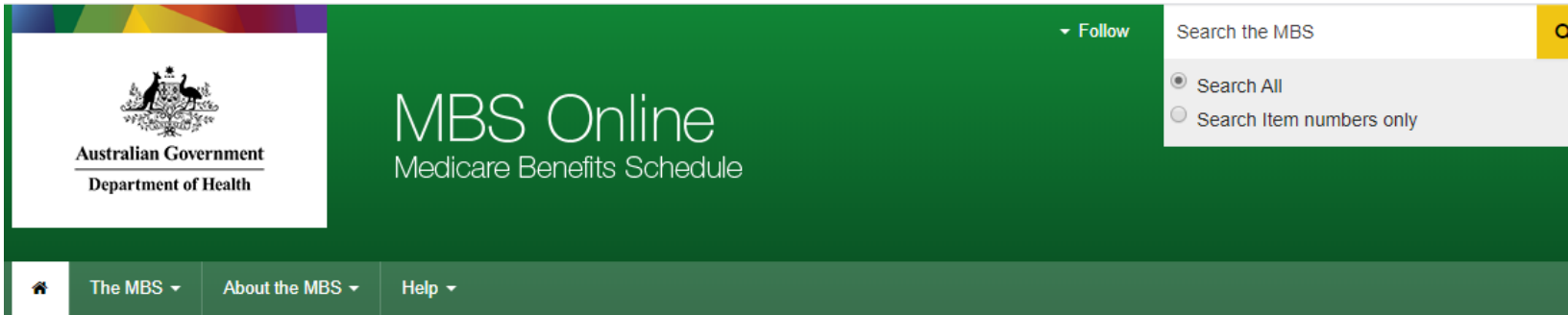
Develop an understanding of new telehealth and telephone MBS item numbers



Changes we've seen in the last weeks

- Removed requirement that must have seen a doctor in the practice in the last 12 months.
- Doubling PIP QI for 1 May and 1 August payments
- Subject to minimum hours that a clinic is open

New MBS Item Numbers for telehealth



MBS Online

Page last updated: 30 March 2020

MBS Online contains the Medicare Benefits Schedule (MBS), a listing of the Medicare services subsidised by the Australian government.

The Schedule is part of the wider Medicare Benefits Scheme managed by the Department of Health and administered by Department of Human Services. MBS Online contains the latest MBS information and is updated as changes to the MBS occur.

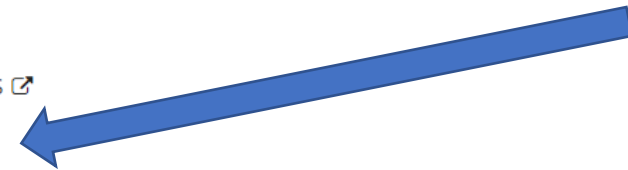
Download [The March 2020 Medicare Benefits Schedule](#)

News:

New telehealth and telephone items have been introduced to support the response to Coronavirus (COVID-19). Details are on the [Latest News](#) page and [Temporary Telehealth Bulk-Billed Items for COVID-19](#) fact sheet. Health is closely monitoring the situation, and daily updates are available on <https://www.health.gov.au/>

Listen

- Search the MBS
- News
- Fact Sheets
- Downloads



[MBS Online](#)





COVID-19 Temporary MBS Telehealth Services

Last updated: 6 April 2020

- From 13 March 2020 to 30 September 2020 (inclusive), new temporary MBS telehealth items have been made available to help reduce the risk of community transmission of COVID-19 and provide protection for patients and health care providers.
- The list of telehealth services has continued to expand since 13 March. This is the latest factsheet and provides details on all current telehealth items.
- The new temporary MBS telehealth items are available to GPs, medical practitioners, nurse practitioners, participating midwives and allied health providers.
- A service may only be provided by telehealth where it is safe and clinically appropriate to do so.
- The new temporary MBS telehealth items are for non-admitted patients.
- From 6 April 2020, it is a legislative requirement that the new telehealth services must be bulk billed for Commonwealth concession card holders, children under 16 years old and patients who are more vulnerable to COVID-19.
- Health providers may apply their usual billing practices to the telehealth items for patients who do not fit the above criteria. Providers are expected to obtain informed financial consent from patients prior to providing the service; providing details regarding their fees, including any out-of-pocket costs.
- The bulk billing incentive Medicare fees have temporarily doubled (until 30 September) for items relating to General Practice, Diagnostic Imaging and Pathology services. These items can be claimed with the telehealth items where appropriate. The fees are provided later in the factsheet.



MBS changes as at 6 April 2020

- Health providers may apply their usual billing practices to the telehealth items for patients who do not fit the above criteria. Providers are expected to obtain informed financial consent from patients prior to providing the service; providing details regarding their fees, including any out-of-pocket costs.

- The bulk billing incentive Medicare fees have temporarily doubled (until 30 September) for items relating to General Practice, Diagnostic Imaging and Pathology services. These items can be claimed with the telehealth items where appropriate. The fees are provided later in the factsheet.

Bulk bill patients 'more vulnerable to COVID-19'

Vulnerable means a patient at risk of COVID-19, so a person who:

- is required to self-isolate or self-quarantine in accordance with guidance issued by the Australian Health Protection Principal Committee in relation to COVID-19; or
- is at least 70 years old; or
- if the person identifies as being of Aboriginal or Torres Strait Islander descent—is at least 50 years old; or
- is pregnant; or
- is the parent of a child aged under 12 months; or
- is being treated for a chronic health condition; or
- is immune compromised; or
- meets the current national triage protocol criteria for suspected COVID-19 infection.

The services will be available until 30 September 2020. The continuing availability of these items will be reviewed prior to 30 September 2020.

New MBS Item Numbers for COVID-19 telehealth - GP

		New Telehealth	
Health assessment			
* GP ATSI health assessment	715	92004	92016
Chronic Disease Management			
* GP management plan, prepare	721	92024	92068
* GP team care arrangement, co-ordinate development	723	92025	92069
* GP contribution to prepare or review a multidisciplinary care plan, prepared by another provider	729	92026	92070
* GP contribution to prepare or review a multidisciplinary care plan, prepared by a provider when the patient was admitted or by a RACF	731	92027	92071
* GP attendance to coordinate a GP management plan or team care arrangements	732	92028	92072

[Always go from the source – MBS online](#)



	A	B	C	D	E
1	Telehealth Item numbers				
2	Restrictions as of 30/3/2020				
3	Must Be Bulk Billed				
4	?removed Restriction for Face to Face in last 12 months				
5					
6	Usual Item Number	Video Number	Phone Number	Detail	Value
7	Standard Consult Items				
8	3	91790	91795	Level A	\$20.55
9	23	91800	91809	Level B	\$44.90
10	36	91801	91810	Level C	\$87.00
11	44	91802	91811	Level D	\$128.05
12	82200	91192	91193	NP Level A	\$9.75
13	82205	91178	91189	NP Level B	\$21.30
14	82210	91179	91190	NP Level C	\$40.40
15	82215	91180	91191	NP Level D	\$59.50
16	Obstetric				
17	16500	91855	91858	Antenatal	\$47.90
18	4001	92136	92138	Non-Directive Preg Counselling >20mins	\$91.55
19	GPMP				
20	721	92924	92068	GPMP	\$172.40
21	723	92025	92069	TCA	\$136.60
22	732	92028	92072	Review GPMP/TCA	\$86.10
23	MHCP				
24	2700	92112	92124	MHCP Non Trained 20-40mins	\$85.70
25	2701	92113	92125	MHCP Non Trained >40mins	\$126.15
26	2715	92116	92128	MHCP Trained 20-40mins	\$108.80
27	2717	92117	92129	MHCP Trained >40mins	\$160.25
28	2712	92114	92126	Review of MHCP	\$85.70
29	2713	92115	92127	MH Consultation	\$85.70
30	ATSI Health Assessment				
31	715	92004	92016	ATSI Health Assessment	\$253.70
32	Afterhours Urgent in Unsociable Hours (2300-0800)				
33	599	92210	92216		\$182.85
34					



Using the New MBS Item Number for COVID-19 Telehealth

- Available for all patients (until 13 September 2020)
- 1st preference is with video but telephone okay if video unavailable
- Bulk billing incentive doubled
- PIP QI payment doubled

- Expanded to include
 - care planning
 - Indigenous Health Assessments
 - Eating Disorder Management
 - Mental Health
 - Urgent After Hours
 - Pregnancy Support

[Read MBS Changes Factsheet](#)



FAQ – Can the new temporary MBS telehealth items be used for multiple attendances on the same day?

- ☑ **Yes.** Medicare rebates may be paid for each of several attendances on a patient on the same day by the same medical practitioner, provided the subsequent attendances are not a continuation of the initial or earlier attendances.
- ☑ However, there should be a reasonable lapse of time between such attendances before they can be regarded as separate attendances.
- ☑ Where two or more attendances are made on the one day by the same medical practitioner, the time of each attendance should be noted (eg 10.30 am and 3.15 pm) in order to assist in the assessment of benefits."

[Medicare source](#)

Practice Incentive Payments

- ✓ Double PIP QI payments for GP practices open for face to face services for minimum 4 hours per day
- ✓ \$10 per SWPE
- ✓ Quarterly payment cap now \$25,000 per quarter
- ✓ Payments will be made on 1 May and 1 August



[Read more about PIP QI changes](#)



PIP QI

Practices may focus their quality improvement activities on areas which are informed by their clinical information system data and meets the needs of their practice population.

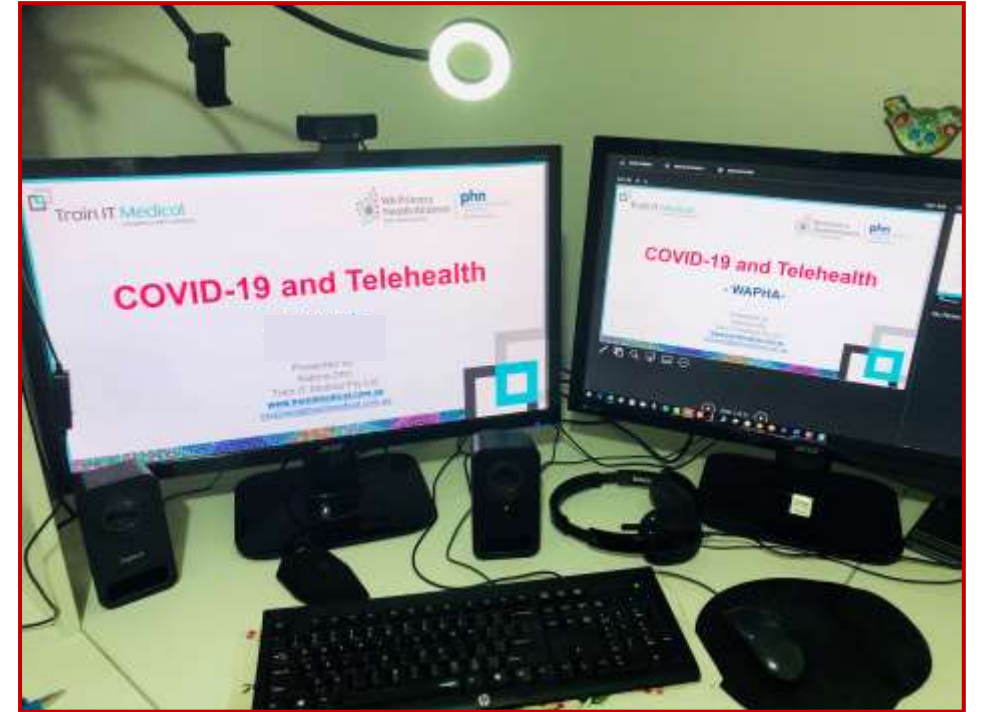


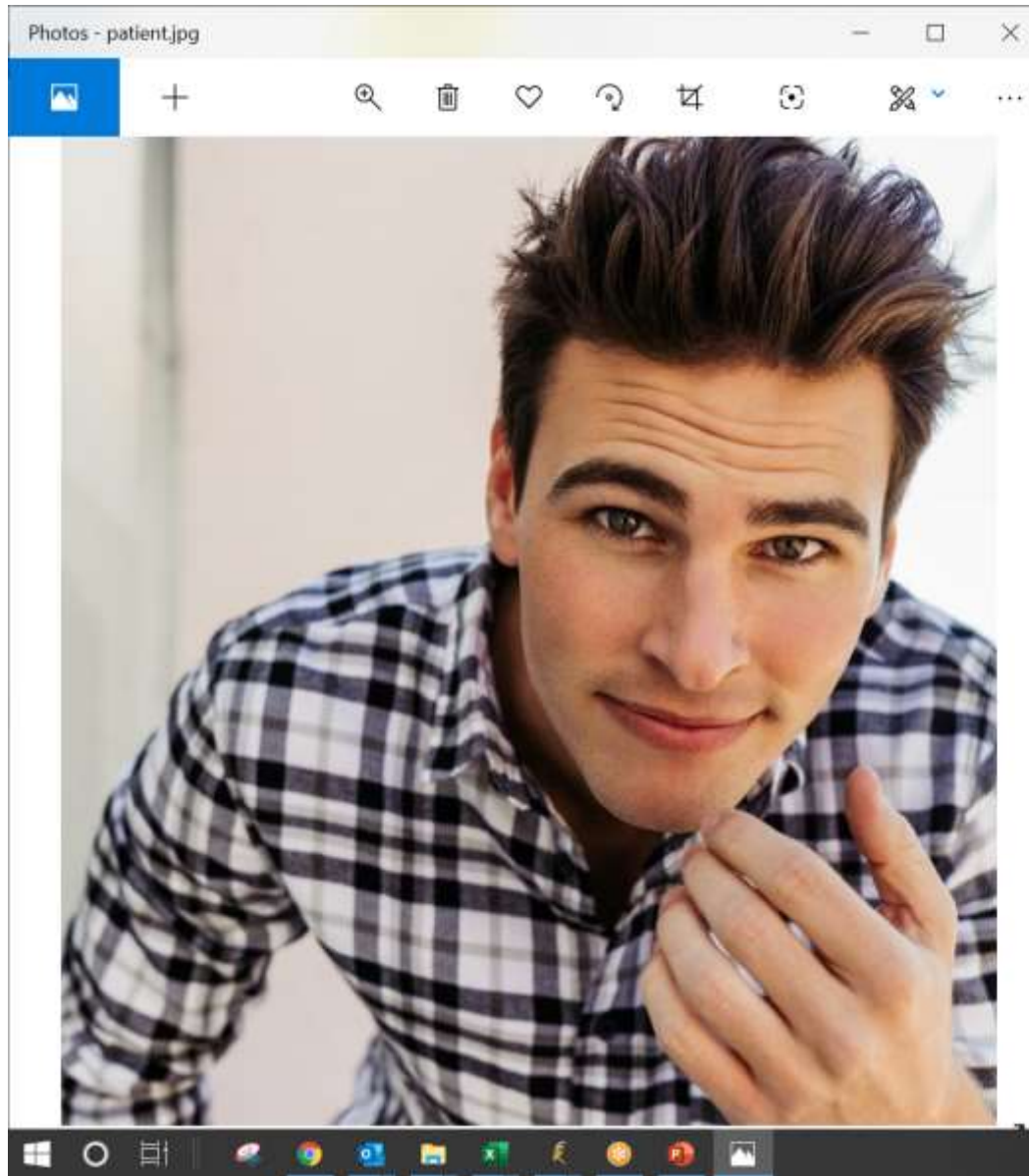
Learning Objective 3:

Consider practicalities of telehealth and clinical documentation (including consent).

Equipment needed

1. Webcam (position at top of screen for eye-contact) and microphone
2. Speakers or headphones
3. Internet connection
4. Ideally 2 screens (1 for telehealth software, one for medical records)
5. Use video-conferencing apps on PC instead of using your own phone
6. What can everyone see & hear?





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 5050
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	Dysphonia	Moderate	Outstanding requests	27/08/2019	There are
			Preventive health	24/03/2020	Vaccinat

Expand Collapse

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	Abrasion
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, Act.
11/02/2020	Dr Frederick Findacure	Care coordination

Windows taskbar: ENG 4:01 PM



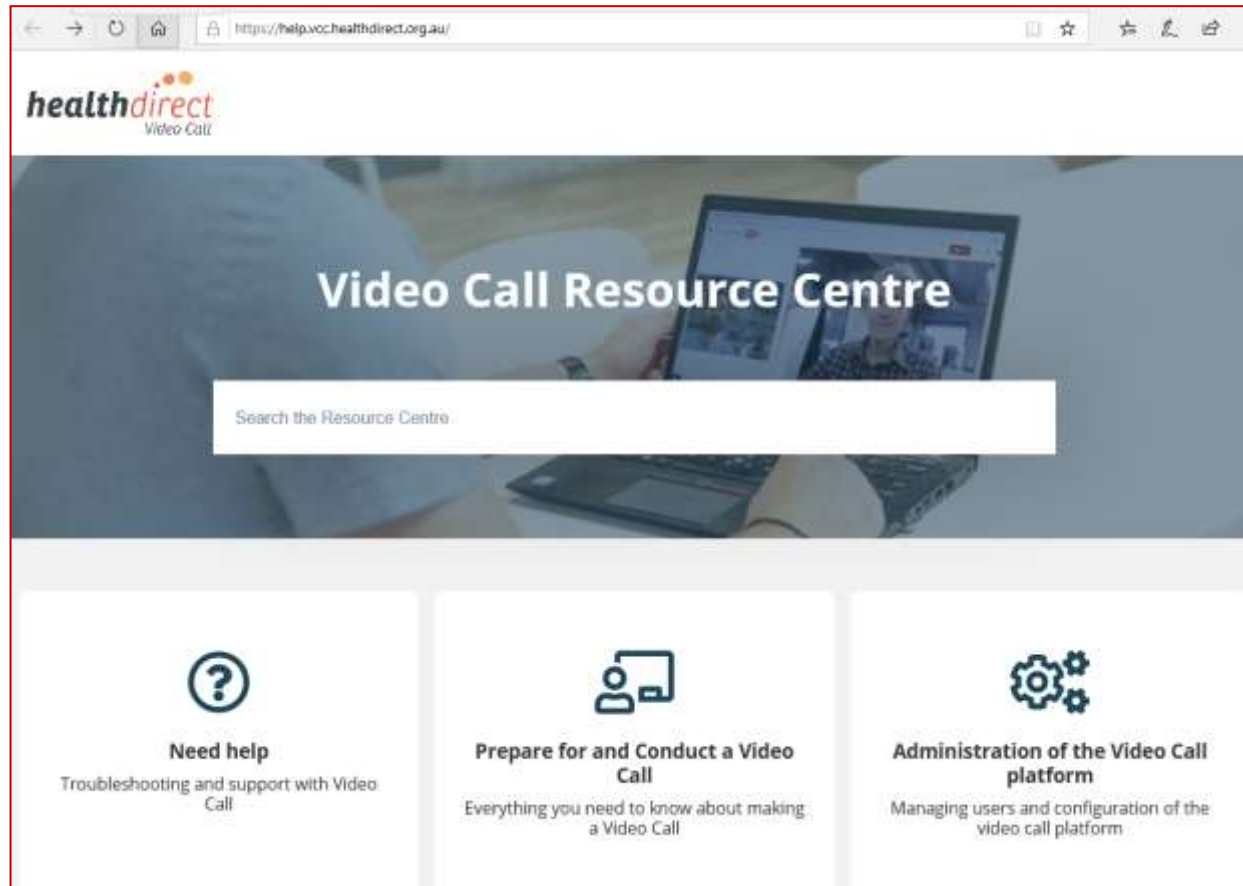
What telehealth options are available?

- Videoconference services is the preferred approach for substituting a face-to-face consultation.
- **Audio-only** services via telephone **if video not available.**
- **No specific equipment** is required to provide Medicare-compliant telehealth services.
- Services can be provided through widely available video calling apps and software.



[MBS Online – new item numbers for telehealth and telephone consultations](#)

HealthDirect Video Conferencing Links to further learning



[HealthDirect Resource Centre](#)

[Patient Information Leaflet](#)

[Templates and guides](#)

[Clinician Video \(5 min\)](#)

Contact Info:

videocallsupport@healthdirect.org.au

Helpline: 02 8069 6079

Attending your appointment via a Video Call

Replace this text with the name of your service.

Where appropriate, you can have your consultation online via a video call

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Where do I go to attend my appointment?

To attend your appointment, go to:
Replace this text with the URL of your service's Waiting Area entry page

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

What do I need to make a video call?

- ✓ A good connection to the internet. If you can watch a video online (e.g. YouTube) you can make a video call.
- ✓ A private, well-lit area where you will not be disturbed during the consultation.
- ✓ One of these:
 - Google Chrome web browser (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?

The video call is free (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition*.

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.



Smartphone & tablet users

If you can, connect to a home or work

Patient Information Leaflet



Where do I go to attend my appointment?

To attend your appointment, go to:

Replace this text with the URL of your service's Waiting Area entry page

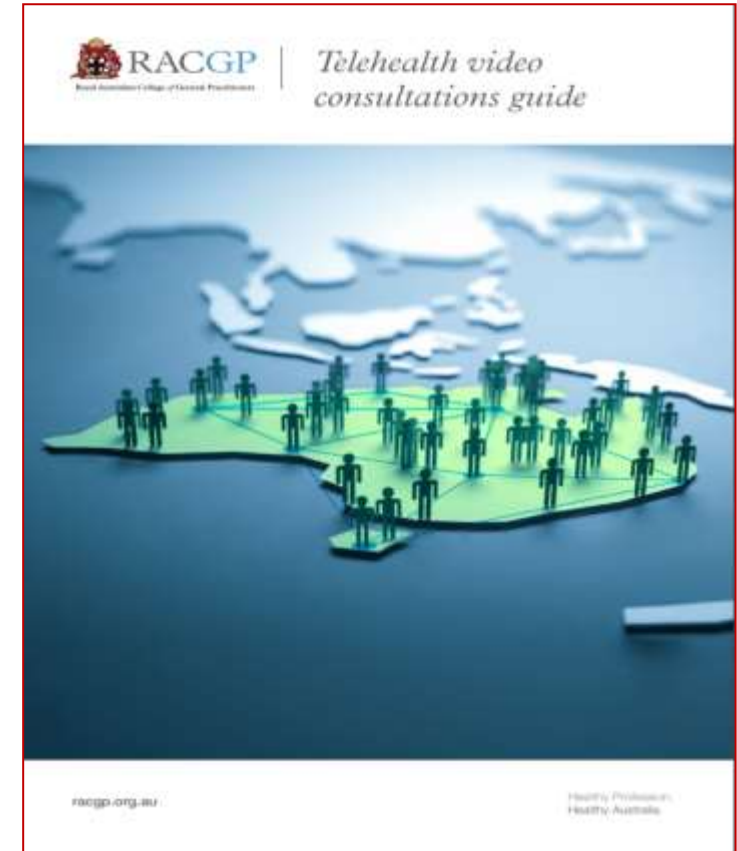


support@wentwest.com.au

ph 8811 7117

Telehealth checklist / protocol

- Patient requests consultation (phone)
- Advised to book teleconsult (phone or video)
- Appointment is confirmed & patient Information provided
- Reminder sent via SMS / Phone
- Patient accepts or cancels (via SMS or phone)
- Teleconsult takes place
 - Patient ID confirmed
 - Consent is documented
 - Clinical Notes recorded
 - Medicare items recorded
- Patient follow up and feedback on teleconsult process



[RACGP: Telehealth video consultation guide](https://www.racgp.org.au/telehealth)

Obtain patient consent

[Read RACGP telehealth video consultations guide](#)

- **Book and confirm** telehealth consultation with patient
- **Document** patient consent:
 - Sign and scan document
 - Add a **shortcut**
 - Record patient response
“Yes I’m fine with that”
- **Informed** financial consent
- **Visit Type** = Telehealth or Telephone



Reminder: doubleclick on phone number, check mobile and select preferred method of contact.

Examples: patient consent

Add to progress notes:
“Patient consent has been
obtained for the telehealth
consultation: YES/NO”

Use a shortcut

Patient to sign and return

Practice to scan to patient record

ABC MEDICAL CLINIC

TELEHEALTH CONSULTATION CONSENT FORM

I have read and understood the **Patient Telehealth Information Form**.

I agree to have a phone / video consultation with: _____

Name of healthcare provider

Patient Name: _____

Signature: _____ Date: _____

Consent for recording video or images:

I agree to have this video consultation recorded or to have photographs taken if required. This information will be sent / stored securely and only used to benefit my healthcare. I have the right to see the images or videos if desired.

Patient Name: _____

Signature: _____ Date: _____



Learning Objective 4:

Tips & Tricks from experienced telehealth practitioners

Telehealth tips & tricks from experienced practitioners

1. Do you have the correct patient record open? – 3 points of ID
2. What are you wearing?
3. Do you have a decent camera with lighting?
4. Is it possible to have 2 screens - maybe an ipad with PC?
5. Does your microphone allow your patient to hear you clearly?
6. Are you speaking slowly enough?
7. Can your patient hear any other conversations?
8. Does it feel like they are with you?
9. Are you reassuring?
10. Have you allowed yourself enough time?



More tips

- Be prepared to quickly switch to the telephone if tech fails.
- Expect your patients to struggle with telehealth technology – it's new to us and new to them and everyone is stressed.
- Create new dialogues eg. “I need to refer/type some notes in your medical record. Is that okay with you?”



Telephone & telehealth tips from our OT Brooke

“Doctors often think and talk a lot faster than the average patient.

If they don't slow down the patient won't interrupt and say they're not following, they will just agree (or won't give information) because they are lost”



Telehealth tips from OT Brooke

KP: Brooke has a 9:10AM TELEPHONE appt Tue 3/31. KP will call you between 8:40AM-9:40AM. To cancel, reply CANCEL APPT. To end text msgs reply STOP

“Even if the patient is not hearing impaired, they will often mishear or get words mixed up. Without non-verbal clues there will be misinterpretation.”

MAR 31 2020 Telephone Appointment Visit
MICHAEL D HELLSTROM, MD, M.D.

 View notes

 View After Visit Summary*

Slow down | Keep it simple | **Get patient to repeat back to check understanding**



Learning Objective 5:

Engage your team with telehealth

Engage your team

- **Provide regular updates to the practice team**
- **Train your team**
 - How to use technology: demonstrate
 - MBS Item numbers and rules for use
 - Record keeping – notating visit type, recording consent
 - Step-by-step instructions for providers using telehealth
 - Onsite help available via practice telehealth champion
- **Focus on patient centred care & flexible options for patients**
- **Encourage staff to adopt new ways of doing things –**



Practice Incentive Payments

- ✓ Double PIP QI payments for GP practices open for face to face services for minimum 4 hours per day
- ✓ \$10 per SWPE
- ✓ Quarterly payment cap now \$25,000 per quarter
- ✓ Payments will be made on 1 May and 1 August



[Read more about PIP QI changes](#)



PIP QI

Practices may focus their quality improvement activities on areas which are informed by their clinical information system data and meets the needs of their practice population.

Know your patient population. How many confirmed and suspected cases of COVID-19?



Who are your most vulnerable patients?

? *Patients aged over 65*

? *Patients who smoke*

? *Influenza at risk*

? *Aboriginal and Torres Strait Islander people*



What have you done to improve your service lately?

1. Telehealth & telephone processes
2. Upload shared health summaries for patients
3. Welfare calls for elderly patients
4. Infection control processes

Who has installed a protective barrier at reception?

What else?

5. Influenza clinics
6. Policies written
7. Staff morale
8. Internal staff communication processes

[Read more about PIP QI changes](#)



Sue's list – 2 days at the AMS!

- * Set up an external triage station
- * Set up an isolation room (separate to main GP Clinic)
- * Developed lots of protocols
- * Contacted all patients >55 years to advise how to stay safe and avoid contracting COVID-19 as well as what to do if they suspect they've contracted the virus.
- * Established pandemic kits for all consultation rooms.
- * Regular (daily) staff updates
- * Assessing all staff (temperature taken) before entering the building.
- * Installed software with new COVID-19 codes
- * Added new telehealth item numbers to billing software
- * Wrote instructions for recording details of patients who have been masked and or sent away for further testing so we can follow up.
- * Wrote protocols for booking phone consults
- * Setup telehealth capability.
- * Provided education about telehealth capability for staff.
- * Developed social media materials for our patient community.
- * Supported Practice Manager & CEO



Pandemic Response & Correspondence Management

What is our GOAL? (what are we trying to accomplish)	Change existing correspondence management protocol so patients no longer return for their results (ie face-to-face consultations to telehealth consultations). Decrease number of patients presenting at practice.
What measures will we use? (i.e. data)	Number of patients currently using telehealth. Number of patients currently visiting practice.
How do we start:	<ul style="list-style-type: none">• Redesign correspondence management protocol to incorporate telehealth consultations to replace face-to-face follow up• Team meeting to communicate QI with staff• Setup appointment book in MD• Teach clinicians how to use modified protocol with MD and PS

[Sample PDSA](#)

Key points for discussion at team meeting:	
<ul style="list-style-type: none"> • • • • • • 	
2. Daily Team Meeting:	
Attendance:	
Actions from yesterday's meeting:	
What's changed since yesterday:	
What's on today:	
Issues, concerns, or WHS risks raised:	
Improvement suggestions (CQI):	
3. Update whiteboards, notice boards, and communication books with any new information	
4. Ensure all PPE stocks are replenished, including hand sanitiser and soap dispensers	
5. Review appointment book to ensure all telehealth bookings include all necessary details	
6. Wipe down the waiting room chairs and reception surfaces with disinfectant wipes at lunch time and any other time as required following infection control standards	
7. Check pathology and PPE stocks and reorder as necessary	
8. Check in with staff members on their mental health and wellbeing	
Are you OK? If not, to follow up	
Are you using the appropriate infection control techniques and staff PPE?	
Are there any practice issues or concerns? If yes, to follow up	
9. Today's good news story:	
10. Provide feedback to your PHN coordinator on any good news stories, issues, or concerns	

Credit Marg Windsor, DARTA Medical



Engage your team



Example from the outstanding Greenmeadows Medical, Port Macquarie, NSW

Access eLearning course:

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



The image shows a digital enrollment card for an eLearning course. At the top left, it says 'Enrolled' in a blue box. The logos for 'Train IT Medical' (with the tagline 'Leading Your Practice Into The Digital Future'), 'phn WESTERN SYDNEY' (with the tagline 'An Australian Government Institute'), and 'WentWest' (with the tagline 'Progressing Health Care') are displayed. The main title of the course is 'COVID-19 & Telehealth - WentWest -'. Below this, it states 'Presented by Katrina Otto, Train IT Medical Pty Ltd' and provides contact information: 'www.trainitmedical.com.au' and 'katrina@trainitmedical.com.au'. A blue button at the bottom says 'See more...'. The card is set against a background of colorful, abstract geometric patterns.

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Presented by Katrina Otto
Train IT Medical Pty Ltd
www.trainitmedical.com.au
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WENTWEST – COVID19

See more...



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