



 Cubiko  HealthShare

Reception workflows for your practice

Acknowledgement of Country

In the spirit of reconciliation, Cubiko acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Gaagal by Miimi and Jiinda



Housekeeping

- Please change your chat from 'Host and Panelists' to 'Everyone' so that everyone can view and join in the conversation.
- If you have a question, please add it to the Q&A area at the bottom of your screen. This helps ensure that we can see and answer your questions.
- This session will be recorded. A copy of the recording will be sent out later today, along with any links or resources shared in today's session.

Session overview

- The recommended workflows to implement for your reception team
- Strategies on how to engage your reception team with data
- How patient pre-consult surveys can free up your front desk

Importance of data in your practice

- Track performance
- Identify areas for improvement
- Increase patient satisfaction
- Reduce costs
- Improve patient outcomes
- Increase staff efficiency



Reception workflow

Daily

Appointment book optimisation

- Unconfirmed appointments today
- Appts that may not be eligible for Medicare-subsidised telehealth services
- Recall appointments to rebook
- Appointment day sheet

Unconfirmed appointments today ⓘ ⋮

! 70

20 with DNA history

Recall appointments to rebook ⓘ ⋮

! 27

Appointment day sheet by appointment type ⓘ ⋮

3,294

Appointments that may not be eligible for Medicare-subsidised telehealth services ⓘ ⋮

136





Reception workflow

Daily

Service opportunities

- Possible service opportunities today – Summary for Practitioners
- Bulk Medicare OPV check
- QuickCheck to quickly & securely verify patient item eligibility

Summary GPMPs, TCAs and reviews Nurse items Health Assessments More... ▾

Patients with opportunities ⓘ

	Appt date	Appt time	Appt with	Appt type	Patient	May be eligible to book for
1	19/09/2023	08:00	firstname 7159	BSCDS\Review	surname 2143, firstname 2726 (69yrs - city 6152)	Potential new CDM care plan, Item 699, Flu vaccine
2	19/09/2023	08:00	firstname 7648	BSCDS\New	surname 9648, firstname 1896 (73yrs - city 4999)	Potential new CDM care plan, Item 699
3	19/09/2023	08:00	firstname 9598	Recall	surname 2985, firstname 5722 (70yrs - city 3374)	Mental Health Treatment Plan, Item 699
4	19/09/2023	08:00	firstname 6112	Standard appt.	surname 5576, firstname 7325 (54yrs - city 1552)	Item 10997, Item 699, Flu vaccine
5	19/09/2023	08:00	firstname 8893	Standard appt.	surname 9972, firstname 1991 (53yrs - city 9668)	Item 721, Item 723, Item 732, Item 699
6	19/09/2023	08:00	firstname 7785	BSCDS\Review	surname 6815, firstname 5637 (72yrs - city 9247)	Item 721, Item 723, Potential new CDM care plan, Me
7	19/09/2023	08:00	firstname 5738	Standard appt.	surname 4177, firstname 5567 (58yrs - city 9247)	Item 721, Item 732, Item 10997, Item 715, Item 699,
8	19/09/2023	08:00	firstname 1391	BSCDS\Review	surname 3421, firstname 5722 (89yrs - city 3374)	Item 732, Item 10997, 75+ Health Assessment, Item
9	19/09/2023	08:00	firstname 5715	N2 GPMP r/v & TCA	surna	
10	19/09/2023	08:10	firstname 8893	Long appt.	surna	
11	19/09/2023	08:20	firstname 5738	Telehealth Consult	surna	
12	19/09/2023	08:20	firstname 1316	Long appt.	surna	
13	19/09/2023	08:30	firstname 1391	BSCDS\Review	surna	
14	19/09/2023	08:30	firstname 1315	Meeting	surna	
15	19/09/2023	08:30	firstname 8893	Telehealth Consult	surna	
16	19/09/2023	08:40	firstname 8893	Standard appt.	surna	
17	19/09/2023	09:00	firstname 9758	Telehealth Consult	surna	
18	19/09/2023	09:00	firstname 5715	N2 new GPMP & new	surna	
19	19/09/2023	09:00	firstname 7292	N2 GPMP r/v & TCA	surna	
20	19/09/2023	09:00	firstname 1391	BSCDS\Review	surna	
21	19/09/2023	09:00	firstname 7159	BSCDS\Review	surna	
22	19/09/2023	09:00	firstname 1316	Standard appt.	surna	
23	19/09/2023	09:00	firstname 9179	Long appt.	surna	
24	19/09/2023	09:00	firstname 9758	Telehealth Consult	surna	
25	19/09/2023	09:00	firstname 7785	BSCDS\Review	surna	

QuickCheck ⓘ **New** ☆

73
patients with appointments today

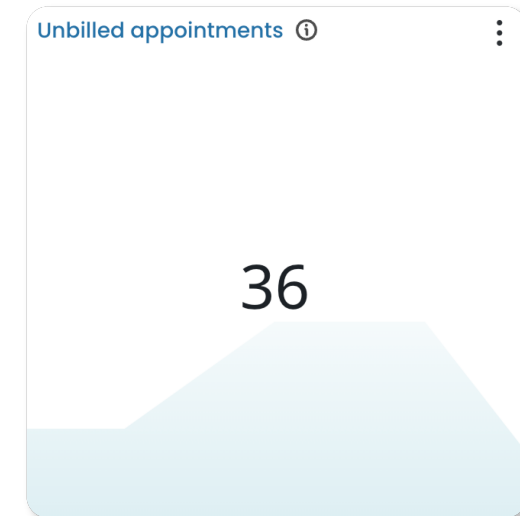
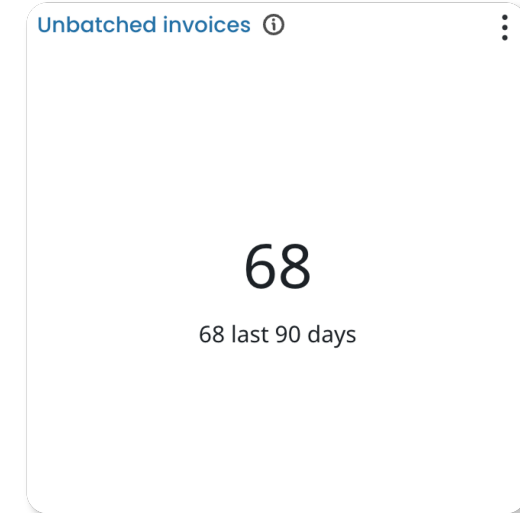


Reception workflow

Daily

Billing optimisation

- **Unbatched invoices** identify any outstanding invoices that have not been sent to Medicare or DVA for payment.
- **Outstanding rejections** helps identify if your online claiming workflow is effective.
- **Uncompleted patient appointments** helps reduce the impact of missed billings.
- **Unbilled appointments** helps identify any completed appointments that have an unbilled status.





Reception workflow Daily

MyMedicare optimisation

- MyMedicare eligible patients with an appointment today

List of MyMedicare unregistered patients ⓘ

	INTERNAL...	Record no.	Patient	Next appt	Time	Aj
1	2761	32649	surname 8111, firstname 8336 (67yrs -	01/05/2024	13:30	W
2	1991	27640	surname 4332, firstname 4514 (60yrs -	01/05/2024	15:40	Lc
3	3773		surname 8392, firstname 8336 (1yrs -	01/05/2024	15:40	St
4	1098	00013065	surname 8973, firstname 2585 (85yrs -	01/05/2024	11:00	PF
5	39078		surname 8671, firstname 3916 (70yrs -	01/05/2024	11:00	BS
6	2504	30167	surname 9787, firstname 7119 (73yrs -	01/05/2024	10:00	Pc
7	2287	25229	surname 1463, firstname 1675 (47yrs -	01/05/2024	13:20	PH
8	994	014903	surname 4488, firstname 1331 (75yrs -	01/05/2024	10:00	Te
9	39072		surname 6381, firstname 7522 (29yrs -	01/05/2024	15:40	Nu
10	798		surname 5567, firstname 6318 (35yrs -	01/05/2024	12:00	Pc
11	2432	34227	surname 1858, firstname 4951 (22yrs -	01/05/2024	15:20	Re
12	1226	193765	surname 3287, firstname 6369 (54yrs -	01/05/2024	13:20	Lc
13	5303	42753	surname 9864, firstname 2585 (82yrs -	01/05/2024	11:30	GI
14	38984		surname 8913, firstname 2726 (44yrs -)	01/05/2024	11:10	W
15	39028		surname 4978, firstname 7119 (51yrs -	01/05/2024	13:20	BS
16	1621	23712	surname 7919, firstname 7813 (13yrs -	01/05/2024	11:40	Podiatrist
17	4008	41351	surname 9596, firstname 7119 (64yrs -	01/05/2024	11:50	N2 3mthly Diab ck &
18	1747	24736	surname 5181, firstname 2585 (38yrs -	01/05/2024	10:20	Recall
19	5084		surname 9267, firstname 3916 (30yrs -	01/05/2024	08:40	Telehealth Consult
20	4275	37135	surname 4825, firstname 3916 (73yrs -	01/05/2024	11:20	N2 Spirometry 11506
21	5161	41787	surname 2663, firstname 1816 (28yrs -	01/05/2024	10:10	Standard appt.
22	5299	42734	surname 8355, firstname 1816 (0yrs -	01/05/2024	10:00	Long appt.
23	3106	36041	surname 6958, firstname 6139 (50yrs -	01/05/2024	13:00	Long appt.

MyMedicare eligible patients with an appointment today ⓘ

56

Free Download

Effectively managing MyMedicare registrations workflow





Reception workflow

Weekly

- **Outstanding debt** to help identify unpaid accounts to increase cash flow and reduce the risk of bad debt.
- **Billings on hold** invoices to action.

Outstanding debt ⓘ



\$29,948

629 debtors
701 invoices owed

Billings on hold ⓘ



15

13 days old on average

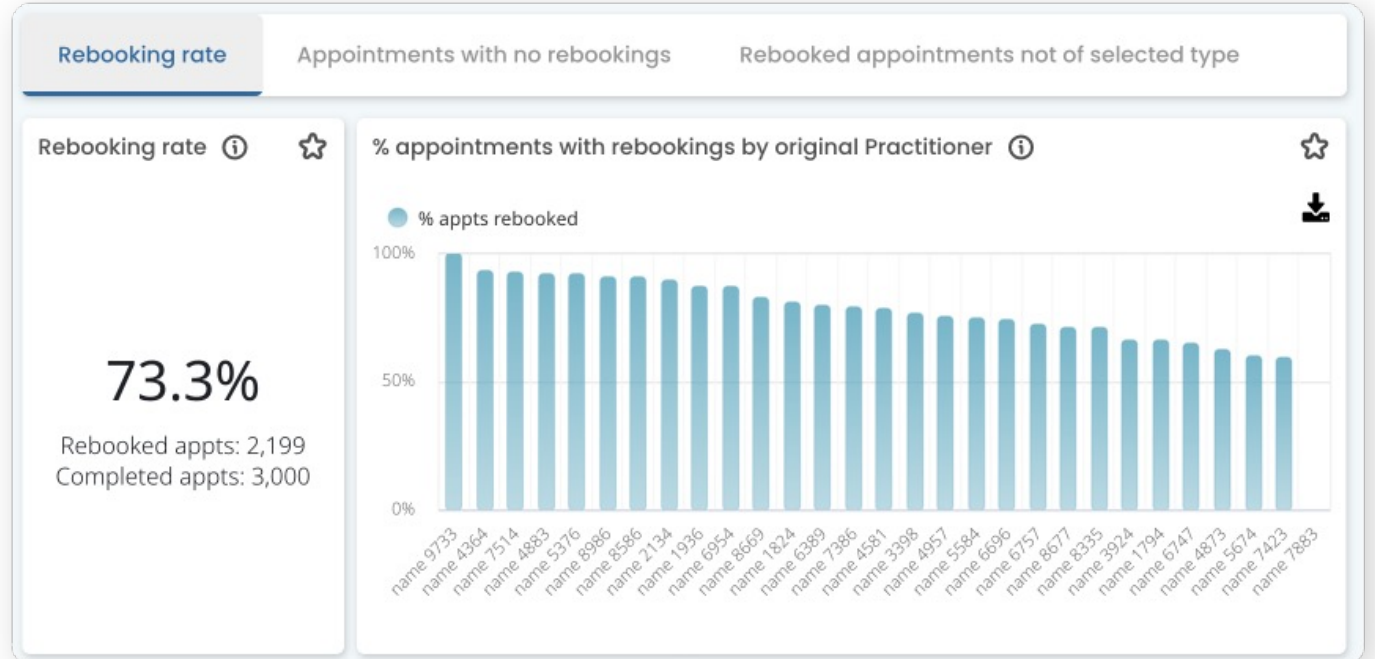


Reception workflow

Weekly

Increase the number of patients booking a future reoccurring appointment

- **Rebooking rate** to help determine which patients have booked a future appointment within the next 36 months. Help ensure your patients rebook key appointments.



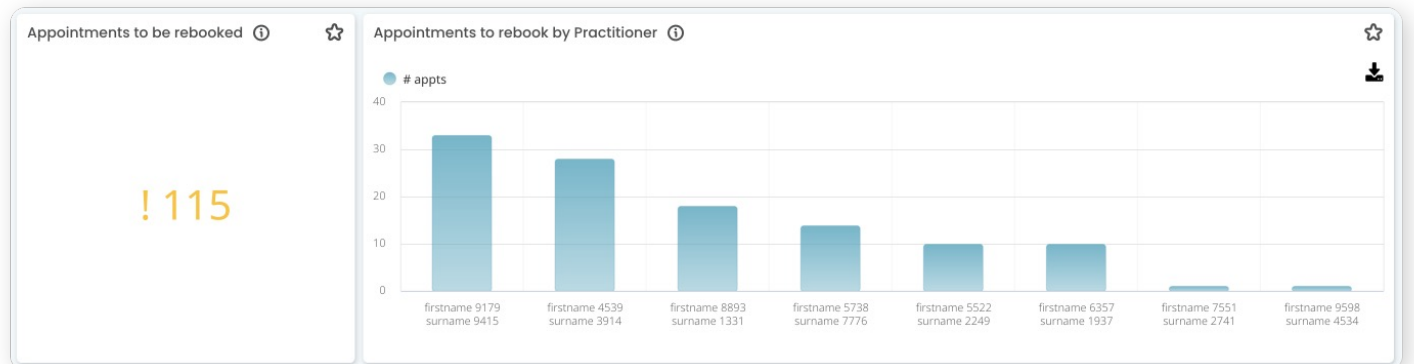


Reception workflow

Monthly

Identify patients who need to be rebooked with Practitioners

- **Appointments to be rebooked** will show a list of patient appointments that need to be rebooked due to a practitioner being marked away or because the practice is closed.



Free Download

Workflows for Receptionists



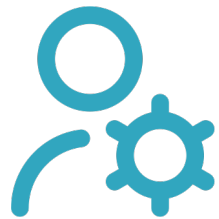
How to bring your team along for the journey



Establish a data-driven culture



Team meetings



Give access to the data



Provide training

Top Tip!

Nominate someone in your practice to champion data.

This person can be responsible for ensuring the success of data in your practice, as well as providing training to your ongoing and new team members.



Does your practice have a specific person who is responsible for leading the implementation and use of data?



Establish a data driven culture

- Lead by example
- Encourage data-driven thinking
- Keep it simple
- Celebrate success



Team meetings

- Regular team meetings
- Open discussion
- Share ideas and feedback
- Follow up on action items



Give access to data

- Make data accessible to everyone
- Provide support
- Set clear expectations about how the data can be used
- Monitor and track use



Provide training

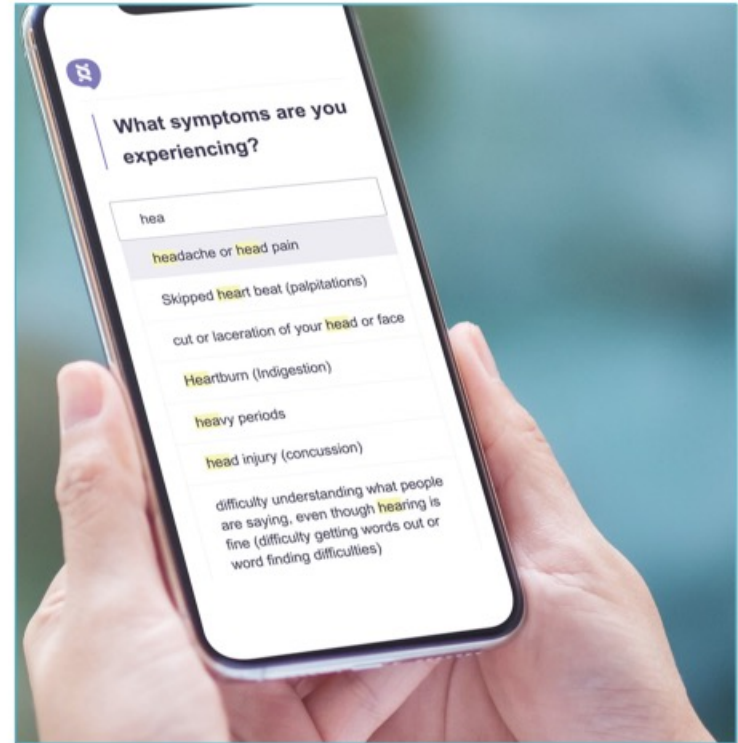
- Nominate a practice data champion
- Offer ongoing support and encouragement
- Tailor training to the needs of your team
- Use training resources

Recommended workflows you can implement to free up front desk

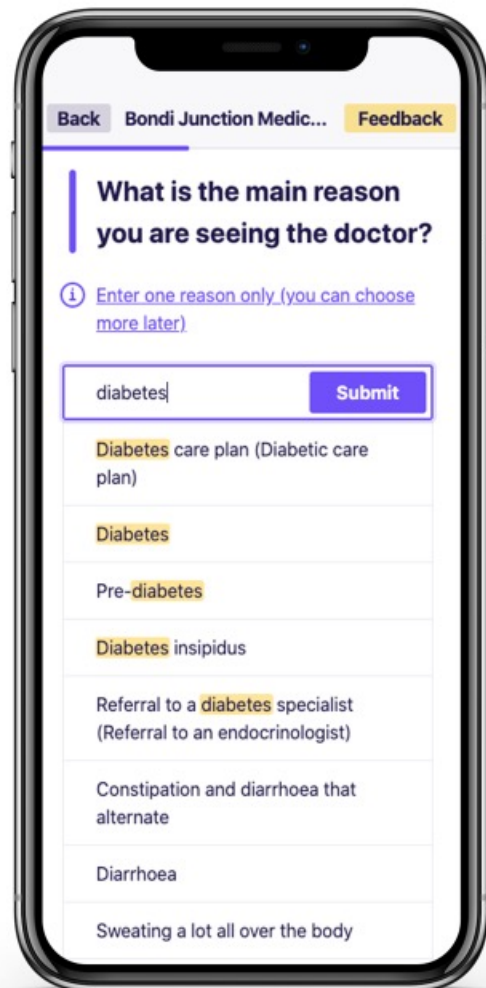
BetterConsult – Pre consultation Questionnaire

Capture your patients' presenting symptoms, medication and other relevant clinical information

Translates the data into concise medical notes, ready for your review




Patient workflow



- Patients won't forget to ask their doctors for their prescriptions or medical certificates
- Optional for patients to complete (and easy opt-out)
- SMS sent to patients <75 by default
- Can exclude certain appt types e.g. recalls, aged care visits
- Compatible with all bookings systems

Streamlines K10 or DASS21 screening

GPs will automatically see their patients' K10 score as part of their BetterConsult notes, enabling them to assess their patient's mental health needs more efficiently

Menu  BetterConsult


← Consultations

DENISE SMITH — MALE, 11 NOV 1999 (22)

These notes have been created from a pre-consultation clinical form completed by the patient through BetterConsult.

Presenting for Depressed mood

- Patient selected option: 'depressed mood (feeling sad, low or flat)'
- Onset 3 days ago
- Symptom comes and goes
- Occurs 3 times per day for an average of 3 minutes at a time
- Symptom has worsened in the last 3 weeks
- Severity: moderate
- Triggered by social/physical isolation
- Unsure about: nausea and vomiting
- Risk of harm screening: Patient prefers not to answer
- K10 score: 21/50. [Download PDF](#)

 BetterConsult

The Kessler Psychological Distress Scale (K10)

The Kessler Psychological Distress Scale (K10) is a simple measure of psychological distress. This K10 questionnaire was completed by the patient/patient's representative on the 19 Nov 2021 as a part of the BetterConsult questionnaire.

Denise Smith
DOB: 11 Nov 1999

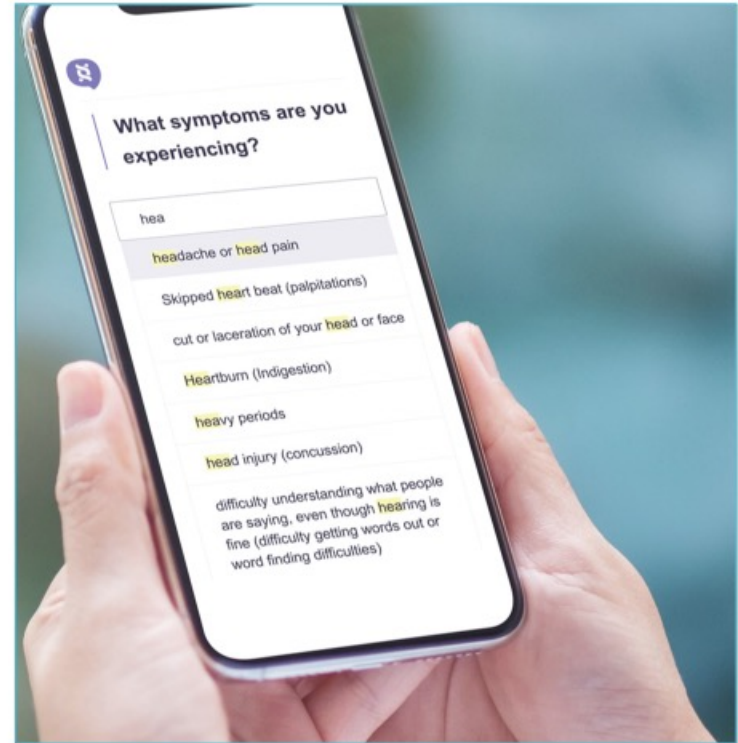
Score: 21/50

In the last four weeks...	None of the time (1)	A little of the time (2)	Some of the time (3)	Most of the time (4)	All of the time (5)
About how often did you feel tired out for no good reason?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel nervous?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel so nervous that nothing could calm you down?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel hopeless?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel restless or fidgety?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel so restless you could not sit still?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel depressed?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel that everything was an effort?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel so sad that nothing could cheer you up?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
About how often did you feel worthless?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

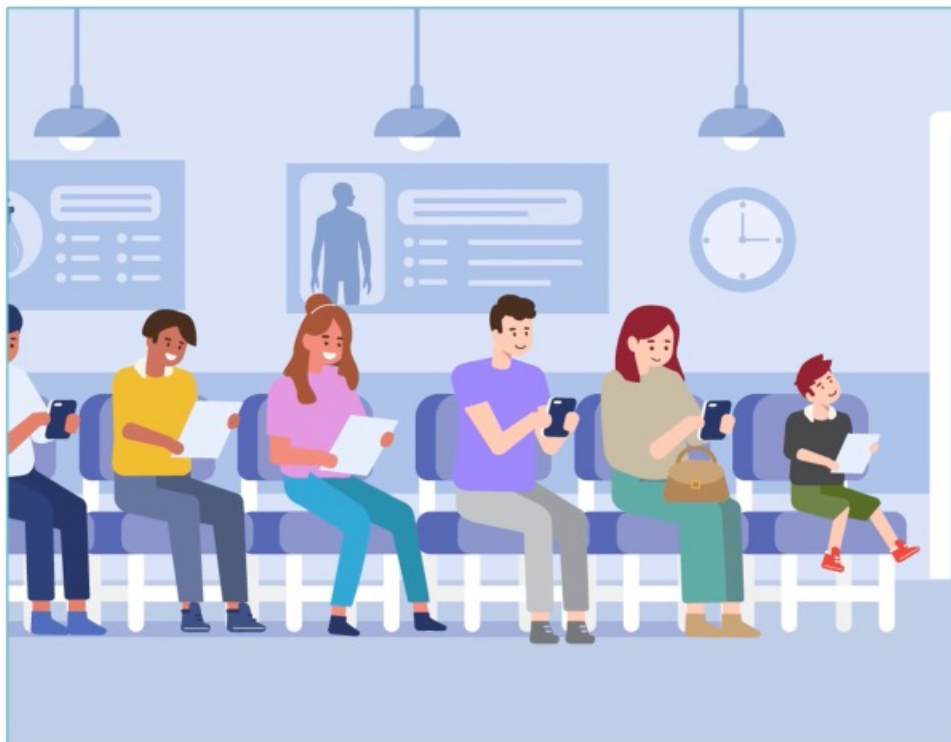
The K10 comprises 10 questions that are answered using a five-point scale (where 5 = all of the time, 4 = most of time, 3 = some of the time, 2 = a little of the time and 1 = none of the time). The scores of the ten questions are then summed with the maximum score of 50 indicating severe distress, and the minimum score of 10 indicating no distress.

BetterConsult – Pre consultation Questionnaire

- Control your consultation
- Reduce your administration burden
- Help patients prepare
- Set the right expectations



Insights to strategies you can use to reduce DNA rates



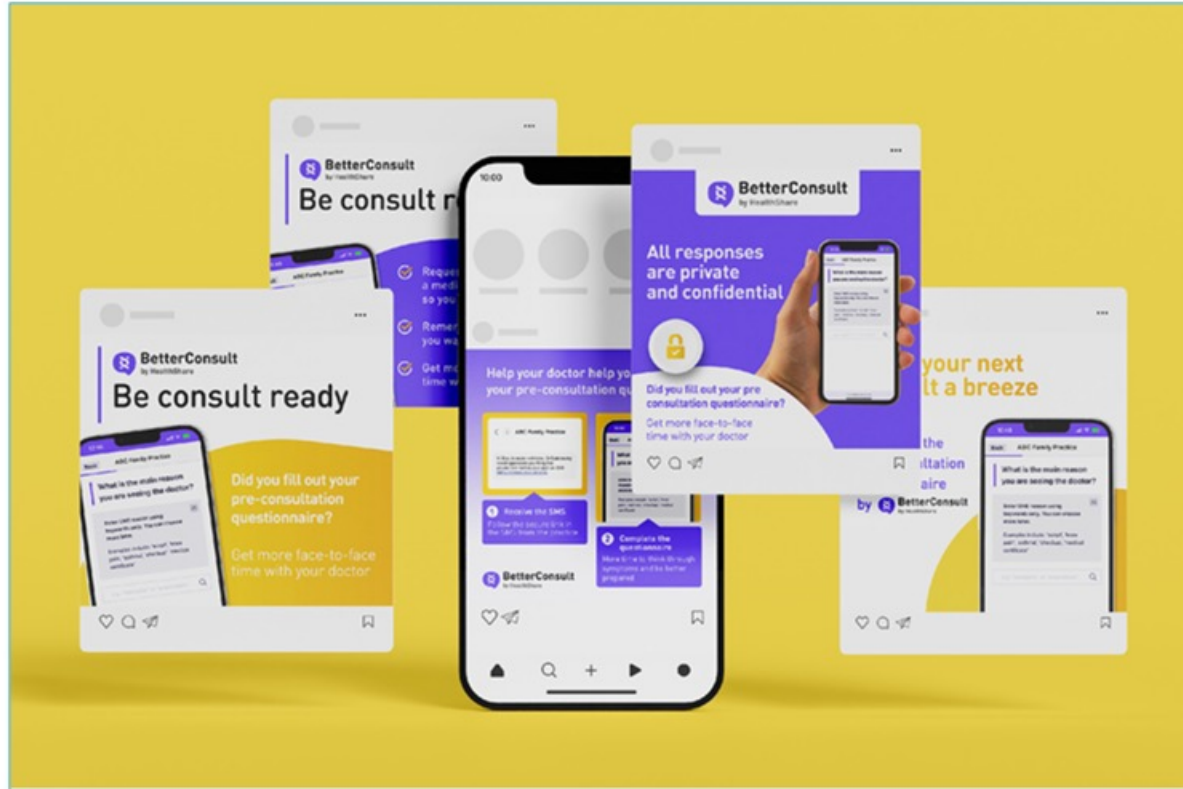
BetterConsult reduces DNA at a practice by **80%**.



This can increase practice billing by an additional \$25,000 a year.*

*Revenue savings are based on 25,000 doctor appointments per year with a BetterConsult completion rate of 50% and a DNA average of 5%.

Improve practice workflow with patient engagement resources



HOLLYWOOD GP

BetterConsult is Here!

Help your doctor help you, fill out your pre-consultation questionnaire

1 Receive the SMS
Follow the secure link in the SMS from the practice

2 Complete the questionnaire
More time to think through symptoms and be better prepared

BetterConsult
by HealthShare

We're excited to announce that the doctors at our practice now use BetterConsult to help you get the most out of your appointments. BetterConsult is a "smart" pre-consultation questionnaire that asks the questions your doctor usually asks about the reason for your visit. It then prepares a summary for your doctor.

What does this mean for you?

By knowing this information at the start of your appointment, your doctor can spend more of your time focused on addressing your healthcare needs. Filling out BetterConsult prior to your appointment also helps you think through what you would like to address with your doctor.

How does it work?

You will receive an SMS from our practice the day before your appointment (or immediately if your appointment is within 24 hours of booking) with a link to your pre-consultation questionnaire.

When you receive the SMS, simply

1. Click the secure link in the SMS
2. Complete the BetterConsult questionnaire

The steps you can take to set your practice up for success in 2024



FactSheets

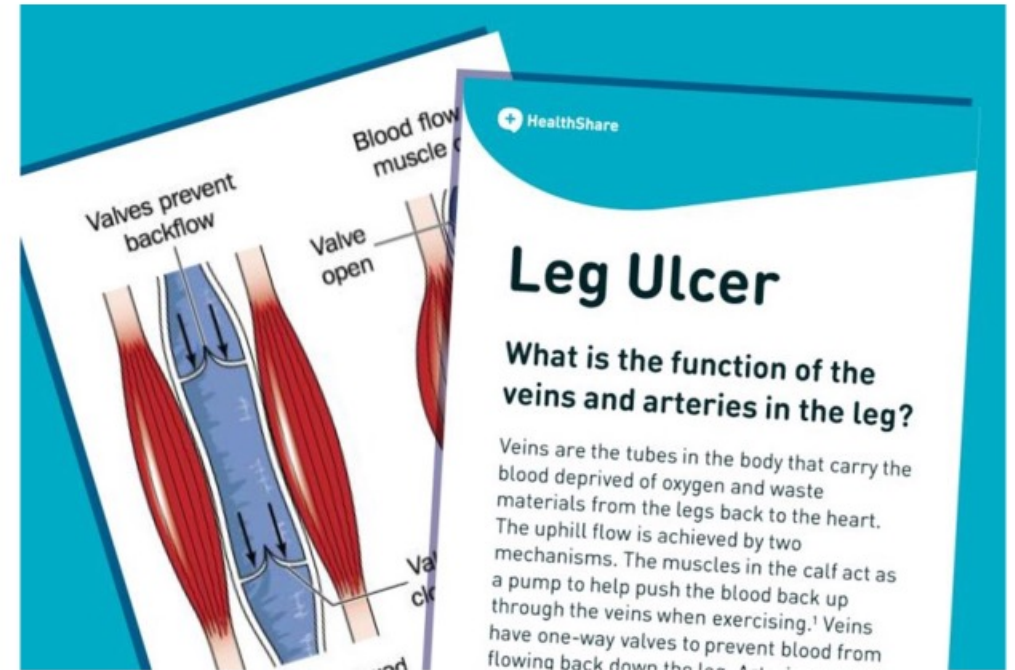
by HealthShare

Save time by accessing an up-to-date product and condition fact sheets database

Improve patient outcomes by enhancing after care compliance and reduce medico legal risks

Easily share with patients via email or print

Automatically update patient progress notes when a fact sheet is handed out





FactSheets

by HealthShare

File Open Request Clinical View Utilities Bp Comms Help

Family members: **Katie Joly** Jump Open

Name: **Katie Joly** D.O.B.: **01/06/1994** Age: **26 yrs** Sex: **Unknown** 0m 1s Finalise visit

Address: **1 Test St, Bond Junction 2022** Phone: Mobile: **0424284004** Work:

Medicare No: Record No.: Pension No.: Comment:

Occupation: Tobacco: Alcohol: Elite spots: Ethnicity:

Blood Group: Advance Care Directive:

Reactions: Notifications: **Fact Sheets** Preventive Health Actions Reminders

Item	Reaction	Severity	Type	Due	Reason
Not recorded			Preventive health	23/10/2020	A smoking history should be recorded!

Seen by: **Dr John Smith** Visit type: **Surgery** Reason for visit

Visit date: **10/23/2020** Visit time: **8:41:27 AM** Confidential

Atal 10 b / u

Katie Joly

- Today's notes
- Past visits
- Current Rx
- Past history
 - Active
 - Inactive
- Immunisations
- Investigation reports
- Correspondence In
- Correspondence Out
- Past prescriptions
- Observations
- Family/Social history
- Clinical images
- Enhanced Primary Care

General
Cardiovascular
Respiratory
Gastro-intestinal
CHS
Genito-urinary
ENT
Eye
Skin
Musculo-skeletal
Psych

HEALTHCARE PROFESSIONAL INFORMATION

Hydralyte Hydration

Headache & Dehydration

With an estimated 1 in 3 adults affected by an active headache disorder globally,¹ it is not surprising that a headache – in its various forms – is one of the most common complaints seen in primary care and neurological clinics.²

While headaches can vary greatly in duration, cause and severity, most can be treated effectively in the primary setting.³ Identifying and managing potential headache triggers – such as dehydration⁴ – is a useful strategy for helping prevent headache or migraine attacks that should be considered by both the clinician and patient.⁵

Common types of headache

Most people have headaches occasionally and usually do not worry about them, but for about 4 in 10 adults headaches can become more of a problem, and they are considered to have a headache disorder.⁶

There are over 200 headache disorders classified in the ICHD-3, divided into three main groups:⁷

- Primary headache disorders are disorders in themselves caused by independent pathomechanisms
- Secondary headache disorders develop as a secondary symptom of another underlying disorder
- Painful ocular neuropathies and other facial pains – these are very rare conditions but extremely painful

Four types of headaches are commonly seen and managed in primary care (tension, migraine, cluster and medication overuse headaches), with tension, migraine and cluster headache accounting for nearly 90% of all headaches.⁸

Four 'headaches' commonly seen in primary care⁹

Primary headache disorders	Secondary headache disorders
Tension headache Typically mild or moderate intensity ¹⁰ <ul style="list-style-type: none"> Usually repetitive¹¹ Often generalized location, but may spread to neck¹² Described as a tightness or pressure¹³ Affects most people at some point (50% frequently)¹⁴ 	Medication-overuse headache 'Rebound' intensity ¹⁵ <ul style="list-style-type: none"> Often daily (chronic) and occurs early in the morning or after awakenings¹⁶ Flare-ups in chronically treated, and character¹⁷ Aggravation of a prior headache disorder¹⁸ Migraine or tension-type migraines or tension-type migraines with chronic overuse of triptan/ergotamine or paracetamol or pain medications¹⁹
Migraine Typically moderate to severe intensity ²⁰ <ul style="list-style-type: none"> Affects 10-20% of people²¹ More common in women than men, more frequent up to 1:3²² Often associated with nausea and/or vomiting, photophobia and/or phonophobia²³ 	Cluster headache Extremely severe intensity ²⁴ <ul style="list-style-type: none"> Can be repetitive or chronic, usually frequent but short lasting attacks²⁵ Typically occurs only at a similar time each day²⁶ Typically unilateral location around the eye or temple²⁷ Affects around 0.5% of people²⁸, mostly men in their 20s, more frequent about 8:1, often unilateral²⁹ Associated with marked autonomic features (tearfulness, redness, runny or blocked nose, sweating)³⁰

The information given is general in nature, not complete, and should not be used as a basis for diagnosis or treatment.

For further information contact Care Professionals: FREECALL Australia 1800 768 670 | www.hydralyte.com.au

THIS INFORMATION IS INTENDED FOR HEALTH PROFESSIONALS USE ONLY. Hydralyte is a registered trademark of Care Pharmaceuticals Pty Ltd. ©Copyright 2021 Care Pharmaceuticals. All rights reserved.

Rectogesic

USING RECTOGESIC TO TREAT AND RELIEVE ANAL FISSURES AND MANAGE POST-HAEMORRHOIDECTOMY PAIN

Directions

Apply 1.5cm of Rectogesic[®] Ointment inside the anal, two to three times daily (or as directed by a doctor).

Caution

- Rectogesic Ointment is not suitable for use during pregnancy or breastfeeding.
- Rectogesic should not be administered with Viagra (sildenafil citrate), Cialis (tadalafil) or Levitra (vardenafil).
- Patient should not apply more than the recommended dose of 1.5cm of Rectogesic Ointment. Adverse effects such as headaches, or dizziness due to hypotension, may occur if more ointment is used than directed.
- When using the recommended dose, patients may experience mild headaches. This typically occurs only after the first few applications.
- The use of a disposable glove or wrapping the finger in Gladwrap may help reduce side effects by limiting absorption through the finger.

1. Start with dose of 0.5cm for 3-4 days

2. Increase to 1.5cm dose for 3-4 days

3. Increase to 1.5cm dose for ongoing treatment

Rectogesic

Ointment
Rectogesic
Wipes

This information is strictly intended for use by healthcare professionals only.
Care Pharmaceuticals Pty Ltd
Bond Junction NSW 2022, Australia
FREECALL AUSTRALIA 1800 768 670
Rectogesic[®] is a registered trademark of Care Pharmaceuticals.





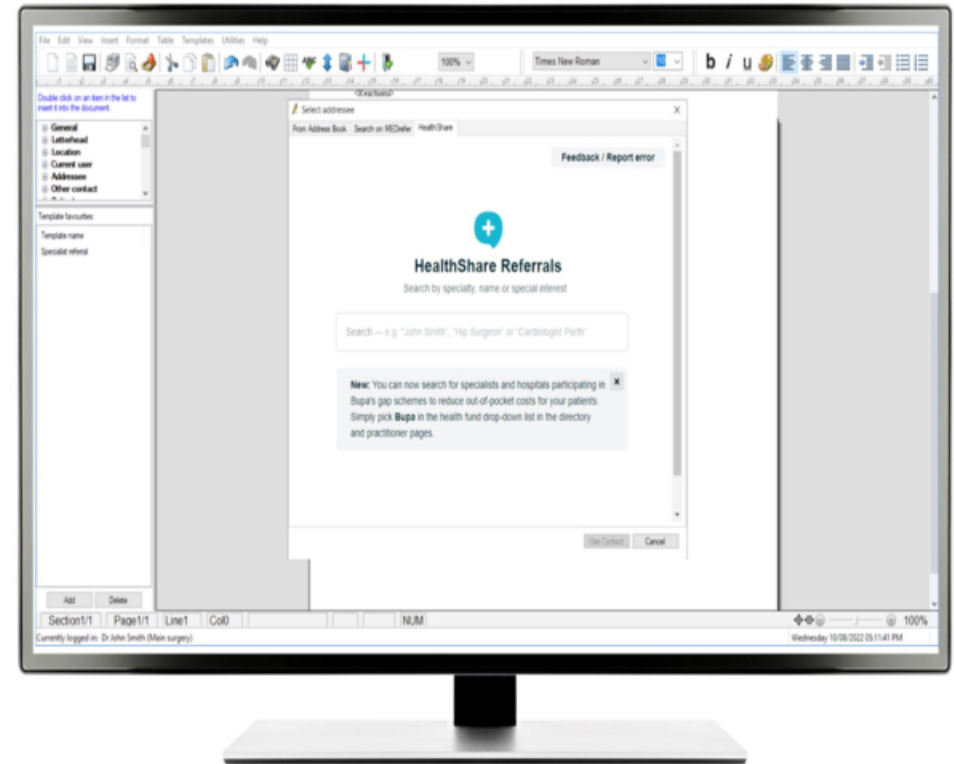
Specialist Referrals Directory

Up-to-date list of thousands of private practising **specialists** and **allied practitioners**

Integrated into the referral letter

Powerful search options including special interests, languages spoken, hospital affiliations and more

View specialists' gap scheme participation for private health





Specialist Referrals Directory

public click on an item in the list to set it into the document.

General
Letterhead
Location
Current user
Addressee
Other contact

Template favourites:
Template name
Specialist referral

Add Delete

Section1/1 Page1/1 Line1 Col0 NUM 100%

Currently logged in: Dr John Smith (Main surgery) Wednesday 25/01/2023 11:59:54 AM

Select addressee

From Address Book Search on MEDrefer HealthShare

Back Feedback / Report error

Search — e.g. "John Smith", "Hip Surgeon" or "Cardiologist Perth" x
Psychologist - Telehealth

Location — State x Search
NSW

ACT
NSW
NT
QLD
SA
TAS
VIC
WA

Featured practitioners based on your search ⓘ

MyResolve Show practice →
Psychologist
Get an appointment within a week
Complimentary pairing call with the right Psychologist specific to patients needs

My RESOLVE

Use Contact Cancel



Specialist Referrals Directory

HealthShare.com.au Sign up/Log in Partner with us

Search — e.g. "John Smith", "Hip Surgeon" or "Cardiologist Perth"
Dermatologist (Skin Specialist) x

Search by suburb, postcode or hospital name
Dandenong VIC 3175 x Search

Dermatologists (Skin Specialists) in Dandenong VIC 3175

Offers Telehealth Any Language Any Gender

Your treatment costs may be reduced when the practitioner participates in a health fund member arrangement. Select health fund

Featured

Dr Harini Bala >
Dermatologist (Skin Specialist)
★★★★★ 5 Ratings 5 Average
Medical and Aesthetic Dermatology, Blending Expertise and Passion for Patient Care. Urgent Appointments Available. Speaks English and Tamil.
Special interests: Acne, Eczema, Skin Cancer, Psoriasis, Hair Loss, Paediatrics, Skin Health during Pregnancy
Ground floor, 260 Burwood Road, Hawthorn VIC 3122
(03) 9996... Show phone number
Offers Telehealth

[Book Now](#)

Featured

Sinclair Dermatology >
Dermatologist (Skin Specialist)
Victoria's Premier Dermatology Centre. Victoria's Leading Multidisciplinary Dermatology Centre. We Care for Skin and Hair. Visit Sinclair.
Special interests: Male/Female Pattern Hair Loss, Alopecia, Eczema, Psoriasis, Hidradenitis Suppurativa, Hives, Acne
(03) 9069... Show phone number
Offers Telehealth

[Book Now](#)

Dr Rebecca Nguyen >
Dermatologist (Skin Specialist)
Special interests: Eczema, psoriasis, acne, vulval disorders, skin cancer, inflammatory dermatology, paediatric
Unit 1, 110 David Street, Dandenong VIC 3175
(03) 9791... Show phone number

Prof Stephen Gilmore >
Dermatologist (Skin Specialist)
Special interests: Pathogenesis of psoriasis, melanoma
Unit 1, 110 David Street, Dandenong VIC 3175
(03) 9791... Show phone number

From Address Book Search on MEDrefer HealthShare

Back Feedback / Report error

Search — e.g. "John Smith", "Hip Surgeon" or "Cardiologist Perth"
dermatologist x

Dr Harini Bala Telehealth
Female Speaks English and Tamil

Write referral (1 practice location):

- Hawthorn VIC - LYLA Clinic**
Ground floor, 260 Burwood Road
info@lylaclinic.com.au
(03) 9996 7555 More info

Specialties
Dermatologist

Special interests
Skin Cancer Management, Hair, General Dermatology and Aesthetic Medicine (lasers,...
[Read more](#)

Fees and health fund info
[See fees info](#)

Bio
Dr Harini Bala is a current fellow of The Australasian...
[Read more](#)

Qualifications
Bachelor of Medicine / Bachelor of Surgery

[Write referral](#)

Specialist Referrals Directory

The image displays two screenshots of a word processing application (Bp Premier Word Processor) demonstrating the workflow for inserting a specialist referral into a document.

Left Screenshot: Shows a document with a specialist referral template. The left sidebar contains a list of fields for the referral, including General, Location, Current user, Address, Other contact, Patient, and Clinical. A red arrow points to the '@' icon in the top toolbar, which is used to insert an email address into the document.

Right Screenshot: Shows the same document with an "Bp E-mail" dialog box open. The dialog box contains the following fields and options:

- To: (A red arrow points to this field.)
- Use addressee e-mail: (A red arrow points to this checkbox.)
- Use patient e-mail:
- CC:
- Subject: Specialist referral - Sync Test
- Attachment: REF PDF PIN
- Use account:
- Buttons: Send, Cancel

The document content in both screenshots includes:

31/01/2024
John Doe
123 George Street
Suite 101
Sydney, 2000
Phone: (02) 9999 9999

RE: Sync Test
207 King
Sydney, 2000

DOB: 15/11/1990

Dear John,

Thank you for seeing Sync Test for an opinion and management.

His current medications are:
No regular medications.

Allergies:
Not recorded.

Past Medical History:
01/01/2001 E. Coli enteritis

Yours faithfully,
Ms Pallavi H



Specialist Referrals Directory

Sends patient a one-time SMS with more info about referred practitioner

Comes from no-reply address and there is no cost to the GP/practice

Delivers great customer satisfaction to the patient (over 80% patient click-through)

No extra work for the GP

The screenshot shows a mobile app interface for a specialist referral directory. At the top, there are 'Back' and 'Feedback / Report error' buttons. A search bar contains the text 'john doe'. Below the search bar, the profile for 'Dr John Doe' is displayed, including a 'JD' profile picture, gender 'Male', and a section for 'Write referral (2 practice locations)'. Two practice locations are listed: 'Sydney South NSW - john-doe's second practice' and 'Bondi Junction NSW - Dr John Doe's Practice'. On the right side, there are sections for 'Specialties' (Nuclear Medicine Physician), 'Special interests' (Paediatric radiology, Radionuclide radiology), 'Fees and health fund info' (with a 'See fees info >' button), and 'Bio' (Dr John Doe is an Australian-based health professional. John is... Read more). At the bottom, there is an orange 'Write referral' button, a toggle switch for 'Send profile to patient's mobile 0411 222 333' (which is currently turned on), and a note 'This service is free and comes from a no-reply number'. A red arrow points to the 'Send profile to patient's mobile' toggle.

Setting it up for your practice

- BetterConsult
 - Installation ~ 5 minutes
 - Training ~ 10 minutes
 - All done virtually
- Fact Sheets - ~ 2 minutes
- Specialist referral directory - ~ 2 minutes



Can be done during your coffee break!



Question & Answer