# New practitioner induction and practice digital enablement kit

v.01 – February 2022

# Contents

# New practitioner details

## Practice human resources record

| | | | |
|---|---|---|---|
| Name | | | |
| DOB | | Country of birth | |
| Address | | | |
| Suburb | | Postcode | |
| Phone (H) | | Mobile | |
| Email | | | |
| Next of kin (NOK) | | | |
| NOK phone | | Relationship | |
| Emergency contact | | | |
| Emergency phone | | Relationship | |

## Payroll and human resources details

| | | | | |
|---|---|---|---|---|
| Bank account name | | | | |
| BSB | | Account number | | |
| Employment/service agreement | Start date: | | End date: | |
| Position description | Date provided: | | File location: | |
| Tax file number | | | | |
| Superannuation | Number: | | Fund name: | |
| Super choice form | Date provided: | Fair work information statement | Date provided: | |
| Business name | | | | |
| Australian Business Number (ABN) | | | | |

## Registration and compliance details

| Item | Details | | Copy received | Date |
|---|---|---|---|---|
| Provider number (location specific) | | | | |
| Prescriber number | | | | |
| Medical Board of Australia AHPRA | Number: | | | |
| | Date of renewal: | | | |
| Obtain HPI-I number from AHPRA | Number: 8003 6_ _ _ _ _ _ _ _ _ _ | | | |
| Australian Medical Association (AMA) membership number | Number: | | | |
| | Date of renewal: | | | |
| RACGP/ACCRM number | Number: | | | |
| RACGP/ACCRM number Medical indemnity cover | Date of renewal: | | | |
| | Number: | | | |
| Medical indemnity cover QI & CPD | Date of renewal: | | | |
| A minimum of 130 points is required for the 2020–22 triennium | QI/CPD number: | | | |
| Category 1 activity (A) | | | | |
| Category 1 activity (B) | | | | |
| Quality improvement activity | | | | |
| CPR/ Emergency Training | | | | |
| Other activities | | | | |
| Special interests | | | | |
| Exclusions to scope of practice | | | | |

## Nominated working sessions

| Table header | Morning session | Lunch break | Afternoon session |
| --- | --- | --- | --- |
| Monday | | | |
| Tuesday | | | |
| Wednesday | | | |
| Thursday | | | |
| Friday | | | |
| Saturday | | | |
| Sunday | | | |

## Signage/business card/stamp details

(May not be provided for short term contracts)

| Preferred display name | | | |
| --- | --- | --- | --- |
| Qualifications | | | |

## Forms to be completed

| Item | Details/comments | Information source |
|---|---|---|
| Provider number application and/or prescriber | | Services Australia |
| Additional location provider number | | Services Australia |
| Register for online claiming (for GPs who have not used online claiming before) | | Services Australia |
| Register for PRODA | | Services Australia |
| Application for recognition as a GP (RACGP Fellowship) | | Services Australia |
| Application for recognition as a GP of the Australian College of Rural & Remote Medicine | | Services Australia |
| Vocational registration eligibility via RACGP | | Services Australia |
| Practice incentives individual general practitioner or nurse practitioner details form | | Services Australia |
| SIP - banking detail form | | Services Australia |
| PIP and SIP amend bank details | | Services Australia |
| PIP change of practice details | | Services Australia |
| Health professional online services (HPOS) | | Services Australia |
| Register prescription shopping | | Services Australia |
| EFT payments | | Services Australia |
| Translation service code registration | | Translating and Interpreting Service (TIS) |
| AIR bank account details | | Services Australia |
| Medical board/AHPRA | Lookup and Registration | AHPRA |
| Tax File Declaration - order form | | ATO |
| Superannuation | Choice forms employee/employer | ATO |
| Fair Work Information Statement | | Fair Work Ombudsman |
| Notify SMD provider of new user (i.e., Medical Objects) | | Medical Objects |
| Prescriber bag call Phone: 132 290 | | Department of Health - PBS |
| PBS and RPBS stationary | Ordering | Services Australia |
| Add your own links: | | |
| | | |
| | | |
| | | |
| | | |
| | | |

# Pre-orientation checklist

| Item | Date complete | Details |
|---|---|---|
| **Administration** | | |
| After hours – advise of arrangement for after-hours. | | |
| Notify security company and supply access (keys and codes). | | |
| Phone numbers entered into speed dial on phone system. | | |
| Update receptions information sheets with new providers details (contact, provider, prescriber, allergies etc.) | | |
| Update Headers and/or footers on Practice stationery, door/signage. | | |
| Notify Northern Queensland PHN of new GP for digital health training and disaster management purposes. Email: digitalhealth@nqphn.com.au | | |
| Update Secure Transfer Services (STS) address book for Queensland Health to enable access to Smart Referrals, The Viewer and HealthPathways and for the secure delivery of clinical letters and discharge summaries. Individual practitioner update form HERE. Practice update form HERE. | | |
| Business cards. | | |
| Door signage. | | |
| Doctor stamp. | | |
| Update website (bio, about us, services). | | |
| Advertising – public notices. | | |
| **Information, Computers & Technology** | | |
| Username, password and permissions for clinical software (e.g. Best Practice/MedicalDirector) system. | | |
| Add HPI-I for My Health Record access. | | |
| Notify software provider of new user. | | |
| Username, password and permissions for management software program/s (e.g., EXAMPLE). | | |
| Set up sessions and appointment times in appointment book. | | |
| Install Public Key Infrastructure (PKI), Secure Messaging ready to send electronic referrals (manage eCertificates through HPOS) via PRODA. | | |
| Set up preferred Dr Templates (e.g. Ref letter and Med cert). Best Practice. Medical Director. | | |
| Notify Secure Messaging Delivery (SMD) provider (e.g. Medical Objects, Argus, Other) of the additional doctor provider/s. | | |

| Item | Date complete | Details |
|---|---|---|
| Ask Practice IT provider to set up remote login and email address and access to the practice's computer network. | | |
| Pathology (notified) | | |
| Pathology Queensland – complete GP Connect Agreement. | | |
| QML - Register - Medical Liaison – 0745982626. | | |
| Sullivan & Nicolaides - Medical Liaison 1300 767 281. | | |
| Other. | | |
| Radiology (notified) | | |
| Queensland X-Ray Phone: 1800 77 99 77. | | |
| North Queensland X-Ray Phone: 1300 NQ XRAY. | | |

## Orientation and training tasks to be completed

| Item | Date complete | Details |
|---|---|---|
| **Practice** | | |
| Introduce to other GP's and staff. | | |
| Tour of practice and medical equipment. | | |
| Rosters. | | |
| Induction training checklist. | | |
| Doctor preferences form to be completed. | | |
| MBS online & billing procedures. | | |
| List of common item numbers. | | |
| Policy & procedure manual. | | |
| **Clinical** | | |
| Training in clinical and management software programs. | | |
| Clinical guidelines (recalls and reminder and eHealth practice policy). | | |
| RACGP standards | | |
| Pathology and x-ray facilities andprocedures. | | |
| Local hospitals. | | |
| Train how to use individual PKI, Secure Messaging and send electronic referrals to relevant Hospital & Health Service. | | |
| Referrals | | |
| How to use the internal messaging. | | |
| Doctor's preferences (see under practice). | | |
| ECG | | |
| Spirometry | | |
| Doctors bag orders/prescription paper and pads. | | |
| Safe, key and protocols for S8 medications. | | |
| **Digital Health Programs – see checklists below for detailed information** | | |
| Data Program including benchmarking reports, CAT4, Topbar and an overview of clinical coding. | | Click here for checklist (Data Program) Click here for checklist (Data quality and clinical coding) |
| eOrdering with Sullivan Nicolaides (enables pathology to be shared with a patient's My Health Record). | | Click here for checklist |
| Electronic Prescribing (Token model and Active Script List) and PES (eRX or MediSecure). | | Click here for checklist |
| GoShare and GoShare Plus by Healthily. | | Click here for checklist |
| HealthPathways FNQ Login. | | Click here for checklist |

| Item | Date complete | Details |
|---|---|---|
| The Health Provider Portal | | Click here for checklist |
| My health for life (MH4L) | | Click here for checklist |
| My Health Record (MHR) Provider Portal (registration/login) | | Click here for checklist |
| Secure Messaging:<br>• Argus<br>• HealthLink<br>• Medical Objects<br>• ReferralNet | | Click here for checklist |
| Service Directories:<br>My Community Directory (MCD)<br>National Health Service Directory (NHSD) | | Click here for checklist |
| Smart Referrals | | Click here for checklist |
| Telehealth with healthDirect video call | | Click here for checklist |
| Access further training and support via:<br>• RACGP<br>• AGPAL eLearning System (free – create an account to login)<br>• Australian Digital Health Agency<br>• HealthVital IT (Digital Health Info)<br>• NQPHN Provider Hub 360 (Knowledge Base)<br>• TrainIT Medical (free – create an account and login and use the PHN Enrolment code: s41QyiPc). | | |

Further comments:

_____
_____
_____
_____
_____
_____
_____
_____

Signature _____ Date: _____

# New doctor/contractor - welcome letter

Dear Dr. Click or tap here to enter text.,

Welcome to our practice. Please complete the details below and return to one of the administration staff as soon as possible.

We have a Click or tap here to enter text. pay cycle that will be paid by direct deposit into your bank account. The next pay cycle is Click or tap here to enter text..

A vaccination checklist has been printed out and Dr Click or tap here to enter text. will go through this with you in your orientation.

Your engagement with us in on a contract/ permanent basis.

Please see attached contract for more information.

You will need to complete the attached New Doctor Details – Practice Human Resources Record and return it to the Practice Manager one week prior to your start date.

Also attached is your position description.

Practice manager: Click or tap here to enter text. Practice principal: Click or tap here to enter text.

Mobile: Click or tap here to enter text. Mobile: Click or tap here to enter text.

Email: Click or tap here to enter text. Email: Click or tap here to enter text.

Superannuation (not applicable for Contractors):

If you have a superannuation fund that you would like contributions made to, please fill out the Standard Choice Form nominating your chosen superannuation fund and your account details. If you do not have a superannuation fund of choice, we will contribute to the fund we use which is Click or tap here to enter text.

Please sign below to acknowledge that you have been given a Standard Choice Form.

Signature: Click or tap here to enter text.          Date: Click or tap here to enter text.

Fair Work Australia (Not applicable for Contractors):

You have been provided with a Fair Work Information Statement. Please sign below to acknowledge that you have been given this document.

Signature: Click or tap here to enter text.          Date: Click or tap here to enter text.

QI/ Continuous Quality Improvement:

A minimum of 130 points is required for the 2020–22 triennium and must include:

Two Category 1 activities, including 1 quality improvement activity

A cardiopulmonary resuscitation (CPR) course.

You can use manual or online activity trackers. AMA provides access to an online CPD tracker free of charge to their members.

You have been provided with an RACGP CPD Program – Handbook for general practitioners. Please sign below to acknowledge that you have been given this document. You can find more information on the RACGP website.

Signature: Click or tap here to enter text.          Date: Click or tap here to enter text.


We trust you will enjoy your time with us.

If you have any further questions or concerns, please contact me any time.

Kind Regards

Name: Click or tap here to enter text.

# Policy review - Induction checklist

| About our practice | Initials | Date |
|---|---|---|
| Background of the practice – history. | | |
| Practice profile – number of GPs, special interests, patient demographic. | | |
| Services provided by the practice. | | |
| Operating hours of the practice. | | |
| **Practice administration** | **Initials** | **Date** |
| Introduction to reception staff. | | |
| How incoming and outgoing correspondence is managed. | | |
| Details about the practice consultation fees. | | |
| How requests and actions are communicated within the practice. | | |
| Information about billing arrangements at the practice. | | |
| Arrangements for home and other visits. | | |
| Arrangements for care outside of normal opening hours. | | |
| Instructions on the use of business equipment. | | |
| Instructions on the use of medical equipment. | | |
| **Telephone procedures** | **Initials** | **Date** |
| How to place callers on hold. | | |
| When to transfer telephone calls. | | |
| How the practice receives, returns and documents patient phone calls within the practice. | | |
| A definition of an 'urgent situation'. | | |
| How to document messages and actions taken. | | |
| **Appointment management** | **Initials** | **Date** |
| Information about the appointment system. | | |
| Types of appointments available at the practice. | | |
| How the practice determines the most appropriate length and time of consultation at the point of booking. | | |
| How the practice books appointments. | | |
| How the practice determines the urgency of patient health care needs. | | |
| How the practice accommodates patients with urgent, non-urgent, complex, planned chronic care and preventive health care needs including telehealth. | | |
| Process for handling new patients of the practice. | | |
| How the practice offers patients the opportunity to request their preferred GP and other clinical staff. | | |
| The process for managing patients who attend for their scheduled appointment. | | |
| The process for managing did-not-attend and cancelled appointments. | | |
| How the practices identifies and cares for patients in distress. | | |

| Triage and medical emergencies | Initials | Date |
|---|---|---|
| How the practice determines the level of urgency of patient health care needs (POPGUNS Triage Process). | | |
| How the practice manages a medical emergency – on the phone or in person and with or without a GP in attendance. | | |
| Patient management | Initials | Date |
| The importance of respecting patient rights. | | |
| The importance of treating patients with courtesy and respect. | | |
| How the practice manages patient requests for repeat prescriptions and referrals. | | |
| How the practice manages incoming and outgoing pathology. | | |
| How the practice manages difficult or angry patients. | | |
| How the practice accesses services to help communicate with patients who speak a language other than that of the GPs and/or those with a disability. | | |
| Information about local health, disability and community services. | | |
| How the practice provides important information to patients (inc. email policy). | | |
| Patient health records and confidentiality | Initials | Date |
| The importance of privacy, confidentiality and security of patient health information – including verbal, written and electronic information. | | |
| The process for managing results, reports and clinical correspondence. | | |
| Information about the practice recall and reminder system. | | |
| The practice policy on retention of records and archiving. | | |
| The process for transferring patient health records. | | |
| The process for handover when a doctor is on leave. | | |
| The practice security policy for prescription pads and computer-generated prescription paper, letterhead, medical certificates, medications, patient health records and related patient health information including accounts. | | |
| Computer administration | Initials | Date |
| Information about privacy, confidentiality, and security issues. | | |
| Allocating the appropriate passwords and permissions. | | |
| How to lock the computer and activate screensavers. | | |
| The practice email policy. | | |
| The practice website policy. | | |
| Computer security procedures – firewall, disaster recovery procedures. | | |
| How the practice scans documents and digital images (if applicable). | | |
| Procedures for anti-virus management. | | |
| Procedures for backing-up electronic information. | | |
| Procedures for transferring patient health information over a public network encryption. | | |

| Human resource management | Initials | Date |
|---|---|---|
| Staff code of conduct. | | |
| Staff requirements for continuing professional development. | | |
| Practice policy on equal opportunity and sexual harassment. | | |
| Practice policy on grievance procedures. | | |
| Frequency and procedure for doctors' meetings. | | |
| Staff correspondence preferences and doctors' trays. | | |
| What to do in the event of an incident or injury. | | |
| Practice policy on lifting heavy objects. | | |
| Practice policy on smoking, drugs and alcohol within the practice. | | |
| How to handle violent situations in the workplace. | | |
| Ways to maintain staff health and wellbeing. | | |
| How to handle non-medical emergencies – fire, bomb threats. | | |
| Facilities – lunchroom, toilets, car parking. | | |
| Infection control | Initials | Date |
| Information about the principles of infection control. | | |
| PPE, oxygen and emergency room treatment. | | |
| Management of sharps injury. | | |
| Management of blood and body fluid spills. | | |
| Information about hand washing and hand hygiene. | | |
| Information about the practice cleaning schedule. | | |
| How to ensure instruments are sterile at point of use. | | |
| Practice procedure for cleaning and sterilising instruments. | | |
| Practice procedure for safe storage and disposal of clinical waste. | | |
| Practice procedure for handling, sorting, laundering and storing linen. | | |
| Information about implementing standard and additional precautions. | | |
| Information about how to prevent disease in the workplace by serology and immunisation. | | |
| Requesting current immunisation status of all staff and immunisation appropriate to their duties arranged if consented. | | |
| Practice procedure on handling and using chemicals. | | |
| Practice procedure for safe handling of pathology specimens. | | |
| Treatment room | Initials | Date |
| Practice process for using and maintaining practice equipment. | | |
| Practice process for storing, ordering, documenting and disposing of controlled and restricted drugs – nurse. | | |
| Practice process for storing, ordering, documenting and disposing of schedule 4 drugs and pharmaceutical samples. | | |

| Practice process for checking, rotating, and resupplying perishable medical supplies. | | |
|---|---|---|
| Cold-chain management | Initials | Date |
| Practice process for receiving and transporting vaccines. | | |
| Information about the importance of managing the cold-chain. | | |
| How to manage the cold-chain in relation to own role. | | |
| Responsible staff member for managing the cold-chain. | | |
| Actions to take in the event of a cold-chain breach in relation to own role. | | |
| Continuous quality improvement | Initials | Date |
| Information about practice accreditation and what that means. | | |
| Staff member responsible for patient feedback. | | |
| Staff member responsible for investigation and resolution of complaints. | | |
| Staff member responsible for leading clinical improvements. | | |
| The importance of data quality and clinical coding of diagnosis including eligibility requirements for ePIP and PIP QI and ten improvement measures. | | |
| NQPHN Quality Improvement activities and toolkits. | | |
| External support and resources for doctors in Queensland | Initials | Date |
| Doctors' Health in Queensland (07 3833 4352). | | |
| RACGP self-care and mental health resources for general practitioners. | | |
| DRS4DRS (07 3833 4352). | | |
| CRANAplus Bush Support Services (1800 805 391). | | |
| Lifeline (13 11 14). | | |
| Beyond Blue (Helpline: 1300 22 4636). | | |
| Consultation skills tips for new GPs. | | |
| Motivational interviewing techniques . | | |
| Cultural Awareness Training:<br>• RACGP module.<br>• DATSIP Protocols for consultation. | | |

# Digital Programs - Checklists (alphabetical order)

## Data Program

| Topic | Link |
|---|---|
| **Note:**<br>Some of this information may be more applicable to Practice Managers as they may manage data improvement, however it is important for all staff to understand what the NQPHN Data Program is and how it will be of benefit to Practices.<br>Northern Queensland Primary Health Network (NQPHN) has chosen CAT Plus as its preferred solution for extracting general practice data, analysing regional health needs, and influencing patient health outcomes within the primary healthcare setting.<br>All general practices that have compatible software in the NQPHN region are encouraged to join the NQPHN Data Program. There is no cost and on joining your practice will receive:<br>• training, support, and education via different methods (face-to-face, remote, and group events) from the digital health team at NQPHN or PenCS<br>• support on how to utilise your data to improve clinical safety, patient care, and prepare for accreditation<br>• monthly benchmark reports presented to you with financial reviews to support practice sustainability. | Here |
| Access more information on the Pen CS site, including a chat box for instant support. | Here |
| Make an online booking with Pen CS for installation support and troubleshooting. | Here |
| Manage users in MyPen – deactivate accounts, add new users and update passwords. | Here |
| Learn about Topbar Apps in detail. | Here |
| Install Topbar using this guide. | Here |
| Access CAT4 recipes. | Here |
| View training webinars. | Here |

## Data quality and clinical coding

| | |
|---|---|
| According to the RACGP guide Improving health record quality in general practice, fit for purpose health records enable safe and effective healthcare delivery at both an individual and local population level.<br><br>Clinical coding assists in the creation of high-quality health records by capturing patient information in a structured, coded, standardised and shareable form. High-quality data with a commonly understood meaning that can be used with confidence is a strategic priority of Australia's National Digital Health Strategy.<br><br>Coding is simply the selection of a clinical condition from a list generated within clinical software as opposed to free texting, which can be ambiguous depending on the language used. Free text entries are useful for adding context around a patient visit, but systematic clinical coding ensures that each patient is assigned a standard disease code for each diagnosis mapped against a nationally recognised disease classification or terminology system. What is coded can be searched for and reported on and allows for the identification of preventive health opportunities and creation of disease registers to enable management of effective recall and reminder systems.<br><br>Coding correctly also saves time as selecting from coded lists allows other relevant fields withing the software to be populated and alerts will be activated for better risk management. Updated information will also then be available for the software system to pre-populate referrals, care plans and Shared Health Summaries for the patients' My Health Records. Coding medication and reasons for medication activates system warnings about drug interactions and allows for the updating of lists transferred to external organisations. | |

Practices claiming incentive payments such as the ePIP have an eligibility requirement to ensure that where clinically relevant, they are working towards recording the majority of diagnoses for active patients electronically.

It is good practice to ensure the following items are coded:

- Ethnicity.
- Allergies and Adverse Reactions.
- Significant Past Medical History.
- Medication and Reason for Medication.
- Immunisations.

To learn how to code the above items currently in Best Practice and Medical Director software, register a free account with Train IT Medical and access a free course called: CSIRO Primary Care Data Quality Education Package.

| Topic | Link |
|---|---|
| Claiming the PIP QI?  Ensure data is coded ten specified improvement measures. | Here |
| Learn how to turn on the Pen CS PIP QI App in Topbar to present information on the ten improvement measures for patients open in your CIS. | Here |
| Learn about what good quality coded data looks like. | Here |
| See this guide on improving data quality using CAT4. | Here |
| Bulk clean-up free text diagnosis in Best Practice with this CAT4 recipe. | Here |
| Bulk clean-up free text diagnosis in Medical Director with this Pen CS CAT4 recipe. | Here |

## eOrdering (eRequests)

| Topic | Link |
|---|---|
| Sullivan Nicolaides Pathology (SNP) is able to upload pathology results to a patient's My Health Record for episodes that are referred to as an electronic order (eOrder) that includes the patient's Individual Health Identifier (IH-I) and the flag to indicate the patient has given consent to send pathology results to their My Health Record. Doctors will then have a seven-day window for consultation and discussion of the results with their patients, after which patients can access their results in their My Health Record. To enable this to happen, requesting doctors must send their eOrders electronically from a compliant practice management system such as Best Practice (Lava SP3 and later) and Medical Director (3.17.2 and later) and each practice doctor needs to have the 'Opt-in' functionality enabled in their software. For more information, please contact your Medical Liaison Manager on 1300 767 284. <ul><li>Enable eOrdering by downloading the My Health Record pathology guide and email to marketing@snp.com.au or fax to (07) 3318 7409.</li></ul> | Here |

## Electronic prescribing (ePrecriptions)

| Topic | Link |
|---|---|
| Electronic prescribing allows prescribers and their patients to use an electronic Pharmaceutical Benefits Scheme (PBS) prescription. It enables the prescribing, dispensing and claiming of medicines, without the need for a paper prescription. Electronic prescribing will not change existing prescribing and dispensing processes and patients can still choose which pharmacy they attend. Prescribers and patients will be able to choose an electronic prescription instead of a paper prescription. Paper prescriptions will still exist. | Here |

| | |
|---|---|
| A practice needs to ensure they are connected to a Prescription Delivery Service (PDS) through a Prescription Exchange Service (PES) so they are able to access and dispense the patient's electronic prescriptions.<br><br>There are two models for electronic prescriptions:<br><br>Token model<br><br>A unique QR barcode known as a 'token' is sent to a patient via their mobile device (SMS or relevant app) or email. The token is not a legal prescription, but it can be used by an authorised pharmacy to unlock the legal prescription and is linked to the patient's electronic prescription through a PDS.<br><br>Active Script List (ASL) Model<br><br>Under this model pharmacists will be able to access a patient's electronic prescription by retrieving it from an ASL. The patient must prove their identity to the pharmacist. The ASL is expected to overcome the issue of lost tokens and assist medication management and adherence, especially for patients who are using multiple medicines.<br><br>Learn more about Electronic Prescriptions on the Australian Digital Health Agency site. | |
| Information for Prescribers | Here |
| Information for Dispensers | Here |
| Enable Electronic Prescriptions using this checklist and ensuring connection to a PDS such as eRX Script Exchange or MediSecure. | Here |

## GoShare Healthcare and GoShare Plus by Healthily

| Topic | Link |
|---|---|
| GoShare Healthcare is an online tool that makes it easy for primary care providers to send appropriate, timely health literacy resources to consumers. Their bundles are customisable, meaning you can send patients health resources tailored to their individual needs. Bundles can also be scheduled to be sent automatically over time.<br><br>GoShare Healthcare resources are accessed from a web browser and patients are sent information via SMS or an email from the site. NQPHN endorses the use of GoShare Healthcare as an effective tool for providers to increase health initiative participation.<br><br>GoShare Plus integrates GoShare Healthcare, CAT4, and Topbar to enable primary care providers to deliver targeted health promotion campaigns to identified cohorts of patients to encourage return presentations to clinics. The service uses patient data to identify needs and then delivers tailored information packages via SMS.<br><br>GoShare Plus bundles of information are constantly expanding and are often featured as part of CQI activities hosted by NQPHN throughout the year.<br><br>Learn more about Healthily and their health literacy products. | Here |
| Learn more about GoShare Healthcare (web-based). | Here |
| Learn more about GoShare Plus (app at the base of Pen CS CAT4 reports). | Here |

## HealthPathways

| Topic | Link |
|---|---|
| HealthPathways is a web-based information portal supporting primary care clinicians to plan patient care through primary, community and secondary health care systems. It is like a 'care map', so that all members of a health care team – whether they work in a hospital or the community – can be on the same page when it comes to looking after a particular person.<br><br>HealthPathways is designed to be used at the point of care, primarily for General Practitioners, but also for specialists, nurses, allied health and other health professionals. HealthPathways are constantly updated and reviewed considering changing evidence, technology and local circumstances. | Here |

| Mackay Login | username: mackaylive<br>password: Acce55live | Here |
|---|---|---|
| Townsville Login | username: connected<br>password: healthcare | Here |
| Cairns, Cape and Torres Login | username: hpcairns<br>password: pwcairns | Here |

## Health Provider Portal (HPP)

| Topic | Link |
|---|---|
| The Health Provider Portal (HPP) service provides a summary patient healthcare details to registered and authenticated health practitioners. All information on display is provided via secure tunnel access to Queensland Health's read-only clinical application, The Viewer.<br>This read-only online access will allow GPs to view public hospital information including appointment records, radiology and laboratory results, treatment and discharge summaries, and demographic and medication details. | Here |
| Learn all about the Health Provider Portal and FAQs. | Here |
| Already registered?  Access the Health Provider Portal. | Here |
| Email the Queensland Health HPP team for further support and training. | Here |

## My Health for Life (MH4L)

| Topic | Link |
|---|---|
| My health for life is a six-month evidence-based lifestyle modification program to support participants to understand their lifestyle risks and action their health goals. NQPHN encourages health professionals to refer eligible participants to a locally run program or telephone program. Funded by the State Government and delivered by the Healthier Queensland Alliance, the program encourages and supports participants trending towards type 2 diabetes, heart disease and stroke, to achieve and maintain healthy lifestyle goals.<br>Learn more about the MH4L program on the NQPHN site | Here |
| Find eligible patients using tailored CAT4 recipes. | Here |
| Phone 13 RISK (13 7475) for more information or visit the MH4L site. | Here |
| Read a practice FAQ infographic. | Here |
| Access a pre-loaded referral in the supplied templates section of Best Practice or Medical Director software under Referral – My health for life.  Alternatively, access a referral form. | Here |

## My Health Record (MHR)

| Topic | Link |
|---|---|
| It is important to upload a Shared Health Summary to the My Health Record of a patient with a chronic or complex condition to ensure continuity of care throughout their healthcare journey and ensure practice ePIP eligibility criteria are met.<br>Learn more from the My Health Record website. | Here |
| See quick guide cheat sheets on how to upload information to the My Health Record system. | Here |
| Don't have access to the My Health Record system or claim the ePIP? Start registration. | Here |
| Understand the benefits, features and functions of My Health Record via eLearning modules. | Here |
| Set up a PRODA (Provider Digital Access) Account to access. | Here |
| Link HPOS to PRODA. | Here |

| | |
|---|---|
| Complete PRODA education. | Here |
| Complete HPOS education. | Here |
| Request, renew or revoke a NASH certificate via HPOS. | Here |
| Simulate the use of My Health Record functionality at On Demand Training. | Here |
| Order provider and consumer support resources at the Digital Health Resource Library (free).<br><br>• username: GP (or Pharmacy)<br>• password: digitalhealth | Here |
| Cyber security training and awareness | Here |
| RACGP Privacy and security resources | Here |

## Secure Messaging

| Topic | Link |
|---|---|
| Secure messaging is the safe, seamless and secure exchange of clinical information between healthcare professionals, which will help minimise manual processes and ensure the timely exchange of clinical information.<br><br>Secure messaging enables:<br><br>• Secure point-to-point delivery of messages<br>• Delivery to a single, intended, entity<br>• Encryption (by sender)<br>• Decryption (by receiver).<br><br>Secure messaging benefits include:<br><br>• Improved clinical care<br>• Streamline administrative processes<br>• Improved coordination of care<br>• Enhanced privacy and security.<br><br>There are currently 4 vendors in our region who will assist with the installation and set-up process. See links below.<br><br>Visit the Australian Digital Health Agency site to learn more about Secure Messaging. | Here |
| HealthLink | Here |
| Medical Objects | Here |
| Argu | Here |
| ReferralNet | Here |

## Service directories

| Topic | Link |
|---|---|
| My Community Directory<br><br>My Community Directory (MCD) provides a free common platform for health and community service organisations to list their services online. MCD provides an innovative digital infrastructure that can help to address the public health challenges and provide quality information for all Australians.<br><br>Health and community organisations that provide services and activities with a community benefit can register with MCD for free pending they meet relevant listing criteria. | Here |

| National Health Service Directory | |
|---|---|
| The National Health Service Directory (NHSD) is a national directory of health services and the practitioners who provide them. The NHSD provides accurate and up to date information about health services and enables health professionals and consumers to navigate this information quickly, safely and reliably. | Here |

## Smart Referrals

| Topic | Link |
|---|---|
| The Smart Referrals program supports clinical and business change through the streamlined creation and management of referrals to Queensland specialist outpatient services.  Smart Referrals allows those involved in patient care to better manage the patient journey, improve patient safety, and reduce specialist outpatient wait times.  Smart referrals aim to:<br><br>• Enhance the safety and quality of care by:<br>  – improving the quality of referral information<br>  – Inform clinical handover, triage and treatment of patients.<br><br>• Provide workflow efficiency, making referral management faster and more streamlined, supporting better patient outcomes.<br>• Improve patient experience through enhanced quality of referral information to reduce wait times.<br>• Improve GP experience through quicker and easier process of referral.<br>• Improve clinician experience by enhancing information to support decisions for improving patient care.<br>• Provide financial benefits through the reduction in referral rework and avoidable appointments.<br><br>Phone 1300 478 439 Option 2 for support or visit the QLD Health Smart Referrals site. | Here |
| View installation and setup guides. | Here |

## Telehealth - healthdirect Video Call

| Topic | Link |
|---|---|
| healthdirect Video Call is browser-based and can be accessed by clinicians and patients via Google Chrome, Apple Safari or Firefox on a Windows/Mac PC, smartphone or tablet. It works on low internet bandwidths – 3G/4G or ADSL is sufficient.<br><br>The service is purpose-built for health settings, complete with virtual clinics and waiting areas. It is a secure, private and sustainable mode of convenient access to care. No account, special software or dial-in details are needed by patients.<br><br>Visit the Healthdirect Video Call site. | Here |
| Learn about the service. | Here |
| Register your practice (free licence until June 2022). | Here |
| Configure your online clinic. | Here |
| Learn how to prepare and conduct a video call. | Here |
| Find other guides and resources. | Here |
| Need help or training? Contact the NQPHN Digital Health Team - or email. | Here |