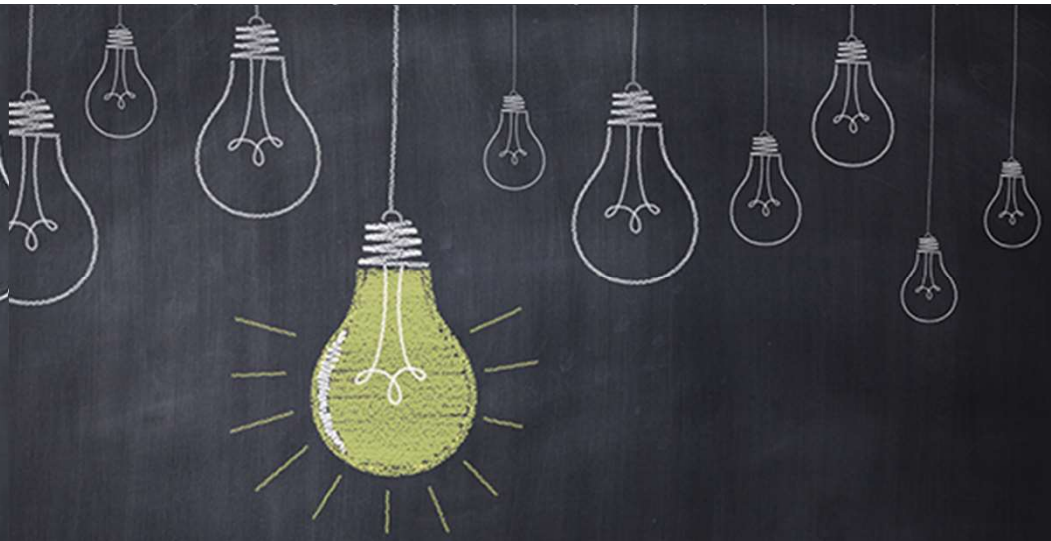

Bp Premier—BeInTheKnow

COVID-19 and Calm Efficiencies in your Practice

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Housekeeping

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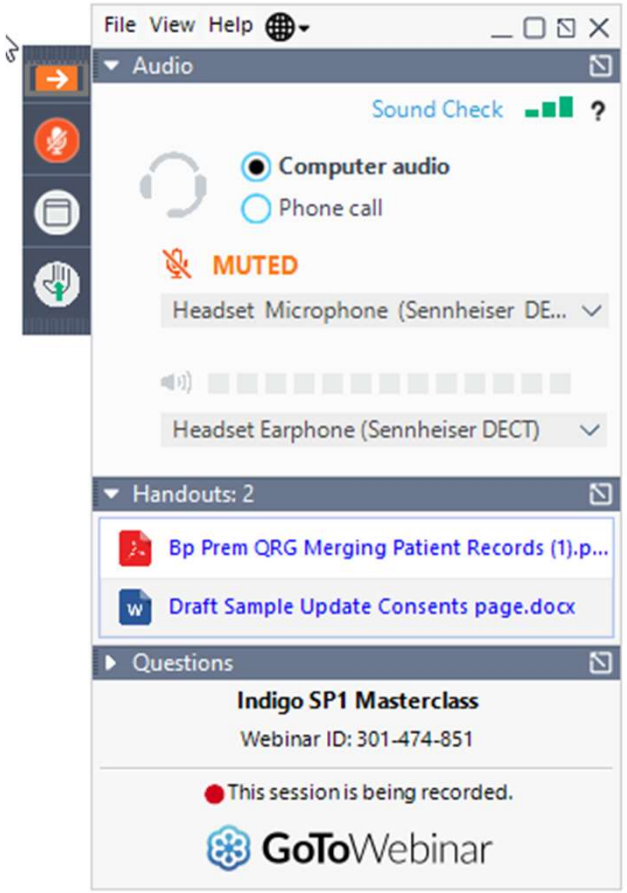


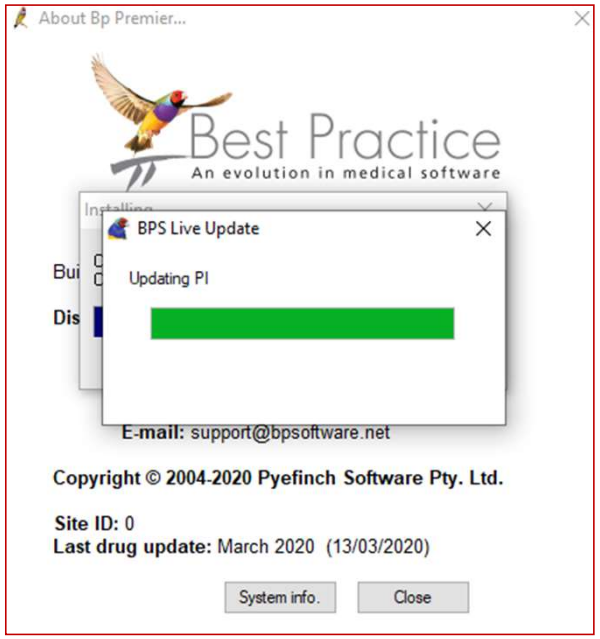
Session Outline

What are we covering in this session?

1. Prepare Bp Premier
2. Understand telehealth and telephone items numbers
3. Implement proactive preventive health for patients at risk
4. Develop a workflow for patients presenting with symptoms of Covid-19
5. Identify and care for patient's post-diagnosis

LEARNING OBJECTIVE 1:
Prepare Bp Premier

- 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:

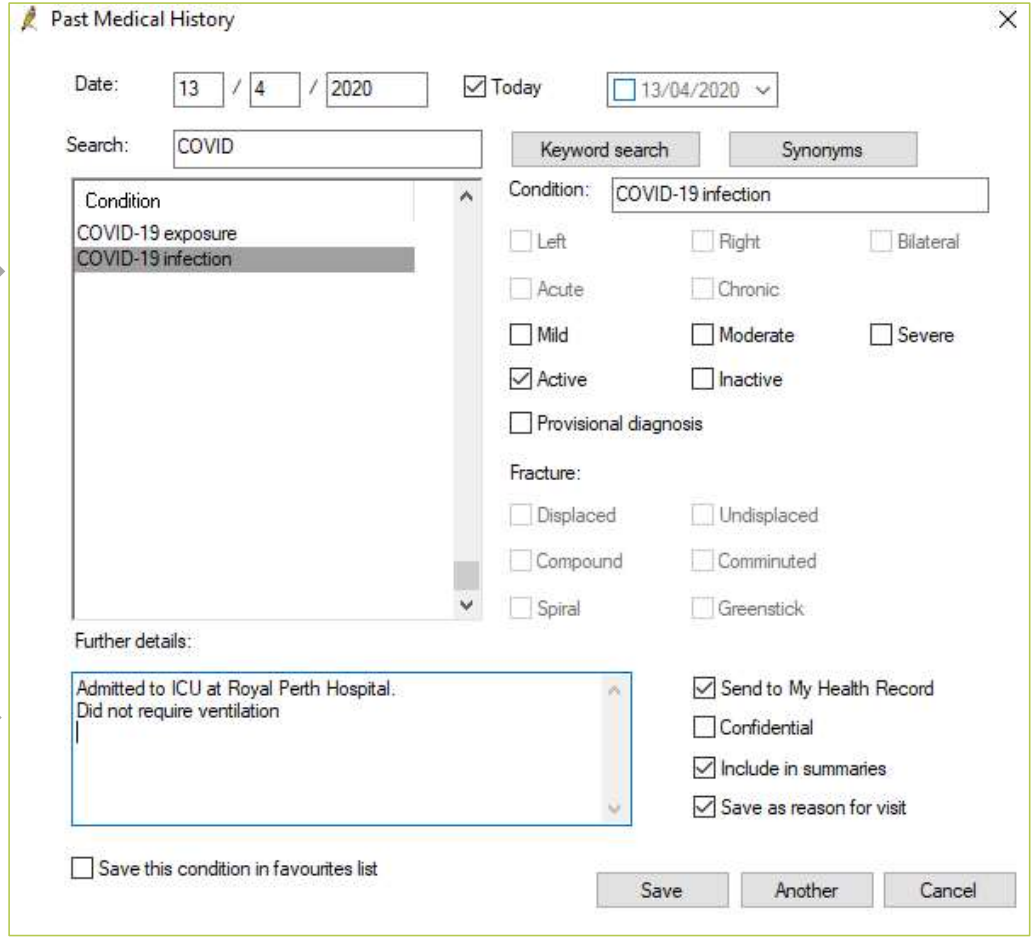
Help menu > Select About > Check Last Drug Update

Past Medical History & Reason for Visit

Reason for Visit – exposure

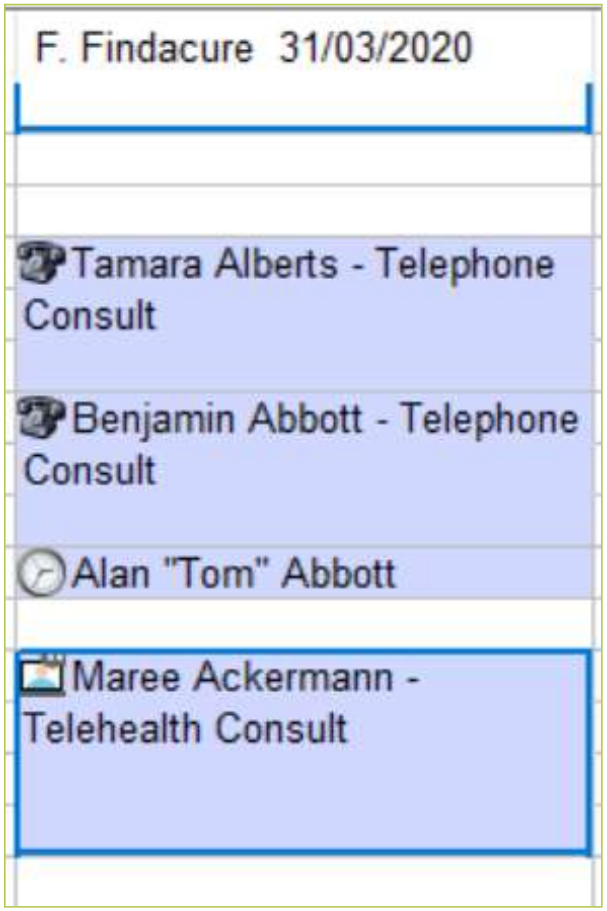
Past History - infection

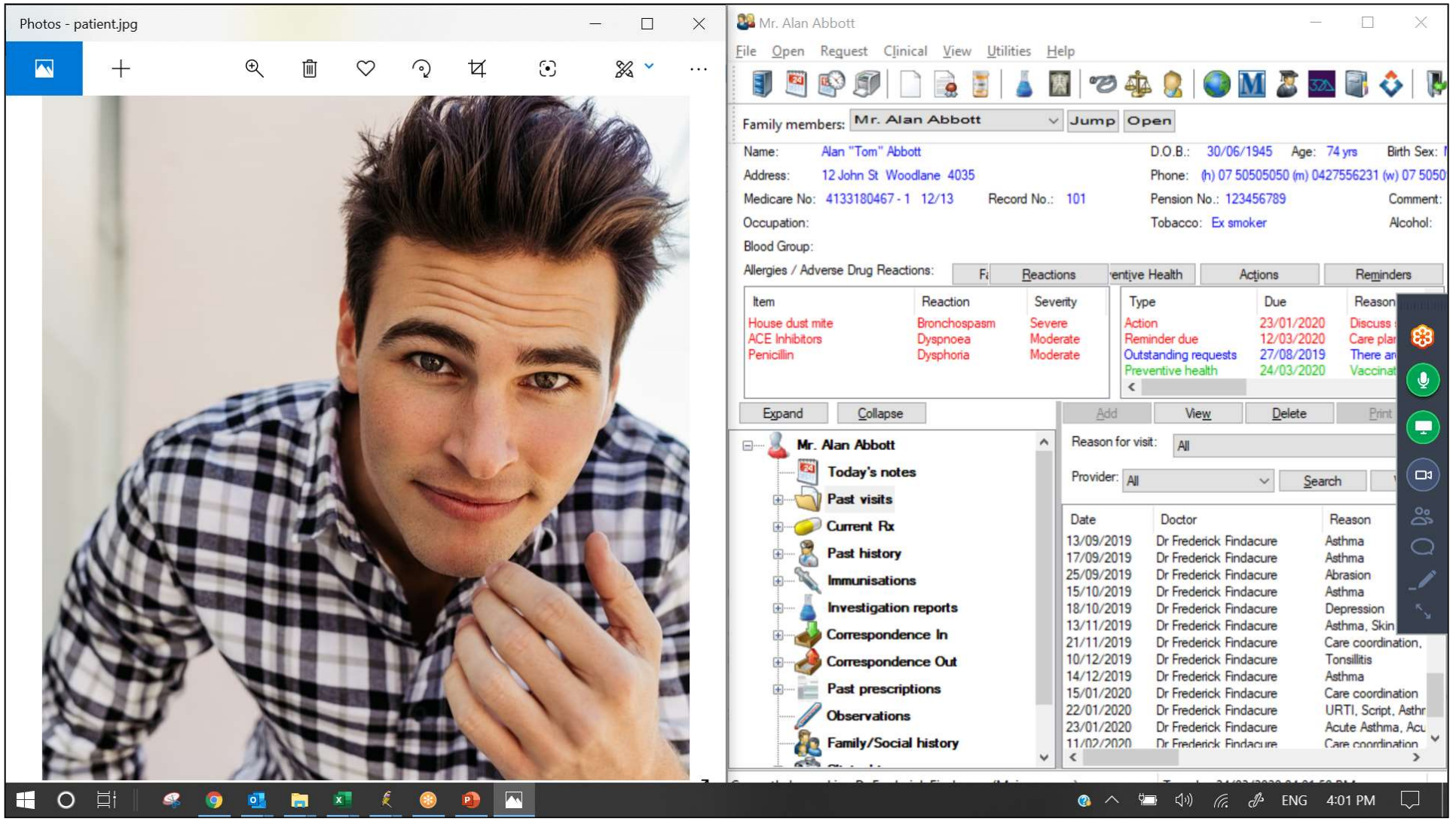
Supplement with further detail as required in Further details field.



Prepare your appointment book

- Setup appointment types (Setup > Configuration > Lists)
- Manage number of people in waiting room > Unavailable > Recurring
- Patient ID (in pt details) – for telecommunication platform
- Communicate changes with staff
- Assist doctors with cheatsheets and protocols
- Assist patients by educating them on what to expect with a telehealth consultation
- Consider how you will communicate and document financial consent.

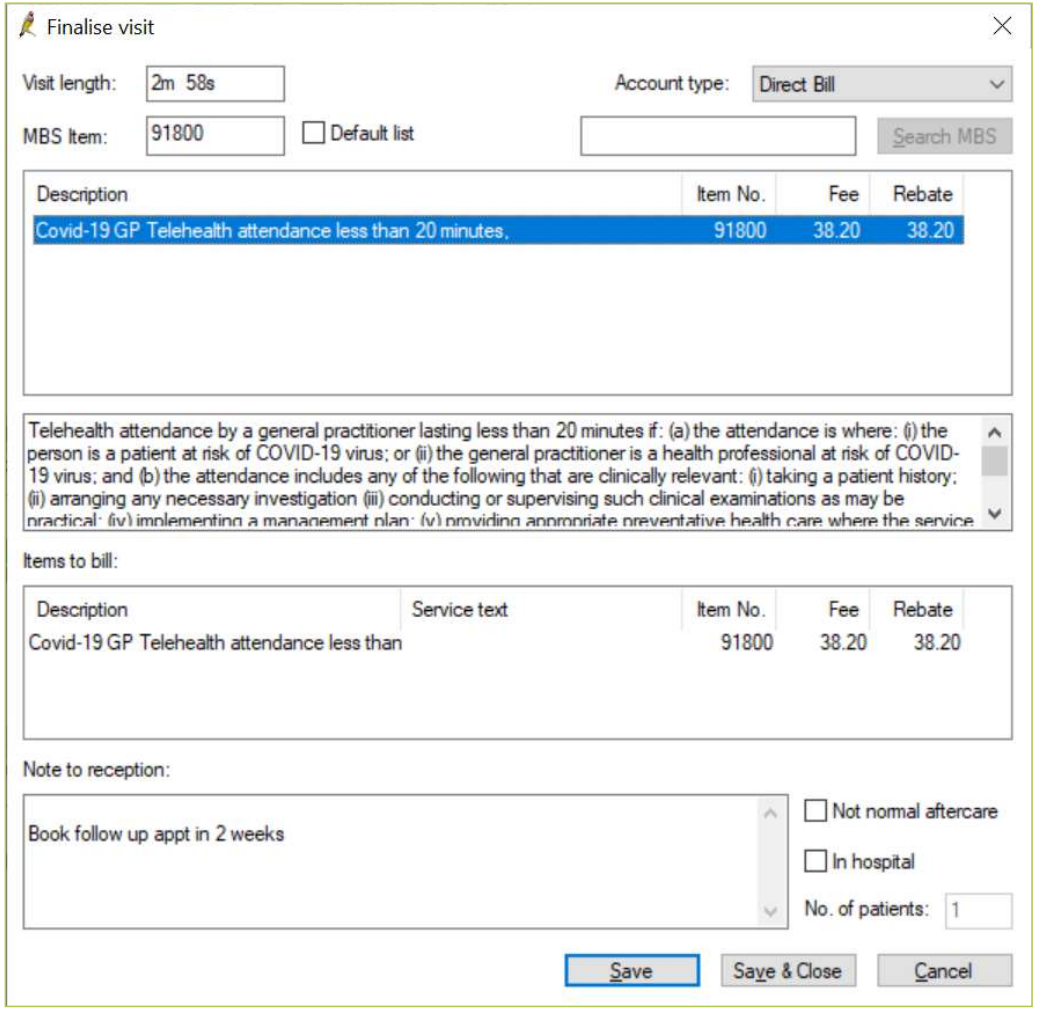



Photos - patient.jpg
Mr. Alan Abbott
File Open Request Clinical View Utilities Help
Family members: Mr. Alan Abbott Jump Open
Name: Alan "Tom" Abbott
D.O.B.: 30/06/1945 Age: 74 yrs
Address: 12 John St Woodlane 4035
Phone: (h) 07 50505050 (m) 0427556231 (w) 07 5050
Medicare No: 4133180467 - 1 12/13
Record No.: 101
Pension No.: 123456789
Comment:
Occupation:
Tobacco: Ex smoker
Alcohol:
Blood Group:
Allergies / Adverse Drug Reactions:
Reactions
Actions
Reminders
Item
Reaction
Severity
House dust mite
Bronchospasm
Severe
ACE Inhibitors
Dyspnoea
Moderate
Penicillin
Dysphoria
Moderate
Type
Due
Action
23/01/2020
Reminder due
12/03/2020
Outstanding requests
27/08/2019
Preventive health
24/03/2020
Expand
Collapse
Add
View
Delete
Print
Mr. Alan Abbott
Today's notes
Past visits
Current Rx
Past history
Immunisations
Investigation reports
Correspondence In
Correspondence Out
Past prescriptions
Observations
Family/Social history
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, Acu
ENG
4:01 PM

New telehealth fees

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

Account Type = **Direct Bill (vulnerable patients)**



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

LEARNING OBJECTIVE 2:
Understand telehealth and telephone item numbers

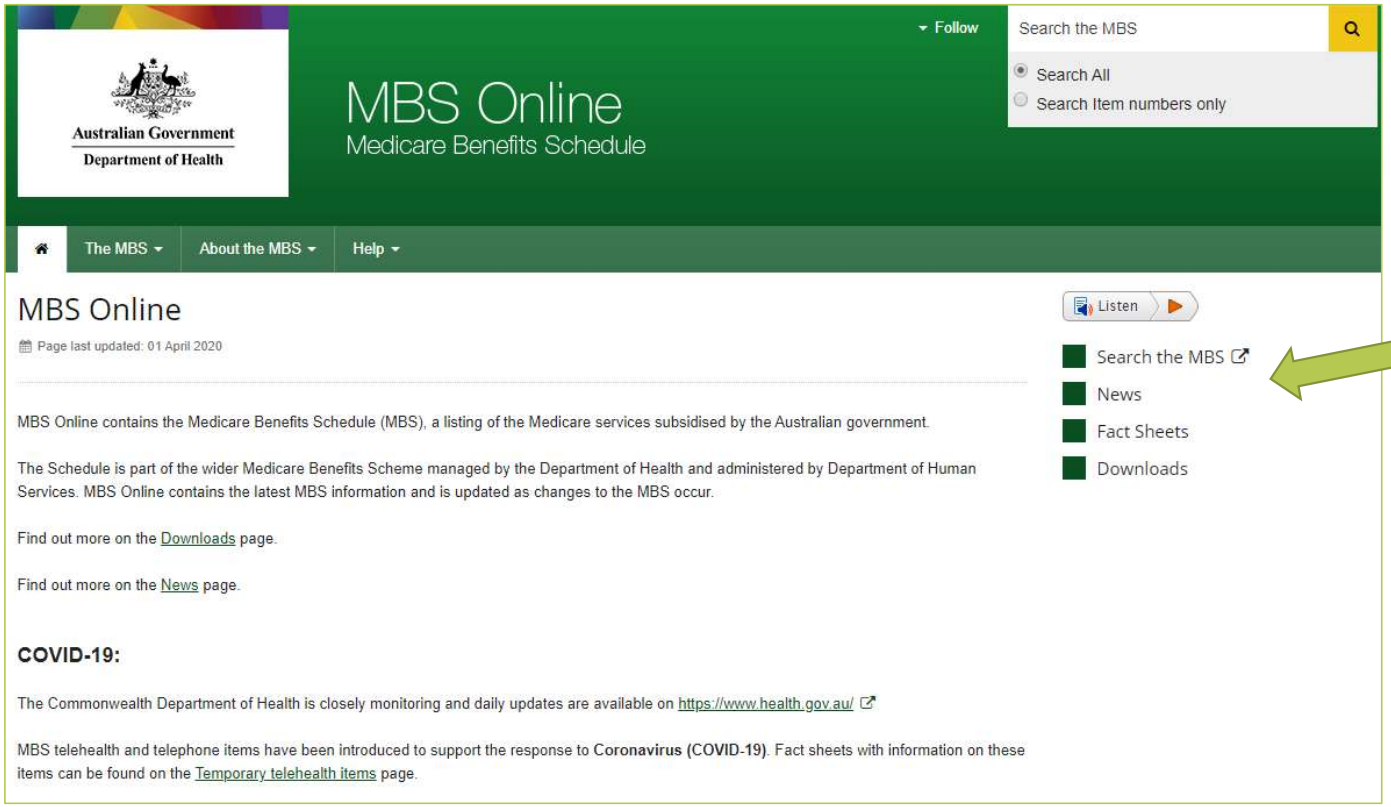
Telephone and telehealth MBS item numbers

Incentive payments doubled for eligible patients

Must bulk bill vulnerable patients

PIP QI payments doubled with requirement to offer face to face consultations for 4 hours per day (full-time)

MBS Item Numbers for telehealth & telephone consultations



MBS Online

Australian Government
Department of Health

MBS changes factsheet

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.

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.

MBS Online

New MBS Item Numbers for COVID-19 telehealth **- GP**

		New!	
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

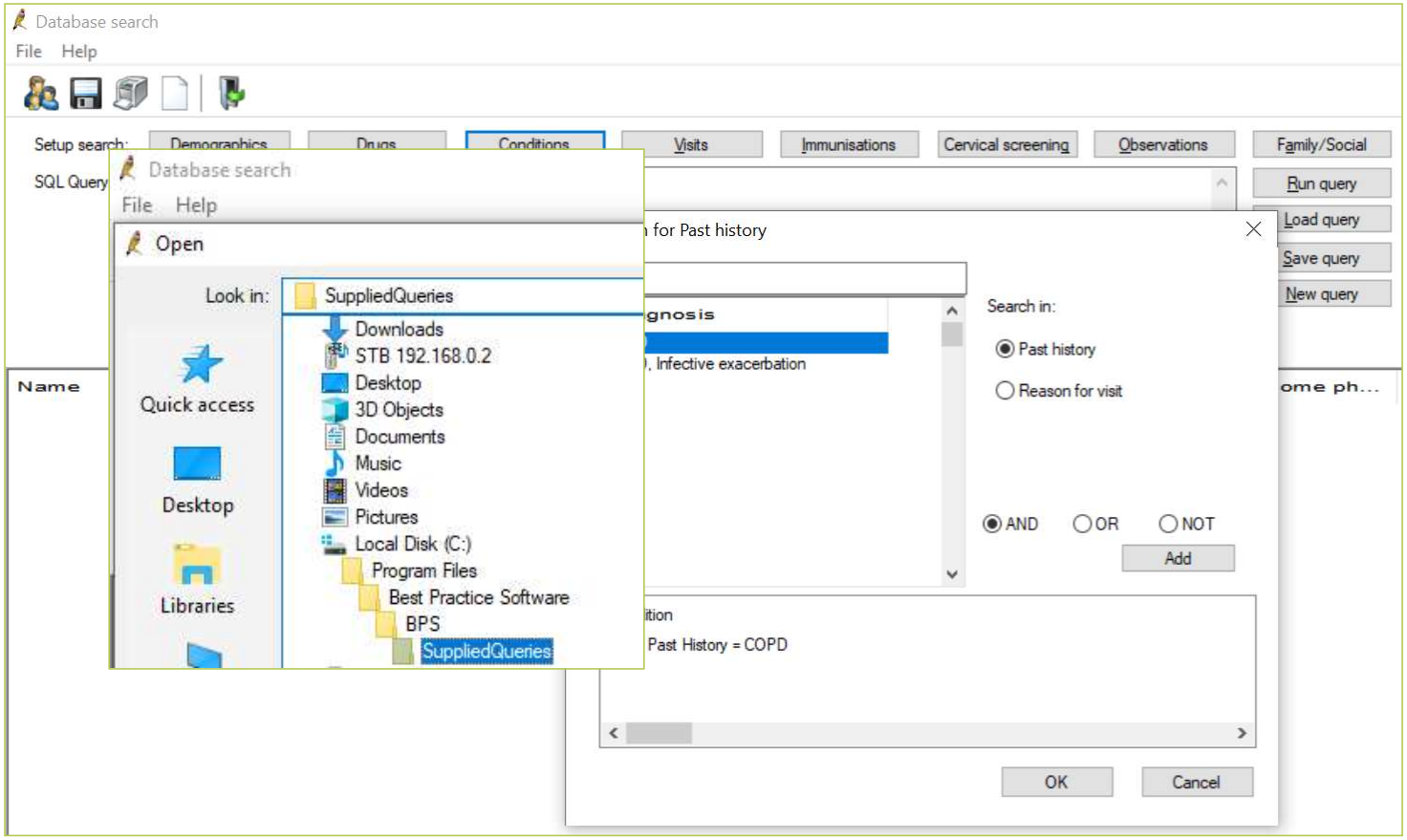
	A	B	C	D	E
1	Telehealth Item numbers				
2	Restrictions as of 30/3/2020				
3	Must Be Bulk Billed				
4	?removed Restriction for Face to Face in last 12 months				
5					
6	Usual Item Number	Video Number	Phone Number	Detail	Value
7	Standard Consult Items				
8	3	91790	91795	Level A	$20.55
9	23	91800	91809	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	Afterhous Urgent in Unsociable Hours (2300-0800)				
33	599	92210	92216		$182.85
34					

LEARNING OBJECTIVE 3:
Implement proactive preventive health for patients at risk

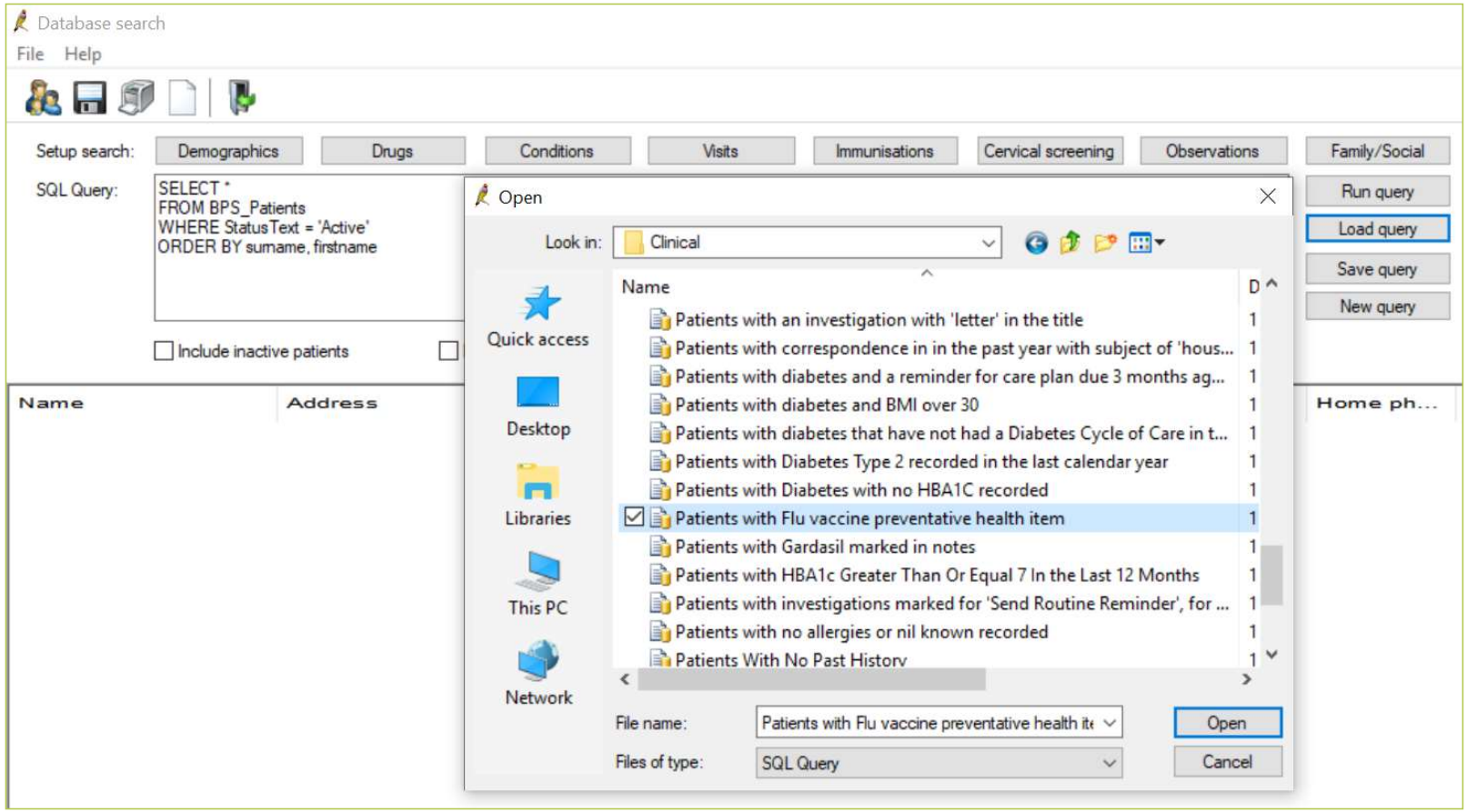
- Search for patients at risk (Utilities > Search)
- Add reminder / generate a list
- Follow up proactively – welfare checks and telehealth consults
- Mental health plans
- Chronic condition care plans
- Co-ordinate follow up activities such as referrals, scripts and medication deliveries

Search for patients with chronic conditions/GPMPs

- **Search for patients** eligible for telehealth consult with appt in next month
- **Save query** for re-use
- **Load query**

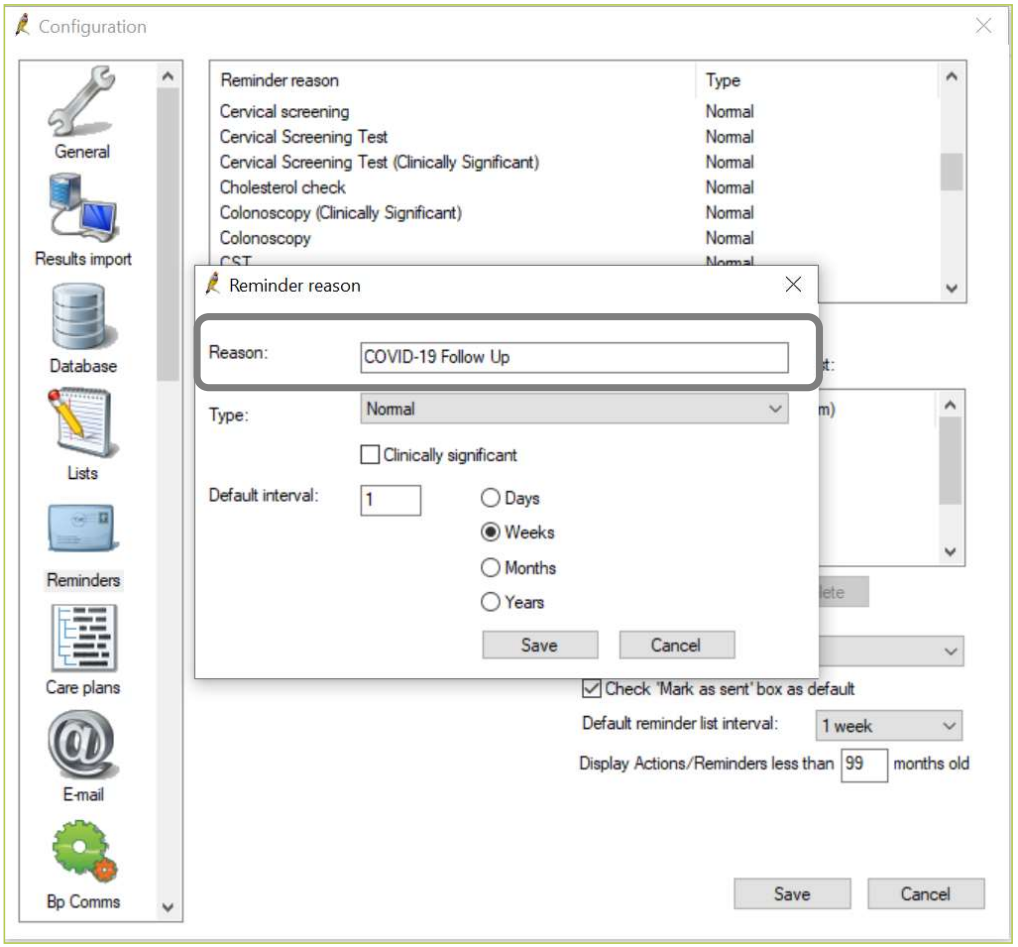


Search for patients at risk of influenza (Load Query)



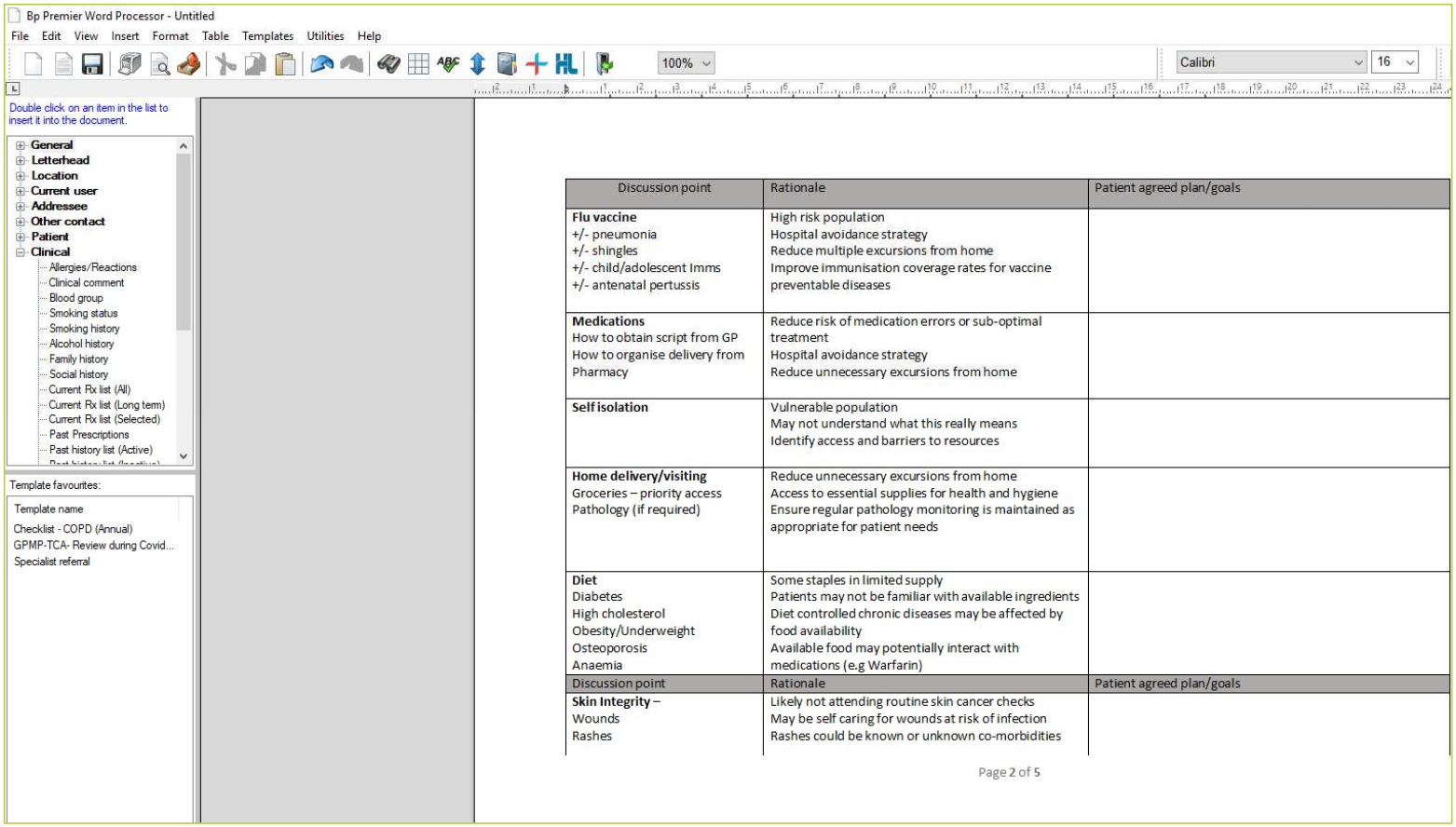
Reminders

1. Setup> Configuration > Reminders
2. Add a new reminder reason = COVID-19 follow up
3. Search for patients with suspected cases, sent for testing
4. Contact (via SMS or phone) for follow up telehealth consultation.



A new way to connect

Import COVID-19 specific GPMP review template



Discussion point	Rationale	Patient agreed plan/goals
Flu vaccine +/- pneumonia +/- shingles +/- child/adolescent Imms +/- antenatal pertussis	High risk population Hospital avoidance strategy Reduce multiple excursions from home Improve immunisation coverage rates for vaccine preventable diseases	
Medications How to obtain script from GP How to organise delivery from Pharmacy	Reduce risk of medication errors or sub-optimal treatment Hospital avoidance strategy Reduce unnecessary excursions from home	
Self isolation	Vulnerable population May not understand what this really means Identify access and barriers to resources	
Home delivery/visiting Groceries – priority access Pathology (if required)	Reduce unnecessary excursions from home Access to essential supplies for health and hygiene Ensure regular pathology monitoring is maintained as appropriate for patient needs	
Diet Diabetes High cholesterol Obesity/Underweight Osteoporosis Anaemia	Some staples in limited supply Patients may not be familiar with available ingredients Diet controlled chronic diseases may be affected by food availability Available food may potentially interact with medications (e.g Warfarin)	
Discussion point	Rationale	Patient agreed plan/goals
Skin Integrity – Wounds Rashes	Likely not attending routine skin cancer checks May be self caring for wounds at risk of infection Rashes could be known or unknown co-morbidities	

Page 2 of 5

LEARNING OBJECTIVE 4:

Develop a workflow for patients presenting with symptoms of COVID-19

Step 1

Appointment Book:
Receptionist takes precautions after identifying patient from triage Marks patient as ‘arrived’

Step 2

Consultation:
Today’s Notes: Autofills for consultation | Bulk bill consent | Followup

Step 3

Pathology:
Favourites | Actions

Step 4

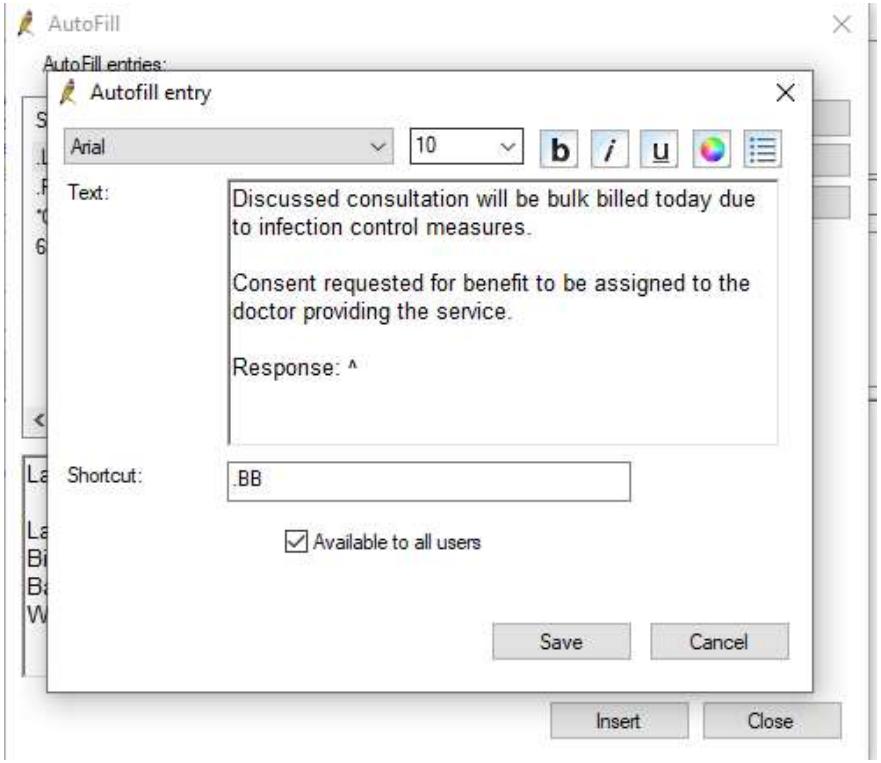
Patient Education – isolation/quarantine

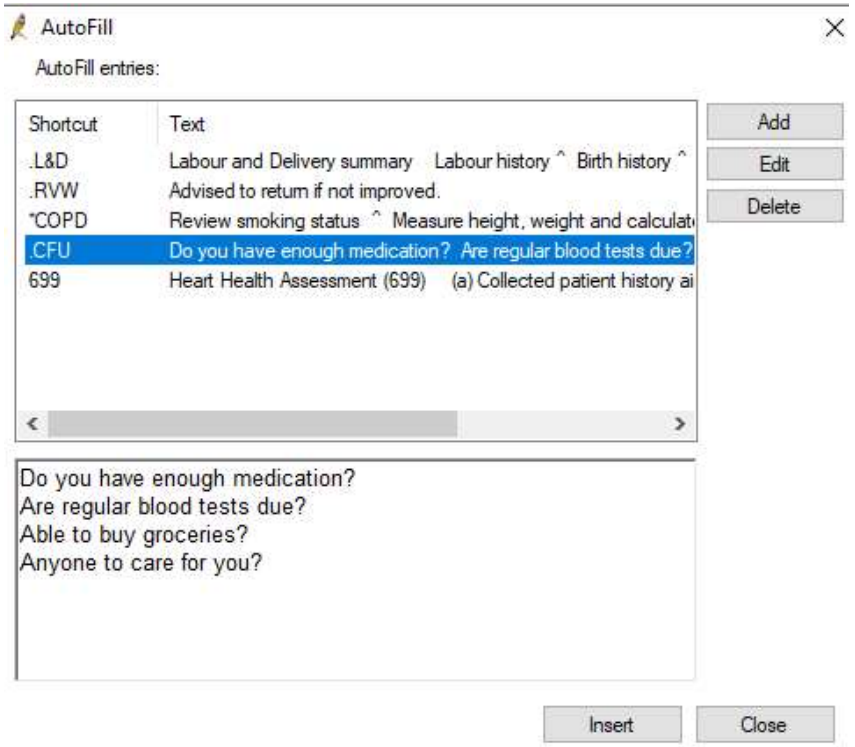
Step 5

Upload Shared Health Summary to My Health Record

Consent & Autofills

.CCO
.CFU
.CBB





Sample Autofill shortcuts

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

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 -

Sample Autofill shortcut – Clinical Screening Assessment

Identified by name, date of birth and address and consented to consultation via Telephone/Video Call

Reason for presentation ^
Recent international travel history - ^
Location of travel ^
Recent cruise ship passenger or crew? ^

Close contact with COVID-19 case ^ Contact date ^
Are you a health worker ^
Does the patient work/reside in any of the high-risk settings? ^

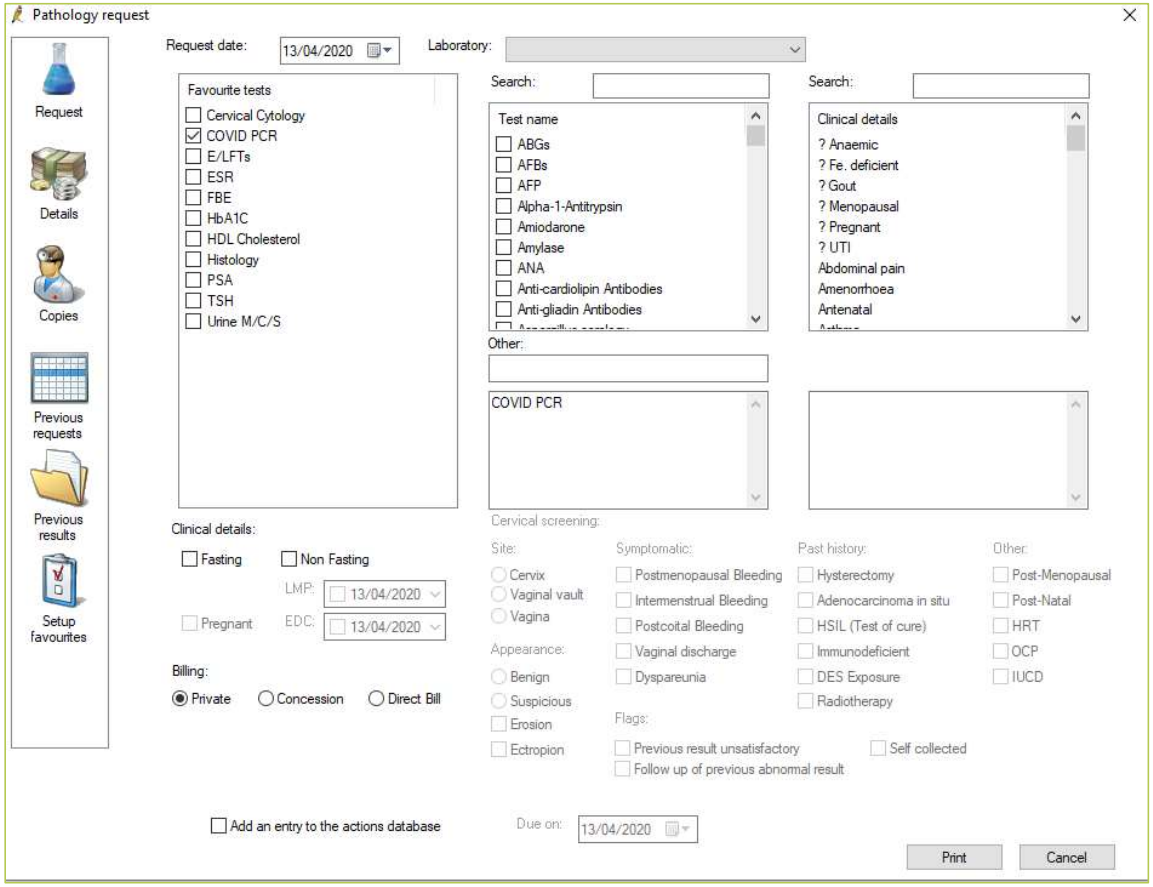
Signs and symptoms - Acute respiratory distress ^
Anosmia ^
Cough ^
Fever ^
Headache ^
shortness of breath ^
Sore Throat ^
Other ^
Symptom onset date ^
Examination:

Additional information ^

Outcome:
Advice only ^
Instructed to self- quarantine and present for testing if becomes symptomatic ^
Tested - follow-up required
Refer for direct admission
Refer to emergency department.

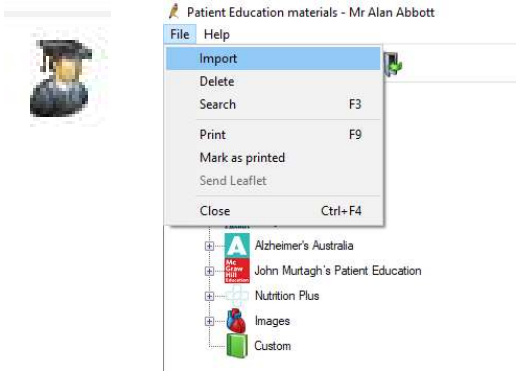
Verbal consent for Agreement to assign benefit to Dr ^ as full payment for this service.

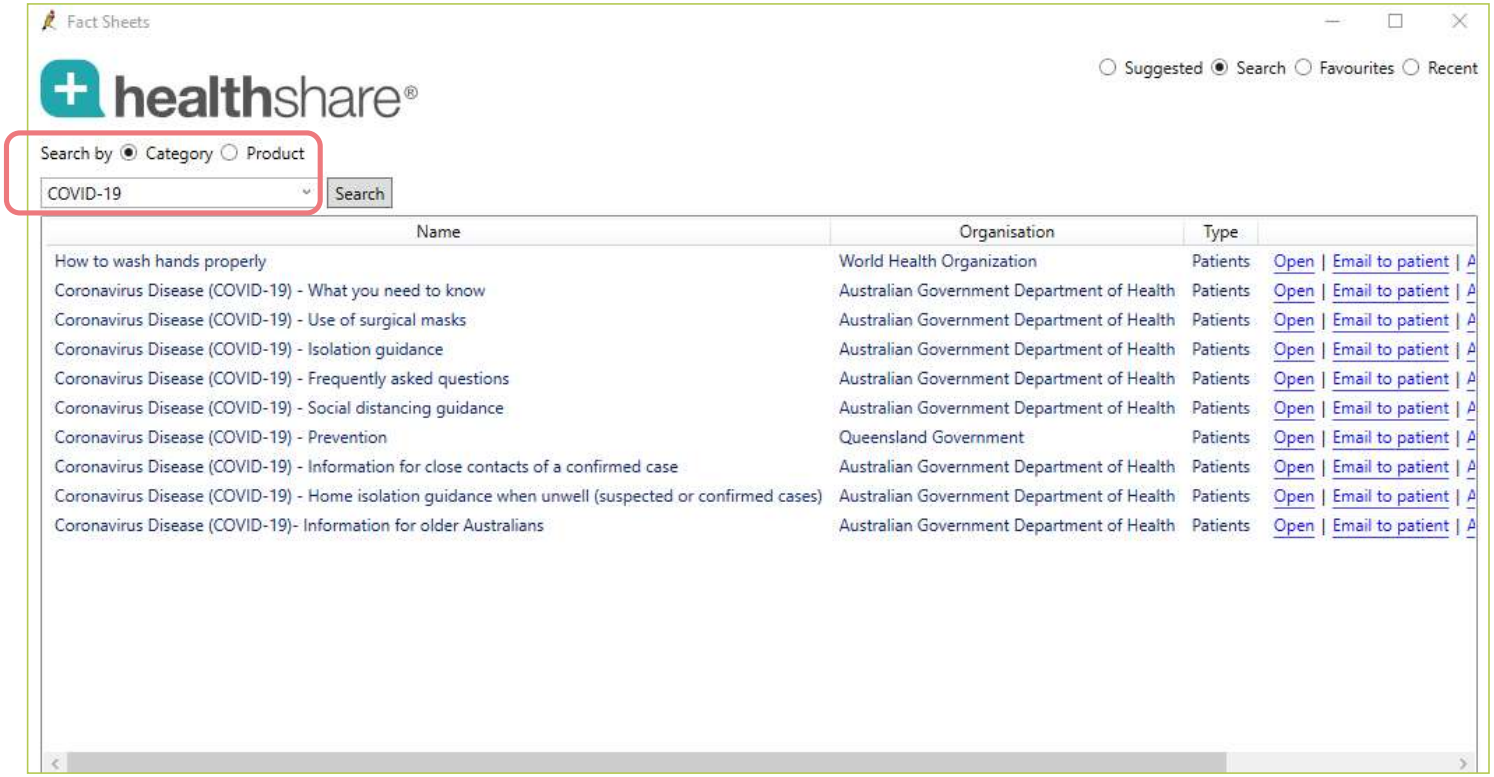
Pathology – Set Up Favourites



Patient Education

- Keep well
- Exercise
- Dietary Information
- Email fact sheets
- COVID-19 Folder





Workflow – what to consider

- Who will need to undertake each task? - resourcing
- What will the workflow look like and how will it be documented?
- When will it come into effect?
- How to train staff on the new workflow while maintaining social distancing rules
- How to keep up with constant changes (MBS Item nos, rules, increased infection rates)

Clear Form

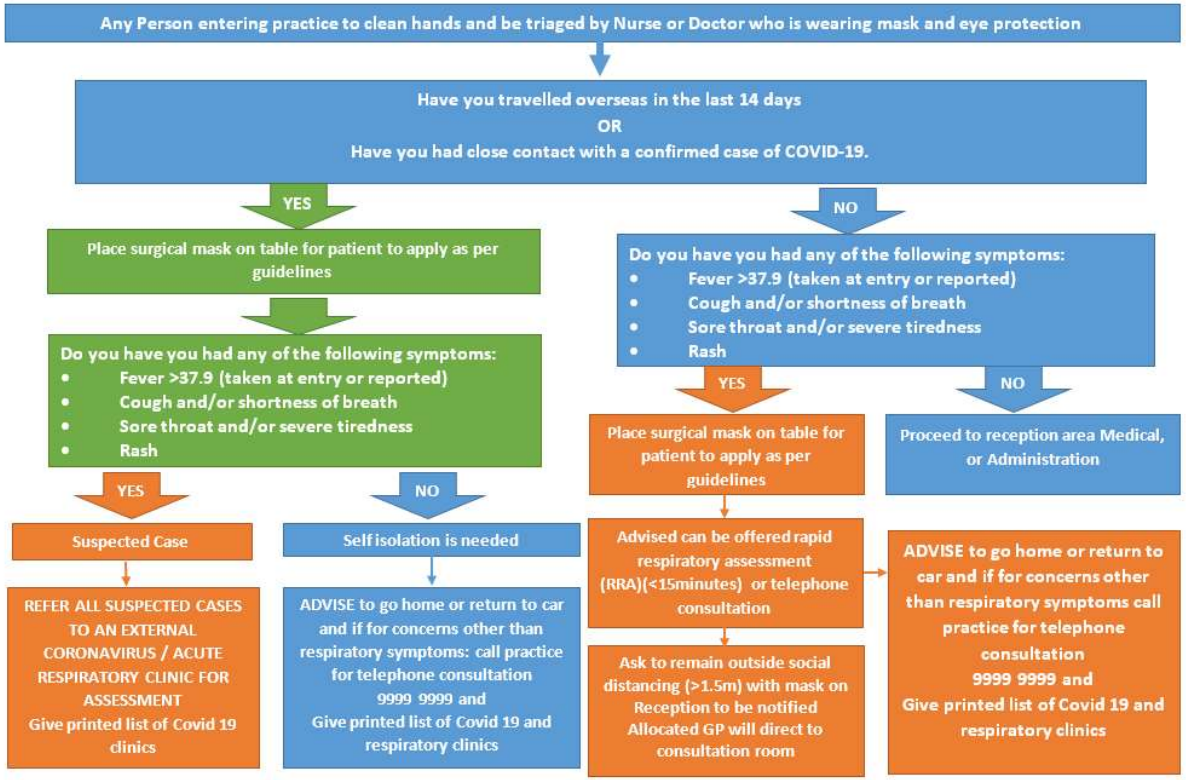
phn WESTERN QUEENSLAND
An Australian Government Initiative

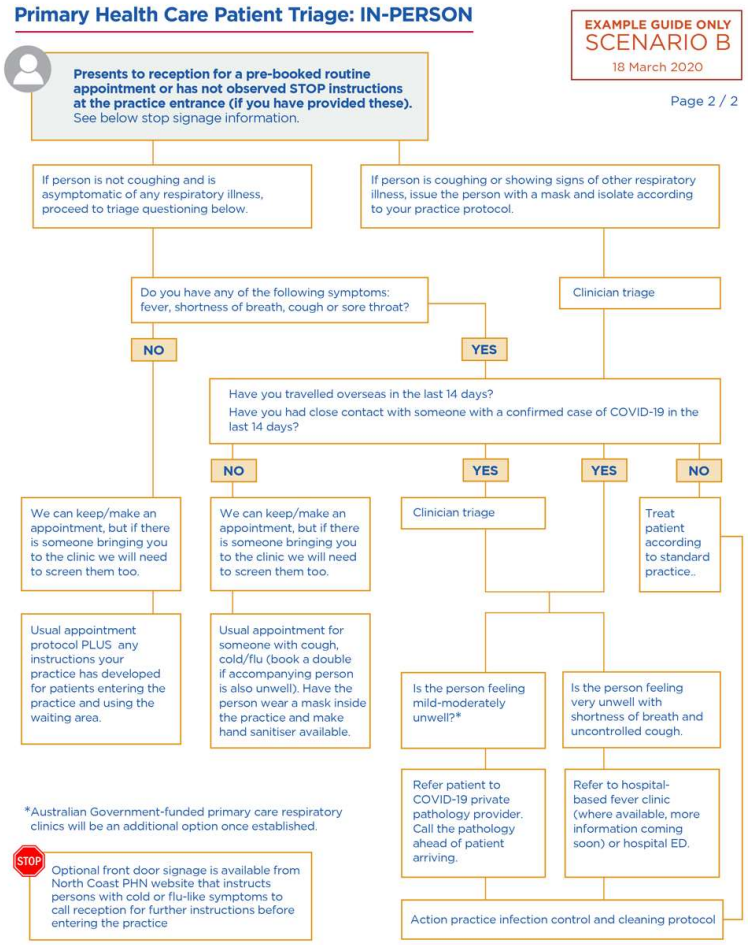
COVID-19 Triage Response sheet

Patient name:	Patient DOB:
Are you feeling unwell with symptoms such as fever, sore throat, cough, or shortness of breath? ☐ Yes ☐ No	
Have you been in close contact with anybody suspected of having coronavirus? *face-to-face contact for more than 15 minutes or have shared an enclosed space for more than two hours.* ☐ Yes ☐ No	
Has a face mask been applied? ☐ Yes ☐ No	Are you unwell with other symptoms? ☒ Yes ☐ No
Have you travelled recently? ☐ Yes ☐ No If yes, destination:	Have you been in contact with anybody suspected of having coronavirus? ☐ Yes ☐ No
If you have cold or flu like symptoms, please list them: 1. 2. 3.	
Has the patient been isolated? ☐ Yes ☐ No	
Has the GP and nursing staff been notified? ☐ Yes ☐ No	
If yes, which GP and/or nurse:	
Date completed: __/__/___ Time:	
Receptionist name:	

WQPHN

Sample Workflows





Access more sample workflows and flowcharts

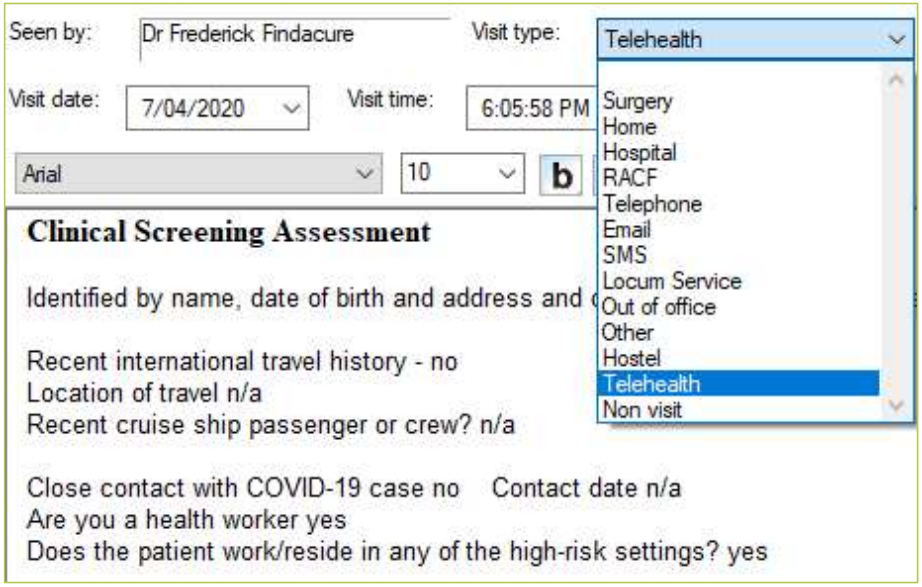
NCPHN

LEARNING OBJECTIVE 5:

Identify and care for patients' post-diagnosis

Identify and care for patients

- Use clinical coding to ensure patients diagnosed with COVID-19 are able to be identified in Bp Premier.
- Document visit type
- Add a reminder to make contact with patients in this group
- Auto-fills to improve documentation
- Use actions to generate a list
- Offer a telehealth consult to diagnosed patients to ensure we are checking on them



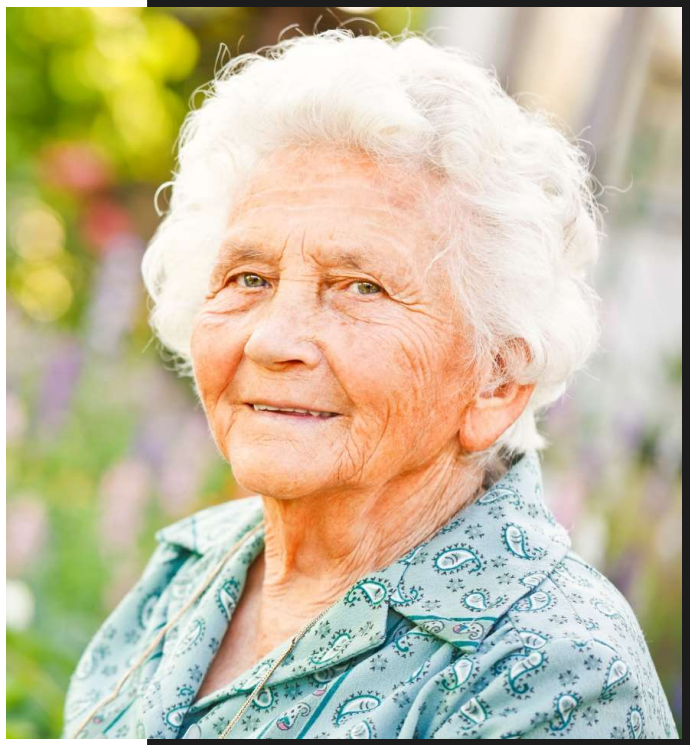
Telehealth

- Ensure patients are cared for and know what to do if quarantined and symptoms worsen

- Develop a phone script / checklist to ensure needs are being met:

  - Do patients have enough medication?
  - Are regular blood tests due?
  - Are they able to buy groceries?
  - Do they have anyone to care for them?

- Continue with GP Management Plans



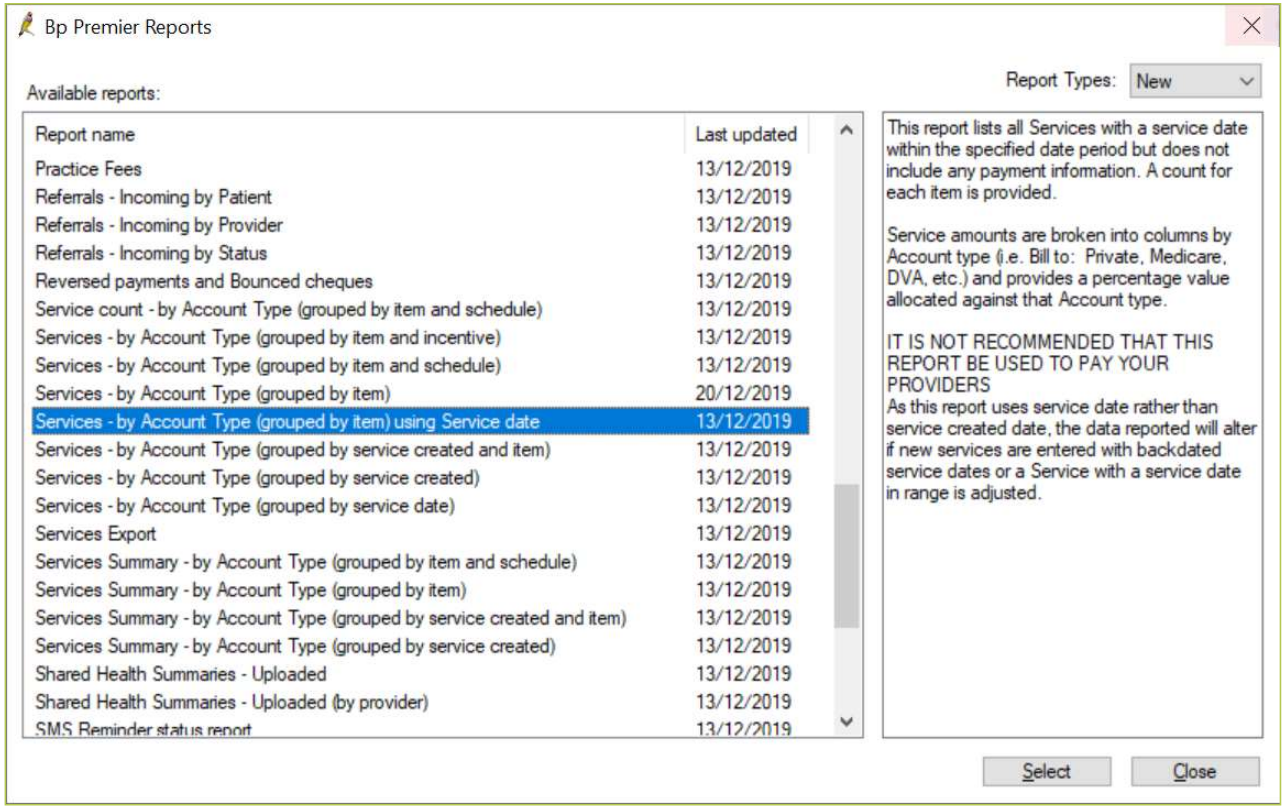
BP Learning

Searching on item numbers

How many patients presented at our practice?

1. For COVID-19 related matters?

2. For telehealth consultations?



Key points for discussion at team meeting: • • • • • •	
2. Daily Team Meeting:	
Attendance:	
Actions from yesterday's meeting:	Key Points
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	

WQPHN

Summary

Review available resources

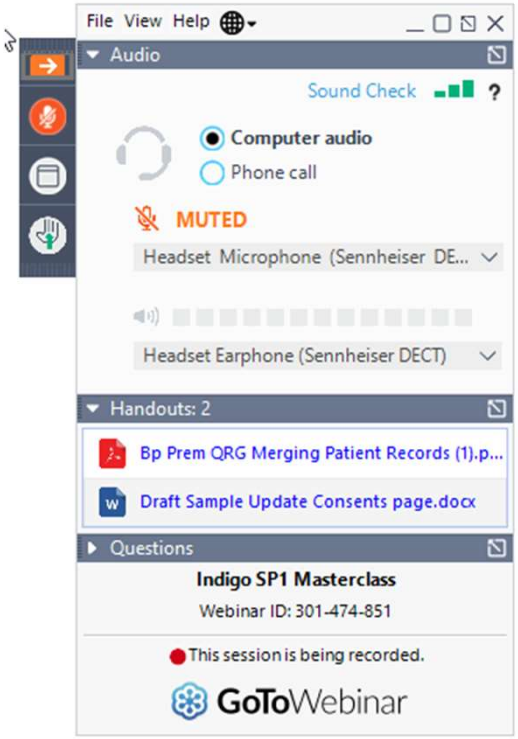
Adapt workflow to suit the needs of your practice

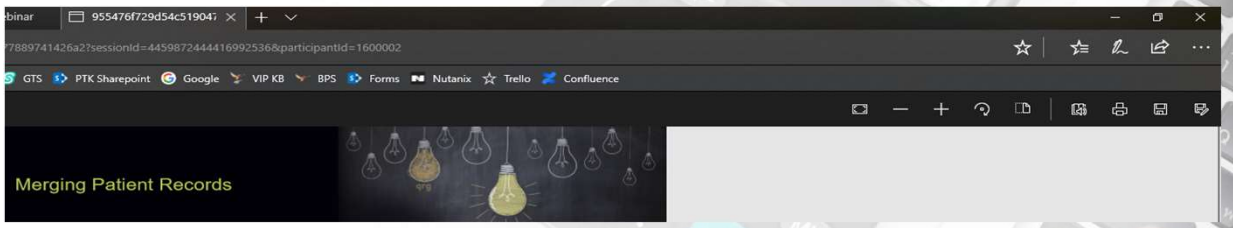
Document and communicate the process to staff and patients

Monitor and tweak as the situation changes

Continue to communicate workflow changes

Download Resources or ask a Question

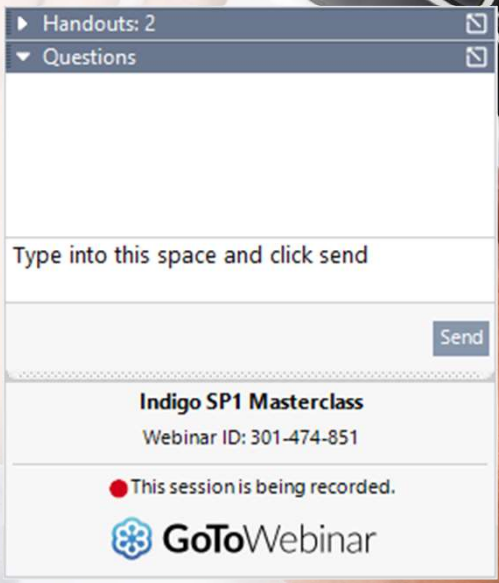




To download a handout, double click it.

The handout will open in a separate browser window. You will need to print it or save it to your computer using your browser icons.

To ask a question, click the triangle on the question tab and type into the area as indicated. Click send.



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Best Practice

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