

Bp<sup>Learning</sup>

# Bp Premier—BeInTheKnow

## COVID-19 and Calm Efficiencies in your Practice

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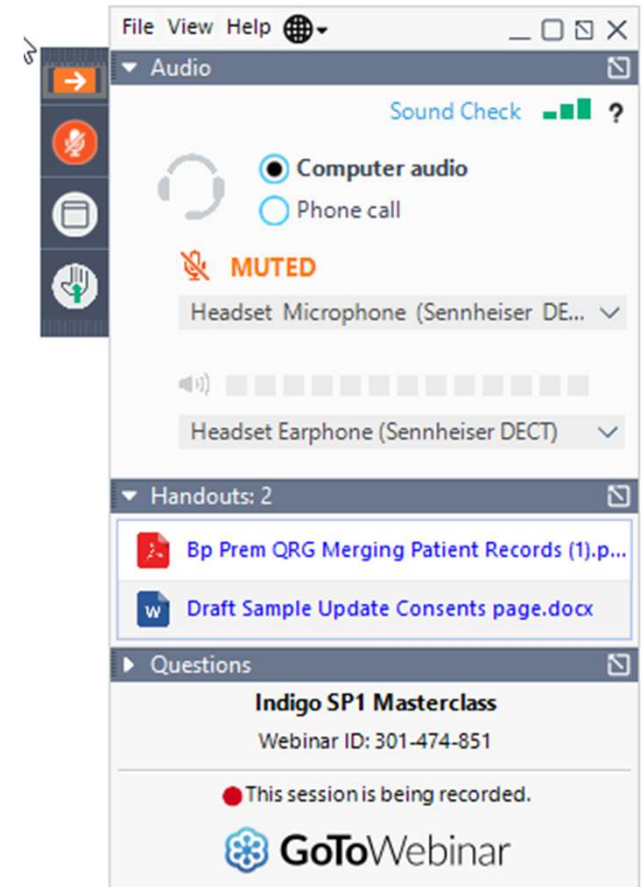
Bp<sup>Premier</sup>

# Housekeeping



## About GoToWebinar...

- You can download handouts by clicking on the document. A separate window will open
- You can ask a question at any time using the Questions tab. They will be answered at the conclusion of the Masterclass series and collated into the FAQ document on the KnowledgeBase
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# Session Outline



What are we covering in this session?

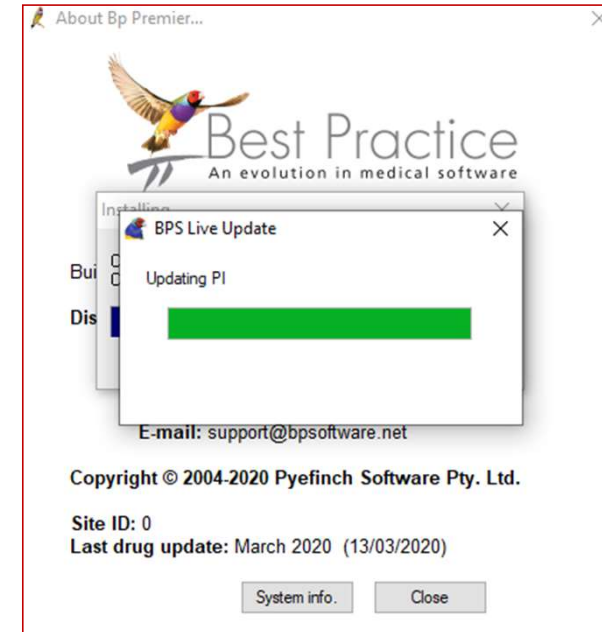
1. Prepare Bp Premier
2. Understand telehealth and telephone items numbers
3. Implement proactive preventive health for patients at risk
4. Develop a workflow for patients presenting with symptoms of Covid-19
5. Identify and care for patient's post-diagnosis



## 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.







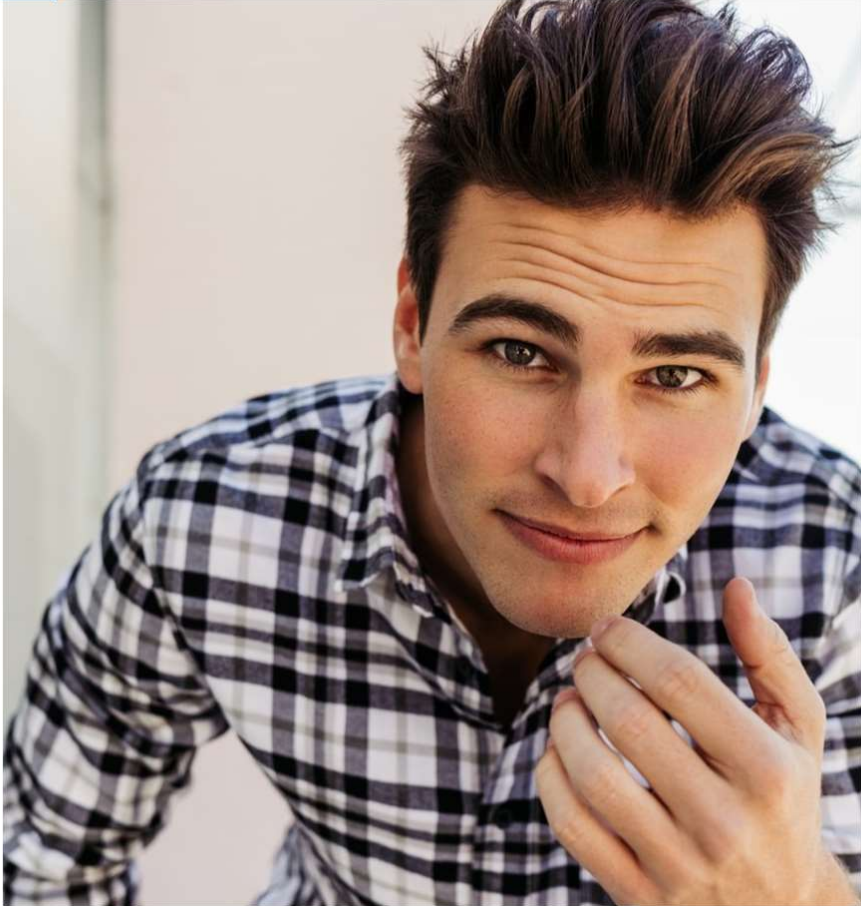
The screenshot shows a 'Past Medical History' window with the following elements:

- Date:** 13 / 4 / 2020, with a 'Today' checkbox and a date dropdown set to 13/04/2020.
- Search:** A text box containing 'COVID' with 'Keyword search' and 'Synonyms' buttons.
- Condition List:** A scrollable list with 'COVID-19 exposure' and 'COVID-19 infection' (the latter is selected).
- Condition:** A text box containing 'COVID-19 infection'.
- Attributes:** A series of checkboxes for 'Left', 'Right', 'Bilateral', 'Acute', 'Chronic', 'Mild', 'Moderate', 'Severe', 'Active' (checked), 'Inactive', and 'Provisional diagnosis'.
- Fracture:** A section with checkboxes for 'Displaced', 'Undisplaced', 'Compound', 'Comminuted', 'Spiral', and 'Greenstick'.
- Further details:** A text area containing 'Admitted to ICU at Royal Perth Hospital. Did not require ventilation'.
- Options:** Checkboxes for 'Send to My Health Record' (checked), 'Confidential', 'Include in summaries' (checked), 'Save as reason for visit' (checked), and 'Save this condition in favourites list'.
- Buttons:** 'Save', 'Another', and 'Cancel' at the bottom right.

# 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.

F. Findacure 31/03/2020
 Tamara Alberts - Telephone Consult
 Benjamin Abbott - Telephone Consult
 Alan "Tom" Abbott
 Maree Ackermann - Telehealth Consult

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

Expand Collapse

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
11/02/2020	Dr Frederick Findacure	Care coordination

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# 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

The screenshot shows the 'Finalise visit' window with the following details:

- Visit length: 2m 58s
- Account type: Direct Bill
- MBS Item: 91800
- Default list: ☐
- Search MBS button

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

Buttons: Save, Save & Close, Cancel

## LEARNING OBJECTIVE 2:

### Understand telehealth and telephone item numbers

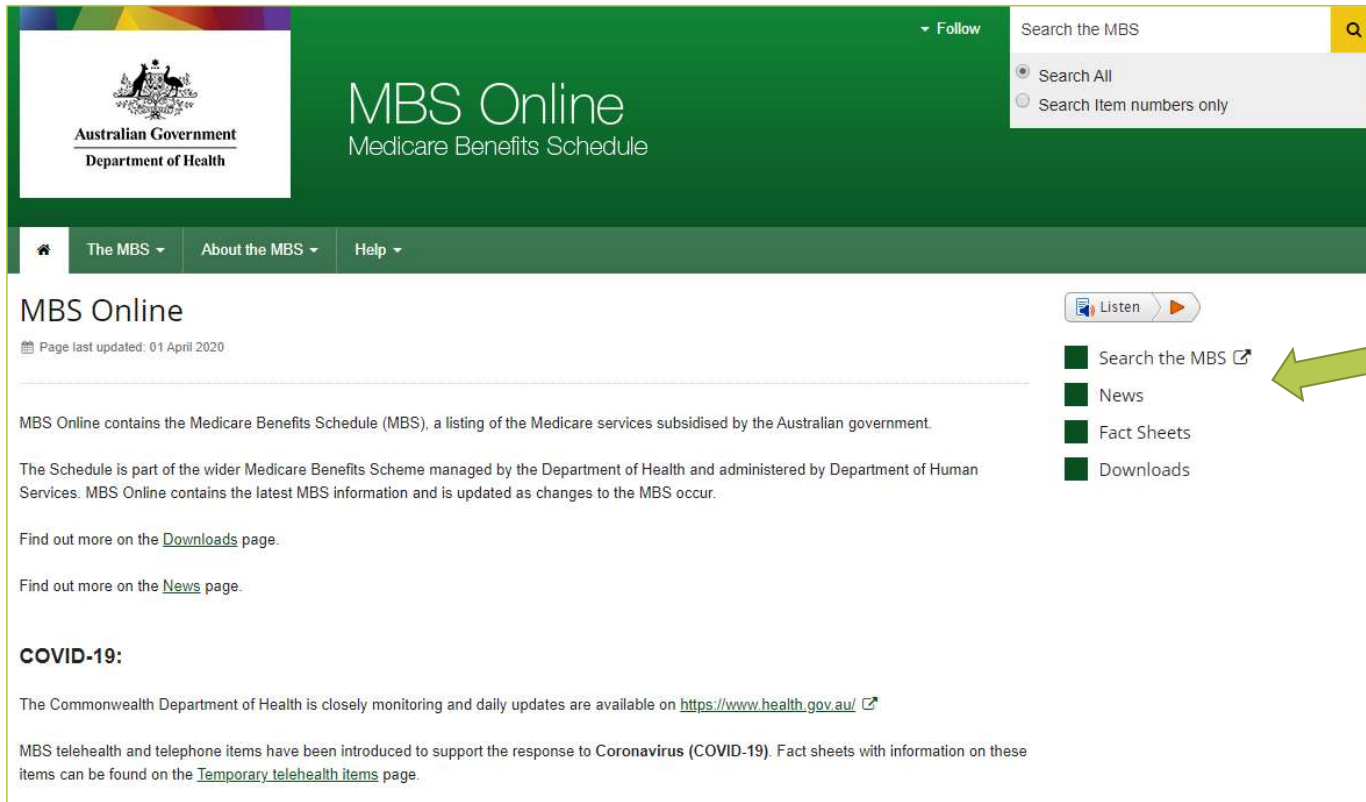
Telephone and telehealth MBS item numbers

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**  
Medicare Benefits Schedule

Follow

Search the MBS

☒ Search All  
☐ Search Item numbers only

The MBS ▾ About the MBS ▾ Help ▾

**MBS Online**  
Page last updated: 01 April 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.

Find out more on the [Downloads](#) page.

Find out more on the [News](#) page.

**COVID-19:**

The Commonwealth Department of Health is closely monitoring and daily updates are available on <https://www.health.gov.au/>

MBS telehealth and telephone items have been introduced to support the response to Coronavirus (COVID-19). Fact sheets with information on these items can be found on the [Temporary telehealth items](#) page.

Listen

- Search the MBS
- News
- Fact Sheets
- Downloads

[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

Health assessment		New!	
* 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					

## LEARNING OBJECTIVE 3:

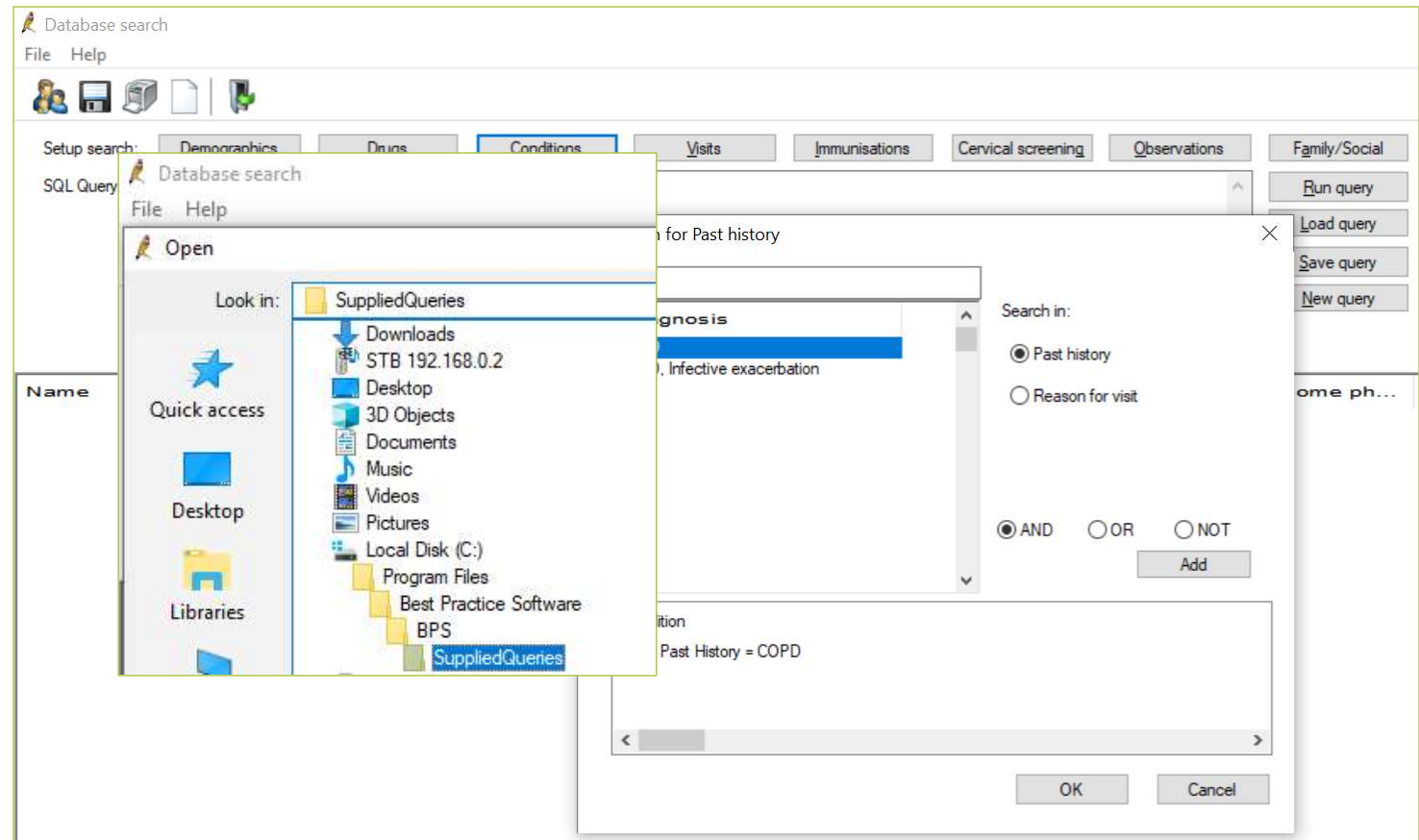
### Implement proactive preventive health for patients at risk

- 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

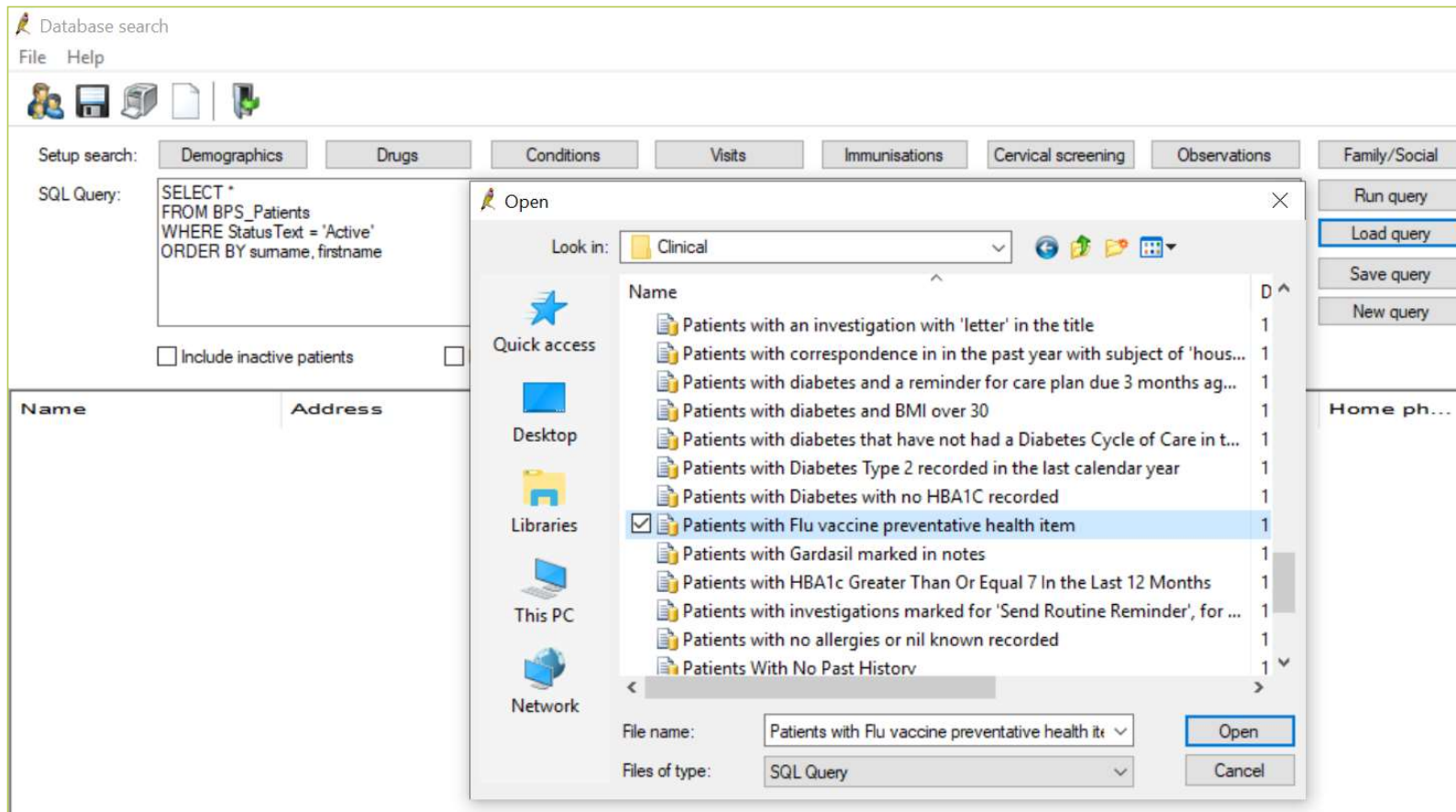


# Search for patients with chronic conditions/GPMPs

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

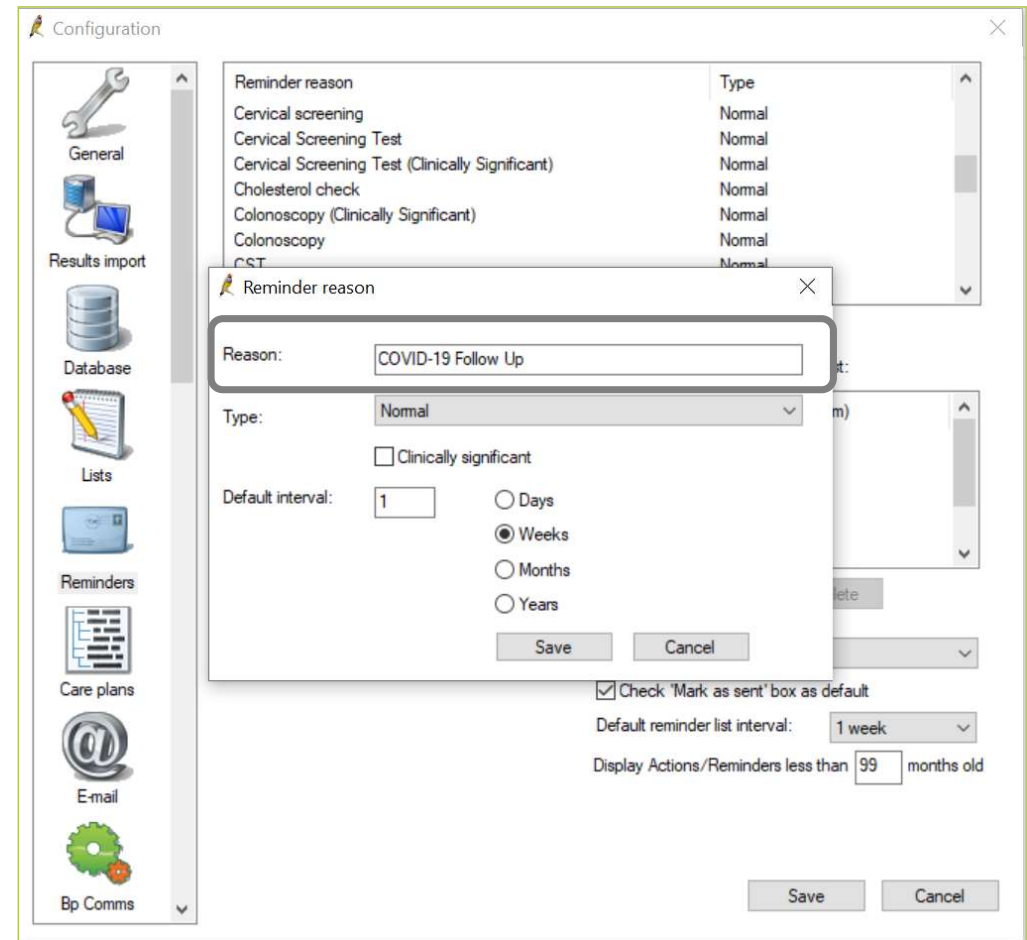


# Search for patients at risk of influenza (Load Query)



# 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

Bp Premier Word Processor - Untitled

File Edit View Insert Format Table Templates Utilities Help

100% Calibri 16

Double click on an item in the list to insert it into the document.

- General
- Letterhead
- Location
- Current user
- Addressee
- Other contact
- Patient
- Clinical
  - Allergies/Reactions
  - Clinical comment
  - Blood group
  - Smoking status
  - Smoking history
  - Alcohol history
  - Family history
  - Social history
  - Current Rx list (All)
  - Current Rx list (Long term)
  - Current Rx list (Selected)
  - Past Prescriptions
  - Past history list (Active)
  - Past history list (Inactive)

Template favourites:

Template name

Checklist - COPD (Annual)

GPMP-TCA- Review during Covid...

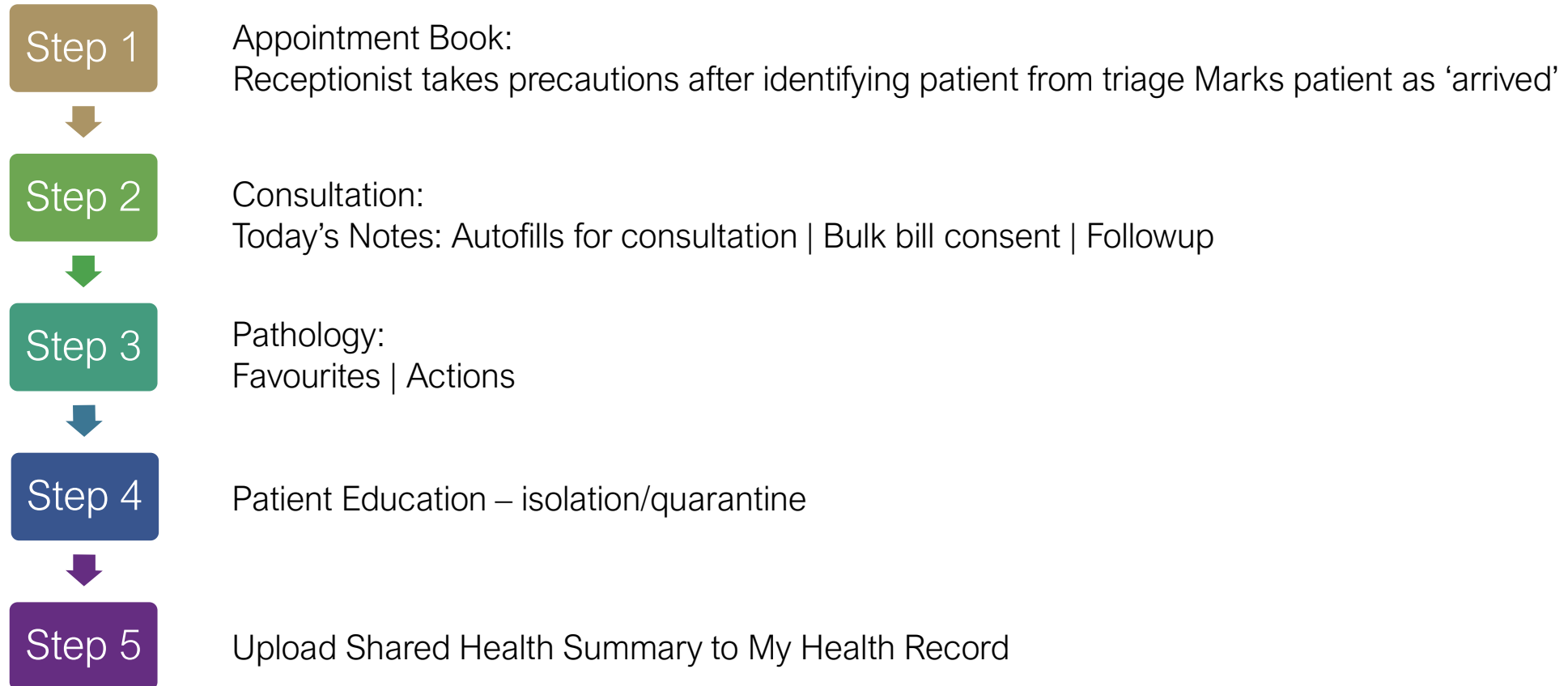
Specialist referral

Discussion point	Rationale	Patient agreed plan/goals
<b>Flu vaccine</b> +/- 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	
<b>Medications</b> 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	
<b>Self isolation</b>	Vulnerable population May not understand what this really means Identify access and barriers to resources	
<b>Home delivery/visiting</b> 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	
<b>Diet</b> 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)	
<b>Discussion point</b>	<b>Rationale</b>	<b>Patient agreed plan/goals</b>
<b>Skin Integrity –</b> 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



# Consent & Autofills

.CCO  
.CFU  
.CBB

AutoFill

AutoFill entries:

Autofill entry

Arial10b*u*

Text:

Discussed consultation will be bulk billed today due to infection control measures.  
  
Consent requested for benefit to be assigned to the doctor providing the service.  
  
Response: ^

Shortcut:

.BB

☒ Available to all users

Save

Cancel

Insert

Close

AutoFill

AutoFill entries:

Shortcut	Text
.L&D	Labour and Delivery summary   Labour history ^ Birth history ^
.RVW	Advised to return if not improved.
*COPD	Review smoking status ^ Measure height, weight and calculat
CFU	Do you have enough medication? Are regular blood tests due?
699	Heart Health Assessment (699)   (a) Collected patient history ai

<

>

Do you have enough medication?  
Are regular blood tests due?  
Able to buy groceries?  
Anyone to care for you?

Insert

Close

# 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

Pathology request

Request date: 13/04/2020 Laboratory:

**Favourite tests**

- ☐ Cervical Cytology
- ☒ COVID PCR
- ☐ E/LFTs
- ☐ ESR
- ☐ FBE
- ☐ HbA1C
- ☐ HDL Cholesterol
- ☐ Histology
- ☐ PSA
- ☐ TSH
- ☐ Urine M/C/S

**Clinical details:**

☐ Fasting ☐ Non Fasting

LMP: 13/04/2020

☐ Pregnant EDC: 13/04/2020

**Billing:**

☒ Private ☐ Concession ☐ Direct Bill

☐ Add an entry to the actions database

**Search:**

**Test name**

- ☐ ABGs
- ☐ AFBs
- ☐ AFP
- ☐ Alpha-1-Antitrypsin
- ☐ Amiodarone
- ☐ Amylase
- ☐ ANA
- ☐ Anti-cardiolipin Antibodies
- ☐ Anti-gladin Antibodies
- ☐ Aspartate aminotransferase

**Other:**

COVID PCR

**Search:**

**Clinical details**

- ☐ ? Anaemic
- ☐ ? Fe. deficient
- ☐ ? Gout
- ☐ ? Menopausal
- ☐ ? Pregnant
- ☐ ? UTI
- ☐ Abdominal pain
- ☐ Amenorrhoea
- ☐ Antenatal
- ☐ Arterial hypertension

**Cervical screening:**

**Site:**

- ☐ Cervix
- ☐ Vaginal vault
- ☐ Vagina

**Symptomatic:**

- ☐ Postmenopausal Bleeding
- ☐ Intermenstrual Bleeding
- ☐ Postcoital Bleeding
- ☐ Vaginal discharge
- ☐ Dyspareunia

**Past history:**

- ☐ Hysterectomy
- ☐ Adenocarcinoma in situ
- ☐ HSIL (Test of cure)
- ☐ Immunodeficient
- ☐ DES Exposure
- ☐ Radiotherapy

**Other:**

- ☐ Post-Menopausal
- ☐ Post-Natal
- ☐ HRT
- ☐ OCP
- ☐ IUCD

**Appearance:**

- ☐ Benign
- ☐ Suspicious
- ☐ Erosion
- ☐ Ectropion

**Flags:**

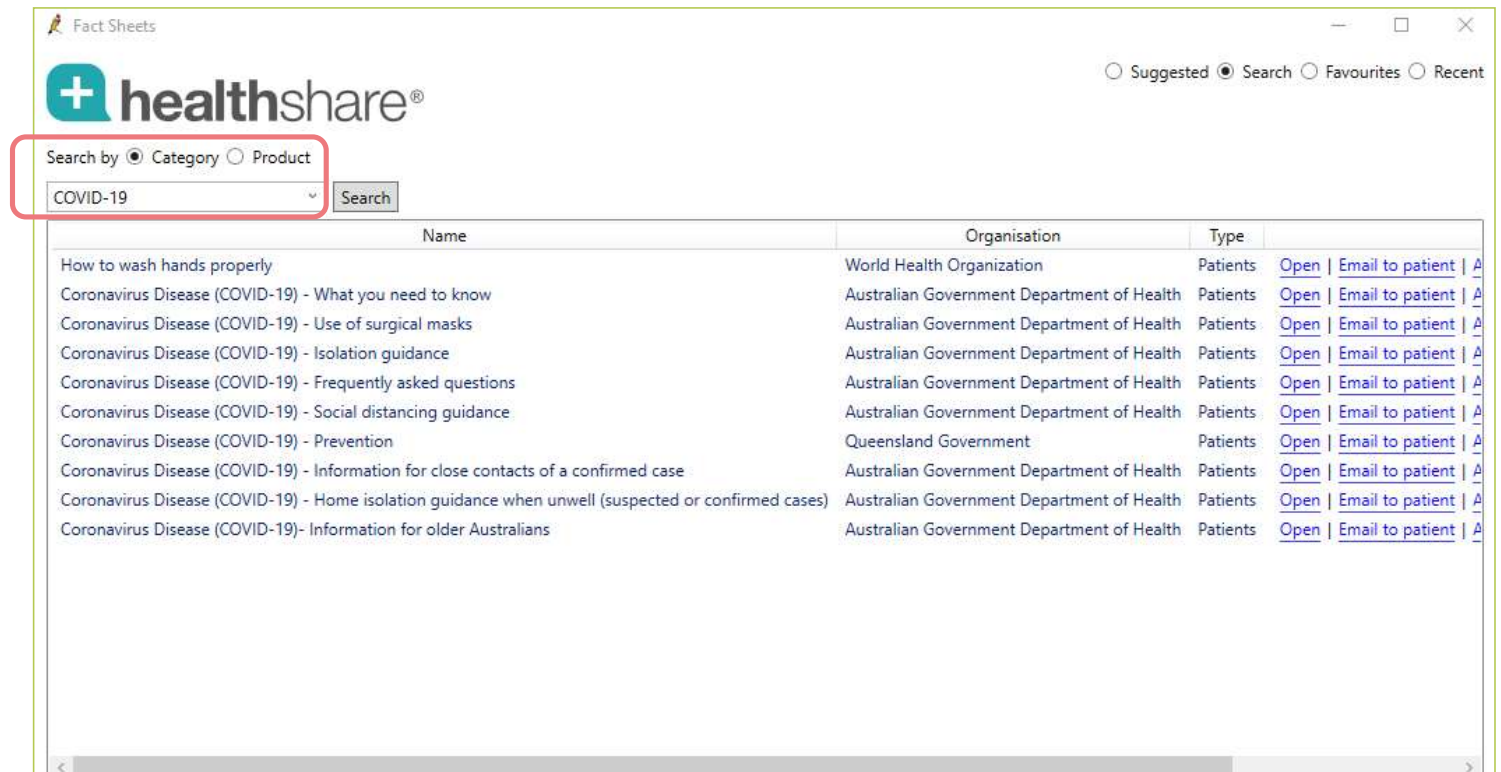
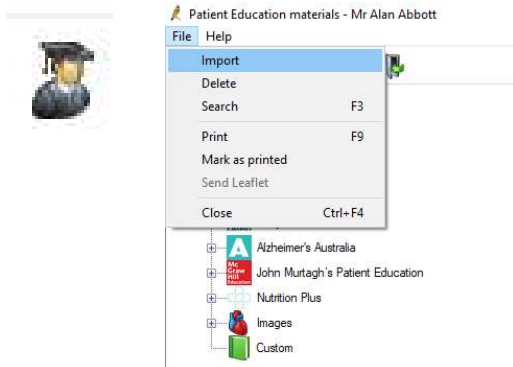
- ☐ Previous result unsatisfactory
- ☐ Self collected
- ☐ Follow up of previous abnormal result

Due on: 13/04/2020

Print Cancel

# 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)

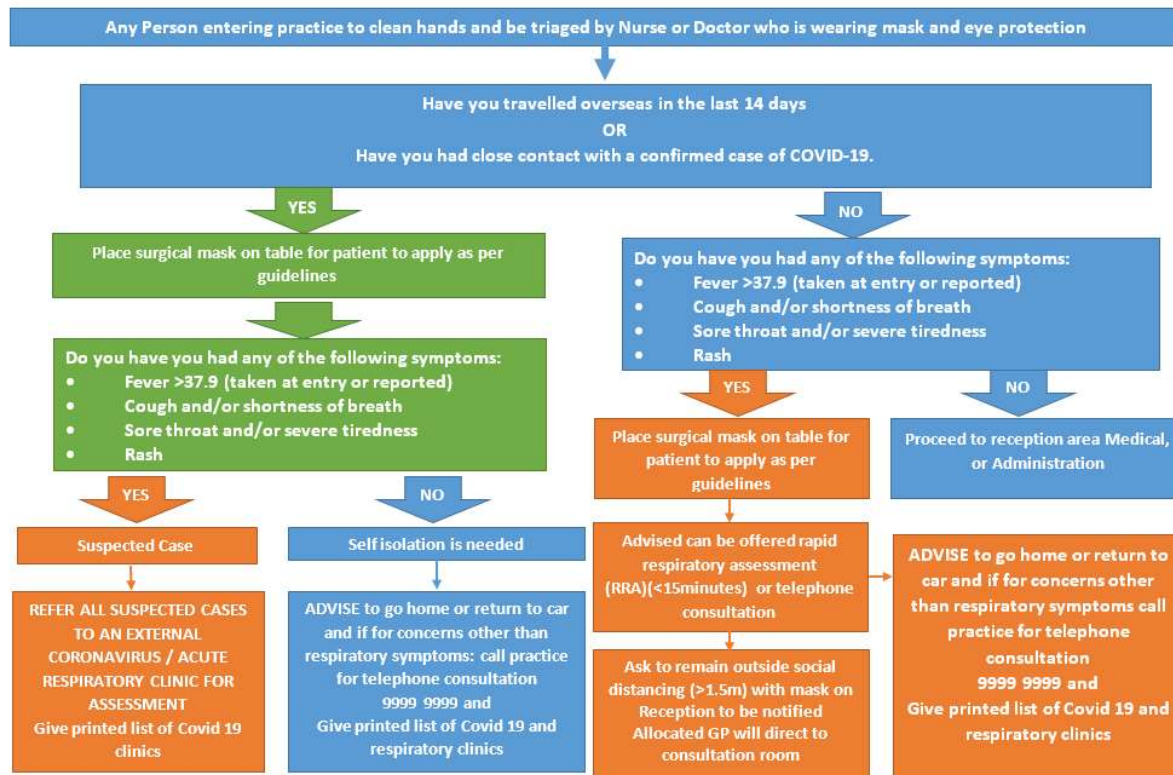
Clear Form

## COVID-19 Triage Response sheet

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

[WQPHN](#)

# Sample Workflows

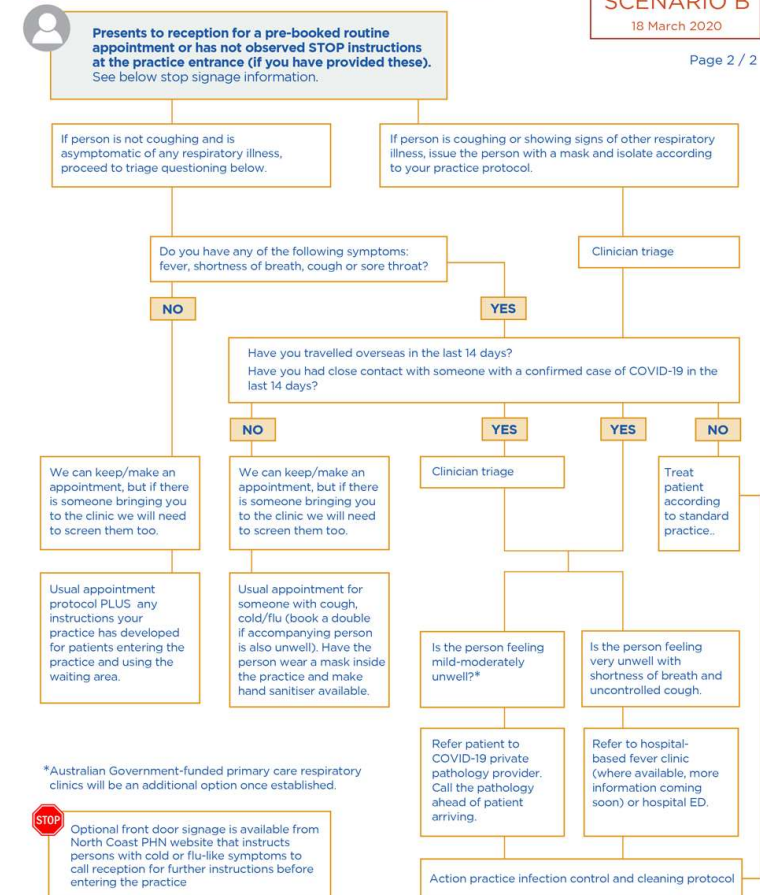


[Access more sample workflows and flowcharts](#)

## Primary Health Care Patient Triage: IN-PERSON

EXAMPLE GUIDE ONLY  
SCENARIO B  
18 March 2020

Page 2 / 2



NCPHN

## LEARNING OBJECTIVE 5:

Identify and care for patients' post-diagnosis



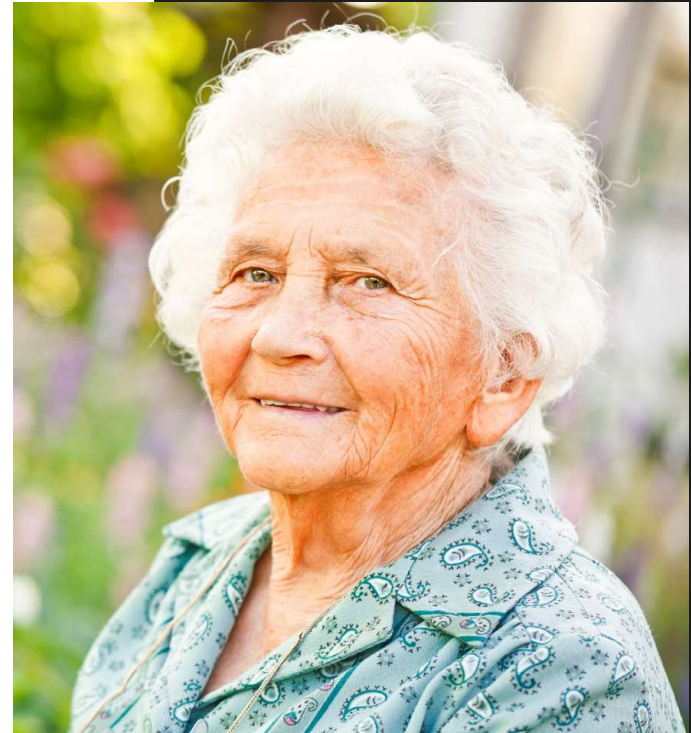
# Identify and care for patients

- 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

The screenshot displays a patient record form in the Bp Premier software. At the top, the 'Seen by' field is populated with 'Dr Frederick Findacure'. The 'Visit type' dropdown menu is open, showing a list of options: Surgery, Home, Hospital, RACF, Telephone, Email, SMS, Locum Service, Out of office, Other, Hostel, Telehealth (which is highlighted in blue), and Non visit. Below the dropdown, the 'Visit date' is set to '7/04/2020' and the 'Visit time' is '6:05:58 PM'. The 'Aria' dropdown is set to 'Aria' and the 'b' button is visible. The 'Clinical Screening Assessment' section contains the following text: 'Identified by name, date of birth and address and', 'Recent international travel history - no', 'Location of travel n/a', 'Recent cruise ship passenger or crew? n/a', 'Close contact with COVID-19 case no', 'Contact date n/a', 'Are you a health worker yes', and 'Does the patient work/reside in any of the high-risk settings? yes'.

# 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

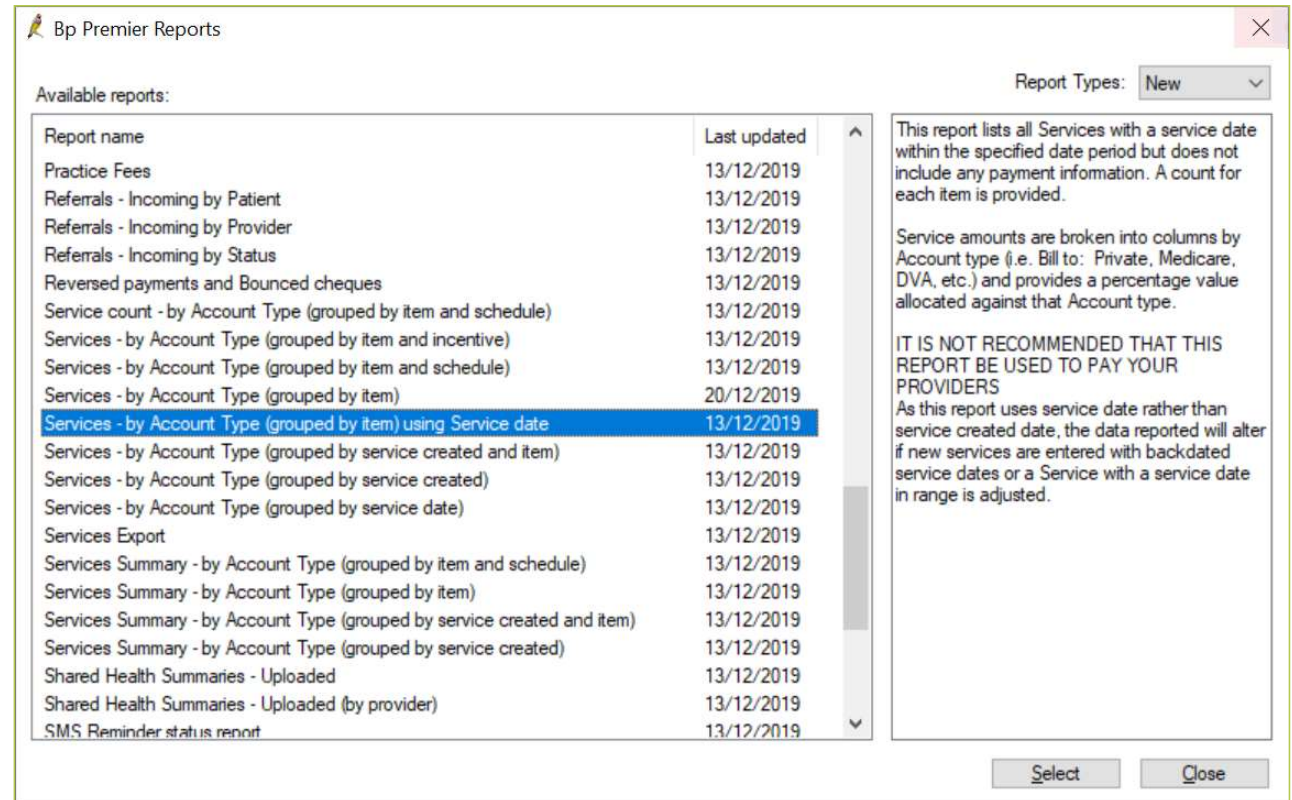


# Searching on item numbers

How many patients presented at our practice?

1. For COVID-19 related matters?

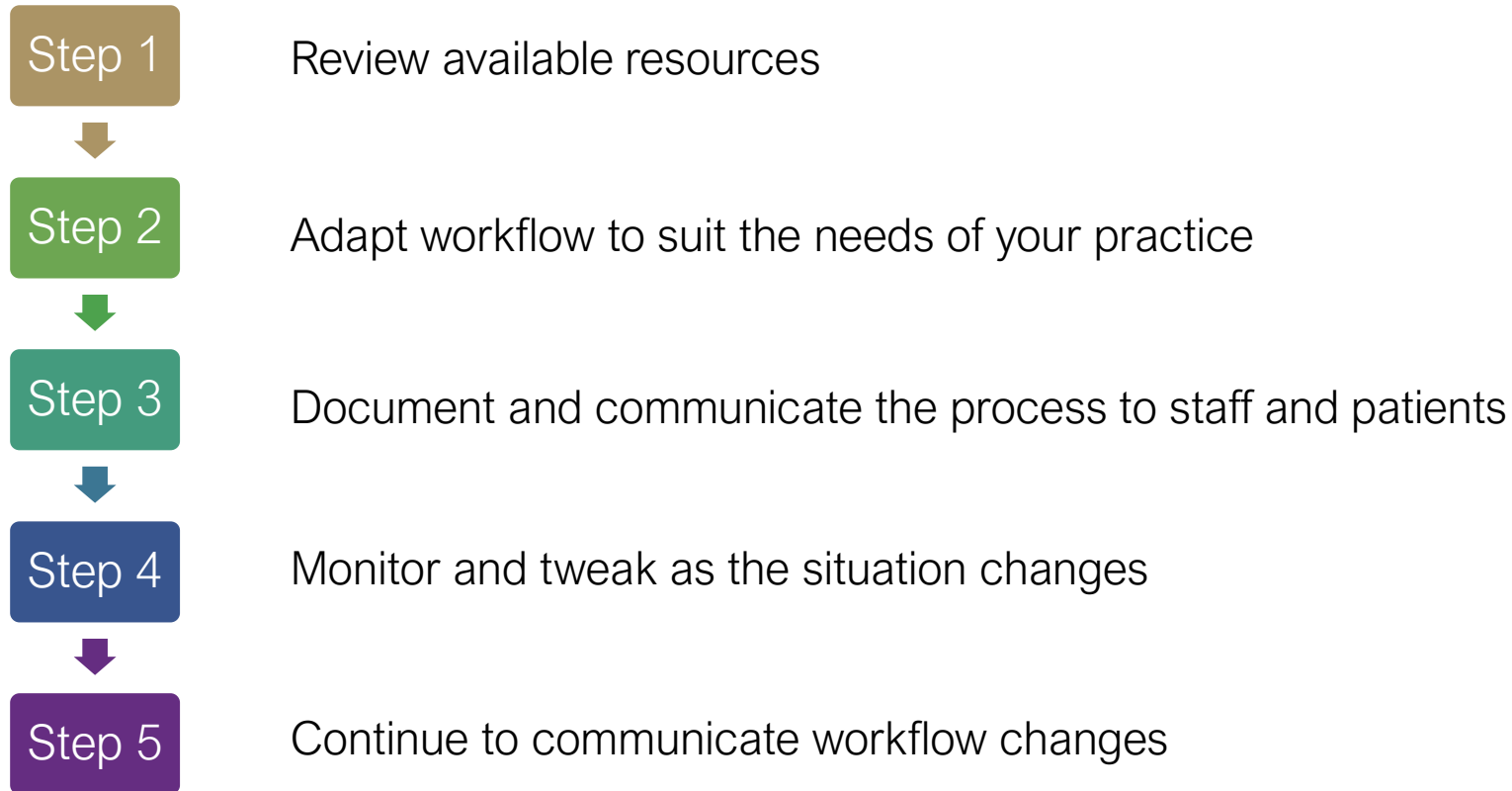
2. For telehealth consultations?



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 (COI):	
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](http://www.wqphn.net)

# Summary





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.

▶ Handouts: 2


▼ Questions

Type into this space and click send

Send

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# Best Practice

An evolution in medical software