SA Divisions of General Practice Inc

Informatics Survey for Practice Managers

A Combined Divisional IT/IM Survey of General Practice in South Australia

Produced By: Gary Holzer
                Natasha Herrmann

                April 2002

Contents

Executive Summary

In November 2001, twelve of the fourteen South Australian Divisional IT Officers in conjunction with the SA Divisions of General Practice agreed to conduct the one IT/IM survey of their members. This provided an opportunity for the Divisions in SA to get a broad snapshot of the extent of computer usage at a statewide level. It was decided that the survey would be separated into a 'GP survey' and a 'Practice Manager survey'. This ensured that the most appropriate person in the practice answered the questions.

The results of these surveys were aggregated into the one database; the resulting analysis of this database is contained in this report. SADI has not made any effort in analyzing the statistics; this is left to the reader.

Total responses

Practice Managers	= 151
General Practitioners	= 353

The above figures combine results from 8 rural divisions and 4 urban divisions. If you require a further break down i.e. rural/urban or age/sex, a copy of the raw data can be provided.

Gary Holzer
SADI Informatics Coordinator
Tuesday, April 09, 2002

Survey Notes

Whilst every effort was made to make the survey jargon free it, must be remembered that assumptions are being made about those being surveyed. In particular their understanding of terminology i.e. do you have a firewall?

Not all questions were answered. Where possible we have indicated a statistic for a 'Nil' response. The report states at the beginning of each question how many people or practices responded to the question.

The results do not differentiate between rural or urban Divisions

__Acknowledgements__

Participating Divisions

Adelaide Central & Eastern Division of General Practice
Adelaide Western Division of General Practice
Adelaide North East Division of General Practice
Adelaide Northern Division of General Practice
Barossa Division of General Practice
Mid North Division of General Practice
Riverland Division of General Practice
Yorke Peninsula Division of General Practice
Flinders & Far North Division of General Practice
Eyere Peninsula Division of General Practice
Adelaide Hills Division of General Practice
Barossa Division of General Practice

Coordination Body

SA Divisions of General Practice Inc (SADI)
Natasha Herrmann
Gary Holzer

Special Thanks

Database Development

Robyn Ormsby (RDGP)
Scott Chammings (ANEDGP)

CONTACT DETAILS

Name of Surgery:..

Address:...

....

Phone...

Fax...

Email ....

Website Address:...

Type of practice   ☐ Solo   ☐ Group

Does you practice have any computer system?   ☐ YES   ☐ NO

If you have answered NO to this question, please go to the last section entitled "Needs of Computer Systems"

HARDWARE INFRASTRUCTURE

Does all your GP's have a computer on their desk?   ☐ YES   ☐ NO

What types of PC's do they use?   ☐ 486   ☐ Pentiu m or better
   (tick all relevant answers)

                                    ☐ Other (specify)...

What brands and models do you have ?   ☐ HP   ☐ IBM   ☐ Compaq   ☐ Generic
   (tick all relevant answers)

                                    ☐ Other (specify)...

Is your computers connected together into a network?   ☐ YES   ☐ NO

If yes, is it via   ☐ A dedicated server   ☐ Peer to Peer (PC to PC only)

                ☐ Other (specify)...

DATA AVAILABLILTY AND SECURITY

Do you backup your data? ☐ YES ☐ NO

If yes, done using ☐ Tape Backup ☐ CD Writer ☐ Zip Drive ☐ Floppy Disks

☐ Other ....

How often? ☐ Daily ☐ Every 2 Days ☐ Every Week ☐ Every 2 weeks

☐ Other ....

Do you store some backups off site? ☐ YES ☐ NO

Have you tested your backup by restoring some data? ☐ YES ☐ NO

Do you have an UPS or Battery Backup on server/main computer? ☐ YES ...☐ NO

Do you have power surge filters installed? ☐ YES ...☐ NO

Do you have a 'disaster plan' in case your computer system goes down? ☐ YES ...☐ NO

Do you have a Practice IT Coordinator? (can be existing staff member) ☐ YES ...☐ NO

Are you using firewall software and/or hardware to prevent external unauthorised access? ☐ YES ...☐ NO

Have you had your system checked by a reputable provider to see if it at risk from unauthorised external access?
(e.g. hackers) ☐ YES ...☐ NO

Is encryption software installed for transmitting medical information? ☐ YES ...☐ NO

Have you applied for PKI Keys and Certificates? ☐ YES ...☐ NO

Do you have anti-virus software in place? ☐ YES ☐ NO

How often do you update your anti-virus software?

☐ Daily ☐ Every 2 Days ☐ Every Week ☐ Every 2 weeks ☐ Never Updated

☐ Other ....

Do you secure access to electronic data? ☐ YES ☐ NO

If yes, done using ☐ Network Login ☐ Software Login ☐ Screen Saver Password

☐ Other ....

POLICIES AND PROCEDURES

Do you have written policies or procedures for:

☐ Using passwords for electronic patient data security?

☐ Ensuring unauthorised persons cannot access confidential patient data when computers are left unattended?

☐ Maintaining a computer hardware and software register/inventory

☐ Routine maintenance and checking of the computer system

☐ Implementing software upgrades

☐ Electronic patient practice data backup

☐ Staff access to the Internet

☐ Staff use of e-mail

☐ Virus protection

INTERNET AND EMAIL

Do you currently have an Internet connection at work? ☐ YES ☐ NO

Connection Plan? ☐ Permanent ☐ Unlimited Hrs/DL ☐ Set Hrs/Mth ☐ Pay-per-Hour

☐ Other (specify)...

Connection Speed? ☐ ISDN ☐ ADSL ☐ 56k Dialup ☐ 33/28k Dialup

☐ Other (specify)...

Do you currently have an email connection at work? ☐ YES ☐ NO

Do you check it ☐ Hourly ☐ Twice Daily ☐ Daily ☐ Weekly ☐ Monthly

☐ Other (specify)...

Does your practice have its own website? ☐ YES ☐ NO

If yes, is the website published to a server at your practice? ☐ YES ☐ NO

Do you use email to communicate with

☐ Other Practices ☐ Specialists ☐ Hospitals

☐ Patients ☐ Personal Email ☐ Patient education

☐ Divisions ☐ Other health services (specify) ……………………………… …..

USAGE OF COMPUTER SYSTEMS

Do practice staff use computers at work?   ☐ YES   ☐ NO

If YES, do practice staff use computers for:

☐ Scheduling appointments	☐ Billing patients	☐ Medclaims
☐ Stock control	☐ Payroll	☐ Managing practice finances
☐ Archiving patient files	☐ Word processing	☐ Patient education
☐ ACIR Entry/Search	☐ Internal Email	☐ Registers and Recalls
☐ Online purchasing	☐ Other (specify)	

Does your practice have   ☐ Full Electronic Records

                                 ☐ Partial Electronic Records

                                 ☐ No Electronic Records

What Billing Software do you use (if any)? ....

....

What Appointment Software do you use (if any) ? ....

....

What Accounting Software do you use (if any)? ....

....

TRAINING AND DEVELOPMENT

Who has provided training in how to use computers for information management for this practice?

	For GPs	Practice staff
No training provided	☐	☐
Training provided by Division of General Practice	☐	☐
External consultants	☐	☐
In-house (eg. by a GP, practice manager etc)	☐	☐
Software or hardware suppliers	☐	☐
Other (specify)..☐	☐	

Are there any particular areas from the above sections that you feel that yourself or your staff require any training?

....

....

....

NEEDS OF COMPUTER SYSTEMS

If you were able to design an ideal computer system for your practice, what would it include?

....

....

....

What are the key areas that billing and appointment software needs to address?

....

....

....

What are the keys areas that you feel practice management software needs to address?

....

....

....

Section 1: Contact Details

Total responses to this section of the survey were: 151

What type of practice is this?

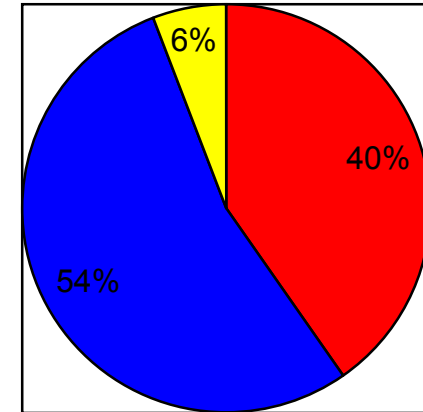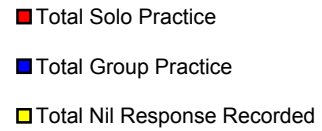|	
Total Solo Practice	61
Total Group Practice	81
Total Nil Response Recorded	9

What type of Practice is this? Statewide Figures

- Total Solo Practice
- Total Group Practice
- Total Nil Response Recorded

Does your practice have a computer system?

	Yes	No
Total	127	23

Does your practice have a computer system? Statewide figures

- Yes
- No
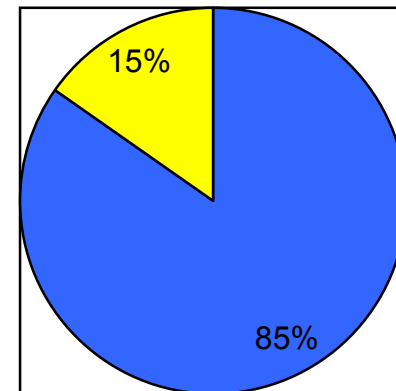
Section 2: Hardware Infrastructure

Total responses to this section of the survey were: 142 out of 151

Do all your GPs have a computer on their desk?

	Yes	No
Total	117	23

Are your computers connected together into a network?

	Yes	No
Total	97	43

What type of PC do they have?

	486	Pentium or better	Other/ Not answered
Total	3	125	12

What brands and models do you have?

	HP	IBM	Celeron	Generic	Other
Total	14	14	14	72	26

How are computers connected in a network?

	Dedicated Server	Peer to peer	Other
Total	77	32	3

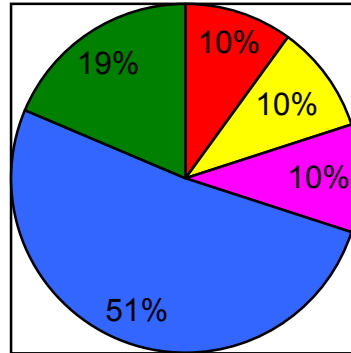**Do all your GPs have a computer on their desk? Statewide Figures**

- Yes
- No

16%

84%
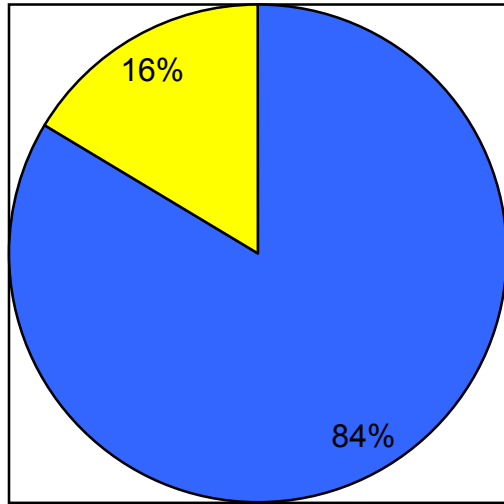
Are your computers connected together into a network? Statewide Figures

- Yes
- No

31%

69%

Type of PC Statewide Figures

9% 2%

89%

- 486
- Pentium or better
- Other/ Not answered
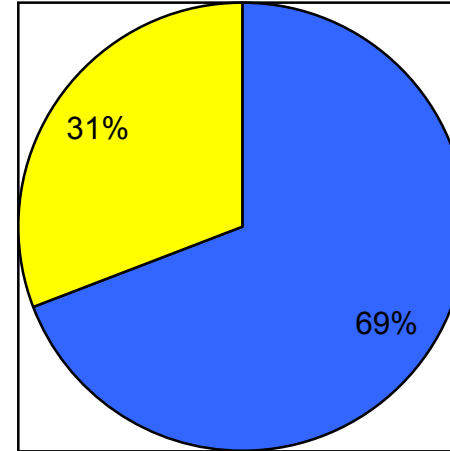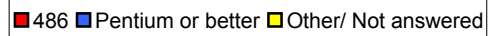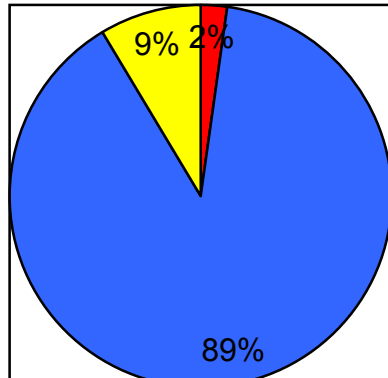
Brand & Model of PC Statewide Figures

10%

19%

10%

10%

51%

- HP
- IBM
- Celeron
- Generic
- Other
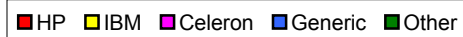
How are computers connected in a network? Statewide Figures
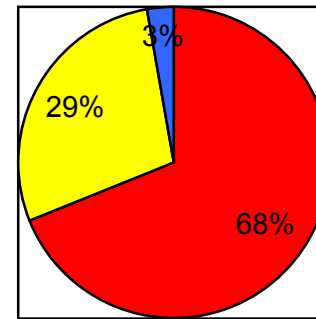
3%

29%

68%

- Dedicated Server
- Peer to peer
- Other

Section 3: Data Availability & Security

Total responses to this section of the survey were: 141 out of 151

Do you backup your data?

	Yes	No
Total	118	23

Do you store some backups off site?

	Yes	No
Total	107	34

Have you tested your backup by restoring some data?

	Yes	No
Total	65	76

What method of backup is used?

	Tape Backup	CD Writer	Zip Drive	Floppy Disks	Other/ Not Answered
Total	71	36	21	8	15

How often do you backup?

	Daily	Every 2 days	Every Week	Every 2 weeks	Other Routine
Total	105	6	13	1	3

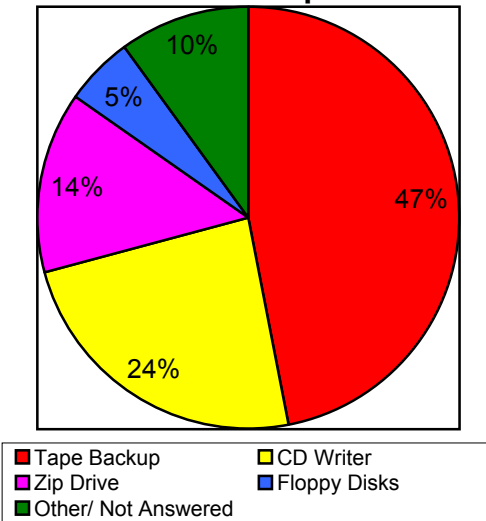**Do you backup your data? Statewide Figures**

Yes | No

16%

84%
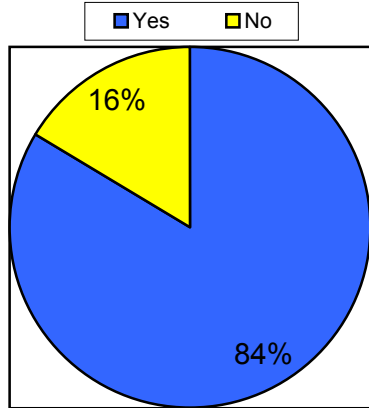
Do you store some backups off site? Statewide Figures

Yes | No

24%

76%
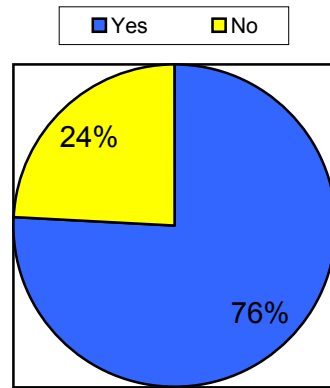
Have you tested your backup by restoring some data? Statewide Figures
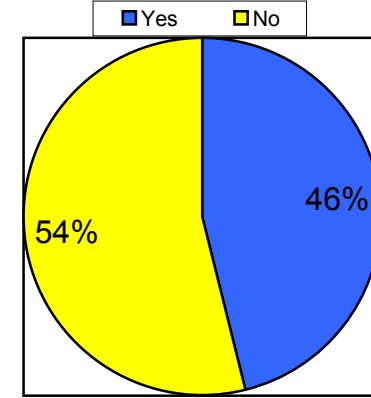
Yes | No

46%

54%

Method of backup used?
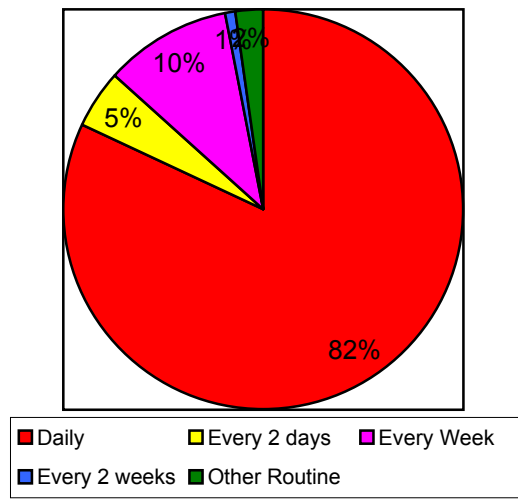
10%

5%

14%

47%

24%

Tape Backup | CD Writer
Zip Drive | Floppy Disks
Other/ Not Answered

How often do you back up?

1% 2%

10%

5%

82%

Daily | Every 2 days | Every Week
Every 2 weeks | Other Routine

Section 3: Data Availability & Security

Total responses to this section of the survey were: 141 out of 151

Question	Total Yes	No
UPS or Battery Backup on server/ main computer?	83	58
Power surge filter installed?	69	72
Disaster plan in case computers go down?	65	76
Practice IT Coordinator?	81	60
Firewall software and/or hardware to prevent external unauthorised access?	40	101
System check to determine risk from unathorised external acces?	37	104
Encryption software installed for transmitting medical information?	42	99
Applied for PKI Keys and Certificates?	17	124

Statewide

Legend: ■ Yes □ No

Question	Yes	No
Applied for PKI Keys and Certificates?	17	124
Encryption software installed for transmitting medical information?	42	99
System check to determine risk from unathorised external acces?	37	104
Firewall software and/or hardware to prevent external unauthorised access?	40	101
Practice IT Coordinator?	81	60
Disaster plan in case computers go down?	65	76
Power surge filter installed?	69	72
UPS or Battery Backup on server/ main computer?	83	58

Percentage (0% – 100%)

Section 3: Data Availability & Security

Total responses to this section of the survey were: 141 out of 151

Do you have anti-virus software in place?

	Yes	No
Total	114	27

How often is anti-virus software updated?

	Daily	Every 2 Days	Weekly	Every 2 Weeks	Never Updated	Other Method
Total	16	2	35	11	20	23

Do you secure access to electronic data?

	Yes	No
Total	109	32

How is electronic data secured?

	Network Login	Software Login	Screen Saver Password	Other Access Security
Total	64	79	20	

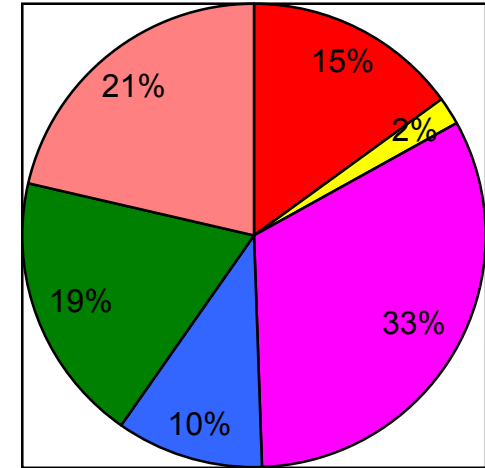**Do you have anti-virus software in place? Statewide Figures**

- Yes
- No

19%

81%
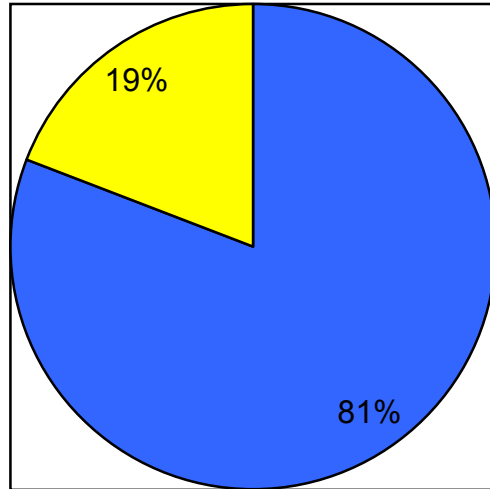
How often is anti-virus software updated?
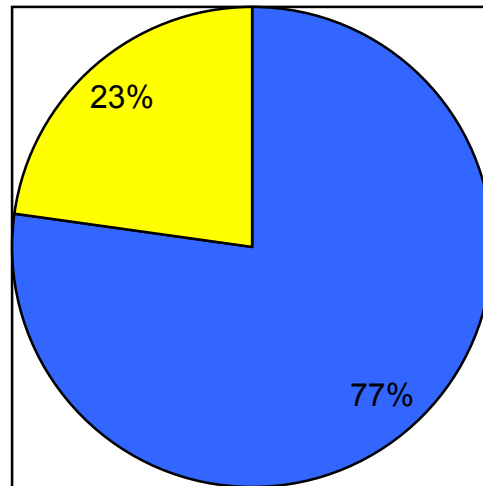
Statewide Figures

- Daily
- Every 2 Days
- Weekly
- Every 2 Weeks
- Never Updated
- Other Method

15%
2%
33%
10%
19%
21%

Do you secure access to electronic data? Statewide Figures
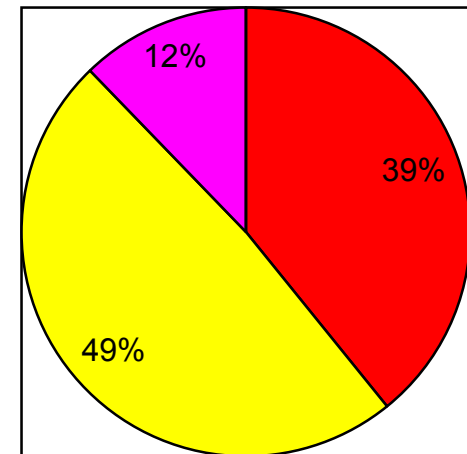
- Yes
- No

23%

77%

How is electronic data secured?

Statewide Figures

- Network Login
- Software Login
- Screen Saver Password
- Other Access Security

12%
39%
49%

Section 4: Policies & Procedures
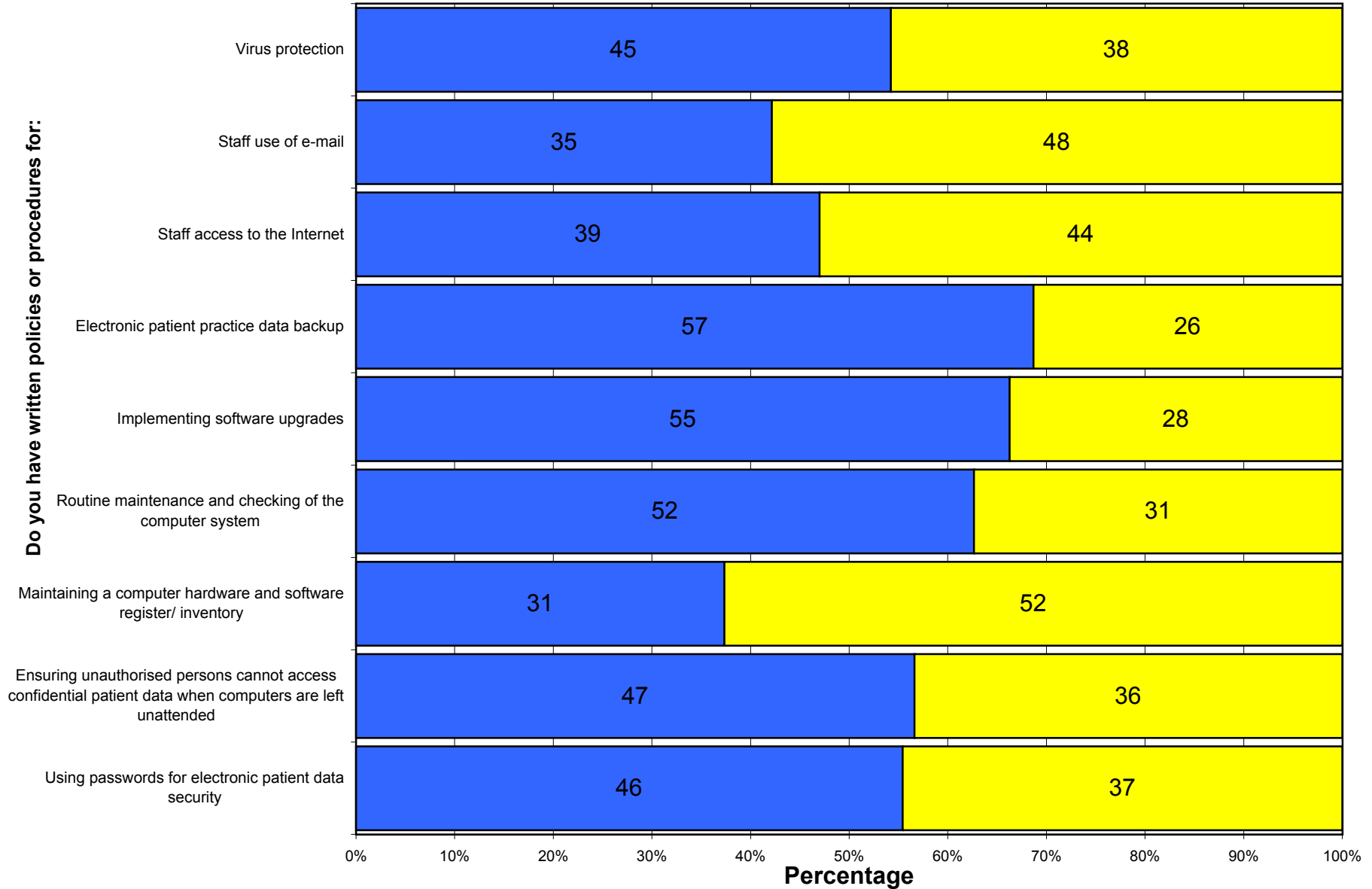
Total responses to this section of the survey were: 83 out of 151

Do you have written policies or procedures for:

	Total	
	Yes	No
Using passwords for electronic patient data security	46	37
Ensuring unauthorised persons cannot access confidential patient data when computers are left unattended	47	36
Maintaining a computer hardware and software register/ inventory	31	52
Routine maintenance and checking of the computer system	52	31
Implementing software upgrades	55	28
Electronic patient practice data backup	57	26
Staff access to the Internet	39	44
Staff use of e-mail	35	48
Virus protection	45	38

Statewide Figures

■ Yes ■ No

Do you have written policies or procedures for:

Category	Yes	No
Virus protection	45	38
Staff use of e-mail	35	48
Staff access to the Internet	39	44
Electronic patient practice data backup	57	26
Implementing software upgrades	55	28
Routine maintenance and checking of the computer system	52	31
Maintaining a computer hardware and software register/ inventory	31	52
Ensuring unauthorised persons cannot access confidential patient data when computers are left unattended	47	36
Using passwords for electronic patient data security	46	37

Percentage

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Section 5: Internet & Email

Total responses to this section of the survey were: 133 out of 151

Do you have an internet connection at work?

	Yes	No
Total	113	20

Do you have an email connection at work?

	Yes	No
Total	84	49

Connection Plan

	Permanent	Unlimited Hrs/DL	Set Hrs/Mth	Pay-per-hour	Other
Total	27	21	29	27	15

Connection Speed

	ISDN	ADSL	56k Dialup	33/28 K Dialup	Other
Total	2	38	52	3	10

How often do you check your email?

	Hourly	Twice Daily	Daily	Weekly	Monthly	Other
Total	16	35	29	15	3	3

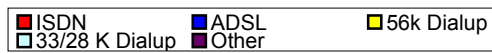**Do you have an internet connection at work? Statewide Figures**

Yes
No

15%
85%

Do you have an email connection at work? Statewide Figures

Yes
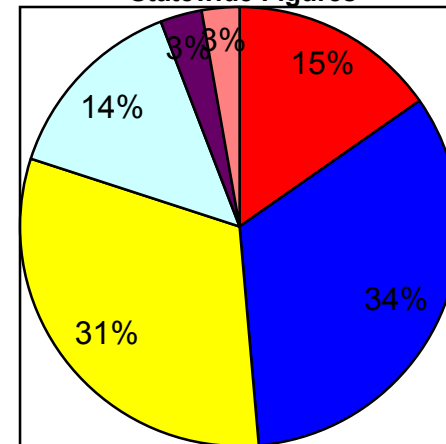No

37%
63%
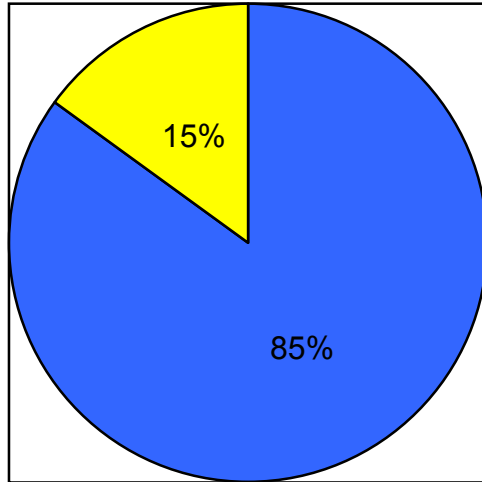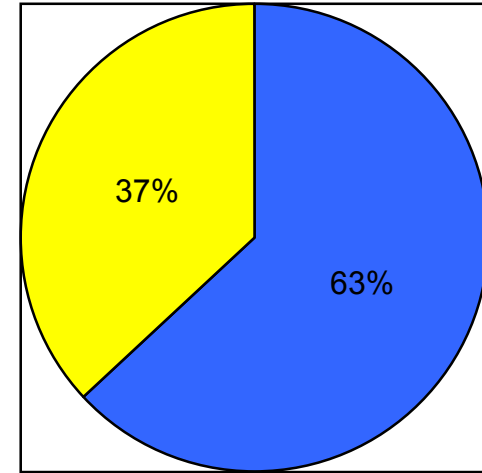
Connection Plan Statewide Figures

13%
23%
23%
18%
23%

Permanent
Set Hrs/Mth
Other
Unlimited Hrs/DL
Pay-per-hour
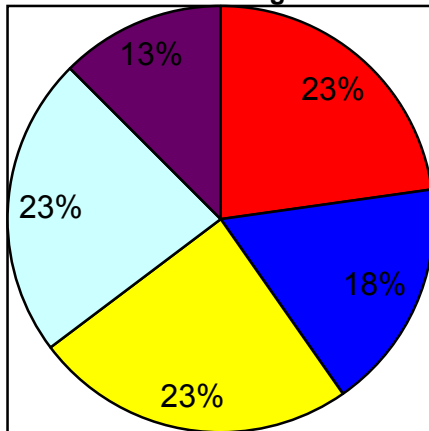
Connection Speed Statewide Figures

10% 2%
3%
36%
49%

ISDN
33/28 K Dialup
ADSL
Other
56k Dialup
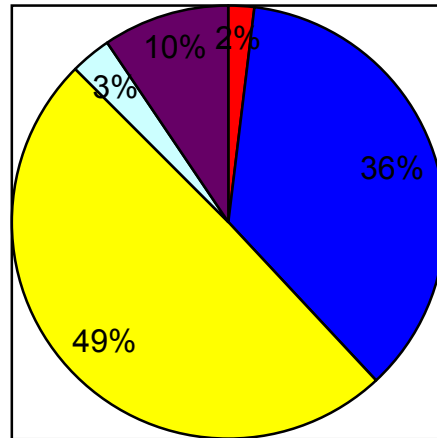
How often do you check your email? Statewide Figures

3% 3%
14%
15%
31%
34%

Hourly
Twice Daily
Daily
Weekly
Monthly
Other
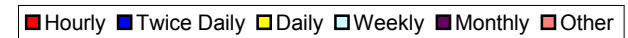
Section 5: Internet & Email

Total responses to this section of the survey were: 131 out of 151

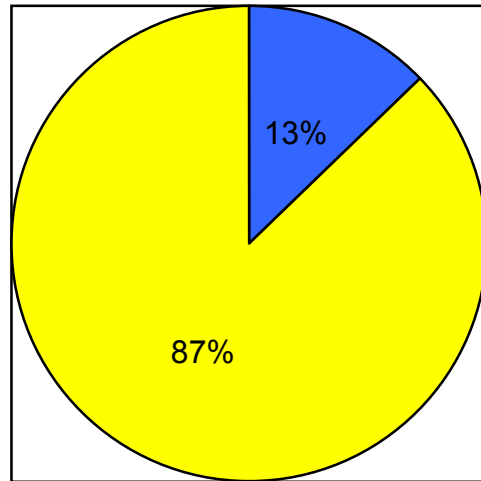**Does your practice have its own website?**

	Yes	No
Total	17	116

Is the website published to a server at your practice?

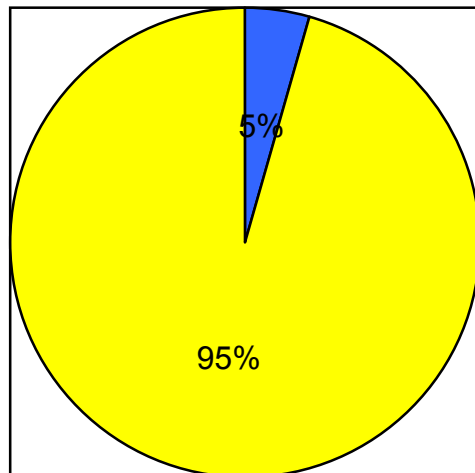|	Yes	No
Total	6	127

Do you use email to communicate with:

	Other Practices	Patients	Divisions	Specialists	Personal Email	Other Health Services	Hospitals	Patient Education
Total	37	28	60	36	65	21	20	11

Does you practice have its own website? Statewide Figures

Legend:
- Yes (blue)
- No (yellow)

13% Yes
87% No

Is the Website published to a server at your practice? Statewide Figures

Legend:
- Yes (blue)
- No (yellow)

5% Yes
95% No

Do you use email to communicate with: Statewide Figures
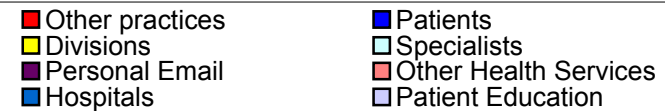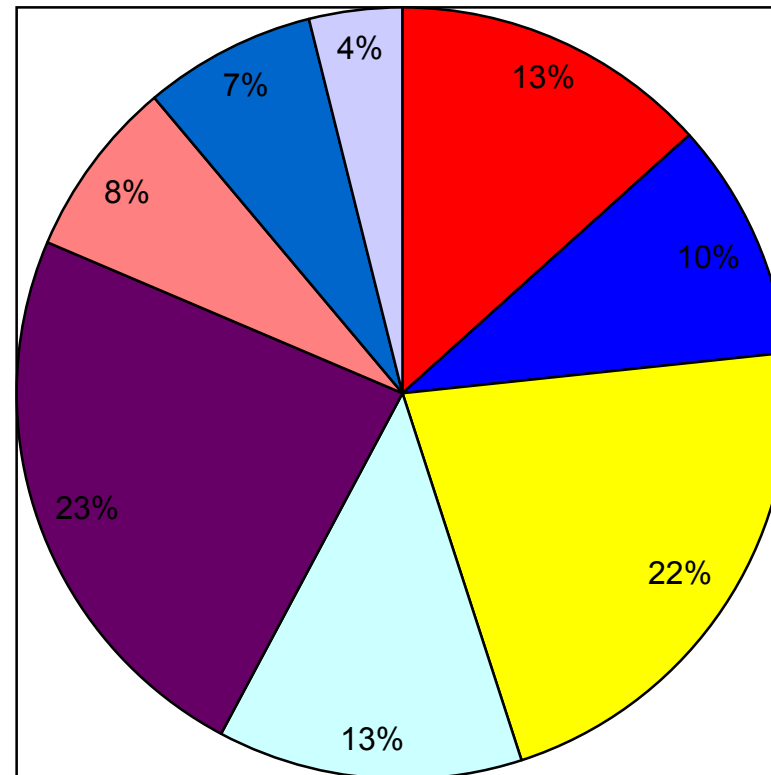
- Other practices: 13%
- Patients: 10%
- Divisions: 22%
- Specialists: 13%
- Personal Email: 23%
- Other Health Services: 8%
- Hospitals: 7%
- Patient Education: 4%

Section 6: Usage of Computer Systems

Total responses to this section of the survey were: 144 out of 151

Do practice staff use a computer at work?

	Yes	No
Total	112	32

Does your practice have:

	Full electronic records	Partial electronic records	No electronic records
Total	30	91	15

Do practice staff use computers for:

	Scheduling appointments	Stock control	Archiving patient files	ACIR entry/ search	Online purchases	Billing patients	Payroll	Word processing	Internal Email	Other	Medclaims	Managing Practice Finances	Patient Education	Register & Recalls
Total	70	16	65	40	23	106	75	117	49	7	80	84	53	91

Do practice staff use computers at work?

Statewide Figures

Legend: ■ Yes ■ No

- Yes: 78%
- No: 22%
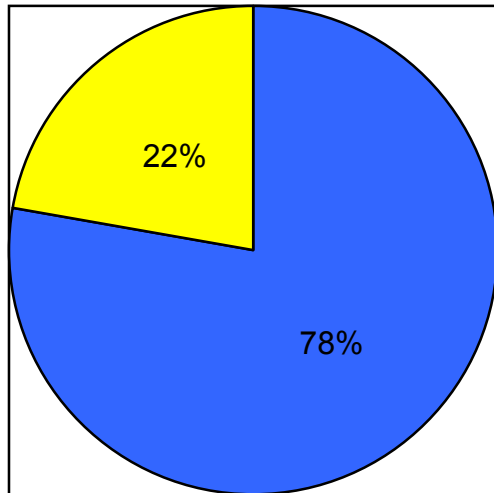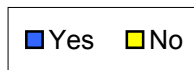
Does your practice have:

Statewide Figures
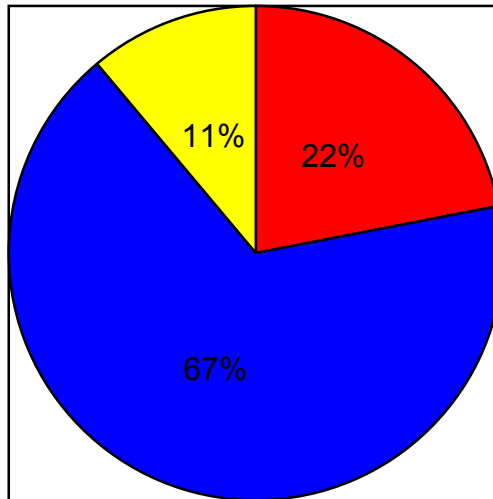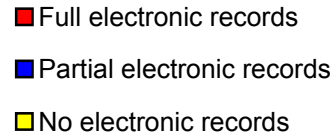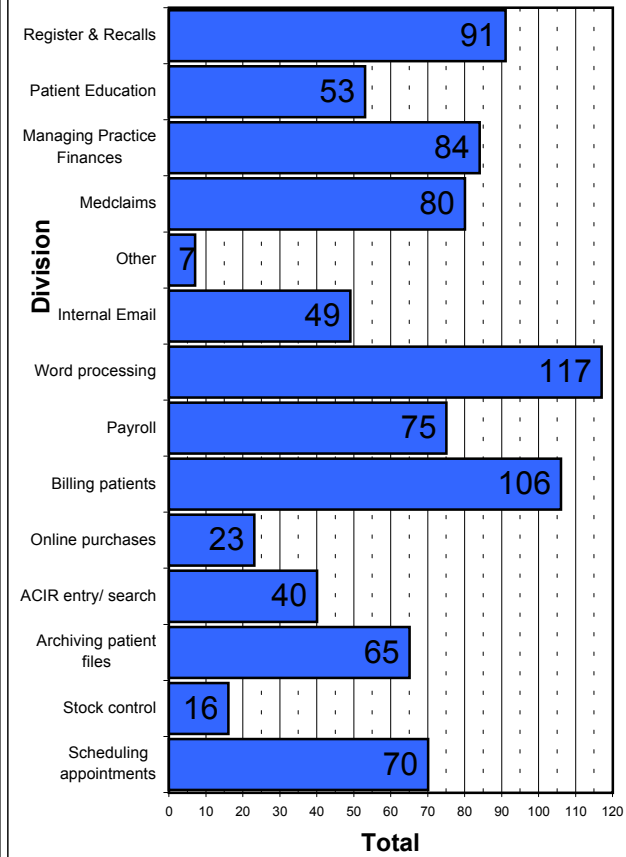
Legend:
- ■ Full electronic records
- ■ Partial electronic records
- ■ No electronic records

- Full electronic records: 22%
- Partial electronic records: 67%
- No electronic records: 11%

Do practice staff use computers for:

Division	Total
Register & Recalls	91
Patient Education	53
Managing Practice Finances	84
Medclaims	80
Other	7
Internal Email	49
Word processing	117
Payroll	75
Billing patients	106
Online purchases	23
ACIR entry/ search	40
Archiving patient files	65
Stock control	16
Scheduling appointments	70

Section 6: Usage of Computer Systems

Total responses to this section of the survey were: 144 out of 151

What Billing software do you use (if any)?	Count
AMFAC	4
Bulk Bill	1
Clinisys	2
Compudoc	1
CRS	1
Custom	1
Dr's Desktop	1
Ferret	1
Flexdata	2
Healthpoint	1
Houston Medical	2
Medcom	1
Medical Spectrum	4
Medical Windows	3
Midilink	5
Midipak	7
Medtech 32	3
MedWin	8
MSS	5
Multiview	6
MYOB	3
Nil	5
Not answered	6
Optus Healthpoint	1
Optus Medclaims	1
Patients	1
PICK	1
Pracsoft	23
Wquicken	1
Rx	18
SOE	2
VIP 2000	1

What appointment software do you use (if any)?	Count
AMFAC	1
CRS	1
Custom	1
Houston Medical	2
MD	1
Medical Spectrum	2
Medical Windows	2
Medilink	2
Medipak	6
MedTach 32	3
Medwin	5
Microsoft Outlook	4
MSS	5
Multiview	6
Nil	11
Notanswered	6
Patients	1
Pracsoft	18
Rx	12
VIP 2000	1

What accounting software do you use (if any)?	Count
AMFAC	1
Cashflow	5
Cashman	1
Custom	1
e-tax (tax dept)	1
Houston Medical	1
Linked with Hosp Admin	1
Medical Director	1
Medilink	1
Medipak	2
Medtech 32	1
Medwin	1
MSS	2
Multiview	2
MYOB	32
Nil	5
Not answered	6
Powerpay	1
Pracsoft	2
Quickbooks	35
Quicken	6
Rx	3
Spreadsheet	2
VIP 2000	1

What Billing Software do you use?

Software	Total
VIP 2000	1
SOE	2
Rx	18
Wquicken	1
Pracsoft	23
PICK	1
Patients	1
Optus Medclaims	1
Optus Healthpoint	1
Not answered	6
Nil	5
MYOB	3
Multiview	6
MSS	5
MedWin	8
Medtech 32	3
Midipak	7
Midilink	5
Medical Windows	3
Medical Spectrum	4
Medcom	1
Houston Medical	2
Healthpoint	1
Flexdata	2
Ferret	1
Dr's Desktop	1
Custom	1
CRS	1
Compudoc	1
Clinisys	2
Bulk Bill	1
AMFAC	4

What Appointment Software do you use?

Software	Total
VIP 2000	1
Rx	12
Pracsoft	18
Patients	1
Notanswered	6
Nil	11
Multiview	6
MSS	5
Microsoft Outlook	4
Medwin	5
MedTach 32	3
Medipak	6
Medilink	2
Medical Windows	2
Medical Spectrum	2
MD	1
Houston Medical	2
Custom	1
CRS	1
AMFAC	1

What Accounting Software do you use?

Software	Total
VIP 2000	1
Spreadsheet	1
Rx	3
Quicken	5
Quickbooks	35
Pracsoft	1
Powerpay	1
Not answered	6
Nil	5
MYOB	32
Multiview	1
MSS	1
Medwin	1
Medtech 32	1
Medipak	1
Medilink	1
Medical Director	1
Linked with Hosp Admin	1
Houston Medical	1
e-tax (tax dept)	1
Custom	1
Cashman	1
Cashflow	5
AMFAC	1

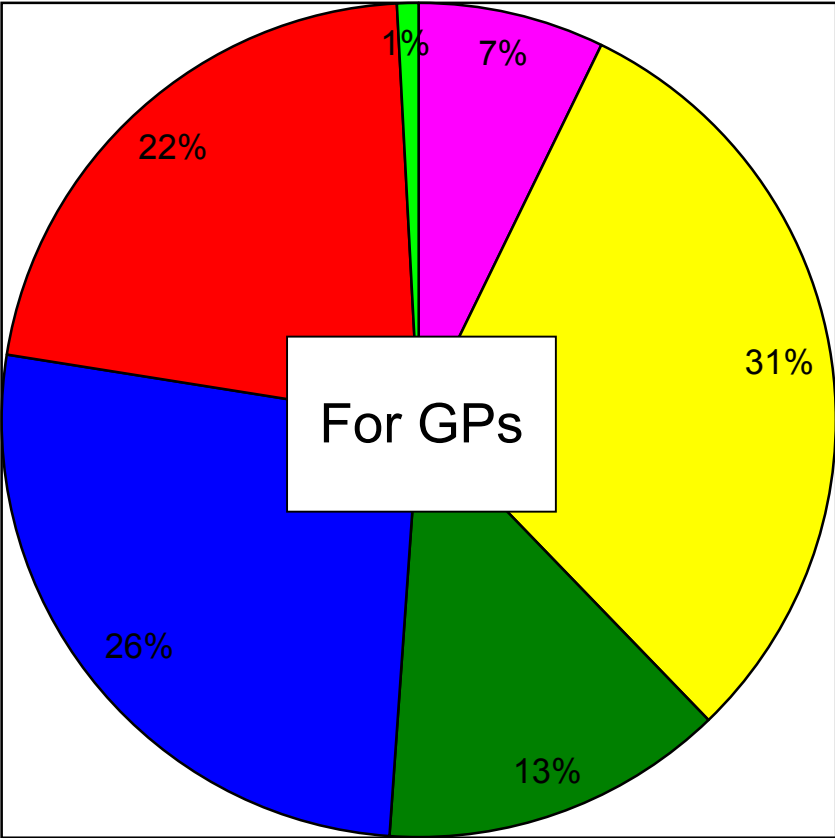# Section 7: Training & Development

Total responses to this section of the survey were: 141 out of 151

Who has provided training in how to use computers for information management for this practice?

	For GPs						For Practice Staff					
	No Training Provided	Training provided by Div of GP	External Consultants	In-house	Software or hardware suppliers	Other	No Training Provided	Training provided by Div of GP	External Consultants	In-house	Software or hardware suppliers	Other
Total	17	72	31	62	51	2	14	75	43	80	69	6

Who has provided training in how to use computers for information management for this practice?

Legend: No Training Provided | Training provided by Div of GP | External Consultants | In-house | Software or hardware suppliers | Other

For GPs
- 7%
- 31%
- 13%
- 26%
- 22%
- 1%

For Practice Staff
- 5%
- 26%
- 15%
- 28%
- 24%
- 2%

Section 7: Training & Development

Total responses to this section of the survey were: 141 out of 151

Are there areas that you or your staff require any training?
Accounting Package
New Pracsoft system & Med Dir (to which thestaff will now have access)
Appointments, Medical Director. We are launching into a new software system this week so cannot answer the question in the detail that it deserves.
Can't read it!!!
Constant Change needs constant updates/education
Continuing follow up and support whenever necessary
Customised reports
data availablity and security
Depends on interest
Drs - MD training in recalls and path results Staff - General MD
Due to install of Medical Director, will need training for GPs and practice staff after this takes place, Need Medical Director Training
Email
Email & Internet
Email Internet
General Computer maintenance Software updates Email management
General operating system training
GP and staff training in e-mail use. Network management (being prepared)
GPs - Medical Director training - esp Path results Staff - MD and general training
GP's require more training in MD and E-mail & Internet
GPS: registers & Recalls, result reporting and actions, ACIR inputting
Improved management of Medical Director Training for Pracsoft
Internal Email Setup proper security access system to the network
Internet, E-mail, Advanced Word. Medical Director - training for recall and register lists and reporting.
MD Recalls Stock Control
Medical Director - Path for GPs, general MD for staff
Medical Director Multiview
Microsoft Word Microsoft Excel
More information on networks and excel
More Training on Clinical package for the GPs and selected staff
Network Administration training for a nominated staff member to reduce reliance on external consultants.
Network management, general computer training in Windows environemtn.
New admin and clinical software being installed next year - will need extensive training
Ongoing Training - Never too Much
Outlook
Policies and Procedures

Section 7: Training & Development

Total responses to this section of the survey were: 141 out of 151

Are there areas that you or your staff require any training?
Publisher, Excel
Quick Book training for Practice staff
Quickbooks Training. E-mail and Internet Training.
Quickbooks training. Rx Healthcare, E-mail, Internet and Medical Director.
Quickbooks
Medical Director
Recall Systems
Recalls on Medical Director Recalls Scheduling appointments on MedWin Appointment Scheduler Scanning letters into patient files Medical Director scanning documents
Security & Firewalls
Security policies and procedures
To set up new system
Training in Word & Quickbooks
Help with dta security & maintenance
Using MD more efficiently
Using scanners, digital camera, encryption for referrals, emails, Medclaims
Voice Recognition software for word processing. Pracsoft Training for staff
Will require Medical Director training in giving our Pathology later in January. We did get some training for this a long time ago - but will need to be refreshed.
Written Information on computer terminology
Yes Quick Pay Roll - setting up Sick Leave entitlements, Annual Leave,

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

In designing a computer system what would it include?
100% up time Flexibility in page format/reports User friendly interface
A printer that is fail safe A computer that always works
Ability to edit everything
All OK
appointment system, account/billing, reminder system and patient details
Appt book, billing, medclaims, accounting, payroll, medical records, scripting, pathology and radiology request and results, recall, sick notes, word processing
Billing Appointments Finances Accounting nPrescribing Word Processing Medical Records Education Internet Email All in one package to aviod apssing the buck when problems arrive
Billing software that exports info to MYOB or QuickBooks
Capacity to store heat sounds/beats, pics with size references of skin lesions/rashes (would need electronic stethscope and digital camera) and be able to send this information in emails to specialists
Compatibility between software packages. Speed
DVD, Cd Burner, TV Tuner card for close-circuit TV (security), 400GB Hard drive (minimum), large monitor (less eyestrain), Aust version of voice recognition,
F..mer intergration with w…
Flat Screens on All Desks, Top Quality, Top Speed
Flat screens, Internet connection all of the time, quick scanner, laser printers (colour option)
Full integration between accounting & medical records Full integration of medical records & word processing (eg being able to import file details like results into
I believe our computer system is a very useful, however, more powerful machines would be useful in the reception area to cope with scanning, voice recognition software, etc, that are heavy users of resources.
I don't believe that I would be better off in time, income or any other ways with a computer
Integrated appointments, billing, pathology, unlimited licences, radiology (referrals and reports), digital camera access to all
Linking of upgrading patient details between software applications eg, Medical Director and Rx Health.
Linking practice locations a problem soon to be solved with microwave link and server running ?1000 TS
Linux might be better Win Nt has limitations of size and speed and has too many bells and whsitles
Med Dir is limited in the checking of pathology requests. Once result has come back should automatically take off therequest list - this is extremely time consiming to do manually.
Medilink and Medical Director seem to have it amply covered.
Mental telepathy
Network upgrade More money but have to make do with less

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

In designing a computer system what would it include?
networked doesn't crash fast
Networked; internet connected ADSL, CD writer, flatscreen, good printer (colour), automatic backup to hard drive with network dedicated; and CD copied etc. etc.
Networking of remote site
Networking of remote sites
never crashed automatic backup totally secure
Not sure
On-line continuous messaging-internal/continuous multi-user access to Internet/dedicated server/thin screens/voice recognition software/off site recovery (remote disaster site)/ separate laser printers
Patient's history and management; payment/billing and surgery's finances
Portability of data for outreach areas.
Prescription Writing, Notes (Clinical Records), Medical Information, Pharmaceutical Information, Internet, Billing, Access to HIC
Pretty good at the moment
Recall system for various areas, and banking facilities
Reliability in Hardware Relability in Network Maintenance More User Friendly Better Transmission Speed Easy Access away from surgery Access from Home Visists Access from Nursing Homes
Secure e-mail for specialist so that documents/letters need not be scanned -> takes too long.
Security, efficiency, speed, ability to upgrade at any time, less space invasion e.g. smaller discreet units especially for GPs
Self destruct system. High encrytion and secure access. Fast processing speeds. Reliability and minimum downtimes. Easy to use.
Server, w/stations, printers, fax, internet access
smaller in size; portability; wireless keyboard/mouse
Someone else to look after it
something that can collect data from all areas of a patient's record for care plans, recalls, health assessments etc. One that clearly shows allergies etc and an account rendered facility which calculates all balances and sends out the amount owing only.
Speed and Reliability
Speed Network our 3 sites together
Speedy transfer of information to all the sites
This question not specific enough
User friendly applications, makinbg sure the term "paperless office" is not just a myth
User-friendly and idiot proof
Voice activation.

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

In designing a computer system what would it include?
Voice recognition word processing software. Portability of data between locations. Electronic archiving of records.
Voice recognition wordprocessing software. Portability of data when working between locations. Electronic archiving.
webcam + as I have
Working within W&C Hospital impedes efficiency as staff chave to comply to hospital policies & processes … slow & cumbersome

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

What are key areas that billing/appointment software address?
accuracy
Adequate for what I need
All OK
An industry standard - ie same commands for all. Possibly revert to DOS for all these programs
Appointment quick and easy access to appointments Able to look at appoitnments and see the first free appointment for doctor Check appointment time for patients Easy billing Easy Debt collection Monthly statement running filter patients not required
Appointments - to have facility to show amount outstanding for patients.
Audit Trail
Avioding duplicate files when patients change details
Basic, easy to understand, efficient
Be able to cope with two practices
Better reporting. Simplying the format for viewing different screens.
Billing and receipting on the same screen. Reporting configurations
Billing is OK MD needs improved stability
Can make no comparions - have only used one system.
Direct Billing to Medicare for Patient Refunds
Ease of operation, speed, user friendly, adequate support, PC Anywhere. Email compatibility, customised report capability.
ease of use - speed
easy to use minimal keystrokes accurate doesn't crash obvious about outdated cards (medicare, pension, etc) bad debtors able to write off bad debtors, but warn when patient returns.
Easy to Use, Access to HIC, Ability to vary appointment times, emergency appointments, flexible appointments
functional shortcut keys to save time. Opening a number of screens is time consuming.
I was of the understanding that all of the bugs in the system had been ironed out and all of these questions addressed
Installing common billing software to all sites User-friendly
it's all satisfactory
Killing connection to the HIC - sometimes a problem
MSS address our needs adequately with regards to the above and reporting on all of the above Must have facility to move, delete and alter bookings and produce good reports.
need account balance to show when making appointments Show account balance making appointments
Not uisnf one yet Simplicity of use crucial
Our billing system is excellent

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

What are key areas that billing/appointment software address?
Quite satisfied with current setup
Rapid handover of the bill!
Reliability and easy to use.
Reliability, ease of use etc, etc
Reliable tracking of $ from billing to banking Ability customise financial reports
Reporting.
Security on different staffing levels. Staff identification and date identification when booking appointments. Cancellations to be recorded even if patient is deleted from system.
Simplicity and cheapness and minimal need for training
Speed issues patients become inpatient waiting for printing of accounts
Stability
Statements to be issued with details of consultations for all outstandings. Differentiation in "look" of appointment books for two locations.
The appt software should be able to hurry the GP up. The staff are unable to do this
Two way exchange of information between doctors system and front desk. Data transfer Medical Director Medwin Doctors and practice staff both can change details and appointments
User friendly interface & fast appointment system Must link waiting room and medical director staff must have access

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

What are the key areas practice management software address?
A screen saver to stop patients in the waiting room viewing their notes while waiting in the surgery
ability to generate information on oustanding accountseasily with pick list linking with clinical software.
Ability to produce special reports
Accurate billing and ability to be flexiable in coding (in describing field that code relates to) - enhancing reporting needs of practice.
Adequate for what I need
All OK
Being compatible with networks etc
Billing, appointments, reminders, path, to integrate
Can' t read it!!!
Doctors' Items/services/stats/amounts for pay Debtor collection reports
Easier to understand
GST adequate reporting capability.
I have no experience to comment
Logical/user friendliness Reliability Accurate reporting
More customisation of reports to make the mpracticespecific and not program specific
MSS & MDW2 provide adequate reporting facilities with regards to Doctors work analysis, patient demographics etc. The key issues are extracting all relevant details from the computer programs to enable smooth efficient running of the surgery.
Only going by what I have heard from patients who have been seen by GPs who have computers - there is a delay between Dr-patient relationship as Dr is too busy feeding info through (the PC)
Pretty much covers our requirements already - we need to get smarter in how we use it.
Quite satisfied with current setup
Records - recalls - data transfer Billing package - simple Accounting Package
Reporting - demographic, financial.

Section 8: Needs of Computer Systems

Total responses to this section of the survey were: 76 out of 151

What are the key areas practice management software address?
Reports that can be broken down more readily to individual requirements
Security, functional reports that are useful. Ability to customise reports to suit practice.
Simple, easier of use, etc
Transfer of financial data from medical software to accounting management software.
Voice recognition software. Medical Director reporting and templates.
Voice recognition wordprocessing software. Medical Director reporting and templates.