

PracSavvy

Clinical Systems Support and Training

www.pracsavvy.com.au

August 2022 — Newsbrief

Welcome to this month's PracSavvy newsletter. A very busy month and some family issues occupying headspace mean that that this edition is briefer than the usual offering. It may also be that 72 issues in, the creative juices are starting to dry up!

I really didn't want to mention the Microsoft Web Services upgrades again this month but with the conversion deadline extended by a third and possibly final time to the 28th of August, some practices have only just converted and may benefit from some of the following information. The key problems are around online claiming and interaction with Medicare, mainly to do with characters that Medicare does not deem as valid. The following tips are mostly lifted from a useful email from Best Practice on the subject, but will also in most part be applicable to MD users too.

Service Details and Special Characters

Service text for items is now limited to a reserved character set: letters (A-Z and a-z), digits (0-9), and the special characters @ # \$ % + = : ; , . - . Brackets, apostrophes, and slash characters are not permitted.

If you receive a Medicare Online Error '9202 Invalid value supplied for Service Text', ensure that the Service Details field in the Account Item or Fee Amount screens contains only the characters listed above.

Daily Claim ID reset per provider

Under Medicare Web Services, claim numbers for direct bill accounts are now set by Services Australia and reset to A0001 each day, for each provider.

This means that a claim number alone is no longer sufficient to uniquely identify a claim when reconciling batches. To search for a particular batch, use the claim number in conjunction with the **Filter by Doctor** and **Date** filters available in the Online claiming screen.

The **Correlation ID** column has also been added to the Online claiming screen to assist identifying a claim in correspondence with Medicare or DVA.

New Check for Payments Messages

REPORT_NOT_FOUND The claim information does not match Services Australia's records. Contact Services Australia for more information.

REPORT_NOT_READY The claim has not yet been finalised by Services Australia. Run check for payments again later.

REPORT_NOT_AVAILABLE The claim was processed and has been rejected. Check the processing report for more information.

Some of you may have seen the above information in an email from BP, but I know that not everyone receives these emails. Hopefully the usefulness of the information will outweigh the blatant plagiarism.

Medical Director also sent something out almost two months after they released the software update. It's concerning the new AIR functionality and whilst some practices have yet to apply for or receive the AIR [Location Provider number](#) that unlocks the extra functionality for their nursing staff, there has been concern over the inability to delete vaccinations that have been incorrectly uploaded to AIR.

The bottom line is rather than trying to delete the vaccination in MD, or phoning the AIR directly to make a change, you can accomplish a lot by right-clicking on the AIR Record directly in the *Immunisation History* tab and updating it. Immunisations that are uploaded by your practice and therefore able to be edited are displayed in black font.

As mentioned multiple times, if your nurses don't have the ancillary provider number filled they won't be able to do this, but being able to edit the following fields: *Date, Type, Site, Sequence, Batch and/or Vaccine Serial Number* should be able to remedy a whole bunch of errors. Note that the changed information will also be reflected in your local MD record (*Practice Immunisations*)

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One piece of pleasing news during the last month was that from the 11th of July, practices should be getting screening and assessment reports from BreastScreen Tasmania, electronically via Healthlink as opposed to on paper, thereby making yet another dent in your scanning pile. If you find yourself still getting these “the old way” you may want to contact [Carol Ramsay at BreastScreen Tasmania](#) and ask her why.

The upbeat vibe was intensified last week when I read about a speech from the head of the [Australian Digital Health Agency](#) (ADHA) Amanda Cattermole. The MyHR has just turned 10, (although it was the PCEHR at birth), and the thrust of the speech was how much the pandemic had driven increased use of, and patient familiarity with, the MyHR. The speech featured words like momentum, expectation, focus and opportunity, a nice departure from what you usually get from public service types.

Some of the impressive numbers quoted were:

- ◆ Consumer viewing of the MyHR has increased 300% since last year, with viewing of immunisation records increasing by 1000% in the last 12 months.
- ◆ Pharmacies have uploaded over 85 million dispense records in 2022, which was claimed to be a 40% increase on the previous year.
- ◆ Hospital Staff (surprise surprise) increased their viewing of the record by over 160% in the last financial year.

Now, the cynic may point to an artificial bump due to Covid, but the undeniable truth is that people are getting used to the idea that the MyHR is where some of their key health information is stored. With that comes increasing expectation of what should be found there, and questions will increasingly be asked if this information is not present. As I have been saying for nearly a decade, this system has the potential to help everyone, both directly and indirectly. More information contained in the record (hint, quality Shared Health Summary, even if you have met your quarterly target) will mean less hospital and other external clinicians trying to phone the practice.

It's time for GPs to accept that this is part of the health system now, and not hide behind “As long as we don't have to curate it” mantras, which weren't correct when initially trotted out and still aren't. As we move forwards, what was once accepted as a philosophical perspective, now looms as a personality defect for mine. Finally, whilst clearly not as inspiring as a session with me, the ADHA have an upcoming bunch of [software specific webinars](#) if anyone wants to revisit or refresh their knowledge.

MD

I mentioned in the [June](#) issue, that MD had introduced something called MedicalDirector Cover, which is available from a tab on the address book selection screen, when doing a referral. In June, it was “coming soon”, and now it has arrived, partially at least. The module purports to be able to identify the patient's level of health cover, as well as what practitioners are offering programs in conjunction with these companies.

Currently, it only works for patients who belong to [nib](#), or [IMAN](#), with other funds supposedly on the way. There are full details on the utility available [here](#).

Templates

The following new or updated templates are available at my website [here](#):

- ◆ LGH Fibroscan Request (Updated)

Note: I've had some queries around templates for the updated Pharmaceutical Services, [Application to Prescribe](#) forms. Primary Health Tasmania have advised that they are working hard with Pharmaceutical Services to get these updated. I imagine when all the hard work is concluded you will find the updated versions [here](#).

eReferral

Please update your address books with the following changes, remembering my full list can always be found [here](#).

Dr Hannah Stevens Haematology St John's Sessional Suites *chct/vcs*

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Medical Director		Best Practice		Various Other	
ACIR Prov No	Sep/16	3DA Clinic	Mar/20	Active Script List	Jan/22
Active Ingredient Prescribing	Jan/21	Actions	Dec/20	Cloud explained	Jul/22
Actions	Apr/21	Admin Monitoring Tasks	Jul/18	Communication Tips	May/21
Alias Creation	Aug/21	Appointment Book Columns	Aug/20	Communication Ambig terms	Jun/21
Bulk Pop-Up Alerts	Sep/17	Active Ingredient Prescribing	Jan/21	Covid Trace App	Jun/20
Cancer Screening Widget	Sep/21	Addons 3rd Party	Jul/22	Covid Vaccination Proof	Oct/21
Cervical Screening Changes	Dec/17	Autofill, - Record Note	Apr/18	Covid Vacc - Inactivating	May/22
Cervical Screening Webinar	Jan/18	Better Consult Extension	Apr/20	CTG Registration	May/22
Clinical Data Statistics	Jul/18	Better Health App	Nov/19	Doctors Control Panel	Sep/18
Clinical Prompts Widget	May/21	Blank Name Fields	Feb/22	Ereferral and Security	Mar/18
Coded\Uncoded entries	Aug/19	Care Plan Templates	Nov/17	Ereferral Big Gains	Apr/17
Confidentiality	Jul/19	Cervical Screening Changes	Dec/17	Ereferral - THS Pilot	Jun/20
Document Actions	Sep/16	Coded\Uncoded entries	Aug/19	Ereferral THS More	Jul/21
Document Actions	Aug/18	Confidentiality	Jul/19	escripts checklist	Jul/20
Duplicate Patients	Dec/21	Confidentiality - Documents	Oct/20	GoShare Plus	Apr/20
e-scripts	Dec/20	Confidentiality - User Permissions	May/21	Healthlink Methods	Jun/21
Electronic Correspondence Tips	Jun/18	Contact Notes view all	Nov/19	Healthshare CPD	Jan/18
E Correspondence "Ref" fix	Jul/20	CV Risk Risk	Aug/20	Hep C Scripts	Dec/21
Email	Jun/20	Data Tree	Sep/17	Hobart Path Interface BP	Mar/21
ereferral -attaching Documents	May/19	Dementia Assessment	May/18	HotDocs Survey	Dec/17
e-referral Smartforms	Dec/19	Duplicate Patients	Dec/21	HotDoc COVID-19 stuff	Apr/20
Favourite Lists	Apr/19	Email	Jun/20	Medicare Online Training	Aug/17
Free Flu Vacc search	May/20	Ereferral	Apr/17	Medicare Web Services	Jul/21
Front Screen Utilities	Sep/19	E-Scripts	Sep/20	Meditracker App	Jun/17
Healthlink Smartforms	May/18	e-referral Smartforms	Dec/19	My Aged Care Referral	Nov/19
Hobart Path tip	Apr/21	Flagging as eReferrable	Nov/16	MyHR Apps	Apr/21
Immunisations declined	Jun/21	Free Flu Vacc Search	May/20	MyHR - Covid/Bowel Screening	Aug/20
Inactivating Holidaymakers	Mar/20	Gender Fields	Oct/20	MyHR- Covid bump	Aug/22
InBox Layout	Dec/21	GPMP Reviews from EPC Doc	Feb-22	MYHR - Immunisations report	Jun/21
Incoming Message Locations	Feb/19	Health Assessments	Oct/17	MyHR - Medicines View	Nov/17
Letter Writer field properties	Oct/21	HealthlinkSmartforms	May/18	MyHR - Secondary Data Usage	Aug/18
Letter Writer - Data Toolbar	Feb/18	HLConnect Messages - Viewing	Jul/20	MyHr - Consumer cheatsheet	Mar/19
MD 4.0 Release	Feb/21	Imaging Paper Setup	Jul/20	MyHR Covid Dashboard	Jan/22
MD 4.1 Release	Sep/21	I-Med ereferral	Oct/20	MyHR - Disaster Application	Sep/19
MD 4.2 Release	Mar/22	Immunisations - elsewhere	Jun/21	MYHR - Emergency Access	Oct/21
Md 4.2 more	May/22	Inactivating Holidaymakers	Mar/20	MyHR - examples	Jun/18
MD Maintenance	Nov/19	Incoming Message Locations	Feb/19	MyHR - Hobart Path upload	Mar/21
MedicalDirector Cover	Aug/22	Internal Messaging and Reminders	May/17	MyHR - Legislation Changes	Dec/18
MedicalDirector Care	Mar/21	Jade Release	Sep/19	MyHR-New Reports	Oct/19
Medication List Errors	Jun/19	Jade SP1 Update	Oct/19	MyHR - Uploading Labs	Aug/21
Missing Document Date	Nov/17	Message To TO DO List	Sep/21	MyHr App	Mar/17
Monitoring eReferrals	Aug/20	Medication List errors	Jun/19	MyHr ePIP shortfall	May/17
Pathology follow Up	Oct/18	Pathology Favourites	Aug/21	Nash Expiry	Feb/22
PKI Housekeeping	Dec/18	Pathology Follow Up	Oct/18	Notifiable Data Breaches	Mar/18
Recall Tips	Mar/18	Pathology Hob/Lton/NW tip	Mar/21	PenCat - 3.4 New Look	Jan/21
Results - Missing documents	Jul/17	PKI Housekeeping	Dec/18	PenCat - Data Cleansing	Feb/18
Saving Filters	Aug/18	Prescribing Tips	Feb/20	PenCat - Active and Inactive	Jul/17
Searching Documents	Nov/16	Provisional Diagnosis	Aug/20	PenCat - Collecting By Location	Oct/18
Searching Pathology	Oct/17	Quick Tips	Mar/18	PenCat-Covid Vacc Rep	Apr/21
Searching Progress Notes	Nov/16	Recurring Appointments	Feb/22	PenCat - Covid Booster Reports	Jan/22
Shared Record Access	Mar/17	Reminder Cleanup Tool	Jan/20	PenCat - Data Improvement Tools	Feb/17

Medical Director		Best Practice		Various Other	
Sidebar Widgets	May/18	Results - Missing documents	Jul/17	PenCat - Data Quality	Jun/17
SHS Uploads - Counting	Jan/20	Running all Checks - Lava	Nov/16	PenCat - Data Quality Dashboard	Mar/22
SMS Capabilities Reminder	May/17	Saffron Release	Feb/21	PenCat - December Update	Jan/18
SMS Recalls & Results	Oct/16	Saffron SP1	Jul/21	PenCat - HBA1C results missing	Oct/17
Telehealth Widget	May/20	Saffron SP2	Nov/21	PenCat - Influenza reports	May/21
Template Tips	Nov/17	Saffron SP3	Mar/22	PenCat - Location Filters	Apr/22
Template Checking	Sep/19	Scanning Settings	Nov/20	PenCat - May Update	Jun/18
Travel Medicine	Apr/19	Scanning more	Jan/22	PenCat - MBS attendance	Nov/18
Utilities under Menus	Feb/17	Searching the Database	Nov/18	PenCat - RecallCat	Apr/18
Vaccination entry bug	Dec/21	Searching visits	Nov/16	PenCat - Recipe - Diabetes GPMP	May/18
Why It's better	Oct/20	SHS Uploads - Counting	Jan/20	PenCat - Recipe - HMR	Jun/19
		SMS useful bits	Oct/21	PenCat - Save Printing -	Sep/17
		Template Tips	Nov/17	PenCat-Topbar Linking	Feb/20
		Template Checking	Sep/19	PenCat - Unsupported Versions	Sep/18
		To Do List	May/21	PenCat -July Release	Aug/18
		Unallocated Items plus Inbox	Apr/21	PenCat -No Family History recipe	Jul/18
		Utilities under Menus	Feb/17	PenCat - QPiP Reports	Aug/19
		Uncoded diabetics	Dec/20	PenCat -QPiP Paid Version	Sep/20
				PenCat - QPiP Reports	Oct/19
				PKI - A history	Apr/22
				Proda	Feb/19
				Screen Capture	Oct/20
				Secure Messaging- 3 years	May-19
				Security - Self Defence	Han-21
				Smartvax	Oct/16
				Smartvax 2	Dec/16
				SMS for the elderly	Dec/21
				Snug Health App	Dec/19
				Symbol Insertion	Jul/22
				System Maintenance	Jun/17
				Teamwork	Sep/19
				Topbar	Feb/19
				TopBar - Crashing BP	Jul/20
				Topbar - Data Cleansing	Apr/19
				TopBar - Foxo and MyGMP	Aug/21
				TopBar - HMR Prompt	Jun/19
				TopBar - Influenza App	May/21
				TopBar - PIP QI	Dec/19
				Transferring Patient files	May/22
				Web Services Tips	Aug-22