

Info Natters

March 2009, Issue 1

GP Links Wide Bay

Special points of interest:

- Secure Messaging
- PKI
- Data Cleaning

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PIP eHealth Incentive

The PIP IM/IT Incentive will cease from May 2009 and will be replaced by a new eHealth Incentive PIP.

Eligibility for the new PIP eHealth Incentive entails:

1. Participate in the PIP
2. Have secure messaging capability (see p2 for more information)
3. Have (or have applied for) a location PKI and individual PKI's for each medical practitioner working at the practice (see p3 for more information)
4. Providing practitioners within the practice access to a range of key electronic clinical resources.

For more information regarding this new incentive, please email pip@medicareaustralia.gov.au or contact the PIP enquiry line on 1800 222 032.



From the GP Links IM desk.....

Info Natters Newsletters..... update

Until more practices begin using the Clinical Audit data extraction tool, the practice data comparisons will not be done across the broader Division practices. My apologies to the Practix practices as Clinical Audit is not compatible with Practix yet....

The Data Extraction Tools:

GP Links has purchased licences to both the Canning Tool and the Pen Clinical Audit Tool (CAT) so practices can have access to either or

both for free. If you want more information about these tools please email me... gclément@gplinks.org.au and I can discuss or give a demonstration of either of the tools.

Any suggestions for future newsletters will be gladly accommodated, just let me know a topic and I'll do the leg-work for you.

Secure Messaging - demystified

Secure electronic messaging is similar to emailing but with additional security benefits. Encryption software 'locks' the message content prior to sending electronically. The person receiving the content must have compatible encryption software to 'unlock' the message once it has been received.

Most Practices already receive pathology and radiology results straight into their clinical software. This information has been sent securely from them to you. If you receive this type of information already then you are half-way there to having full secure messaging capability.

You don't need to have a clinical desktop package to use secure messaging. Secure messages can be sent via a word processing application and received as a pdf file and stored in a

normal folder.

There are many secure messaging providers operating in Australia. Some are Healthlink, Argus, Medical-Objects, and ReferralNet messaging.

The Qld Divisions network has secured a licence with Medical-Objects until June 2010 to provide a free secure messaging service to GPs, Specialists, and Allied Health Professionals. If your practice already receives via Medical-Objects, it is a simple process to extend your capacity to be able to send secure messages. If your practice receives via a different messaging vendor, Medical-Objects can co-exist with other messaging programs.

For more information regarding the GPQ/Medical-Objects secure messaging contract see our website under

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Why use Secure Messaging?

Secure messaging will replace stamps and envelopes, scanning, filing, faxing of referrals and letters. Administration costs will be reduced and staff efficiency enhanced. Communication time between health professionals will be quicker and in real-time. Images and letters can be sent via secure messaging.

Secure messaging will be the preferred method of communication for health data and information in the near future.

Where to get the application form to be able to send &/or receive securely via Medical-Objects?

The form can be downloaded from our website on the Secure Electronic Messaging webpage or email gclement@gplinks.org.au

Secure Messaging Update

Who currently sends messages to you?

Pathology companies

Radiology companies

Some Metropolitan specialists

Friendlies Afterhours Medical Centre

Public Key Infrastructure (PKI)

'secure messaging' and follow the link.

What is PKI?

Public Key Infrastructure (PKI) is the security system that includes procedures and technology that provides security and confidentiality for electronic business. PKI has been adopted by the Australian Government to provide a robust system of security for online health transactions. Medicare Australia's PKI is based on the Australian Gatekeeper framework and conforms to the ISO Health Informatics specifications.

PKI allows transmissions to be electronically signed. These electronic signatures carry the same legal value as a written signature and therefore allows some transactions to be paperless. It comes in the form of a digital certificate/token.

Why use PKI?

PKI enables you to send a file to someone, and know that he or she is the only person who can open it. You can also receive a file confident that it has been sent to you securely.

The 2 types of digital certificates are:

Location—Allows a number of people at the same location to encrypt, sign and exchange health-related messages electronically with other certificate subscribers. Signing a message to or from the location certificate confirms the location that the message comes to or from but not the individual. Examples of this is Medicare online claiming, receiving pathology and radiology data, and future discharge summaries.

Individual—Allows someone to encrypt and exchange health-related messages electronically with other certificate subscribers. They allow for electronic signing at an individual level which provides a strong level of surety about the identity of the person sending or receiving the information. Examples of this would be letters and referrals between GPs/Specialists/Allied Health.

What is needed for the PIP eHealth Incentive?

The practice must have a Location PKI and every practitioner in the practice needs to have an Individual PKI.

Where you can get the right form?

Download the required PKI application forms from the 'Secure electronic messaging' webpage on our website or email gcllement@gplinks.org.au

As long as you have a Provider number, you only need to fill out the application form. If you don't have an Provider number, there is an additional form to fill out as well.

Where can I check my PKI status, search or PKI certificates etc?

The Healthcare Public Directory website:

www.certificates-australia.com.au/general/cert_search_health.shtml

Tip... If your information wasn't right when it went into the database, it won't be right when it comes out. (garbage in..... garbage out)

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Supporting and enhancing General Practice
and Primary Health Care.



We're on the Web.....
www.gplinks.org.au

GP Links Wide Bay is a membership organisation which represents General Practice and Primary Health Care across the Wide Bay, Discovery Coast, North Burnett, and Fraser Coast regions of Queensland.

GP Links Wide Bay is an independent organisation which is funded by Commonwealth, State and private sources. We have 30 staff spread across our 3 offices in Bundaberg, Maryborough and Hervey Bay.

Our aim is to support and enhance General Practice and Primary Health Care through education, service delivery, practice support, integration and advocacy.

Cleaning your Practice data

Where to start:

From the Administrative perspective a good place to start is the Patient demographics

- Does all your patients have a gender and a date of birth?
- Are there duplicate patient entries in your patient database?
- When was the last time you archived your patient database— you don't want to send reminders to deceased patients!
- Does your practice have a defined process for collecting patient demographic information—is everyone collecting and asking the same questions?

Clinical Information

Does each patient have the following baseline data entered in the right field (remember no free text if possible)?

- Allergies
- Height
- Weight
- BP

The patient's Health Summary is considered a concise overview of the patient?

- Does every patient under your management have a complete Health record?
- Based on what information is missing from your Clinical software, what questions do you need to ask your patients??