

COVID-19 in the community preparation checklist

Part one – Digital Health

This checklist is to be used as a guide only and to help prepare for COVID-19 in the community and can be used as evidence for accreditation and quality improvement activities.

Digital Health

Task	Details	
Secure Transfer Service (STS) Address Book	<p>Access to electronic communications with Queensland Health including GP Smart Referrals (Currently available in Central Queensland and the Sunshine Coast) and the Health Provider Portal.</p> <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Update if GP practicing location has changed <p>Resources:</p> <ul style="list-style-type: none"> • STS AddressBook update form 	
Health Provider Portal (The Viewer)	<p>Online access to patient healthcare information from Queensland’s public hospital. Please note, AHPRA registered health professionals require a QGov account to access the Health Provider Portal.</p> <p>Benefits:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Quick access to: <ul style="list-style-type: none"> • Discharge summaries • ED presentations • Investigations <p>Resources:</p> <ul style="list-style-type: none"> • Register for Health Provider Portal • Register for QGov 	
	Person responsible:	Comments and completion date:
Pathology E-ordering	<p>Electronic ordering of pathology (also referred to as eOrders) is the process of electronically transferring the data from the ordering site to the pathology provider. All healthcare providers have access.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • The highest level of clinical safety and data integrity • Workflow efficiencies that are intuitive, save time and reduce errors • Confidence in the privacy and security of transmitted patient data • A single channel through which requests and results are sent or received <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contacting Practice software vendor for upgrade version <input type="checkbox"/> enabling main pathologies companies into system <input type="checkbox"/> contact preferred pathology provider to ensure e-ordering enabled 	

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	<p>Contact your pathology provider to arrange set up. Not all pathology providers offer electronic ordering functionality.</p> <p>Resources:</p> <ul style="list-style-type: none"> • Information on e-requesting
Electronic Prescription	<p>Electronic Prescribing provides an option for prescribers and their patients to use an electronic prescription as an alternative to paper prescriptions.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • All medicines can be prescribed using an electronic prescription • May reduce prescribing and dispensing errors • Supports electronic medication charts in hospitals and residential aged care facilities • Removes the need for handling and storing a physical paper prescription • Supports digital health services such as telehealth services to ensure continuity of patient care • Maintains patient privacy and integrity of personal information <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> contact software provider to enable e-prescribing <input type="checkbox"/> all healthcare providers have access and confident using <p>Resources:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Setting up electronic prescribing <input type="checkbox"/> RACGP electronic prescribing
My Health Record	<p>My Health Record is a secure online summary of an individual's health information.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • timely access to patient records • supports digital health services such as telehealth services to ensure continuity of patient care • avoid duplication of services • improve patient outcomes <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All healthcare providers have access <input type="checkbox"/> Update patients shared health summaries

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	Resources:	
	<ul style="list-style-type: none"> • Registration overview • Online training 	
	Person responsible:	Comments and completion date:
Q-Script	Mandatory read-only platform that provides doctors, other prescribers and pharmacists monitored medicine prescription information at the point of care.	
	Consider:	
	<input type="checkbox"/> Registering all practitioners with QScript <input type="checkbox"/> Save below resources on each workstation	
	Resources:	
	<ul style="list-style-type: none"> • QScript Practitioner Registration • New medicines, poisons and pest management regulatory framework • Real-Time Reporting of Monitored Medicines • QScript Learning Portal 	
	Person Responsible:	Comments and completion date:
TeleHealth	Consultation with a healthcare provider via phone or video call:	
	Our PHN provides free access to the Health Direct VideoCall platform.	
	Benefits:	
	<ul style="list-style-type: none"> • Improve patient access to healthcare • Maintaining safety of staff and patients • Continuity of care • Supports staff working from home arrangements 	
	Consider:	
	<input type="checkbox"/> Options of telehealth providers/services	
	Resources:	
	<input type="checkbox"/> Health Direct <input type="checkbox"/> ACRRM education module on telehealth	
	Person responsible:	Comments and completion date:

<p>Health Pathways</p>	<p>HealthPathways is an online manual used by clinicians to help make assessment, management and request/referral decisions to assist in patient care. Request pages are localised to reflect services both local and out of town, to best suit patient needs.</p> <p>Benefits:</p> <ul style="list-style-type: none"> <input type="checkbox"/> aware of services being on hold <input type="checkbox"/> access to credible, best practice guidelines <p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> regular connection for updated changes in covid-19 protocols/criteria <input type="checkbox"/> save Health Pathways website on all workstations <input type="checkbox"/> contacting PHN for demonstration <p>Resources:</p> <p>Central Queensland HealthPathways</p> <ul style="list-style-type: none"> • Username: uscentralqld • Password: pwcentralqld <p>Wide Bay HealthPathways</p> <ul style="list-style-type: none"> • Username: userwb • Password: pwwb <p>Sunshine Coast & Gympie HealthPathways</p> <ul style="list-style-type: none"> • Username: usersc • Password: pwsc <p>Contact: healthpathways@ourphn.org.au</p>
<p>Person responsible:</p>	<p>Comments and completion date:</p>
<p>Secure messaging</p>	<p>Secure messaging is the preferred way of communicating clinical information between healthcare providers.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Enhanced privacy and security • Improved clinical care and coordination of care • Streamlined administrative processes • Integration with software • Improved patient matching • Ability to check audit trail • Reduced use of paper • Cost effectiveness • Time-saving <p>Consider: All healthcare providers have access</p> <p>Resources:</p> <ul style="list-style-type: none"> • Secure Messaging

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	Person responsible:	Comments and completion date:
Check In QLD app	<p>A digital COVID-19 contact register system, not mandatory for general practice.</p> <p>Benefit:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Efficient contact tracing non-patient attendees if required. <p>Resources:</p> <ul style="list-style-type: none"> • Check In QLD app 	
	Person responsible:	Comments and completion date:
IT and communication systems	<p>Consider:</p> <p>Clinical Software:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contacting IT provider and ensure latest updates are scheduled <input type="checkbox"/> Checking processes to ensure that all patient demographic data is updated if needed <input type="checkbox"/> Ensuring practice and providers are set up to use My Health Record <p>Online Booking Systems/SMS Recall</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring updates are completed (E.G. HotDocs, AutoMed) <p>Communications:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contacting IT for routine maintenance and inform of potential increased use of systems, including after-hours/weekends <input type="checkbox"/> Reviewing scheduled backup times will not interfere with increased or changing clinic times <input type="checkbox"/> Contacting internet/NBN/phone companies to ensure updates or scheduled maintenance will not interfere with practice systems <input type="checkbox"/> Informing phone/internet companies of increased use of systems <input type="checkbox"/> Organising IT (visual and audio equipment) <input type="checkbox"/> All healthcare providers have access 	
	Person responsible:	Comments and completion date:
Other considerations	<p>Consider:</p> <ul style="list-style-type: none"> • Assigning a digital health champion • Ensuring relevant staff know passwords to programs/software 	

If you require further assistance, please contact us:

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