



General Practice Resource Newsletter

January 2020

Our thoughts are with everyone affected by Australia's fire emergency, and the firefighters, emergency services personnel & other volunteers who are working tirelessly to protect our communities.

For immediate support and crisis assistance:

- NSW Mental Health Line 1800 011 511
- Lifeline 13 11 14 www.lifeline.org.au
- MensLine Australia 1300 789 978 www.mensline.org.au
- Beyond Blue 1300 224 636 www.beyondblue.org.au
- Kids Helpline: 1800 55 1800 www.kidshelpline.com.au
- headspace: 1800 650 890 www.headspace.org.au
- GriefLine 1300 845 745 www.griefline.org.au

Welcome to the General Practice Resources produced once a month to keep you and your practice up-to-date with the latest information from government, associations in the Primary Health Space. The following includes information on:

- Practice incentive Program
- Digital Health
- Webinars
- Immunisations

What's On This Month

1 Jan – 31 Jan	International Year of the Plant	https://www.ippc.int/en/iyph/
26 Jan	Australia Day	https://www.australiaday.org.au/about-australia-day/
26 Jan	World Leprosy Day	https://www.lepra.org.uk/Pages/News/

General information

Templates

We have added some more BP & MD template visit our website, to import into your Clinical software

<https://www.wnswphn.org.au/resources/gp-referral-templates>

- LHD – Orange - Colonoscopy Referral for Positive Faecal Occult Blood Test
- LHD – Dubbo – Respiratory Outpatient Clinic Fast track referral
- LHD – Dubbo – Respiratory LFT Referral Form

NEW FAX NUMBER: If you have downloaded the Dubbo High Risk Foot Clinic referral into your Clinical Software can you please update your template & your Address book with the new fax number 02 6809 7252.

Online e-Service Directory

Cowra e-Service Directory is now available <https://www.wnswphn.org.au/resources/health-services-directory>

There are now 7 e-health service directories in place, Bathurst, Condobolin, Dubbo, Orange, Warren, Cowra and Mudgee. Please email the Practice Support Team if you have any changes to any of the directories.

Emergency Department Dubbo Base Hospital

Dubbo ED monitors all ARGUS incoming referrals / communications

For all GPs with ARGUS please send non-urgent patient referral information to Dubbo Health Service ED via ARGUS. The ARGUS inbox at ED Dubbo Health Service is being checked regularly each day.

The Emergency Department at Dubbo Health Service has a new Administration Manager working Monday to Friday 8.30am – 5pm each day who is responsible for checking the ARGUS email inbox.

PLEASE DO NOT SEND URGENT PATIENT REFERRAL INFORMATION VIA ARGUS as it does take up to one hour for the information to be received. Please phone urgent patients' information.

Free AHHA Palliative Care Training

Are you a nurse? Do you work in Aged Care? Do you have a loved one suffering from a life-limiting illness? Take advantage of AHHA's free online CPD Accredited Palliative Care Training funded by the Australian Government providing you with access to information and education when you need it, wherever you need it. Click on link for further information: <https://www.pallcaretraining.com.au/>

OTEN Taster Courses – Practice Management

Practice management:

<https://oten.tafensw.edu.au/course/essentials-of-successful-practice-management-statement-of-attainment/>

Maintaining records:

<https://oten.tafensw.edu.au/course/processing-and-maintaining-patient-medical-records-and-accounts-statement-of-attainment/>

715 Health Checks

Click on the link for further information

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/health-checks-atsi-australians>

Asthma Allergy Factsheet

Please click on link for further information <https://www.sensitivechoice.com/asthma-allergy-factsheets/>

Eating disorders MBS Numbers Info

Please click on links below for further information.

* <https://insideoutinstitute.org.au/medicare/for-gps> (this is a really good link with good resources for the GP's to use ie a template etc). That is, this first link is really really helpful for GP's

* <https://insideoutinstitute.org.au/assets/navigating-medicare-step-by-step.pdf>

* <https://insideoutinstitute.org.au/resource-library/gp-care-plan-review-template>

* <https://insideoutinstitute.org.au/resource-library/mbs-eating-disorder-items>

National preventative health strategy - consumer survey

Consultation with the public and consumers of the healthcare system is integral to the development of the Strategy.

The Living Well for Longer – National Preventive Health Strategy Survey is now live on the Department's website. The consumer survey can be located on the website under Public Consultation here:

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/national-preventive-health-strategy>

It would be greatly appreciated if you could please distribute the survey to your networks. The Department of Health would like to have as many participants as possible provide their perspectives on health.

Please note that the survey will officially close on **Friday 31 January 2020**.

Practice incentive program - quality improvement (PIP QI)

Monthly Pencil Data Extraction NOW Due

Please ensure your January data extraction has been successfully submitted to the PHN on or before the 10th January 2020. If you have any issues with your data collection feel free to contact your Practice Support Officer or PENCAT on 1800 762 993. At least one data submission needs to be submitted to our PHN every quarter to be compliant for your QI PIP payment. This quarter is from 1st November to 31 January.

PIP QI Resources

PIP QI resources: <https://www.wnswphn.org.au/support/support-for-health-professionals/quality-health-information-program>

PIP QI Incentive guidance: https://www1.health.gov.au/internet/main/publishing.nsf/Content/PIP-QI_Incentive_guidance

Digital health

ePIP Quarter closes 31 January

A reminder that the current ePIP Quarter closes on Friday, 31 January. As uploading of Shared Health Summaries has increasingly become part of "everyday business" for many of our practices most will have already met their ePIP requirement, but if you haven't you have approximately 2 weeks to do so. You can check how many Shared Health Summaries your practice has uploaded in the quarter through the Pen CAT or most clinical software products have their own SHS upload report.

A reminder to check the SWPE on your last PIP statement as your SWPE may have increased, and so the number of Shared Health Summaries your practice must upload to meet the requirement of 0.5% of SWPE (5 per 1000 – or part thereof).

Emergency Access and My Health Record

Individuals can choose to add additional access controls to their record to restrict access to specific documents (using a limited document access code), or to their whole record (using a record access code). Healthcare Providers will be prompted by their clinical software if a record access code is required. If this occurs, you will need to ask the individual to provide you with the record access code to gain access to their My Health Record.

There are certain urgent situations, defined in the My Health Records Act 2012 (section 64), where it may be permissible for you to bypass the access code(s) using an emergency access function available through your clinical information system. This is sometimes referred to as a 'break glass' function. It is important to understand when this function can lawfully be used.

It is expected that the need to use the emergency access function will be rare as emergency access is only authorised under the My Health Records Act if:

- there is a serious threat to the individual's life, health or safety and their consent cannot be obtained (for example, due to being unconscious); or
- there are reasonable grounds to believe that access to the My Health Record of that person is necessary to lessen or prevent a serious threat to public health or safety. For example, to identify the source of a serious infection and prevent its spread.

You must **not** use emergency access:

- to view your own My Health Record or a record of a family member
- to demonstrate how to use the emergency access function
- when an individual has forgotten the access code they have set (except where there is a serious threat to the person's life, health or safety)
- to check whether any restricted documents exist (except where there is a serious threat to the individual's life, health or safety and they are unable to provide consent, or to lessen or prevent a serious threat to public health or safety).

It is important to note that unlawful use of the emergency access function is subject to civil and/or criminal penalties under the My Health Records Act.

Some Clinical Information Systems allow you to audit your Clinician's use of My Health Record. In Best Practice Software for example, you can click on the View menu and then click on "My Health Record Audit".

If you are unsure about the Emergency Access function, please call us or the My Health Record Helpline on 1800 723 471 (option 2).

New My Health Record Course For Rural And Remote Practitioners

A new course on MyHR targeted at rural and remote medical practitioners is now available to share with your network. The Digital Health in Rural and Remote Australia – better health, easier to deliver is free for ACCRM members and the first 100 non members with the promo code DIGITAL01*. Click on link for further details:

https://www.acrrm.org.au/search/find-online-learning/details?id=17326&utm_source=communities-of-excellence&utm_medium=edm-1&utm_campaign=mhr-course-19

Telehealth

GPs, mental health and allied health services are able to get free access to a secure, simple to use telehealth platform, so that you can offer telehealth to your patients. Please read more about the video call platform here: <https://about.healthdirect.gov.au/video-call>

See also an example patient [information leaflet](#) that can be given to those choosing to have a telehealth appointment instead of an in person appointment.

Please contact videocall@healthdirect.org.au or 02 8069 6079 for more information about access to the Video Call platform for your organisation.

Further information on telehealth:

1. New MBS items for GPs:
12 new Medicare Benefits Schedule (MBS) items for telehealth video consultations with patients living in rural and remote areas.
<http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-GPTeleHealth>
2. GPs trained in Level 2 Focused Psychological Strategies skills will receive Medicare funding to provide mental health services via telehealth. The change to Medicare item numbers 2721 to 2727 impacts patients in Modified Monash areas 3-7. Patients in drought-affected communities will get be able to get mental health support from their GP via video-link, provided they have been to that doctor at least once before. Healthdirect Australia offers Video Call at no charge to GPs wishing to access these MBS items. <https://about.healthdirect.gov.au/healthdirect-video-call-for-telehealth-in-drought-affected-areas>
3. The purpose of the Better Access initiative is to improve treatment and management of mental illness within the community. The Better Access initiative is increasing community access to mental health

professionals and team-based mental health care, with general practitioners encouraged to work more closely and collaboratively with psychiatrists, clinical psychologists, registered psychologists and appropriately trained social workers and occupational therapists. The Australian Government is improving mental health support for people who live in rural and regional Australia by investing in Better Access services via video conferencing:

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/mental-ba-telehealth>

Medical Director Product Updates 1.8.3

<https://www.medicaldirector.com/support/product-updates>

Immunisations

SAVE THE DATE: Nurse Immunisation Conference

- Orange on Wednesday 6th May
- Dubbo on Thursday 7th May

The conference is still in planning stage however WNSW PHN is pleased to confirm Presenters will include Associate Professor Nicholas Wood (NCIRS), Mareeka Gray (Senior Policy Analyst, Health Protection NSW), Susan Turcato (Manager Immunisation, PHU) and Rebecca Groen (RN Immunisation, PHU). Further information regarding this event will be emailed out soon.

Vaccine storage over summer:

- Keep vaccine supplies to a minimum, you can order twice a month.
- Ensure your min/max thermometer and data logger are working correctly and activated – contact Michelle Droulers for support with battery change and testing
- In case of power failure, it may be more beneficial to leave vaccines in the fridge, (cover door, door taped closed).
- Download data logger and store recordings each week. Cold chain resources: <https://www.health.nsw.gov.au/immunisation/Pages/cold-chain-management.aspx>
- Guidelines do recommend back up storage be available, however if vaccines are moved to an alternative facility, continuous data logging must be undertaken. Quarantine and call PHU
- Cold chain Management free online learning module (open for all Practice Staff): https://nswhealth.seertechsolutions.com.au/public_content/HETICP/HETI/CCMWebv3/story_html_5.html

Bushfires - Immunisation information

Please refer to the [NSW Health website](#) for general health information regarding bushfires.

Information for parents and child care center's regarding enrolment

Parents who have been evacuated and are unable to access their child's immunisation records, or who have been unable to get their child vaccinated, can enrol their child in child care and provide evidence of their immunisation status within 12 weeks of enrolment ([see section 1.3 of the NSW Health Immunisation Enrolment Toolkit](#)).

Parents can obtain a copy of their child's Immunisation History Statement from the Australian Immunisation Register by using either their [Medicare online account](#) through myGov or the Express Plus Medicare mobile app. Parents who are unable to access Medicare online may attend their local doctor and ask them to print a copy of their child's Immunisation History Statement.

Measles:

<https://www.health.nsw.gov.au/Infectious/measles/Pages/default.aspx>

NCIRS has a comprehensive and easy to read guide *Measles vaccination catch-up guide for Australian immunisation providers* (copy attached) .

Who should be immunised?

- Individuals born since 1966 who do not previously have two documented doses at least 1 month apart (check for contraindications).
- Infants from 6 months of age if they are travelling overseas - will need to be repeated at 12 & 18 months of age.
- It is safe to have another measles vaccine if not sure of previous doses, especially if travelling overseas. Measles vaccine is funded in NSW. Do not provide a script - use the vaccine in your fridge—remember MMRV vaccine is not recommended for people over 14 years of age and over, MMR should be used.

RACGP *Emergency planning and response in general practice* – Fact sheet and checklist: **Measles**

<https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-and-checklist-Measles.pdf>

Webinars

Name	Date	About	Link	Cost
How to maximise the MBS for nurse clinics in general practice	22 Jan, 12:30pm – 1:30pm	Increase your knowledge and confidence on how to maximise the MBS for your nurse clinic. 1. Improve your understanding of MBS item 2. Learn how to develop a budget for your nurse clinic 3. Put it into practice – how to fund a diabetes clinic, a case study	https://login.redbackconferencing.com.au/landers/page/f99a85	<u>Free</u>
General Practice Essentials Series: Demystifying Accreditation Under 5th Edition Standards	22 Jan, 12:30pm – 1:30pm	The most commonly misunderstood criteria and provide the best resources to set-up your practice for long term success	https://www.hotdoc.com.au/practices/blog/demystifying-5th-edition-standards	<u>Free</u>

Resources

Please click on this link to our website <https://www.wnswphn.org.au/support/GP-Resources-Newsletter> to view the following attachments relating to General Practice.

1. MyHR Emergency Access brochure
2. Working with the Stolen Generations understanding trauma