

GP FORUM

- Q&A SESSION THEMES

We had over 15 questions during the course of the 30 minute Q&A session, mainly relating to the communications between providers and the patient and specifically relating to the ability to communicate in a timely manner electronically. Here were the key themes from the Q&A session:

ELECTRONIC COMMUNICATIONS AND REFERRAL MANAGEMENT

Question from the floor: Does SA Health have legislation that allows us to share information electronically? Does SA Health have a licence for the Argus Secure Message Delivery system?

CALHN response: SA Health currently doesn't have a licence for Argus. CALHN agrees that communication electronically via a system such as Argus is a priority moving forward, enabling efficient and better patient care. The Chief Operating Officer has taken this question on notice and is working with the State on a solution.

Question from the floor: SMS ability – can we have?

CALHN response: Yes, this functionality will be part of both EPAS at the QEH as well as the new RAH's technology systems. Patients will receive SMS texts 24-48 hours before their appointments.

Question: Whose clinics use SMS/Reminders?

CALHN response:

- > Current RAH – some clinics do use SMS/Reminders
- > Surgical Specialities, Gastro, Orthopaedics, HRC, Rheum, Eyes, Cardiology
- > TQEH system does not allow SMS reminders, EPAS will rectify this in June 2016
- > New RAH – SMS functionality will be part of Day 1 operation through EPAS

Question from the floor: Will EPAS interact with GP software, especially for referrals and discharge summaries? As a country doctor how do we know if a referral is received and actioned?

CALHN response: EPAS is progressively being implemented across SA Health's public metropolitan hospitals and two country hospitals to standardise and consolidate all patient information into a state-wide system and replace many of SA Health's complex networks of incompatible and outdated systems. EPAS does not interact with systems outside of SA Health, however EPAS generates a detailed discharge summary report for each patient, that can be faxed to GPs. CALHN is working to improve two-way communication with the primary health sector via improved website functionality. CALHN is considering new options to ensure that electronic discharge summaries and referral receipts are provided to the referring practitioner in a timely manner.

Question: How are GPs notified that a referral has been received?

CALHN response: Primarily by letter - for all appointments and all triaged categories for patients. A letter is sent to the GP and/or referring specialists. Identification that a letter has been sent can be identified in the APMS PAS system against each individual patient.



TELEMEDICINE

Question from the floor: What about telemedicine – this still needs to be a scheduled appointment.

CALHN response: Telemedicine will remain a scheduled appointment to enable both parties to efficiently communicate during appointments. The new RAH infrastructure will enable CALHN clinicians to utilise telemedicine equipment and facilities. Processes around the utilisation of this equipment are currently being discussed.

MY E-HEALTH RECORD

Question from the floor: Has the electronic E-Health record assisted with transparency of health record sharing information? Is the My E-Health Record editable by the patient? Will EPAS be compatible to My Health Record?

Discussion from the floor:

- > Only some GPs use the My E-Health record and only some health care professionals are signed up with an account.
- > From a show of hands, one third of people here tonight have a My Health Record.
- > The patient is able to delete or alter their data.
- > Patients who are signed up with a My E-Health record don't have to repeat information.

The My Health Record system is a nationally controlled secure online summary of a patient's health information. Patients can control what goes into it, and who is allowed to access it. They can choose to share their health information with their doctors, hospitals and other healthcare providers. In contrast, EPAS is a state-based electronic health record that is only used by clinicians in South Australian public hospitals and health services where EPAS is implemented.

The difference between the My Health Record system and EPAS is that data entered into EPAS is driven by clinicians and not the patient. Clinicians will ultimately determine if they need to access a patient's My Health Record to help develop a more thorough picture of a patient's medical history while developing their care plan going forward. In the future, some patient information from EPAS (such as patient discharge summaries) will be linked to the My Health Record system.

PRIVACY

Question: Information release to GPs

CALHN response: When contacted by GPs regarding patient health outcomes, CALHN administrative staff have been releasing patient information only through an FOI process. CALHN is discussing this policy with SA Health with a view for it to allow patient information to be provided back to GPs in a timely manner.

LETTERS/PATIENT UPDATES/ELECTRONIC COMMUNICATIONS

Question: What do you see we need to do to overcome the barriers to get the letters out in a timely fashion?

CALHN response: As part of the CALHN Outpatient Reform, outpatient letters, referral management systems and processes are being reviewed in order to address inefficiencies in the current system. In the lead up to the move to new RAH, all clinic schedules and processes will be updated to ensure more timely patient communications as well as efficient operations through EPAS. As part of the transition strategy CALHN and the new RAH team will need to work closely with GPs and primary health to ensure success.



GENERAL DISCUSSION

Question: Which services won't have a presence at the new RAH in OPD?

CALHN response: All services are planned to go but it will need to be decided in what capacity they are represented.

Question: Online web based portal – would you use this? Hospitals need to build their profiles of what we can and won't see.

CALHN response: CALHN is currently working with SA Health to update online tools for GP referral management. We will provide further information however in the meantime GPs can still access information at <http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+services/outpatient+services/outpatient+clinics/central+adelaide+lh+specialist+and+outpatient+clinics>

