Train IT Medical

Leading Your Practice Into The Digital Future

Webinar 3

Clinical Notes

Allied Health Professions Australia (AHPA)

AHPA

ALLIED HEALTH PROFESSIONS AUSTRALIA

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Allied Health Professions Australia (AHPA) and its members are working to support allied health practices to better understand practice software and digital health technology.

This series of webinars has been developed and funded to help practices know more about their software options,
what benefits they might get from using practice systems, and
how they might integrate different elements of digital technology into their practice.

The webinars will be held over the next months and are available free to any allied health practitioner.

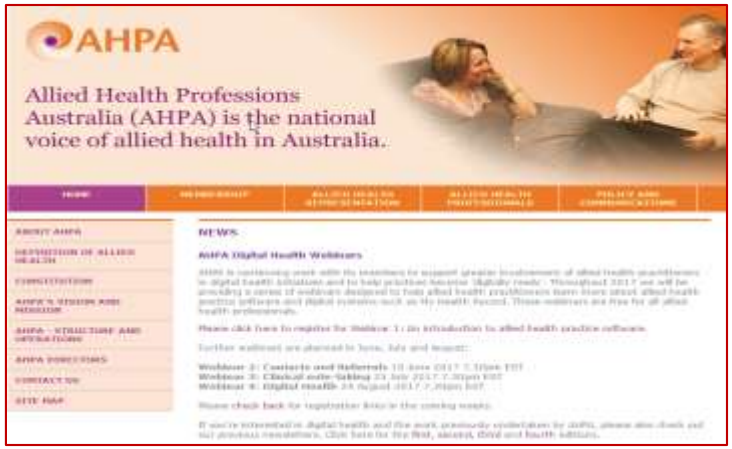
Additional resources and webinar recordings will be made available to you as part of the project via www.ahpa.com.au.

Digital Health series of Webinars:

For Webinar info, registrations, recordings and free resources:

www.ahpa.com.au

www.trainitmedical.com.au



Webinar 1: Medical Software – recording available
Webinar 2**:** Contacts and Referrals – recording available
Webinar 3**: Clinical note-taking – 25 July 2017** 7.30pm EST
Webinar 4**: Digital Health** – **24 August 2017** 7.30pm EST

Webinar Resources:

Clinical Features			
Secure Messaging Integration	Yes	Yes	yes
Referral and Contacts Management	No	Yes.	yes
Customisable Assessment/Progress Notes	Yes	Yes	yes
Clinical Coding of diagnosis	Yes	Yes.	yes
Customisable letter templates	Yes	Yes	yes
Diagrams/Annotatable body parts	No	Yes	yes
Scan / Import photos & images to patient files	Yes	Yes	yes
Can clinical notes be incorporated into referrals/reports	Yes	Yes	yes
Voice to Text dictation	No	Yes	Yes*
Customisable Clinical Reporting	Yes	No.	No
Uses shortcuts to minimse typing/improve efficiency	No	Yes	Yes*
Digital Health Integration (My Health Record/Health Identifiers)	No	No.	Planned

"We will continue to update and expand the spreadsheet as software vendors, make updates and provide information about their software". AHPA

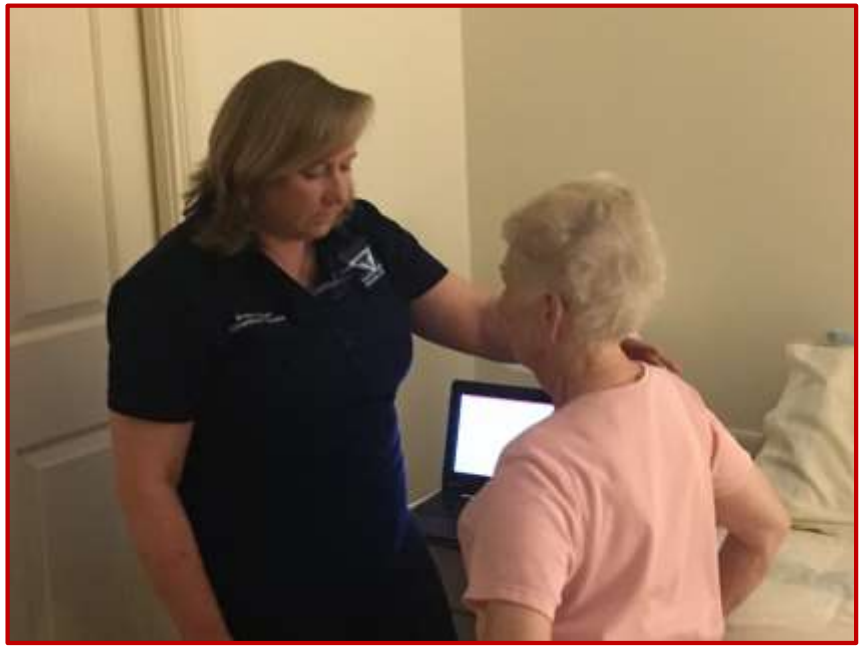
www.ahpa.com.au

Learning Objectives:

1. Explore options such as shortcuts and templates to streamline clinical note-taking.
2. Discuss the relevance of scanning for patient information including financial and procedural consent.
3. Incorporate clinical notes into referrals and reports to streamline processes and minimise typing.
4. Identify ways to incorporate a screen into a consultation to improve patient information collection and sharing.

Occupational Therapy Success Story – meet Brooke

After handwriting clinical notes for **27 years** one day she was handed a laptop at work and told she had to use it at same time as treating her patient
– no more handwritten notes! She thought it was a joke.



"I did not grow up in the computer generation.
I am the slowest typist in the world,
good clinically,
great with patients,
bad at technology."

Brooke, OT

Criterion 1.7.3

Consultation notes

Each of our patient health records contains sufficient information about each consultation to allow another member of our clinical team to safely and effectively carry on the management of the patient.

Indicators

▶ A. Our patient health records document consultations including consultations outside normal opening hours, home or other visits and telephone or electronic communications where clinically significant, comprising:

- date of consultation
- patient reason for consultation
- relevant clinical findings
- diagnosis
- recommended management plan and, where appropriate, expected process of review
- any medicines prescribed for the patient (including name, strength, directions for use/dose frequency, number of repeats and date medicine started/ceased/changed)
- complementary medicines used by the patient
- any relevant preventive care undertaken
- any referral to other healthcare providers or health services
- any special advice or other instructions
- who conducted the consultation (eg. by initial in the notes, or audit trail in an electronic record).

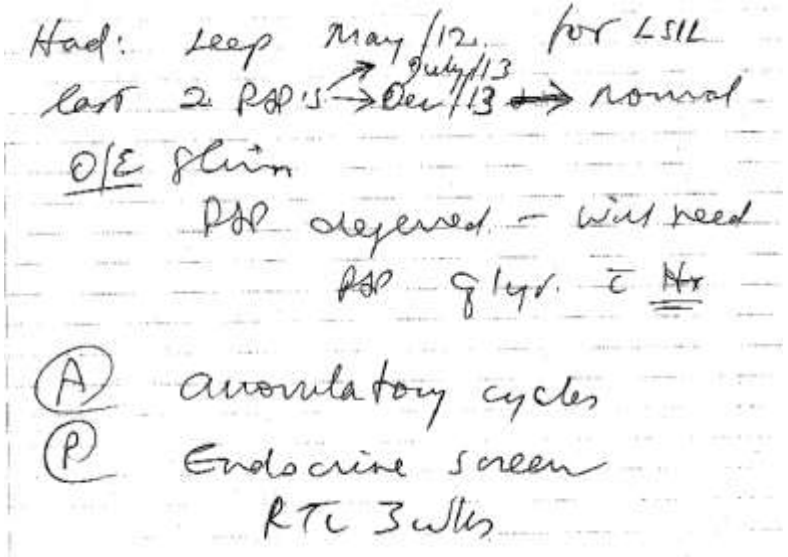
▶ B. Our patient health records show evidence that problems raised in previous consultations are followed up.

http://www.racgp.org.au/standards/173

If it's not documented, it didn't happen.

Learning Objectives:

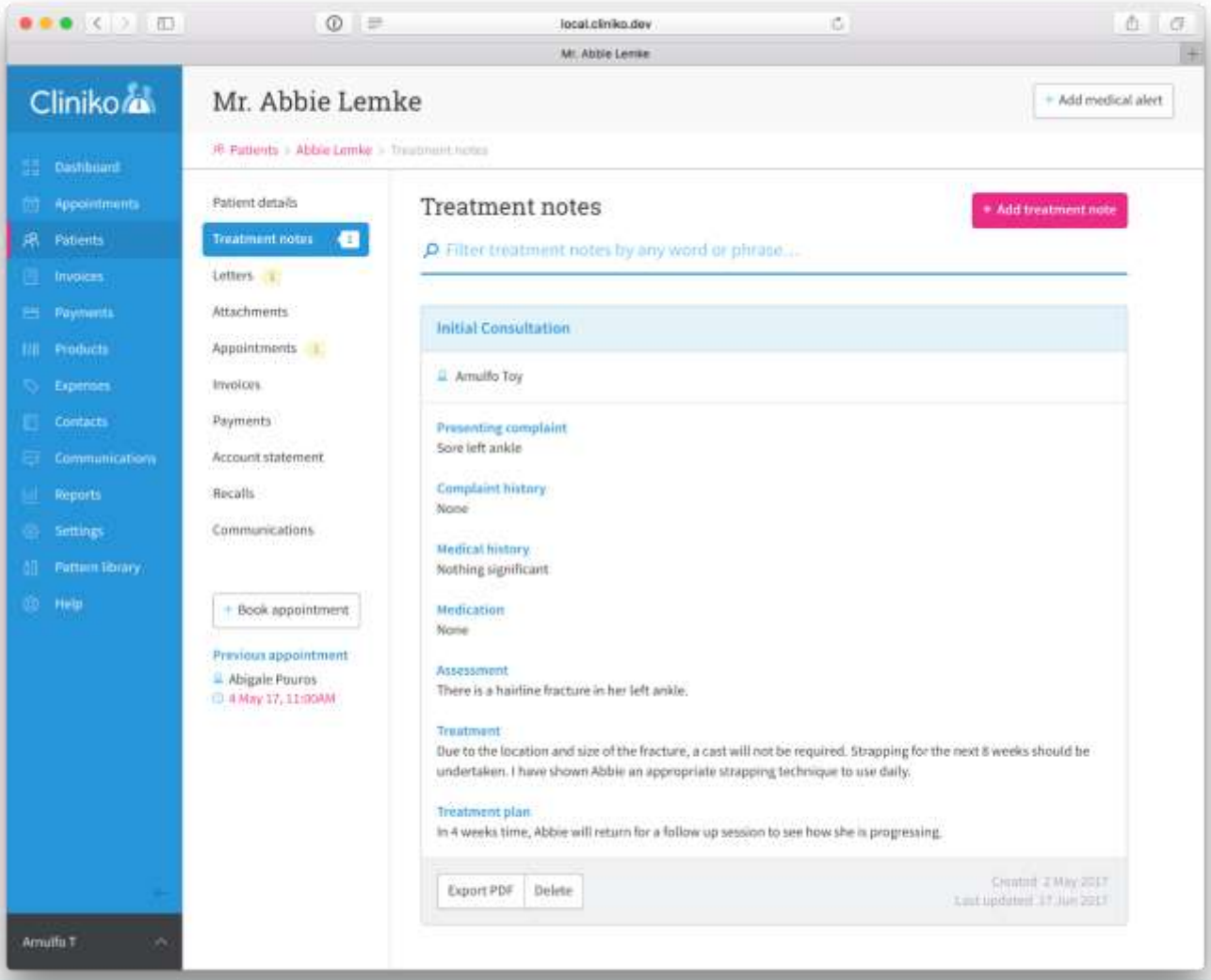
1. Explore options such as shortcuts and templates to streamline clinical note-taking.



Tips for streamlining clinical note-taking

1. Use Clinical Coding for diagnosis
2. Use shortcuts ie auto-completion to expand abbreviations into full sentences
3. Use templates and forms to pre-populate letters and reports with patient information.
4. Drawing tools
5. Import diagrams into patient records
6. Utilise inbuilt medical dictionary to avoid misspelling words
7. Auto-populate report/template with your clinical notes.

Cliniko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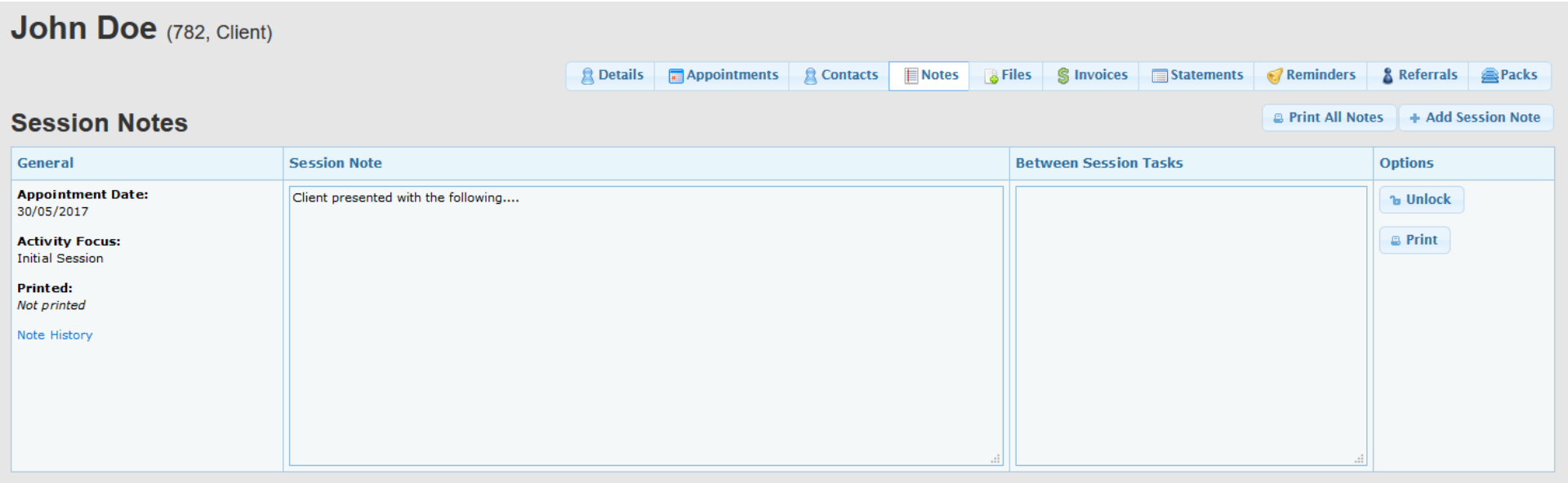
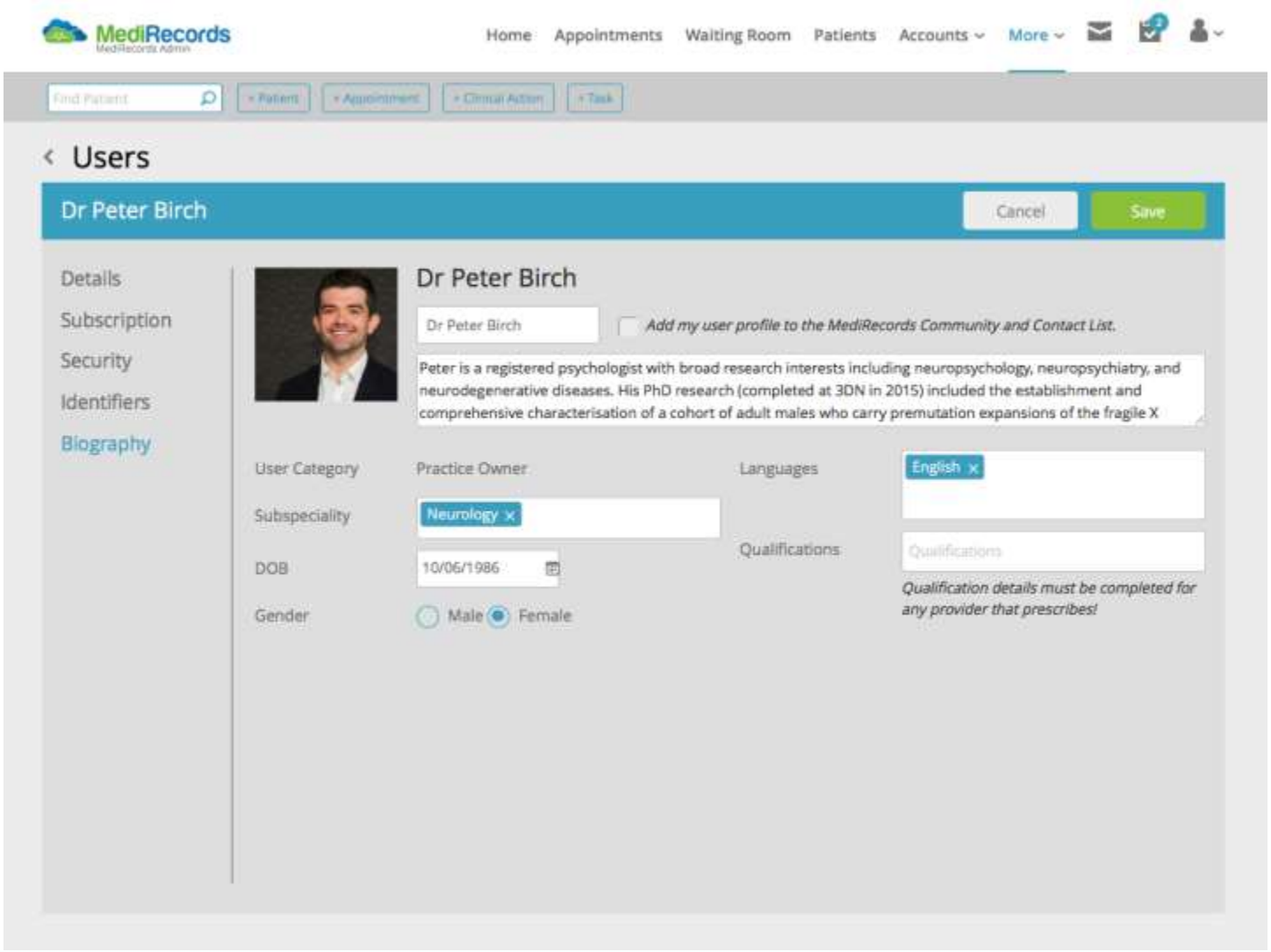
+ Add medical alert
Patients › Abbie Lemke › Treatment notes
Dashboard
Appointments
Patients
Invoices
Payments
Products
Expenses
Contacts
Communications
Reports
Settings
Pattern library
Help
Amulfo T
Patient details
Treatment notes
Letters
Attachments
Appointments
Invoices
Payments
Account statement
Recalls
Communications
+ Book appointment
Previous appointment
Abigale Pouros
4 May 17, 11:00AM
Treatment notes
+ Add treatment note
Filter treatment notes by any word or phrase...
Initial Consultation
Amulfo Toy
Presenting complaint
Sore left ankle
Complaint history
None
Medical history
Nothing significant
Medication
None
Assessment
There is a hairline fracture in her left ankle.
Treatment
Due to the location and size of the fracture, a cast will not be required. Strapping for the next 8 weeks should be undertaken. I have shown Abbie an appropriate strapping technique to use daily.
Treatment plan
In 4 weeks time, Abbie will return for a follow up session to see how she is progressing.
Export PDF
Delete

PowerDiary - Clinical notes



MediRecords



Learning Objectives:

2. Incorporate clinical notes into referrals and reports to streamline processes and minimise typing.

Learning Objectives:

3. Discuss the relevance of scanning for patient information including financial and procedural consent.

Scanning Success

- Move towards a paperless office by directly scanning documents into clinical software
- Improve patient confidentiality – who can see the hard copy notes or files?
- Consider fax-to-file so that paper faxes are converted to electronic documents
- We must keep up with the scanning.

What does your path to paperless look like?

Learning Objectives:

4. Identify ways to incorporate a screen into a consultation to improve patient information collection and sharing.

Watch how OT Brooke overcame these concerns

“The minute I look down at the keyboard someone will fall over.”

“I can’t type or multi-task”.

“It will slow me down, much faster writing than typing”.

“We have to have 75-85% billable treatment time”.
Can’t treat patient then write up notes as that time isn’t billable.

“Will make me compromise on the kind of patient care I’ve always given.”

Occupational Therapy Success Story

How long did it take OT Brooke to adjust from handwriting notes to paper?

3 months

Brooke's dialogue with patient:

"I don't have a good memory and I'm required to document things so I'm just going to type a little bit while we're talking. Is that okay with you?"

I then ensure I look up
regularly when typing."

Feedback from Brooke, OT

- Develop creative ways for documenting such as when patients are resting between exercises.
- Be aware of non-verbal clues to pick up if people do mind, in those cases can share the screen, include them.

- Depends how good the software is. Another system she used was ‘confusing and complicated’.
- Must have a full charged laptop & keyboard ready each morning.
- Templates must enable freetexting as every patient’s treatment plan and care is different.

What OT Brooke thinks 3 years later:

- It has made me faster
- Other therapists can more easily follow up from my care.
- I can now see the physio's notes -good continuity of care.
- Can click one button and the patient report comes up – easier!
- Stops me from missing things.
- Improved patient care now all health professionals can look at my notes.
- Although initially takes longer to adapt your practice, in the long run will make you more efficient and will reduce burnout rates as not taking notes home to finish.

Incorporating a screen into a consultation

- **Change consulting room layout** so the screen is visible to patient & clinician
- **Provide adequate training** for clinicians to enhance use & improve confidence with software
- Use **diagrams** where possible to explain / demonstrate to patients
- Use screen information to **facilitate** discussion & share information as necessary
- Ensure adequate mix of **face-to-face** vs **screen** time
- Use **tablets** where viable

Benefits – Speech Therapist perspective

- More time efficient
- Saves in delays waiting for paper
- Info available at the push of a button.
- Significant when dealing with diet change
- Documentation can protect you medico-legally
- Easily retrieve important clinical notes eg. that you addressed a family members' concern at this date and time.

Benefits – business management perspective

- Computers give us data - with data we can improve our business
- Maximise our revenue
- Manage risk
- It will save you time and your time is important. You are important!

Extra learning resources:

RACGP Standards for clinical notetaking

AMA – Informed Financial Consent

Avant information on collecting consent

MDA National Think Before you Click

Monash Health Slide Show: Medical Records

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Thanks for inviting me

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to access more Allied Health
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