

Technology resources for COVID-19

Written by Kate McDonald on 16 March 2020.



Listed are some of the technological resources available to medical practices, allied health practices and pharmacies during the coronavirus outbreak.

The Australian Department of Health has released the new item numbers for **bulk-billed telehealth** consultations and pathology services. Details are

available [here \(http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-2020-03-01-latest-news-March?fbclid=IwAR256hi2RM-kZerqJY6OnCC2zL4V4gluDHUFpuXTJfRCmieEP1rQW1ZTC44\)](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-2020-03-01-latest-news-March?fbclid=IwAR256hi2RM-kZerqJY6OnCC2zL4V4gluDHUFpuXTJfRCmieEP1rQW1ZTC44). PMS vendors are now implementing the new numbers in their software.

Pre-screening tools

BetterConsult

Users of Best Practice Premier can pre-screen patients for COVID-19 using the [BetterConsult \(https://www.pulseitmagazine.com.au/australian-ehealth/5372-best-practice-users-can-pre-screen-patients-for-covid-19-with-betterconsult\)](https://www.pulseitmagazine.com.au/australian-ehealth/5372-best-practice-users-can-pre-screen-patients-for-covid-19-with-betterconsult) tool, which issues a digital questionnaire. BetterConsult is part of the Bp Premier subscription and comes at no extra cost. Practices can activate the software by calling HealthShare on 1300 787 522 or booking a time for HealthShare to call and talk the practice through the installation and how to use it.

[BetterConsult website \(https://au.betterconsult.com/\)](https://au.betterconsult.com/)

HotDoc

Patient engagement platform HotDoc has released new functionality that allows practices to screen patients for COVID-19 symptoms and to book a telehealth appointment. The screening capability allows clinics to get patients to self-identify if they meet the criteria and make a telephone-based appointment, which can be fully bulk billed.

The company plans to release functionality to allow patients who don't meet Medicare eligibility criteria to still make a telehealth booking. An upcoming version of HotDoc will support privately paid telehealth consults with payment taken during the booking.

HotDoc is integrated with MedicalDirector, Best Practice and Zedmed.

[HotDoc's Coronavirus kit \(https://try.hotdoc.com.au/covid-19\)](https://try.hotdoc.com.au/covid-19)

Orion Health

Orion Health has released a website called [Covid Risk \(https://www.covidrisk.com/\)](https://www.covidrisk.com/) allowing patients to do a self-assessment through a regionally configurable online symptom checker. It allows patients to contact a healthcare professional only if indicated. It is also rolling out a [virtual pandemic outbreak monitoring platform \(https://www.pulseitmagazine.com.au/new-zealand-ehealth/5376-orion-health-to-release-pandemic-outbreak-monitoring-platform-for-covid-19\)](https://www.pulseitmagazine.com.au/new-zealand-ehealth/5376-orion-health-to-release-pandemic-outbreak-monitoring-platform-for-covid-19) to existing customers for free that will allow them to remotely monitor patients and staff who have been exposed and are quarantined at home. This will be available to users in New Zealand, France and the UK.

[Orion Health COVID solution website \(https://orionhealth.com/au/solutions/corona-virus/\)](https://orionhealth.com/au/solutions/corona-virus/)

Telehealth solutions

HotHealth

Users of GlobalHealth's PrimaryClinic practice management software can conduct remote video consultations and triage patients. PrimaryClinic is integrated with Global Health's patient engagement platform HotHealth, which enables healthcare providers to digitally

communicate with patients through video conferences, community engagement tools, online bookings and online forms, which can be used to further screen patients prior to consultations.

GPs and their patients can access the video conferencing function via their computer, tablet or the HotHealth phone app, and appointments are set up and scheduled the same as a face-to-face consultation, with an allocated time slot and an active link to join the consultation. Once all parties have joined the video conference, they can see and hear each other through the microphone and camera on their devices.

HotHealth can also be used in conjunction with any practice management application. There are five video conference appointments included in the package, with additional services at \$1.80 per session. Online appointments are an additional cost of \$1.25 per session.

PrimaryClinic website (<https://www.primaryclinic.com.au/>)

HotHealth website (<https://www.hothealth.com/>)

AutoMed

AutoMed Systems has a telehealth and phone solution that is fully integrated with MedicalDirector and Best Practice. It allows patients to book online or via an app and be placed directly into their doctor's waiting room.

The solution includes appointments, confirmations, reminders and recalls as well as payments on line for mixed billing practices. The GP has full access to patient notes at their desk or anywhere they have a laptop, with access to allergies, investigations and results. They can also write scripts or investigations.

Patients do not need to register with a third party. AutoMed charges the patient a \$3 fee if the patient is privately billed, although if the patient is bulk-billed there is no charge to the patient. AutoMed is offering practices a free one-month trial.

AutoMed Systems website (<https://automedsystems.com.au/>)

HealthEngine

Online appointment booking service HealthEngine has released new functionality to allow practices to do a phone or video conference through FaceTime, Skype or WhatsApp that supports both the COVID-19 telehealth MBS appointments and privately billed appointments.

The HealthEngine telehealth solution includes a new appointment type that practices can set up and offer now. Practices decide what type of consultations they will offer the patient and the price (for private billed); phone consultation and/or video consultation via FaceTime, Skype or WhatsApp are available.

Patients pre-screened for COVID-19 in the booking form and deemed at risk will be restricted to the new phone/video appointment type and won't be able to book an in-person appointment via HealthEngine.

The MBS rebate solution is being offered to HealthEngine customers at no cost. HealthEngine will charge \$5 per month and a 5% usage fee per telehealth appointment for privately billed appointments with prepayments handled by the secure payment platform Stripe.

HealthEngine also offers patients a free [coronavirus risk assessment tool](https://support.healthengine.com.au/hc/en-us/articles/360040822031-Coronavirus-COVID-19-Risk-Assessment-Tool) (<https://support.healthengine.com.au/hc/en-us/articles/360040822031-Coronavirus-COVID-19-Risk-Assessment-Tool>).

[HealthEngine website \(https://support.healthengine.com.au/hc/en-us\)](https://support.healthengine.com.au/hc/en-us)

Clinic to Cloud

Clinic to Cloud's practice management platform allows clinicians to offer telehealth appointments to patients through its customised appointment schedule, patient portal and compatibility with telehealth providers such as CoviU.

The integrated cloud technology creates a fully functional virtual practice, meaning patients who begin to display symptoms for COVID-19 can meet with their doctor remotely, avoiding the need for them to present to a medical clinic.

In addition to facilitating telehealth, Clinic to Cloud also offers additional features to triage patients and tailor up-to-date messages before attending appointments such as batch SMS, automated appointment reminders and recalls.

Clinic to Cloud's patient portal also can provide customised screening questions and securely

Copyright © 2020 Pulse+IT Magazine

No content published on this website can be reproduced by any person for any reason without the prior written permission of the [publisher \(https://www.pulseitmagazine.com.au/about/contact-us\)](https://www.pulseitmagazine.com.au/about/contact-us).

