

Appendix D2



IDENTIFYING THE HCH PATIENT IN OFFICE SOFTWARE

Patient Details: Add Patient Type Code HC1, HCH 2, HCH 3 etc into General notes and Appointment Notes > Save.

Edit patient

Title: Mast

Family name: Abbott

Given name: Benjamin

Middle name: James

Preferred name: Benjamin

Date of Birth: 26/01/2003 Age: 14 yrs

Sex: Male

Ethnicity:

Address Line 1: 12 John St

Address Line 2:

City/Suburb: Albany Creek Postcode: 4035

Postal Address:

City/Suburb: Postcode:

Home phone: 07 50505050 Work phone:

Mobile phone: 0413634567 Contact via:

Consent to SMS reminder

E-mail:

General notes: HCH 2

Appointment notes: HCH 2

Update address of all family members

Update address of all currently at original address

* These name fields are used for Health Identifier lookups.

Health Identifier:

HI Status:

Medicare No.: 4133180467 IRN: 3 Expiry: 12/18

Pension/HCC No.: Expiry: 8/06/2017

Pension card type:

DVA No.: Conditions

Safety Net No.:

Record No.: 103 Patient ID: 3

Usual doctor: Dr Frederick Findacure

Deny access to other users

Usual visit type:

Usual account: Schedule fee

Health Ins. Fund: Medihealthy

Health Ins. No.: 123123123 Expiry: 8/06/2017

Religion: Baptist

Head of family: Alan Abbott Set

Next of kin: Alan Abbott Set

Emergency contact: Set

Occupation: Social Worker Set

Registered for CTG PBS Co-payment relief

Inactive Deceased

Date of death: 8/06/2017 Cause

Referral details Bank account

Medicare/DVA eligibility check

Save Cancel

When making an appointment this will display in the Appointment Details screen making it obvious to practice staff:

Appointment details

Dr Ivor Cure
Main surgery

Saturday 10/06/2017
2:30 pm

Mast. Benjamin James Abbott
12 John St
Albany Creek 4035
Phone: 07 50505050

View details

Appointment type:
Standard appt.
Long appt.
New patient
Excision
Procedure
Pap smear
Immunisation

Appointment length:
15mins

Booked on 08/06/2017 by:
Dr I. Cure
Dr F. Findacure
C. Health
Miss J. Reception
S. Receptionist
T. Room
Mrs. P. Specialist
Mr. I. Technician
Online

Details:
HCH 2

There is \$231.65 outstanding on this patient's account!
HCH 2

Recurrent appointment
 Add to waiting list for cancellation
 Will see any provider for cancellation
 Send reminder

10/06/2017

Save changes Cancel

Enter Type into Details and Save changes.

This will then display in the Appointment Book:

1:30 pm	
1:45 pm	
2:00 pm	
2:15 pm	
2:30 pm	Benjamin Abbott - HCH2
2:45 pm	
3:00 pm	
3:15 pm	

And the Waiting Room:

Patient	Record ...	Scheduled	Arrived	Waiting	Late by	Type	Booked by	Details	Location
Benjamin Abbott	103	9:45 am	4:44 pm	8m	7h 8m	Standard appt.	Frederick Findac	HCH 2	Main surgery

If prompts are configured in Bp Premier (Configuration > Appointment Book) this will display with a pop-up notation when the clinician opens the patient record.

IDENTIFYING THE HCH PATIENT IN CLINICAL SOFTWARE

Outstanding Actions:

Health Care Home listed as an action.

Notifications:		
Type	Due	Reason
Action	08/06/2017	HCH 2
Preventive health	08/06/2017	Influenza vaccination should be considered!

Otherwise 'Comment' could be used however this is purely limited to a visual cue within a patient record.

01/2003	Age: 14 yrs	Sex: Male	0m 6s
7 50505050	Mobile: 0413634567	Work:	
	Comment: HCH 2		
	Alcohol:	Elite spor	
		Advance	

The benefit of adding to the Outstanding Action list is we can generate in list form patients in each HCH Tier.

Actions				
File Help				
The actions in this list are overdue, but have not been marked as performed:				
Doctor: All		Priority: All		
Name	Action	Priority	Due	Doctor
Alfreds, David Charles	Follow-up referral		23/03/2006	Dr F. Findacure
Abbott, Madeline Jane	Follow up request: FBC; U/E; LFT; HbA1C		03/04/2017	Dr F. Findacure
Abbott, Benjamin James	HCH 2	Medium	08/06/2017	Dr F. Findacure
Abbott, Madeline Jane	HCH 1	Low	08/06/2017	Dr F. Findacure

ITEM SETTINGS

Setup Practice Fees > Add custom item/s (Record item number and description).

Create Fee Schedule > Health Care Homes.

Custom fee schedules:


Fee schedule name	Calculation method
Health Care Home	Schedule fee , no rounding

Default HCH in patient details:

Usual visit type:

Usual account:

In Account Holders, add Account payer to invoice to.

 Account payer ✕

Title:

First name:

Surname/ Company name:

Address line 1:

Address line 2:

City/Suburb: Postcode:

Phone: Fax:

E-mail address:

 Account holders

File Help

Search for:

Name	Address	Phone	Fax	E-mail address
Health Care Home	1 Health Care Home, Health Care Home			



BILLING PROCESS

Select:

Provider: Practice

Bill to: Other > Search: Account Holder: > Health Care Home.

[Billing Schedule: Health Care Home should default for registered patients as has been selected in their patient details section.]

Account details ✕

Invoice date: Invoice No.: Location:

Provider: Service date:

Bill to: Bill to: Health Care Home
1 Health Care Home
Health Care Home

Billing schedule:

Patient: Mast, Benjamin James Abbott
12 John St
Albany Creek 4035 Claim No.:

No. of patients: Apply multiple operations rule

Date	MBS Item	Description	Amount	GST	Total
08/06/2017		Nurse Practitioner Consultation	28.00	0.00	28.00
Total:					28.00

Gap: 28.00

Visit duration: Not normal aftercare In hospital

Notes from provider:

Print Medicare claim form Do another account Open Billing History

Pay Now: Direct deposit

Payment details - Health Care Home ✕

Amount owing: Pay full amount Location: Payment date:

Cash: EFT: Credit card:

Cheque details:

Cheque No.	Drawer	Bank	Branch	Amount

Cheques total:

Payment reference:

Outstanding items: Payment total:

Invoice	Date	Doctor	MBS Item	Description	Fee	GST	Total	Paid	Owing	Pay now
<input checked="" type="checkbox"/> 4363	08/06/2017			Nurse Practitioner Consultation	28.00	0.00	28.00	0.00	28.00	28.00

Amount tendered: Change: Balance owing:

BANKING

Direct deposits do not generate on banking deposits in Bp Premier.

REPORTS

Banking: Daily Takings Report > Select

Report Parameters:

Date Range: can be adjusted to suit the practice for daily, weekly, monthly billing etc.

Choose the Report Parameters

Date, Locations, Providers | Billing | Banking | Configuration

Dates:

Range: Start: 8/06/2017 End: 8/06/2017

Period:

Locations: Main surgery

Providers: Best Practice Clinic Dr Ivor Cure Dr Frederick Findacure Child & Family Health

View Report Cancel

Billing: tick only Direct Credit

Choose the Report Parameters

Date, Locations, Providers **Billing** Banking Configuration

MBS Items:

Payment Method:

- Cash
- Cheque
- EFT
- Credit Card
- Direct Credit

Billing Group:

Expand All

Invoice Rows Service Rows

Example of report.

Daily takings report						Best Practice Clinic		
Payment No.				Billed to		Payment (excl GST)	GST	Total Paid
Payment created date	Payment Status	Invoice No.	Service created date	MBS Item	Service Description	(\$)	(\$)	(\$)
[-] Payment created date: 08-Jun-2017						138.00	0.00	138.00
[-] Direct Credit						138.00	0.00	138.00
+ Payment No: 4125				Health Care Home		50.00	0.00	50.00
+ Payment No: 4126				Health Care Home		60.00	0.00	60.00
[-] Payment No: 4127				Health Care Home		28.00	0.00	28.00
08/06/17	Payment	Inv No: 4363	08/06/17		Nurse Practitioner Consultation	28.00		28.00
Best Practice Clinic totals:						138.00	0.00	138.00

To expand detail, click on the +

Daily takings report						Best Practice Clinic		
Payment No.				Billed to		Payment (excl GST)	GST	Total Paid
Payment created date	Payment Status	Invoice No.	Service created date	MBS Item	Service Description	(\$)	(\$)	(\$)
[-] Payment created date: 08-Jun-2017						138.00	0.00	138.00
[-] Direct Credit						138.00	0.00	138.00
[-] Payment No: 4125				Health Care Home		50.00	0.00	50.00
08/06/17	Payment	Inv No: 4361	08/06/17	23	Surgeryconsultation, Level B	50.00		50.00
[-] Payment No: 4126				Health Care Home		60.00	0.00	60.00
08/06/17	Payment	Inv No: 4362	08/06/17		OT_123	60.00		60.00
[-] Payment No: 4127				Health Care Home		28.00	0.00	28.00
08/06/17	Payment	Inv No: 4363	08/06/17		Nurse Practitioner Consultation	28.00		28.00
Best Practice Clinic totals:						138.00	0.00	138.00

In addition, reports can be run to identify Activity Types:

The screenshot shows a dialog box titled "Choose the Report Parameters" with a close button (X) in the top right corner. The "Billing" tab is selected among "Date, Locations, Providers", "Billing", "Banking", and "Configuration".

Under the "MBS Items:" section, there are "Select All" and "Deselect All" buttons. A list of items is shown with checkboxes: Custom (checked), Deposit, Manual Service, 3, 23, 35, 36, 44, 53, 54, 721, 723, 732, 2517, and 2710.

The "Payment Method:" section has "Select All" and "Deselect All" buttons. A list of payment methods is shown with checkboxes: Cash, Cheque, EFT, Credit Card, and Direct Credit (checked and highlighted in blue).

The "Billing Group:" section has "Select All" and "Deselect All" buttons. A list of billing groups is shown with checkboxes: DVA, WorkCover, Other - Account Holder (checked and highlighted in blue), Other - Contact, and Other - Patient.

Below the Billing Group list is an "Expand All" button and two checkboxes: "Invoice Rows" and "Service Rows".

At the bottom right of the dialog are "View Report" and "Cancel" buttons.