*This checklist is to be used as a guide only and to help prepare for COVID-19 in the community and* can be used as evidence for accreditation and quality improvement activities.



**COVID-19 in the community preparation checklist**

***Part one – Digital Health***

Digital Health

|  |  |  |
| --- | --- | --- |
| **Task** | **Details** | |
| **Secure Transfer Service (STS) Address Book** | Access to electronic communications with Queensland Health including GP Smart Referrals (Currently available in Central Queensland and the Sunshine Coast) and the Health Provider Portal.  Consider:   * Update if GP practicing location has changed   Resources:   * [STS AddressBook update form](https://www.health.qld.gov.au/__data/assets/pdf_file/0021/713541/sts-addressbook-individual.pdf) | |
| **Health Provider Portal (The Viewer)** | Online access to patient healthcare information from Queensland’s public hospital.  Please note, AHPRA registered health professionals require a QGov account to access the Health Provider Portal.  Benefits:   * Quick access to:   + Discharge summaries   + ED presentations   + Investigations   Resources:   * [Register for Health Provider Portal](https://www.health.qld.gov.au/clinical-practice/database-tools/health-provider-portal/gps-resources) * [Register for QGov](https://identity.qld.gov.au/login/login.html) | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **Pathology E- ordering** | Electronic ordering of pathology (also referred to as eOrders) is the process of electronically transferring the data from the ordering site to the pathology provider All healthcare providers have access.  Benefits:   * The highest level of clinical safety and data integrity * Workflow efficiencies that are intuitive, save time and reduce errors * Confidence in the privacy and security of transmitted patient data * A single channel through which requests and results are sent or received   Consider:   * + Contacting Practice software vendor for upgrade version   + enabling main pathologies companies into system   + contact preferred pathology provider to ensure e-ordering enabled | |

V2: 09/11/2021

|  |  |  |
| --- | --- | --- |
|  | Contact your pathology provider to arrange set up.  Not all pathology providers offer electronic ordering functionality.  Resources:   * [Information on e-requesting](https://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record/pathology-and-diagnostic-imaging-providers-uploading-to-my-health-record#Information-on-e-requesting) | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **Electronic Prescription** | Electronic Prescribing provides an option for prescribers and their patients to use an electronic prescription as an alternative to paper prescriptions.  Benefits:   * All medicines can be prescribed using an electronic prescription * May reduce prescribing and dispensing errors * Supports electronic medication charts in hospitals and residential aged care facilities * Removes the need for handling and storing a physical paper prescription * Supports digital health services such as telehealth services to ensure continuity of patient care * Maintains patient privacy and integrity of personal information   Consider:   * + contact software provider to enable e-prescribing   + all healthcare providers have access and confident using   Resources:   * + [Setting up electronic prescribing](https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing)   + [RACGP electronic prescribing](https://www.racgp.org.au/running-a-practice/technology/clinical-technology/electronic-prescribing) | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **My Health Record** | My Health Record is a secure online summary of an individual’s health information.  Benefits:   * timely access to patient records * supports digital health services such as telehealth services to ensure continuity of patient care * avoid duplication of services * improve patient outcomes   Consider:   * All healthcare providers have access * Update patients shared health summaries | |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Resources:   * [Registration overview](https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/registration-overview) * [Online training](https://training.digitalhealth.gov.au/) | | |
| **Person responsible:** | **Comments and completion date:** | |
|  |  | |
| **Q-Script** | Mandatory read-only platform that provides doctors, other prescribers and pharmacists monitored medicine prescription information at the point of care.  Consider:   * Registering all practitioners with QScript * Save below resources on each workstation   Resources:   * + [QScript Practitioner Registration](https://register.qscript.health.qld.gov.au/)   + [New medicines, poisons and pest management regulatory framework](https://www.health.qld.gov.au/system-governance/licences/medicines-poisons/medicines-poisons-act)   + [Real-Time Reporting of Monitored Medicines](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/medicines/real-time-reporting)   + [QScript Learning Portal](https://www.qscriptlearn.health.qld.gov.au/) | | |
| **Person Responsible:** | **Comments and completion date:** | |
|  |  | |
| **TeleHealth** | Consultation with a healthcare provider via phone or video call:  Our PHN provides free access to the Health Direct VideoCall platform. Benefits:   * Improve patient access to healthcare * Maintaining safety of staff and patients * Continuity of care * Supports staff working from home arrangements   Consider:   * + Options of telehealth providers/services   Resources:   * + [Health Direct](https://about.healthdirect.gov.au/video-call)   + [ACRRM education module on telehealth](https://www.acrrm.org.au/docs/default-source/all-files/acrrm-handbook-for-telehealth-online-education-module.pdf?sfvrsn=cdc6f18f_2) | | |
| **Person responsible:** | | **Comments and completion date:** |
|  | |  |

|  |  |  |
| --- | --- | --- |
| **Health Pathways** | HealthPathways is an online manual used by clinicians to help make assessment, management and request/referral decisions to assist in patient care. Request pages are localised to reflect services both local and out of town, to best suit patient needs.  Benefits:   * aware of services being on hold * access to credible, best practice guidelines   Consider:   * regular connection for updated changes in covid-19 protocols/criteria * save Health Pathways website on all workstations * contacting PHN for demonstation Resources:   [Central Queensland HealthPathways](https://cq.communityhealthpathways.org/13454.htm)   * Username: uscentralqld * Password: pwcentralqld [Wide Bay HealthPathways](https://widebay.communityhealthpathways.org/13454.htm) * Username: userwb * Password: pwwb   [Sunshine Coast & Gympie HealthPathways](https://sunshinecoastclassic.communityhealthpathways.org/)   * Username: usersc * Password: pwsc   Contact: [healthpathways@ourphn.org.au](mailto:healthpathways@ourphn.org.au) | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **Secure messaging** | Secure messaging is the preferred way of communicating clinical information between healthcare providers.  Benefits:   * Enhanced privacy and security * Improved clinical care and coordination of care * Streamlined administrative processes * Integration with software * Improved patient matching * Ability to check audit trail * Reduced use of paper * Cost effectiveness * Time-saving   Consider:  All healthcare providers have access  Resources:   * [Secure Messaging](https://www.ourphn.org.au/digital-health-program-securemessaging/) | |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Person responsible:** | | **Comments and completion date:** |
|  | |  |
| **Check In QLD app** | A digital COVID-19 contact register system, not mandatory for general practice.  Benefit:   * Efficient contact tracing non-patient attendees if required.   Resources:   * [Check In QLD app](https://www.covid19.qld.gov.au/check-in-qld) | | |
| **Person responsible:** | **Comments and completion date:** | |
|  |  | |
| **IT and communication systems** | Consider:  Clinical Software:   * Contacting IT provider and ensure latest updates are scheduled * Checking processes to ensure that all patient demographic data is updated if needed * Ensuring practice and providers are set up to use My Health Record Online Booking Systems/SMS Recall * Ensuring updates are completed (E.G. HotDocs, AutoMed) Communications: * Contacting IT for routine maintenance and inform of potential increased use of systems, including after-hours/weekends * Reviewing scheduled backup times will not interfere with increased or changing clinic times * Contacting internet/NBN/phone companies to ensure updates or scheduled maintenance will not interfere with practice systems * Informing phone/internet companies of increased use of systems * Organising IT (visual and audio equipment) * All healthcare providers have access | | |
| **Person responsible:** | **Comments and completion date:** | |
|  |  | |
| **Other considerations** | Consider:   * Assigning a digital health champion * Ensuring relevant staff know passwords to programs/software | | |

**If you require further assistance, please contact us:** [**DigitalHealth@ourphn.org.au**](mailto:DigitalHealth@ourphn.org.au)