*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

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| **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)
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| **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)
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| **Person responsible:** | **Comments and completion date:** |
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| **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
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V2: 09/11/2021

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|  | 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)
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| **Person responsible:** | **Comments and completion date:** |
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| **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)
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| **Person responsible:** | **Comments and completion date:** |
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| **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
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|  | Resources:* [Registration overview](https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/registration-overview)
* [Online training](https://training.digitalhealth.gov.au/)
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| **Person responsible:** | **Comments and completion date:** |
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| **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/)
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| **Person Responsible:** | **Comments and completion date:** |
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| **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)
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| **Person responsible:** | **Comments and completion date:** |
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| **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 |
| **Person responsible:** | **Comments and completion date:** |
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| **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 accessResources:* [Secure Messaging](https://www.ourphn.org.au/digital-health-program-securemessaging/)
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|  | **Person responsible:** | **Comments and completion date:** |
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| **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)
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| **Person responsible:** | **Comments and completion date:** |
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| **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
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| **Person responsible:** | **Comments and completion date:** |
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| **Other considerations** | Consider:* Assigning a digital health champion
* Ensuring relevant staff know passwords to programs/software
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**If you require further assistance, please contact us:** **DigitalHealth@ourphn.org.au**