SA Divisions of General Practice Inc

Informatics Surveys for General Practitioners

A Combined Divisional IT/IM Survey of General Practice in South Australia

Produced By:

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June 2003

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Executive Summary

In November 2002, six of the fourteen South Australian Divisional IT Officers in conjunction with the SA Divisions of General Practice agreed to conduct the one IT/IM survey of their members. This followed a similar survey conducted in late 2001. This provided an opportunity for the Divisions in SA to get a broad snapshot of the extent of computer usage at a statewide level and furthermore now allows a comparison between the two years to establish any trends.

It was decided that the survey would be separated into a 'GP survey' and a 'Practice Manager survey'. This ensured that the most appropriate person in the practice answered the questions.

The results of these surveys were aggregated into the one database; the resulting analysis of this database is contained in this report. SADI has not made any effort in analyzing the statistics – this is left to the reader.

Total responses

Practice Managers	= 177
General Practitioners	= 299

The above figures combine results from eight rural divisions and four urban Divisions. If you require a further break down i.e. rural/urban or age/sex, a copy of the raw data can be provided.

Gary Holzer
SADI Informatics Coordinator
Tuesday, May 27, 2003

Survey Notes

- Whilst every effort was made to make the survey jargon free, it must be remembered that assumptions are being made about those being surveyed. In particular their understanding of terminology i.e. do you have a firewall?

- Not all questions were answered. Where possible we have indicated a statistic for a 'Nil' response. The report states at the beginning of each question how many people or practices responded to the question.

- The results do not differentiate between rural or urban Divisions

- The survey is likely to be biased towards GPs who are confident with IT. It is less likely anecdotal feedback that GPs who are less confident with IT will return an IT survey.

Acknowledgements

Participating Divisions

Adelaide Central and Eastern Division of General Practice
Adelaide Western Division of General Practice
Yorke Peninsula Division of General Practice
Eyre Peninsula Division of General Practice
Adelaide Southern Division of General Practice

Coordination Body

SA Divisions of General Practice Inc (SADI)
Kerrie Haines
Gary Holzer

Special Thanks

Database Development

Robyn Ormsby (RDGP)
Scott Chammings (ANEDGP)

2003
Informatics Surveys
for
General
Practitioners

CONTACT DETAILS

Name: ....

Name of Practice for this survey: ....

Age   ☐ 20-29   ☐ 30-39   ☐ 40-49   ☐ 50-59   ☐ 60-69   ☐ 70 and over

Gender   ☐ Female   ☐ Male

Relationship to practice   ☐ Owner   ☐ Employee   ☐ Associate

Time spent at practice   ☐ (6 or more sessions/week)   ☐ (5 or fewer session/week)

Your email address: ....

If you were able to design an ideal computer system for your practice, what would it include?

....

....

....

Are you using a computer in your consultation room?   ☐ YES   ☐ NO

If NO   Reason   ☐ Lack of Interest   ☐ Lack of Knowledge   ☐ Cost

                                ☐ Bad experiences   ☐ Lack of time   ☐ Not enough value

Please return the survey to the Division

If YES   please continue to the **next section**

INTERNET AND EMAIL

Do you have access to the Internet in your consulting room?   ☐ YES   ☐ NO

Do you currently have an email address at work?   ☐ YES   ☐ NO

Do you share this email address with other staff?   ☐ YES   ☐ NO

Do you check for new email?

         ☐ Hourly   ☐ Twice Daily   ☐ Daily   ☐ Weekly   ☐ Monthly

         ☐ Other (specify) ....

Do you currently access clinical support, diagnostic and/or treatment information electronically?
(e.g. Therapeutic Guidelines, Drug Product Information, Patient Education Material) ☐ YES ☐ NO

If **yes**, is it via ☐ Internet websites ☐ Within Clinical Software

☐ Other (specify)..

Do you confer electronically (other than by fax) with other health professionals? ☐ YES ☐ NO

If **yes**, is it via ☐ Encrypted Email, if *yes* What form of encryption do you currently use? ....

☐ Unencrypted Email ☐ Secure Websites ☐ Other (specify)...................

Have you applied for digital certificates and keys from the HIC to use with HeSA's PKI encryption system?
☐ YES ☐ NO

Do you search for health providers via an online directory on the Internet? ☐ YES ☐ NO

If so, which online directory or directories do you use most? …………………………………………………..

Do you search websites and/or online databases for?

☐ Clinical / Medical Information ☐ Patient Education Material ☐ Professional Information

☐ Non-Work Related e.g. hobbies ☐ Hardware/software tools & upgrades

☐ CPD ☐ Other (specify) …………………………………………..

Do you use email to communicate with?

☐ Other GPs ☐ Specialists ☐ Hospitals

☐ Patients ☐ Family & Friends ☐ Divisions

☐ Other health services (specify) …………………………………………………..

How do you receive pathology results?

☐ Email ☐ Direct Dial / Modem ☐ On Paper ☐ Other (specify)...

How do you receive radiology results?

☐ Email ☐ Direct Dial / Modem ☐ On Paper ☐ Other (specify)...

Do you receive any of the following information via email bulletins and/or lists?

☐ Clinical ☐ Professional ☐ Not Work Related ☐ None

☐ Divisional ☐ Other (specify) ....

Do you access online chat/discussion groups on the following topics?

☐ Clinical ☐ Professional ☐ Not Work Related ☐ None

☐ Other (specify) ....

Do you access email ☐ During Consultations? ☐ Outside Consultations? ☐ Both?

Do you access the Internet ☐ During Consultations? ☐ Outside Consultations? ☐ Both?

YOUR USE OF COMPUTER SYSTEMS

What clinical software package do you use i.e. prescribing?_____

Do you use your clinical software for: (tick all that apply)

☐ Prescribing ☐ Drug Integration Prompts / Info ☐ Patient Education Material

☐ Health Summaries ☐ Referral Letters ☐ Health Assessments

☐ Preventative Medicine Prompts ☐ Calculators ☐ Progress Notes

☐ Provider/Specialist Directory ☐ Care Plans ☐ Faxing from computer

☐ Pathology Downloading ☐ Pathology Ordering ☐ Other (specify) ....

To reliably identify all patients in your clinical software with a specific condition such as diabetes or asthma, it is essential the patient be correctly recorded with the relevant diagnosis codes.

Do you know how to attach relevant diagnosis codes to your patients? ☐ YES ☐ NO

Do you attach relevant diagnosis to most of your consultations? ☐ YES ☐ NO

Do you attach diagnosis codes for long-term conditions to most of your patients? ☐ YES ☐ NO

Do you use patient recall systems in your clinical software for?

☐ Pap Smears (inc SIP/PIPs) ☐ Health Assessments ☐ Immunisation

☐ Diabetes (inc SIP/PIPs) ☐ Asthma (inc SIP/PIPs) ☐ Do not use, but know how to

☐ Do not know how ☐ Other (specify) ....

Do you perform the following searches using your clinical software?

☐ Women needing Pap Smears ☐ for ALL diabetes patients

☐ ALL asthma patients ☐ age and/or condition(s)

☐ Taking a particular drug e.g. bronchodilators ☐ Other (specify) ....

How has your practice's computer system influenced the quality of care which you can provide to your patients?

It has increased my quality of care: greatly ☐   somewhat ☐   a little ☐
OR
It has decreased my quality of care: a little ☐   somewhat ☐   greatly ☐

OR

It has made no difference to my quality of care ☐

Taking into account:

- All of the costs of your practice's computer system (including initial purchase, ongoing maintenance, hardware and software upgrades, consumables, etc.)
- Any extra income generated through the use of your practice's computer system (e.g. patients attending more often because of recalls, more care plans done, etc.); and
- Any savings achieved in practice costs (e.g. reduced staff hours)

What is the net effect on your practice's profitability of your practice's computer system?

It has increased my practice's profitability   ☐

It has made no significant difference to my practice's profitability   ☐

It has decreased my practice's profitability   ☐

On a scale from 0 = worst possible to 10 = best possible

How well does your clinical software package meet your practice's needs?   ☐

How would you rate the quality of support from your clinical software vendor?   ☐

Considering the benefits and the costs of your clinical software package, how do you rate?
Its value for money?   ☐

How satisfied are you with your clinical software package overall?   ☐

How could the Division assist in using your computer system better? (e.g. training, advice etc)............................

....

....

....

Section 1: Contact Details

Total responses to this section of the survey were: 284

Age of GP

	20-29	30-39	40-49	50-59	60-69	70 and over
Total	8	41	108	99	17	11

Gender of GP

	Male	Female
Total	164	124

Do you have a computer in your room?

	Yes	No
Total	273	21

Relationship to practice

	Owner	Employee	Associate
Total	174	65	42

Number of Sessions Per Week

	6 or more	5 or fewer
Total	216	64

Why don't you have a computer in your room?

	Lack of Interest	Lack of Knowledge	Cost	Bad Experiences	Lack of Time	Not Enough Value
Total	9	8	8	1	8	5

Age of GPs Statewide figures

Legend: 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70 and over

- 4%
- 6%
- 3%
- 14%
- 35%
- 38%
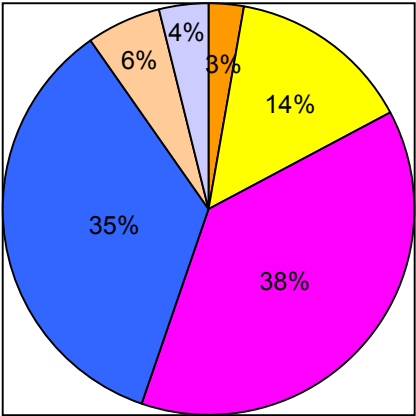
Gender of GP Statewide Figures

Legend: Male | Female

- 43%
- 57%
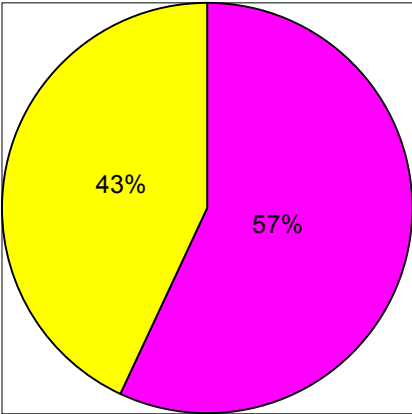
Do you use a computer at work? Statewide figures

Legend: Yes | No

- 7%
- 93%
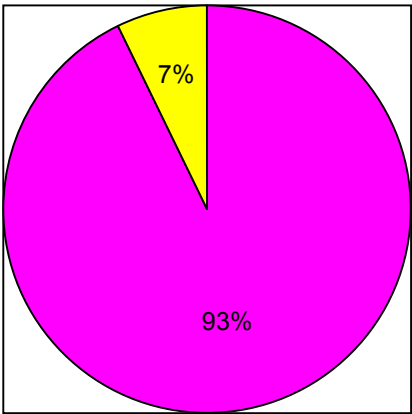
Relationship to practice Statewide figures

Legend: Owner | Employee | Associate

- 15%
- 23%
- 62%
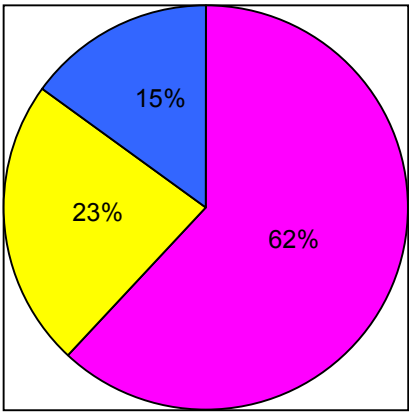
Time spent in Practice Statewide Figures

Legend: 6 or more | 5 or fewer

- 23%
- 77%

Why don't you have a computer in your room?

Legend: Lack of Interest | Lack of Knowledge | Cost | Bad Experiences | Lack of Time | Not Enough Value

- 13%
- 22%
- 21%
- 3%
- 21%
- 20%

Section 2: Internet & Email

Total responses to this section of the survey were: 283

Do you currently have an email address at work?

	Yes	No
Total	226	49

Do you share you email address?

	Yes	No
Total	82	201

Do you have access to the Internet?

	Yes	No
Total	209	74

Other Times E-mails Are Checked

| |
|---|
| Never |
| 10 minutely when at work background function |
| We have notification box appear when new emails arrive |
| Practice email diverted to me personally unless special read |
| When I think of it (most professional email sent have |
| Check by staff |
| Home only |
| I try weekly but this may not occur. |
| When it lets me know there is new mail |
| New York times |
| Twice /week |
| Practice manager checks daily |
| Staff check it |
| Very Occasionally |
| Random |
| Every 2 days |
| Rarely, mainly use email at home |
| 1-2 times a week |
| Very rarely /need updating on Internet use |
| Outgoing - no incoming-selective about distributing |

How often do you check your email?

	Hourly	Twice Daily	Daily	Weekly	Monthly	Other
Total	20	37	85	33	4	20

Do you currently have an email connection at work? Statewide Figures

18%

82%
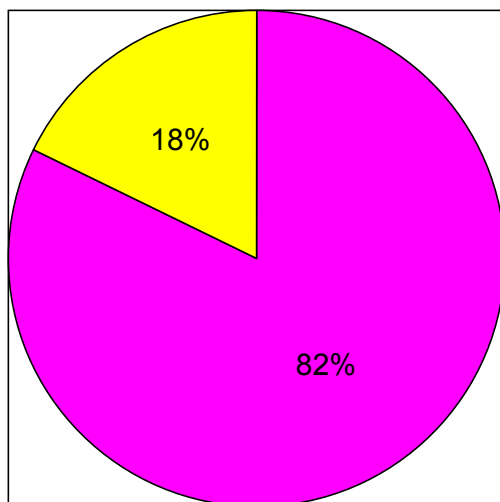
■ Yes □ No

How often do you check your email? Statewide Figures

10% 10%

2%

19%

17%

42%

■ Hourly
□ Twice Daily
■ Daily
■ Weekly
■ Monthly
■ Other
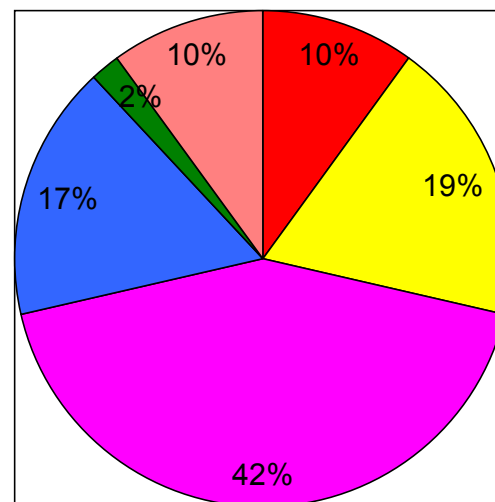
Do you share your email address? Statewide Figures

29%

71%

■ Yes □ No

Is it via? Statewide Figures
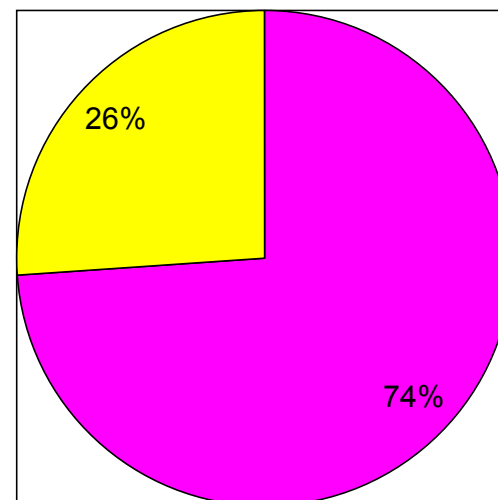
26%

74%

■ Yes □ No

Section 2: Internet & Email

Total responses to this section of the survey were: 283

Do you currently access diagnostic and treatment information electronically?

	Yes	No
Total	203	99

Is it via?

	Internet websites	Within Clinical Software	Other
Total	118	183	0

Other it is Via
Local internet
E tpg
Cd-roms
Amh
Downloads
Medline and harrison's
Have not tested it out yet.
Intranet
Occasionally
Uni based electronic medical journals
Not often, low speed
P/word acce

Do you consult electronically with other health professionals? Statewide Figures
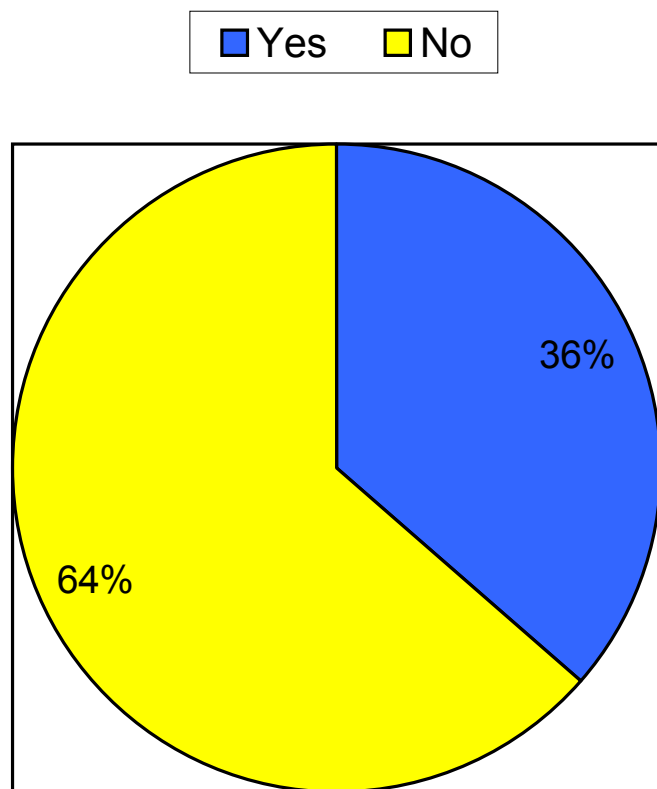
Yes No

36%

64%

Is it via? Statewide figures

Encrypted Email Unencrypted email
Secure website Other

9% 11%

36% 44%
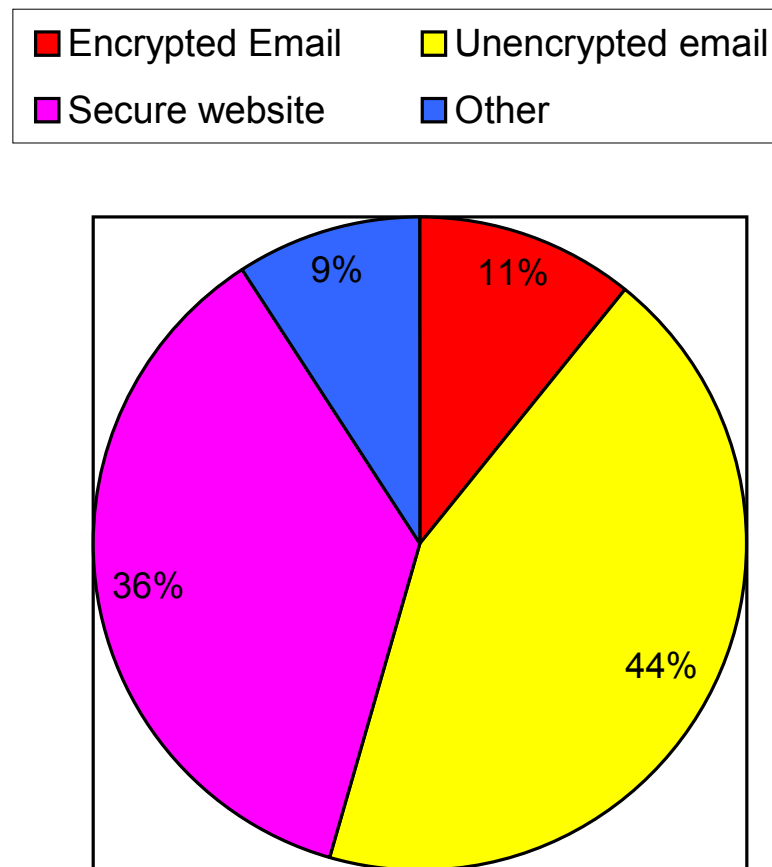
Section 2: Internet & Email

Total responses to this section of the survey were: 283

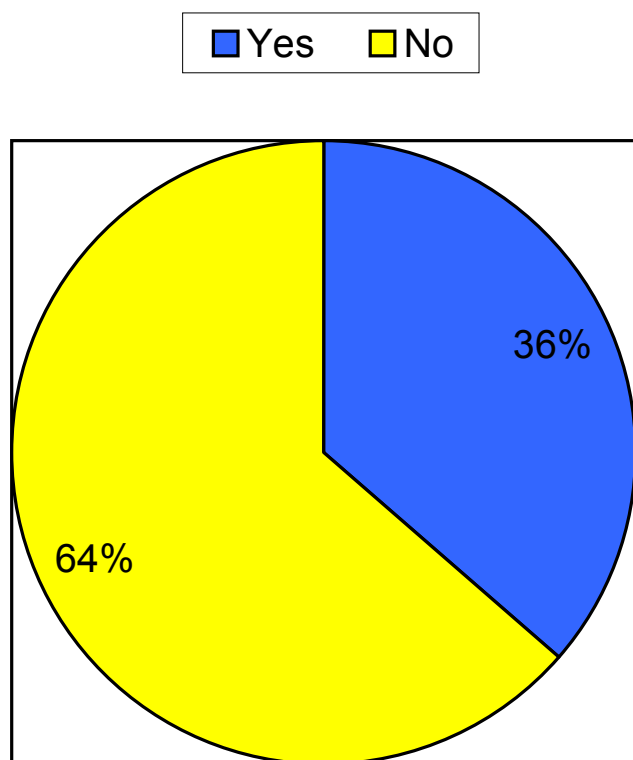## Do you confer electronically with other health professionals?

	Yes	No
Total	103	180

Is it via?

	Encrypted Email	Unencrypted email	Secure website	Other
Total	12	48	40	0

What form of encryption do you currently use?

Encryption	Count
MINK	
RASIOLOGY PRAC	
PKICH	5
Some correspondence	
Unknown	
Verisign	
Total	10

Do you consult electronically
with other health professionals?
Statewide Figures

■ Yes □ No

36%

64%

Is it via?
Statewide figures

■ Encrypted Email □ Unencrypted email
■ Secure website ■ Other

9% 11%

36%

44%
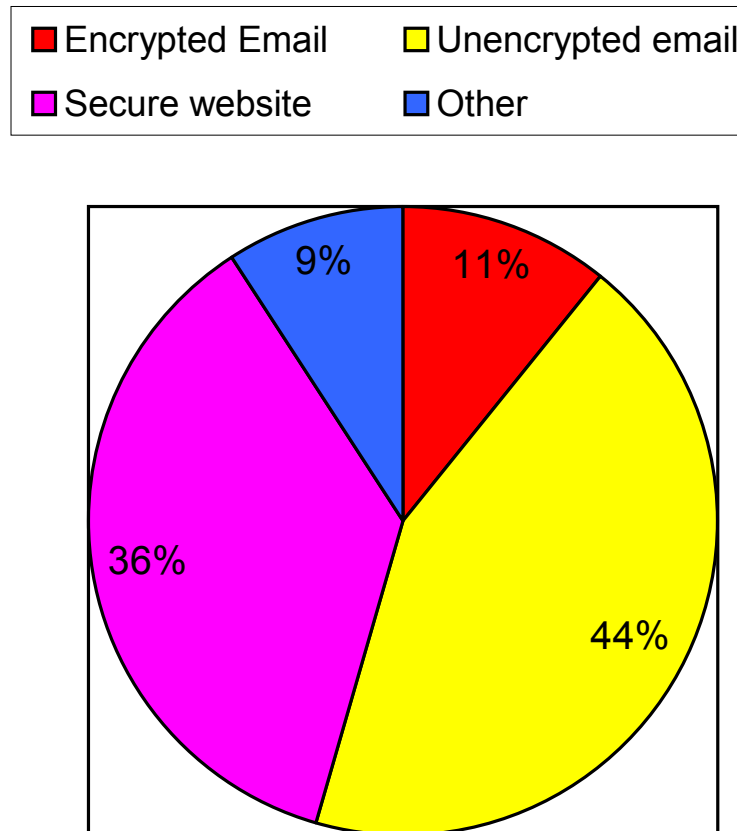
Section 2: Internet & Email

Total responses to this section of the survey were: 283

Do you search for health providers via an online directory on the Internet?

	Yes	No
Total	16	267

Do you search websites and/or databases for?

	Clinical/ Medical Information	Not Work Related	CME	Patient Education Material	Hardware/ software tools & upgrades	Professional Information	Other
Total	164	142	69	135	49	98	0

Do you use email to communicate with?

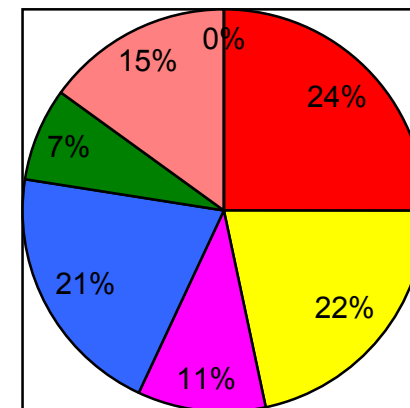|	Other GP's	Patients	Divisions	Specialists	Family & Friends	Hospitals	Other
Total	107	44	54	47	178	99	24

Do you search for health providers via an online directory on the internet? Statewide Figures

Yes ■ No ■
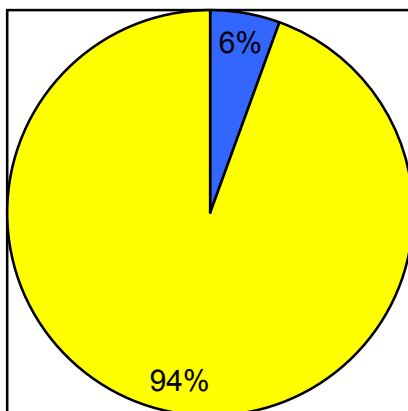
Do you search websites and/ or databases for? Statewide figures

- ■ Clinical/ Medical Information
- □ Not Work Related
- □ CME
- ■ Patient Education Material
- ■ Hardware/ software tools & upgrades
- ■ Professional Information
- ■ Other

Do you use email to communicate with? Statewide Figures

- ■ Other GP's
- □ Patients
- ■ Divisions
- ■ Specialists
- ■ Family & Friends
- ■ Hospitals
- ■ Other
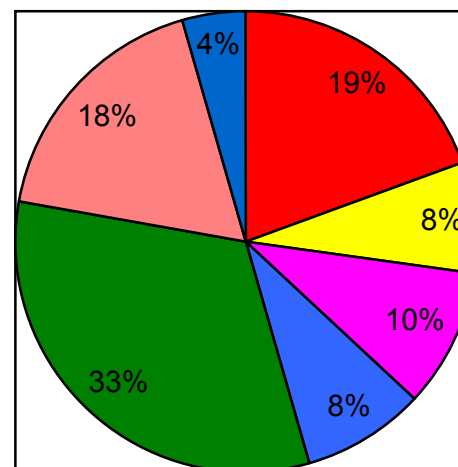
Section 3: Internet & Email Continued

Total responses to this section of the survey were: 273

How do you receive pathology results?

	E-mail	Direct Dial/Modem	On Paper	Other
Total	42	197	116	13

How do you receive radiology results?

	E-mail	Direct Dial/Modem	On Paper	Other
Total	40	126	148	27

Other ways to receive radiology results?	
Internet	
Fax	7
Delivered	
Phone	
From selected providers but not our local service yet.	19
Web	
Download	
Post	
Total	27

Other ways to receive pathology results?	
Download	3
Fax	5
Not sure	2
Telepathy, direct	
Internet	
Phone	
Total	13

How do you receive your pathology results?
Statewide Figures

■ E-mail	■ Direct Dial/Moden
□ On Paper	□ Other
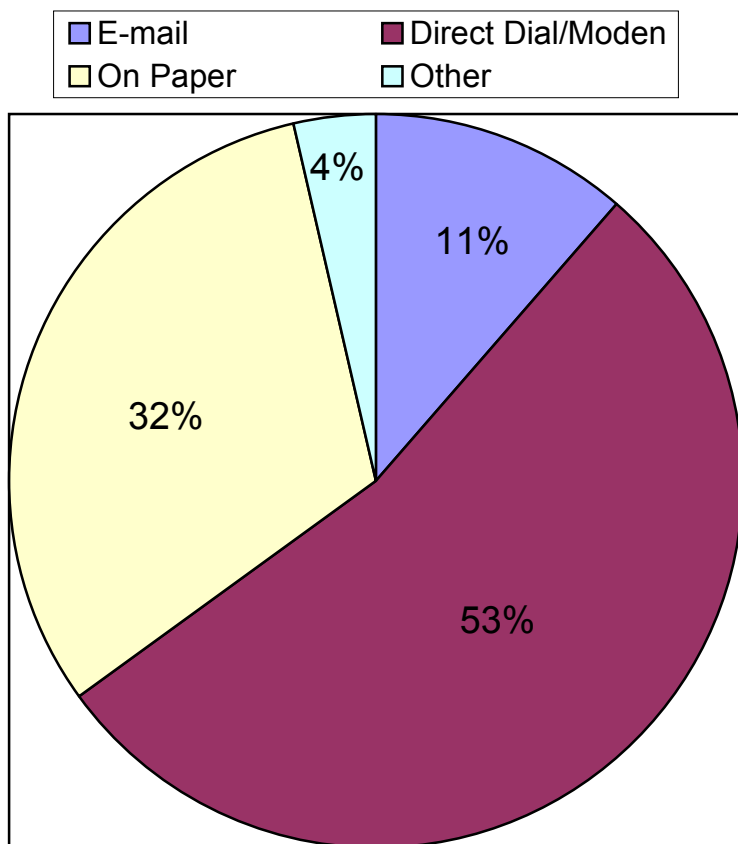
How do you receive your radiology results?
Statewide Figures

■ E-mail	■ Direct Dial/Moden
□ On Paper	□ Other
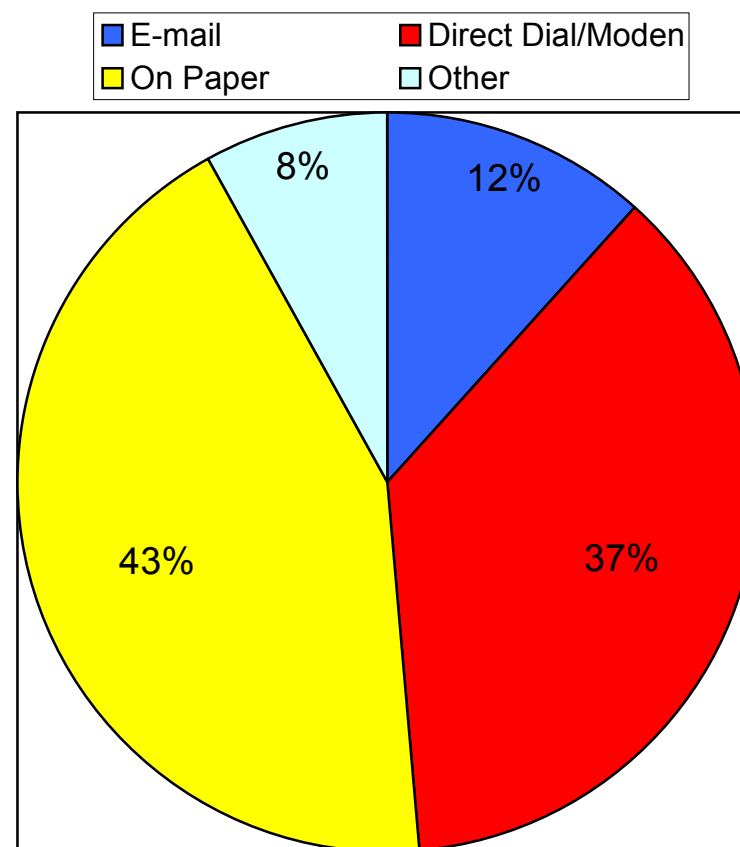
Section 3: Internet & Email continued

Total responses to this section of the survey were: 299

Do you receive any of the following information via email bulletins and/or lists?

	Clinical	Professional	Not work related	None	Other
Total	52	83	81	84	9

Do you access online chat/ discussion groups on the following topics?

	Clinical	Professional	Not work related	None	Other
Total	9	16	9	207	3

	Do you access email			Do you access the internet		
	During Consultation	Outside consultation	Both	During Consultation	Outside consultation	Both
Total	8	193	18	19	161	41

Do you receive any of the following information via email bulletins and/ or lists? Statewide figures

- Clinical
- Professional
- Not work related
- None
- Other
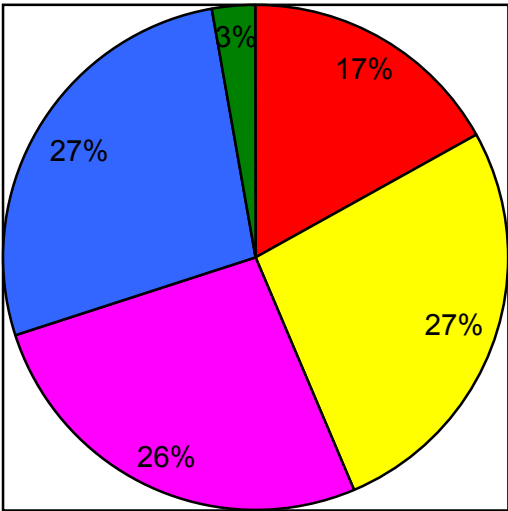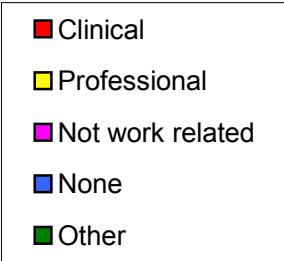
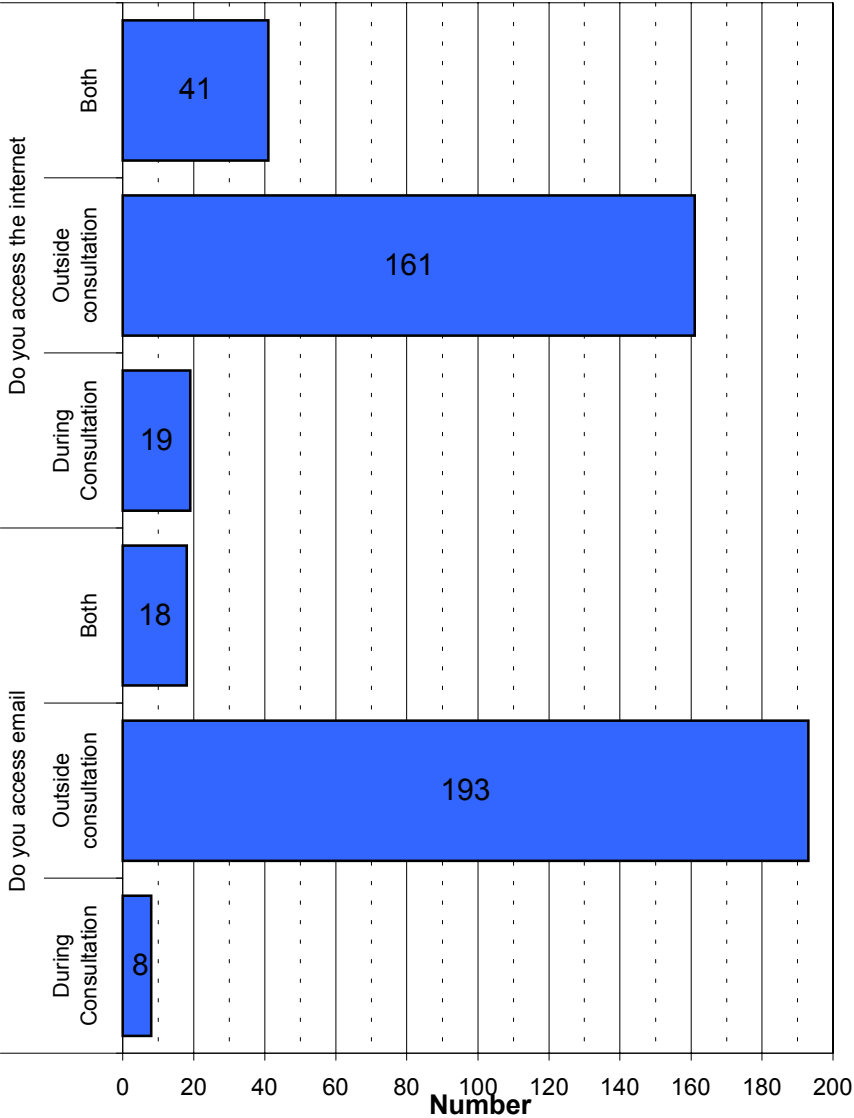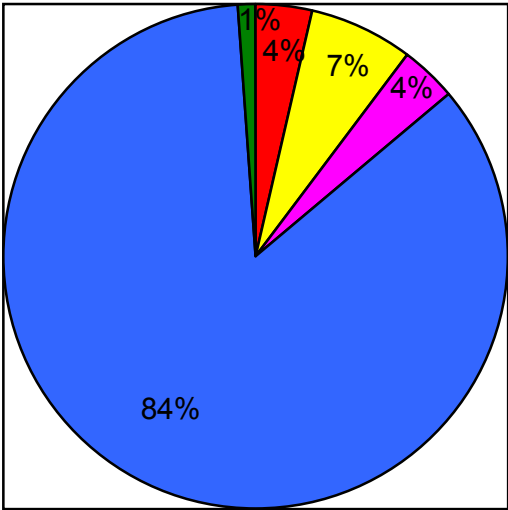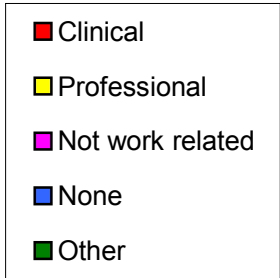**Do you access online chat/ discussions groups on the following topics? Statewide figures**
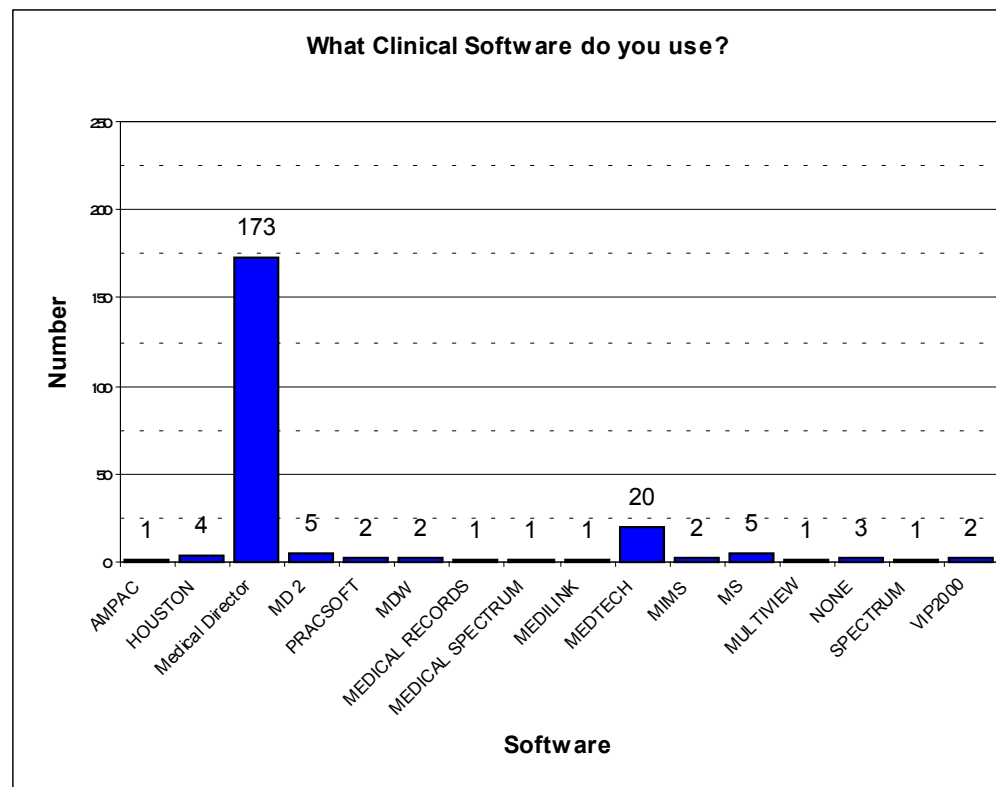
- Clinical
- Professional
- Not work related
- None
- Other

Section 4: Usage of Computer System

Total responses to this section of the survey were: 270

What clinical software do you use?

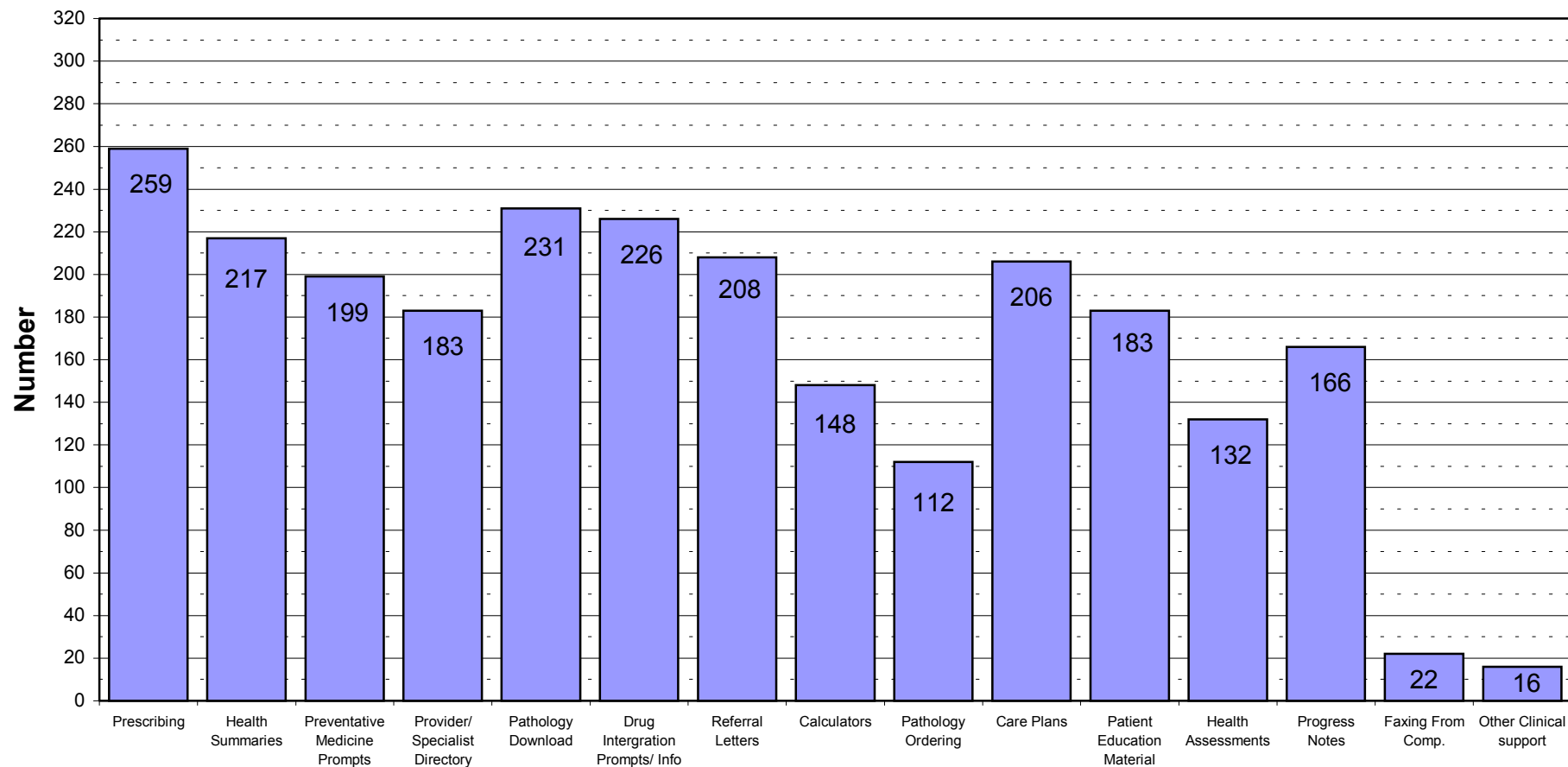|	Count
Ampac	1
Houston	4
Medical director	173
Md 2	5
Pracsoft	2
Mdw	2
Medical records	1
Medical spectrum	1
Medilink	1
Medtech	20
Mims	2
Ms	5
Multiview	1
None	3
Spectrum	1
Vip2000	2
Total	224

What Clinical Software do you use?

Do you use your clinical software for?

	Prescribing	Health Summaries	Preventative Medicine Prompts	Provider/ Specialist Directory	Pathology Download	Drug Integration Prompts/ Info	Referral Letters	Calculators	Pathology Ordering	Care Plans	Patient Education Material	Health Assessments	Progress Notes	Faxing From Comp.	Other Clinical support
Total	259	217	199	183	231	226	208	148	112	206	183	132	166	22	16

Do you use your clinical software for?
Statewide Figures

Section 4: Usage of Computer System

Total responses to this section of the survey were: 270

It has increased my practice's profitability		
	Yes	No
Total	53	217

It has made no significant difference to practice profitability		
	Yes	No
Total	108	162

It has decreased my practice profitability		
	Yes	No
Total	44	226

Has your practice's computer system influenced the quality of care?		
	Increased greatly	Increased somewhat	Increased a little
Total	58	106	34

Has your practice's computer system influenced the quality of care?		
	Decreased greatly	Decreased somewhat	Decreased a little
Total	1	9	5

It has made no difference to my quality of care = 71

It has increased my practice's profitability

Yes | No

20%

80%

It has made no significant difference to practice profitability

Yes | No

40%

60%

It has decreased my practice profitability
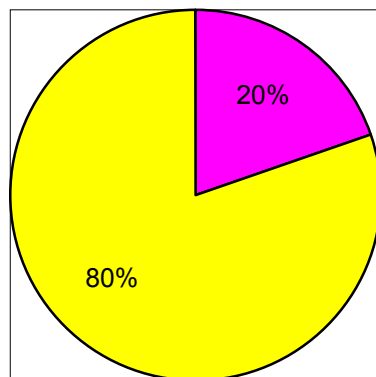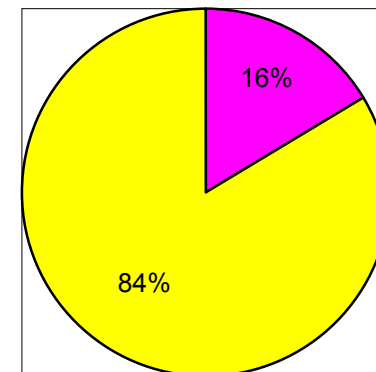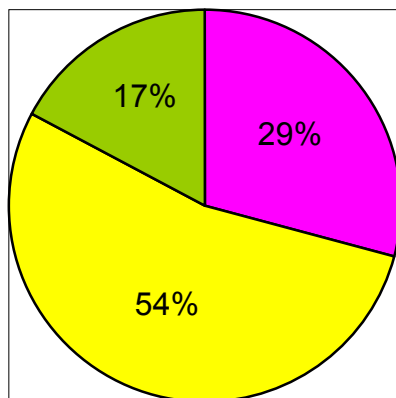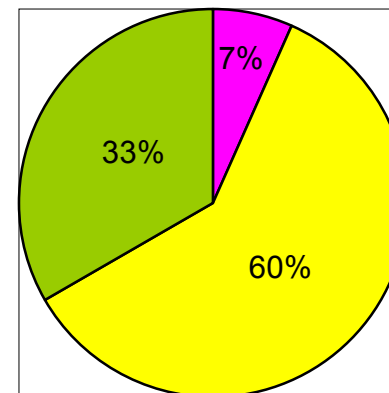
Yes | No

16%

84%
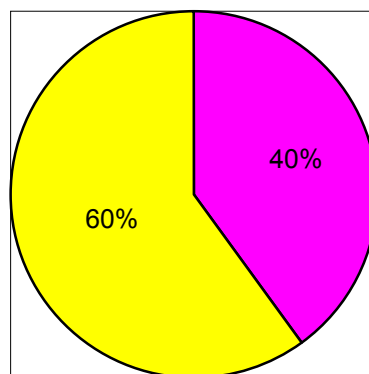
Has your practices computer system increased the quality of care?

increased greatly | increased somewhat | increased a little

17%

29%

54%

Has your practice's computer system decreased the quality of care?

decreased greatly | decreased somewhat | decreased a little
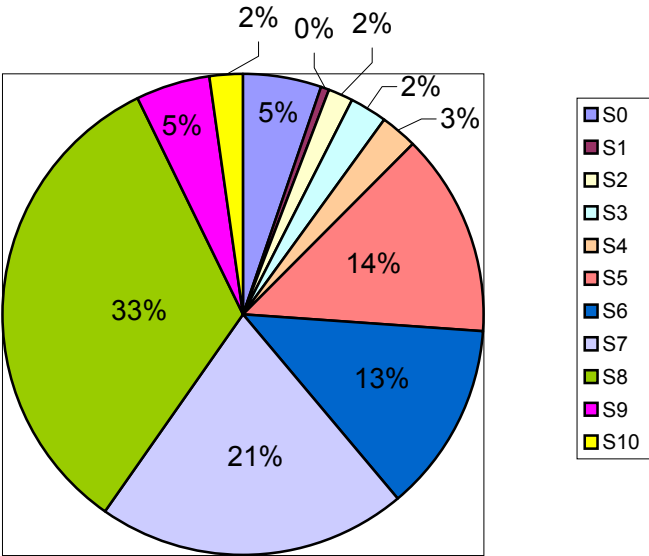
7%

33%

60%

Section 4: Usage of Computer System

Total responses to this section of the survey were: 270

How well does your clinical software meet your practice's needs											
	S0	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Total	14	1	5	6	7	36	33	55	87	13	6

How do you rate the quality of support from your software vendor											
	S0	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Total	41	11	13	12	23	44	26	23	52	11	6

How do you rate its value for money?											
	S0	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Total	46	3	4	9	5	40	24	61	31	24	14

How satisfied are you with your clinical software overall?											
	S0	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Total	21	3	10	2	10	30	34	61	67	17	8

How well does your clinical software meet your practice's needs? Statewide Figures

Pie chart values: S0 5%, S1 0%, S2 2%, S3 2%, S4 3%, S5 14%, S6 13%, S7 21%, S8 33%, S9 5%, S10 2%

Legend: S0, S1, S2, S3, S4, S5, S6, S7, S8, S9, S10

How do you rate the quality of support from your software vendor? Statewide Figures

Pie chart values: S0 16%, S1 4%, S2 5%, S3 5%, S4 9%, S5 17%, S6 10%, S7 9%, S8 19%, S9 4%, S10 2%

Legend: S0, S1, S2, S3, S4, S5, S6, S7, S8, S9, S10
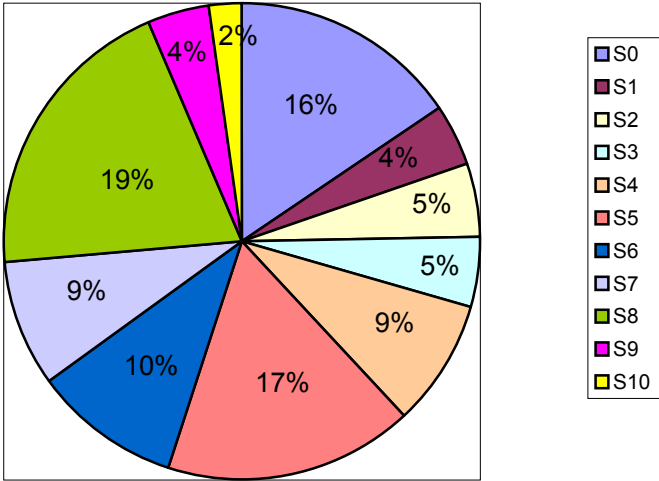
How do you rate it's value for money? Statewide Figures

Pie chart values: S0 18%, S1 2%, S2 1%, S3 3%, S4 2%, S5 15%, S6 9%, S7 24%, S8 12%, S9 9%, S10 5%

Legend: S0, S1, S2, S3, S4, S5, S6, S7, S8, S9, S10
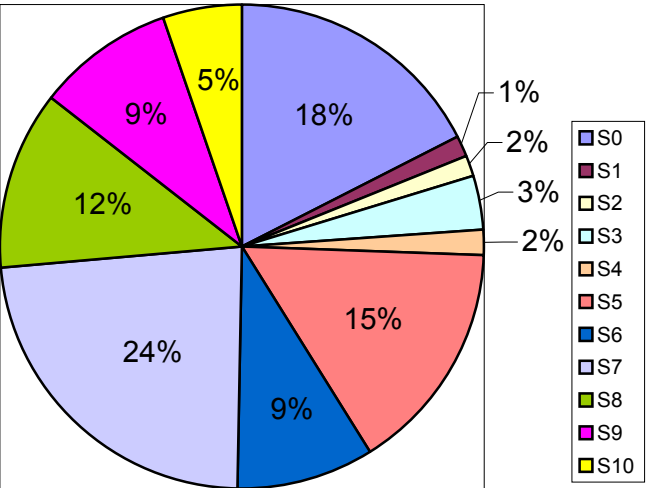
How satisfied are you with your clinical software overall? Statewide Figures

Pie chart values: S0 8%, S1 1%, S2 4%, S3 1%, S4 4%, S5 11%, S6 13%, S7 23%, S8 26%, S9 6%, S10 3%

Legend: S0, S1, S2, S3, S4, S5, S6, S7, S8, S9, S10
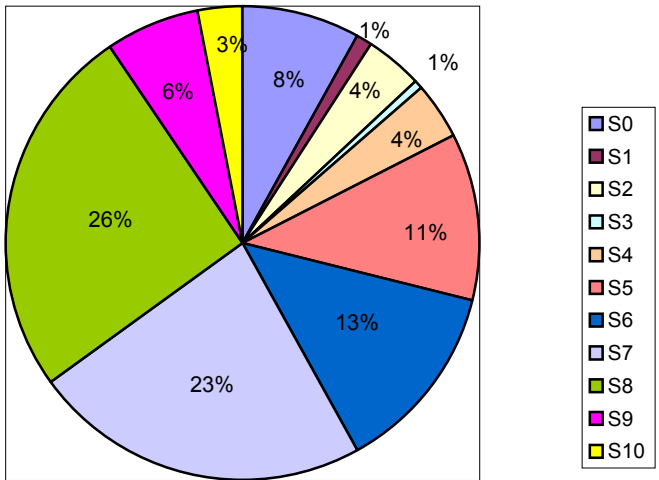
Scale from S0 = Worst Possible to S10 = Best

Section 5: Reminder & Recall System

Total responses to this section of the survey were: 222

Do you know how to attach relevant diagnosis codes to your patients?

	Yes	No
Total	186	36

Do you attach relevant diagnosis to most of your consultations?

	Yes	No
Total	139	89

Do you attach diagnosis codes?

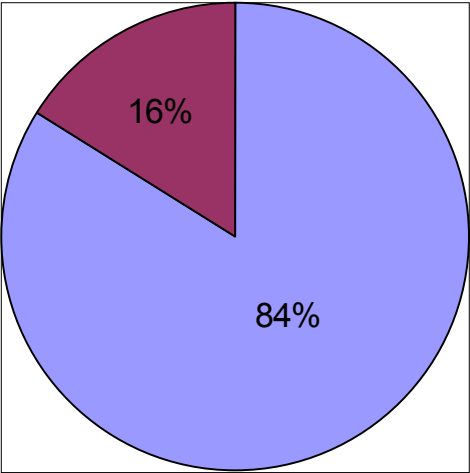|	Yes	No
Total	152	70

Do you use patient recall systems in your clinical software for?

	Pap Smear	Diabetes	Health Assessments	Asthma	Immunisation	Do not use, but know how to	Do not know how to do so	Other
Total	215	182	138	120	172	11	18	28

Other recalls	Count
WRITTEN	1
ALL OTHER RECALLING	2
B12 INJECTION	1
BLOOD TESTS	6
BMD	1
BP	3
BREAST	2
CHOLESTEROL	1
CLINICAL TESTS	1
DONE BY PRACTICE NURSE/MANAGER	3
FOLLOW UPS	1
HEALTH ASSESSMENTS	1
HYPERTENSION	1
LEARNING	1
PATHOLOGY ETC.	1
PHYSICAL EXAMS	1
PROSTATE CHECK	1
Total	28

Do you know how to attach relevant diagnosis codes to your patients? Statewide Figures

- Yes
- No

16%

84%

Do you use patient recall systems in your clinical software for? Statewide Figures

Category	Number
Other	28
Do not know how to do so	18
Do not use, but know how to	11
Immunisation	172
Asthma	120
Health Assessments	138
Diabetes	182
Pap Smear	215

Number

Do you attach relevant diagnosis to most of your consultations? Statewide Figures

- Yes
- No

39%

61%
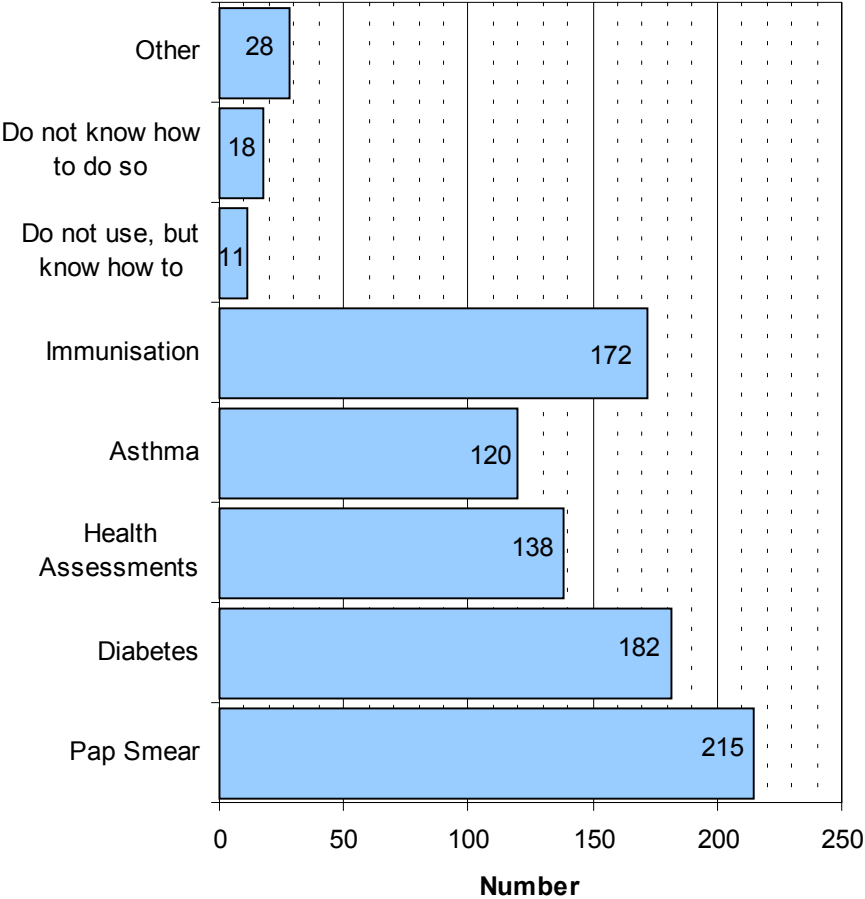
Section 5: Reminder & Recall System

Total responses to this section of the survey were: 222

Do you perform the following searches in your clinical software?

	Women needing Pap Smears	All Asthma patients	All diabetes patients	Age and/or conditions	Taking a particular drug	Other
Total	120	109	140	101	92	14

Search Other	Count
PSA	
Done by Practice Nurse/Manager	3
BMD	
Over 65s for Flu Immunisation	
Learning	
Immunisations	
Prostate check	
Breast exam	
Drug Searches	
Recalls	
Research & UNI	
Yellow Fever Vaccs	
Total	14

Do you perform the following searches in your clinical software? Satewide Figures
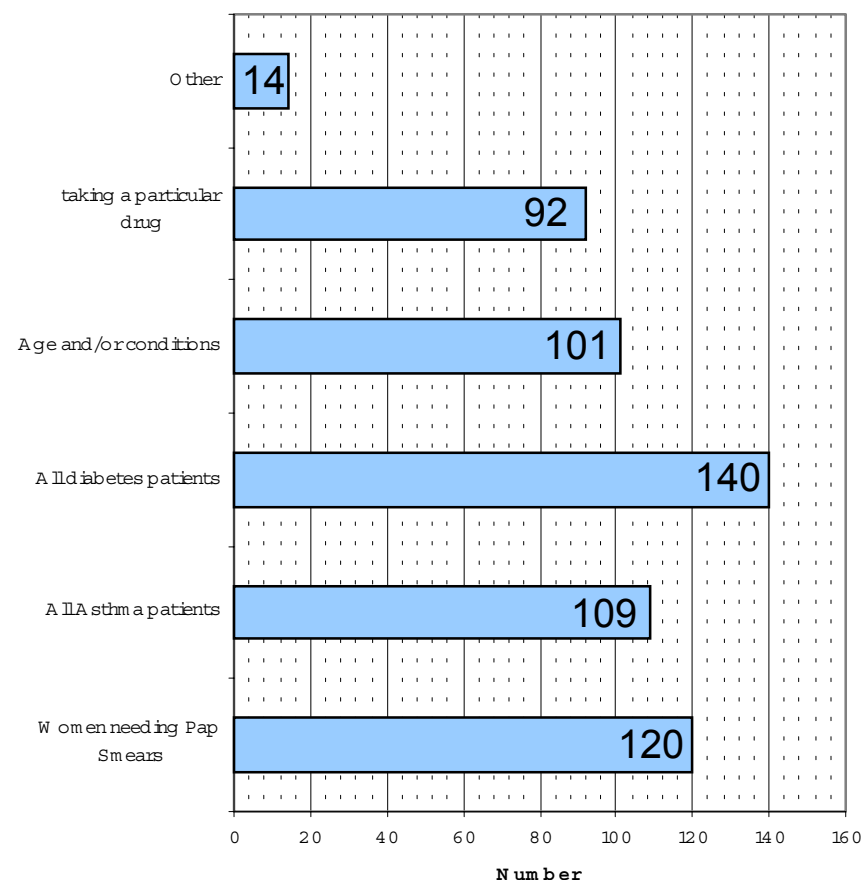
Section 5: Reminder & Recall System

Total responses to this section of the survey were: 222

If you could design a computer system what would it include?
(Wave a magic wand that makes me want to sit in front of a computer a second longer than I must.)
Admin, especially when confronted with new software
Advice
Alternatives to windows
Better training
Bill Beaumont - continues to be of enormous value to our practice.
Continue to offer training sessions, advice re purchasing etc
Difficult issue as it depends on keyboard skills, if you have none, computers are irrelevant. The 'tablet' range of software may change this.
Don't know. User group would just be another meeting for me to go to instead of going home to be with my family
Education
Generating a standard program, which is useful throughout practices to standardise and have uniform information.
Help internet integration- awaiting pilot program starting.
Hi tech problems - e.g. Wireless, offsite, windows 2000 setup
Hope to never use computer for clinical work, so the division could help by respecting that decision. Prefer communicating with patients then looking at computer screen.
Information about new software, evaluations, demonstrations also in relevant hardware.
Keeping in touch with latest progress in developments in computer usage
More individual training to do all of the above, as I did not know that medical director does all of this.
More training re med dir advanced
More training. Familiarisation with using tools, any aspects outside of scripts.
Not interested in computer system at this stage.
Obtaining best prices for software/hardware.
Obtaining broadband access.
One to one training in small amounts
Ongoing tutorial like sessions in fine-tuning of medical director including practice nurses.
Probably by helping to organise exchange of information between practices (e.g. forums for local practices) we've got good value from chance information from others. "Experts" usually know less than practicing GPs and their staff.
Recall system
Regular training sessions and advise definitely
Show me the cliff to push it over
Support my suggestions to md2 for some change. At the moment they have ignored good suggestions.
Support "non consulting time" for GPs to spend time in front of screen learning, catching up on manual record transfers to all electronic records.
Support for adequate telecommunication infrastructure
Teach more advanced features of programs
Training - advanced to get more understanding of basic programs etc, medical director.
Training - practice cannot afford constant training of staff, needs ongoing training to consolidate and extend
Training & advice. Could I have access to internet set up on my computer?
Training; advice; conversation around programs available
Training advanced medical director
Training in report writing/queries/research etc
Training in software applications for staff, locums and otd's
Training sessions and troubleshooting advice in using internet to search
We have a unique system, I am not sure if this is possible

Section 5: Reminder & Recall System

Total responses to this section of the survey were: 222

If you could design a computer system what would it include?
"No breakdowns"
"Rapid" or real true between practice notes.
20+hardriver 2 g+, 256ram+, faq modem, internet, CD r/w, colour printer
A computer which works all the time
A flat screen (the deep monitor takes up so much room)
A more reliable networking system with easier access
A pad that allowed me to write my notes, which would then be typed onto the screen.
A problem summary page/current medication page/that could be open at each corner when you opened the patients record
A recent processor and operating system that incorporates apptms system, care notes, pathology, radiology, prescribing, recalls & pap smears, internet access for databases. Prefer to dictate referral letters but most prac do this
A scanner; broadband
A seamless package that incorporate billion and clinical and prescribing software but from a reliable dependable stop shop with brilliant post purchase support service.
A self-destruct button (for clinician, not computer)
A working printer
Able to cope with multiple pt. problems separately identified, fewer major tabs: access to each function by one route only. Ready access to current info on common illness mx.
Access to all medical details without having to revert to paper record. Easy access from remote sites.
Access to internet at each terminal.
Accounting & billing & appointments. Medical records & prescribing education & resources
Accounts, scripts, medical records, word processing.
Accounts -medical records, template for specialist letters/reports, imputing spec letters/photos/reports, radiology, pathology, script writing, easy internet access
Adequate clinical tools 9prescriving preventative medicine, pathology downloading, health summaries, referral letters, care plans, pathology ordering, patient education material) internet access
Also payroll module for staff
An appointment screen with all dr's bookings. An account system and to be able to print scripts etc via med dir
Appointments, accounts, medical, reception, referrals (all in one)
Basic layout i.e. servers and workstations easy to manage. Fast reliable and initiative clinical software. Internet always available. Touch screen as desktop. Hand written recognition.
Better reliability (i.e. fewer crashes)
Better reporting systems
Billing program
Billings / recalls/patient clinical info including easy to use clinical modules for diabetes /ashma/ims etc.
Broadband and immediate email access to all laboratory-depts, specialists, hospital units e.g. (gastro-eye) with laptop access.
Business, clinical, recalls, research facility, sorting of patients, medications
Cable less
Care plans e.g. for dm
Cheap, fast, hx should allow graphics; has full ability to print hx to mx and accounts, recalls etc. has full transferability from surgery to surgery e.g. transfer of notes
Client/services, broadband internet access. Internal messaging.
Computer (fast) printer, scanner, LAN office staff p4 - 506+8dram, modem, CD RW, virus protection - fire wall, encryption

Computer that works always
Decent voice recognition system
Details of a few good reference books well indexed for reference.
Downloaded information can be put onto individual patient forms without going out again-e.g. For diabetes/
Dual server fully networked system desktops in all rooms. Full electronic health record. High speed internet connection-permanent; voice recognition
Ease of backup
Easy
Easy access to medical information and patient education for use during consults. Easy letter writing software.
Easy analysis tools for succession planning
Easy to use troubleshooting manual
Easy way to input info - tablet/writing pad &/or voice recognition. Software that was intuitively more like traditional notes making it easier to go from one section to another.
Effective post sale support   no conflicts
Efficient intranet, encryption
Email, fax internet (continuous) non initiative screen reliable printer
Encryption, networking, billing, real & able to isolate pt by individual demographics, immunisation, tests etc. stock take inventory & prompts to complete sections in set times. Scanning 4 imvs/for when logged in & when results return & notification & when results return 4 checking e.g. email
Everything - Pentium iv +, power surge protection, ups, dual disks, remote connection, no freezing, fast.
Everything - Pentium iv, flat screen, +power surge protection, ups, dual disks.
Everything but esp. voice recognition (medically based)
Existing system (m.d) and intranet and e-mail returned
Fast chip, lots of ram memory, almost instantaneous print response and product information retrieval
Fast pc. Client server. Scanner, individual script writer
Fast server with fast workstations - upgrade occurring at present
Fast that's my main gripe with m.d. Easy to use/easy to expand
Fast user friendly software
Fast, net-worked system, high speed scanner broadband internet/email connection, voice recognition, laser printers, auto backup system
Fast, reliable access to information
Fast, reliable, user friendly internet access, results downloaded
Faster service, internet
Fax, scanner, backup, disc drive, medical director, word, excel.
Full compatibility between all PCs and all software and no lockups or crashes; and not dependant on windows and able to handle updates for 10 years
Fully integrated to server and front desk. I dearly permanent email connection
Good clinical software
Greater reliability. Greater security
Happy with medical director
High speed, LCD screens, encrypted Ethernet, broadband access, voice recognition
I do not know. I do not have the knowledge. One, which didn't break down so often.
I need information on how to prepare myself for installing a computer in my surgery.
I only use computer for accounts (front desk) and script writing, pathology and referral letters (consulting room)
I would be an unlikely candidate to be designing a computer system, as this is not my area of interest.
I wouldn't design one. I don't know enough!
Improve work cover certificate lodgment via email. This freezes the computer regularly
Improved software (e.g. m.d has some areas which need improving for example recording past medical & family histories)
Instant graphics with photo link and broad band or ADSL

Integrated clinical and practice software. High speed high security internet and e-mail. Remote use of pocket pc for hv's etc.
Integrated medical records/accounting software as well as CD burner, better internet connection etc.
Internet service, speed
It's so confusing
Linking health data system (DHS, chis) with md
Lots of "help"
Lots of shortcuts
Main drive, mirror server, remote access with encryption level highest possible. Tiptop pc for GPs or palm hand held keyboard/screen cradle
Make appointments, do billings, link with MYOB and never crash. In a way that everyone who had never used the system before could quickly work out.
Md and medical spectrum with an optical fiber network, printers at each workstation and internet access
Md2 ok
Medical director, internet, appointments, billings, laptops for doctors (to take to hospitals/nursing homes).
Medical directory
Mims-therapeutic guidelines on computer
More general practice specific conditions i.e. simple urti's, psych stuff
More scanners
More user friendly, all patient info at a glance
My system is ideal - fast p4's 512 mg ram, tft screen, cordless keyboard and mouse.
Network, computer in each room. Laser printer in doctor's room. Speakers in each doctor's room.
Networked computer, scanner, CD burner, back up system, fast, non-crushable, up-to-date technology for >10mins.
One database for patients
One that did not "crash" as frequently
One that doesn't break down
One that doesn't lock every 10th time I try to email work covers sick certificates inexplicably. Quicker.
One that never crashed, never froze up, automatically backed up and didn't send me messages that I have no idea what they mean!
Palm pilot connectivity.
Patient diary, appointments, medical director, internet service, Microsoft software
Patient files, files on other companies and docs we deal with, accounting, records of our products - their details and a message when we need to re order
Patient note details, recall system, pathology down load and linked checklist of results, internet connection to sites and guidelines.
Patient recalls, patient notes, easy access to previous notes and test results
Pen and paper!
Permanent secure internet connections without risk of viruses and reliability. Availability of someone how can answer 'how can I do this' at a short lead-time.
Photo identify cards for patients
Printer, screen, keyboard-always attached to internet
Quick reference materials/simple - to print out for patients? Information
Rapid access to data; stability; ability to scan & file letters easily so hard copies could be dispensed with.
Reasonable as is; I think the 'tablet' system will improve things if it can be attached
Reliability, ease of use, comprehensive access off site, referrals, scripts, report writing, labs, x-rays.
Reliable crash free software, secure, infrared connected, voice activated.
Reliable printer
Reliable, quick, paperless, cable internet, secure
Remove the patients name from the request list once we have activated the results automatically.
Secure and reliable pathology/radiology downloads.
Simple, reliable, quick

Single database for accounts/records, mix of hard and wireless networking. ADSL permeant internet connection. Hardware router and firewall connecting vpn to any secure remote location.
Solitaire
Speech recognition at 100% of conversational speed with immediate what you see is what you get display of dictation and voice controlled corrections, formatting etc. crash free of course!
Speed recognition most help for guidelines
Speed, reliability, voice recognition
Speed. Ability profitability (log on at any location) able to
Stable bug free software. Ups, broadband connection low price tag, accounting system, medical recorder system and prescribing.
Stable operating system and dedicated server. Off site backup (at least) daily- (better) 4 hourly. Constant internet access
Statistical reporting
Subliminal input-just plug me in.
Summary page for patient
System that's had an appointments schedule linked to patient files with record keeping scripts computer generated path download results letters etc & mail internet access separate accounting package.
Terminal for each receptionist
The one I have is pretty good
The same appointment system with an updated patient records system
The system that we have
Touch screen, bar code for patient files
Tutorials, maintenance cheeks
Unknown - fairly computer illiterate (lots of speed!)
Ups for all computers with generator power backup
User friendly, comprehensive, reliable, crash proof, internet
Very fast, flat screen and internet, portable, small & cheap
Voice &/or handwriting recognition, high speed, good security.
Voice activated, so various typing in not required, no necessity to have certain information entered before scripts could be printed etc.
Voice recognition or better yet telepathy
Voice recognition software - my fingers are confused
Voice recognition software ability to see document automatically
Wireless LAN, laptops, 24 hour server for dial in
Wireless networking
Would include computers on doctor's desks with medical director and ability for pathology results, x-ray results and specialist letters to be downloaded directly.
Would not have advertisements flashing on screen when I try to prescribe a medication, would have the accounting/bookings/clinical section all interlinked e.g. the prac staff would know whether it was b or c/consult from the clinical section filled out by the doc seeing the patient