# SA Divisions of General Practice Inc

# Informatics Surveys for Practice Managers

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

Produced By:     Gary Holzer
                 Kerrie Haines

                 June 2003

# Contents

# 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
Murray Mallee 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
# Practice Managers

## CONTACT DETAILS

Name of Surgery:..............................................................................................................................................

Address:..........................................................................................................................................................

........................................................................................................................................................................

Phone..............................................................................................................................................................

Fax ..................................................................................................................................................................

Email ..............................................................................................................................................................

Website Address:............................................................................................................................................

Type of practice ☐ Solo ☐ Group

---

**Does your practice have any computer system?** ☐ YES ☐ NO

If you have answered **NO** to this question

**Reason** ☐ Lack of Interest ☐ Lack of Knowledge ☐ cost

☐ Bad experiences ☐ Lack of time ☐ Not enough value,

Please skip to the section on last page of survey entitled "*Needs of Computer Systems*"

## HARDWARE INFRASTRUCTURE

**Do all your GP's have a computer on their desk?** ☐ YES ☐ NO

**What types of PC's do they use**? ☐ 486 ☐ Pentium or better ☐ Unknown

☐ Other (specify)...........................................................................

**What brands and models do you have?** ☐ HP ☐ IBM ☐ Compaq ☐ Generic

☐ Other (specify)...........................................................................

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**Are your computers connected together into a network?** ☐ YES ☐ NO

If **yes**, is it via ☐ A dedicated server ☐ Peer to Peer (PC to PC only)

☐ Other (specify)...........................................................................

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**Do you plain to upgrade your network / computers?**

If **yes**, in the next ☐ next 3 months ☐ 6 months ☐ 12 months ................. ☐ 18 months

## DATA AVAILABLILTY AND SECURITY

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**Do you backup your data?** ☐ YES ☐ NO

**If yes, done using** ☐ Tape Backup ☐ CD Writer ☐ Zip Drive ☐ Floppy Disks

☐ Other …………………………………………………………………………………

**How often?** ☐ Daily ☐ Every 2 Days ☐ Every Week ☐ Every 2 weeks

☐ Other ......................................................................................................................

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Do you store some backups off site? ☐ YES ☐ NO

Have you tested your backup by restoring some data? ☐ YES ☐ NO

---

Do you have an UPS (Uninterrupted Power Supply) or Battery Backup on server/main computer? .........
☐ YES ☐ NO

Do you have power surge filters installed? ☐ YES ☐ NO

Do you have a plan for an alternative system in case your computer system goes down? ☐ YES ☐ NO

Do you have a Practice IT Coordinator? (can be existing staff member) ☐ YES ☐ NO

Are you using firewall software and/or hardware to prevent external unauthorised access? ☐ YES ☐ NO

Have you had your system checked by a reputable provider to see if it at risk from unauthorised external access?
(e.g. hackers) ☐ YES ☐ NO

Is encryption software installed for transmitting medical information? ☐ YES ☐ NO

Have you applied for PKI (HIC - Public Key Infrastructure) Keys and Certificates? ☐ YES ☐ NO

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**Do you have anti-virus software installed?** ☐ YES ☐ NO

**How often do you update your anti-virus software?**

☐ Daily ☐ Every 2 Days ☐ Every Week ☐ Every 2 weeks ☐ Never Updated

☐ Other ......................................................................................................................

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**Do you secure access to electronic data?** ☐ YES ☐ NO

If **yes**, done using ☐ Network Login ☐ Software Login ☐ Screen Saver Password

☐ Other ......................................................................................................................

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## POLICIES AND PROCEDURES

**Do you have written policies or procedures for?**

☐     Using passwords for electronic patient data security?

☐     Ensuring unauthorised persons cannot access confidential patient data when computers are left unattended?

☐     Maintaining a computer hardware and software register/inventory

☐     Routine maintenance and checking of the computer system

☐     Implementing software upgrades

☐     Electronic patient practice data backup

☐     Staff access to the Internet

☐     Staff use of e-mail

☐     Virus protection

☐     Other ……………………………………………..

## INTERNET AND EMAIL

**Do you currently have an Internet connection at work?**     ☐ YES    ☐ NO

**Connection Plan?**    ☐ Permanent     ☐ Unlimited Hrs/DL     ☐ Set Hrs/Mth     ☐ Pay-per-Hour

     ☐ Other (specify) ...................................................................................................

**Connection Speed?** ☐ ISDN     ☐ ADSL     ☐ 56k Dialup     ☐ 33/28k Dialup

     ☐ Other (specify) ...................................................................................................

---

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

**Do you check it**    ☐ Hourly    ☐ Twice Daily    ☐ Daily    ☐ Weekly    ☐ Monthly

     ☐ Other (specify) ...................................................................................................

---

**Do you use encryption when sending email?**     ☐ YES    ☐ NO

What form of email encryption do you currently use if any? ...................................................................

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Does your practice have its own website?     ☐ YES    ☐ NO

If yes, is the website published to a server at your practice?     ☐ YES    ☐ NO

**Do you use email to communicate with?**

☐ Other Practices     ☐ Specialists     ☐ Hospitals

☐ Patients     ☐ Personal (Family/Friends)     ☐ Divisions

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

## USAGE OF COMPUTER SYSTEMS

**Do practice staff use computers at work?**     ☐ YES    ☐ NO

If **YES**, dopractice staff use computers for:

☐ Scheduling appointments     ☐ Billing patients     ☐ Medclaims

☐ Stock control     ☐ Payroll     ☐ Managing practice finances

☐ Archiving patient files     ☐ Word processing     ☐ Patient education

☐ ACIR Entry/Search     ☐ Internal Email     ☐ Registers and Recalls

☐ Online purchasing     ☐ Other (specify) ................................................................

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**Does your practice have**     ☐ Full Electronic Clinical Records     ☐ Partial Clinical Electronic Records

☐ No Clinical Electronic Records

**Do you still use any paper based clinical records?**     ☐ YES    ☐ NO

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What Billing Software Package do you use (if any)? ...................................................................................

What Appointment Software Package do you use (if any) ? ...............................................................................

What Accounting Software Package do you use (if any)? .....................................................................................

## TRAINING AND DEVELOPMENT

Who has provided training in how to use computers for information management for this practice?

| | For GPs | Practice staff |
| --- | --- | --- |
| No training provided | ☐ | ☐ |
| Training provided by Division of General Practice | ☐ | ☐ |
| External consultants | ☐ | ☐ |
| In-house (eg. by a GP, practice manager etc) | ☐ | ☐ |
| Software or hardware suppliers | ☐ | ☐ |
| Other (specify)............................................................ | ☐ | ☐ |

Are there any particular areas from the above sections that you feel that yourself or your staff require any training?

......................................................................................................................................................................

......................................................................................................................................................................

......................................................................................................................................................................

## NEEDS OF COMPUTER SYSTEMS

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

......................................................................................................................................................................

......................................................................................................................................................................

......................................................................................................................................................................

**What are the key areas that billing and appointment software needs to address?**

......................................................................................................................................................................

......................................................................................................................................................................

......................................................................................................................................................................

**What are the key areas that you feel practice management software needs to address?**

......................................................................................................................................................................

......................................................................................................................................................................

......................................................................................................................................................................

# Section 1: Contact Details

Total responses to this section of the survey were:            177

## What type of practice is this?

|  | Data | Total |
|---|---|---|
| Total Solo Practice | | 65 |
| Total Group Practice | | 104 |

## Does your practice have a computer system?

|  | Yes | No |
|---|---|---|
| Grand Total | 128 | 8 |

## IF No, What is the reason?

|  | Lack of Interest | Bad Experiences | Lack of Knowledge | Lack of Time | Cost | Not Enough Value |
|---|---|---|---|---|---|---|
| Total | 4 | 0 | 0 | 2 | 2 | 3 |

**What type of practice is this?**
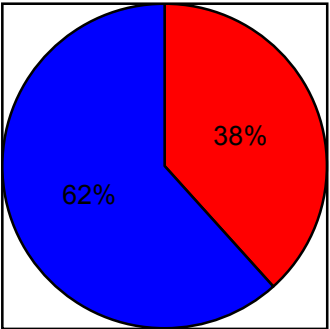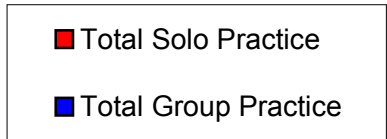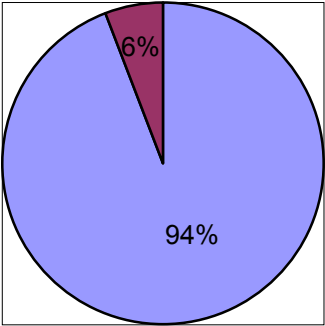
Total Solo Practice
Total Group Practice

38%
62%

**Does your practice have a computer system?**

Yes
No

6%
94%

**If No, What is the reason?**

Lack of Interest
Bad Experiences
Lack of Knowledge
Lack of Time
Cost
Not Enough Value

27%
37%
18%
18%
0%
0%
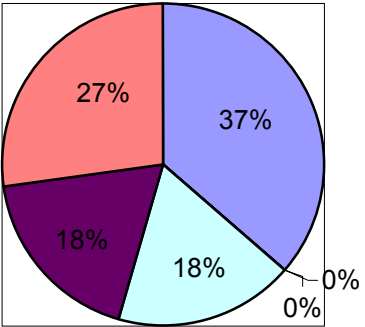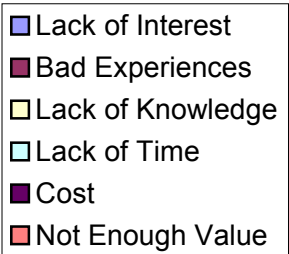
# Section 2: Hardware Infrastructure

Total responses to this section of the survey were:          165

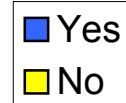## Do all your GPs have a computer on their desk?

|       | Yes | No |
|-------|-----|----|
| Total | 152 | 13 |

## What type of PC do they have?

|       | 486 | Pentium or better | Unknown | Other Brand |
|-------|-----|-------------------|---------|-------------|
| Total | 5   | 123               | 7       | 22          |

## What brands and models do you have?

|       | HP | IBM | Celeron | Generic | Other |
|-------|----|-----|---------|---------|-------|
| Total | 24 | 5   | 24      | 64      | 6     |

**Do all of your Gps have a computer on their desk?**
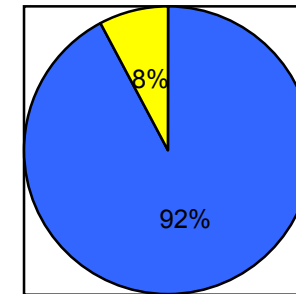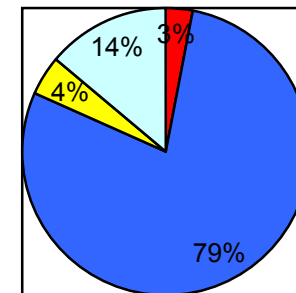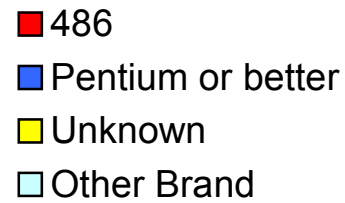
Legend:
- ■ Yes
- □ No

Pie chart: 92% Yes, 8% No

**Type of PC**

Legend:
- ■ 486
- ■ Pentium or better
- ■ Unknown
- ■ Other Brand

Pie chart: 79% Pentium or better, 14% Other Brand, 4% Unknown, 3% 486

**Brand & Model of PC**

Legend:
- ■ HP
- □ IBM
- ■ Celeron
- ■ Generic
- ■ Other

Pie chart: 51% Generic, 20% HP, 20% Celeron, 5% Other, 4% IBM
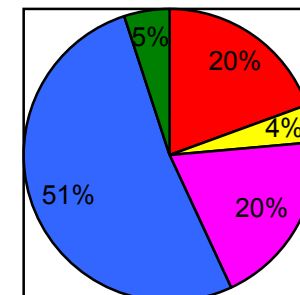
# Section 2: Hardware Infrastructure

Total responses to this section of the survey were:          165

## Are your computers connected together into a network?
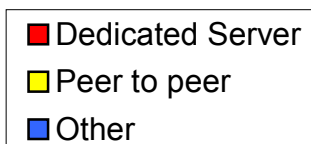
|       | Yes | No |
|-------|-----|-----|
| Total | 127 | 38 |

## If yes, how?

|       | Dedicated Server | Peer to peer | Other |
|-------|------------------|--------------|-------|
| Total | 107              | 19           | 27    |

**Are you computers connected together into a network?**

| | |
|---|---|
| ■ | Yes |
| ■ | No |

23%

77%
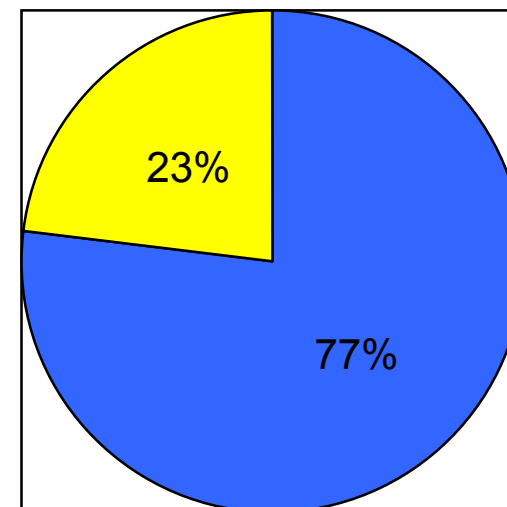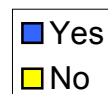
**How are computers connected in a network?**
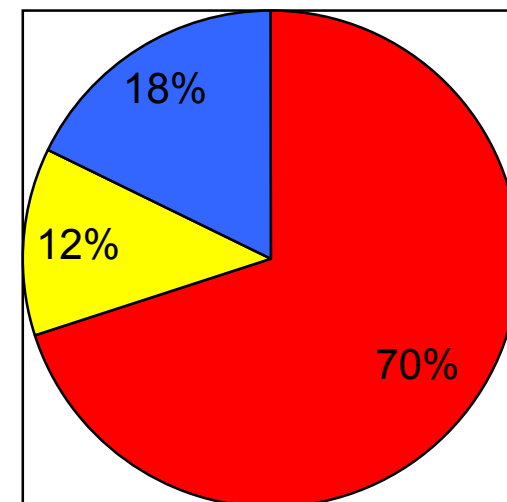
| | |
|---|---|
| ■ | Dedicated Server |
| ■ | Peer to peer |
| ■ | Other |

18%

12%

70%

# Section 3: Data Availability & Security

Total responses to this section of the survey were:          165

Do you backup your data?
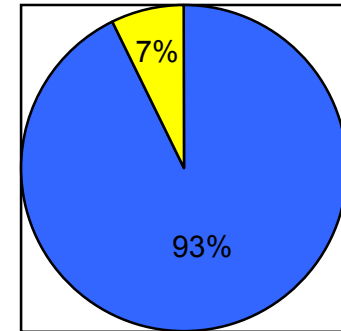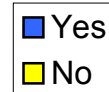
What method of backup is used?

|       | Yes | No |
|-------|-----|----|
| Total | 153 | 12 |

|       | Tape Backup | CD Writer | Zip Drive | Floppy Disks | Other/ Not Answered |
|-------|-------------|-----------|-----------|--------------|---------------------|
| Total | 92          | 41        | 28        | 13           | 13                  |

Have you tested your backup by restoring some data?

|       | Yes | No |
|-------|-----|----|
| Total | 105 | 60 |

**Do you backup your data?**

Legend:
- Yes (blue)
- No (yellow)

Pie chart: 93% Yes, 7% No

**How often do you backup?**

Legend:
- Daily (red)
- Every Week (yellow)
- Every 2 weeks (magenta)
- Other Routine (blue)

Pie chart: 15% Daily, 4% Every Week, 51% Every 2 weeks, 30% Other Routine

**Method of backup used?**

Legend:
- Tape Backup (red)
- CD Writer (yellow)
- Zip Drive (magenta)
- Floppy Disks (blue)
- Other/ Not Answered (green)
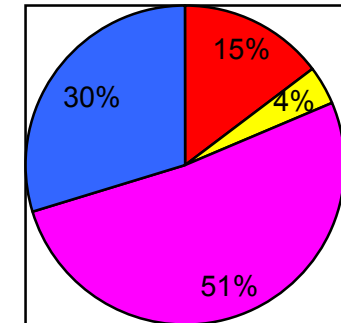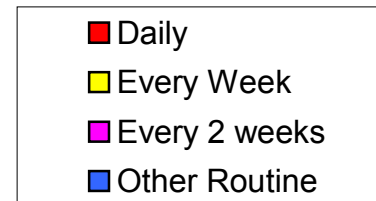
Pie chart: 49% Tape Backup, 22% CD Writer, 15% Zip Drive, 7% Floppy Disks, 7% Other/ Not Answered

# Section 3: Data Availability & Security

Total responses to this section of the survey were: 165

How often do you backup?

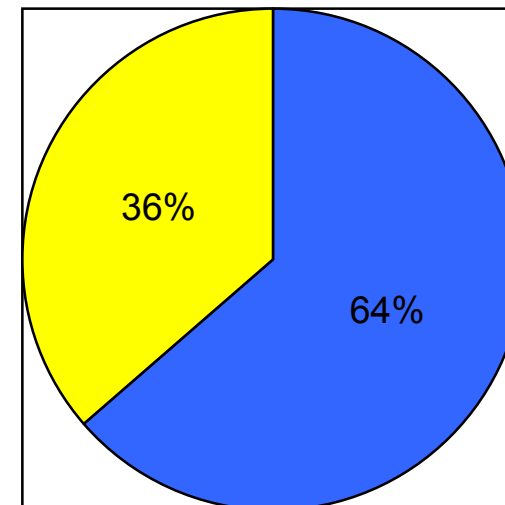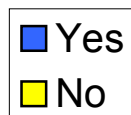|  | Daily | Every Week | Every 2 weeks | Other Routine |
|---|---|---|---|---|
| Total | 4 | 1 | 14 | 8 |

Do you store some backups off site?

|  | Yes | No |
|---|---|---|
| Total | 138 | 27 |

**Do you store some backups of site?**
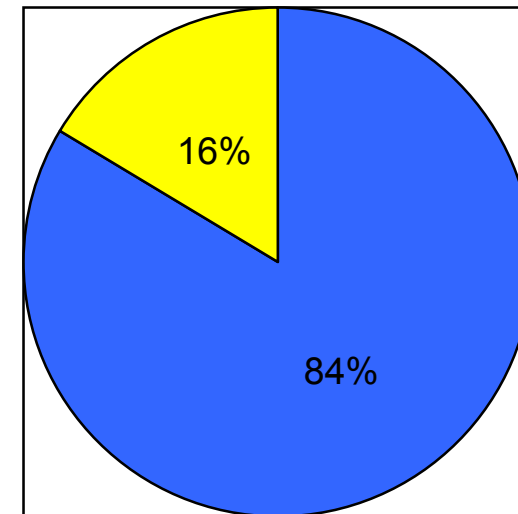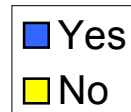
Yes
No

16%

84%

**Have you tested your backup by restoring some data?**

Yes
No

36%

64%

# Section 3: Data Availability & Security

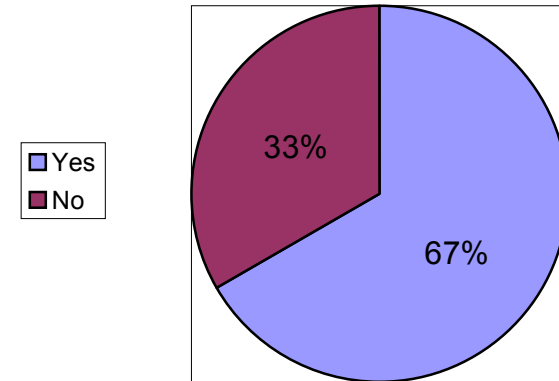Total responses to this section of the survey were:                                      165

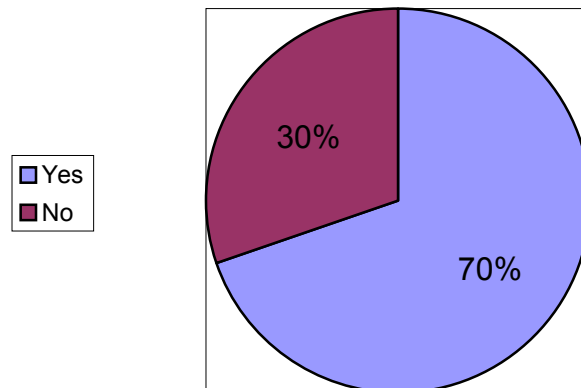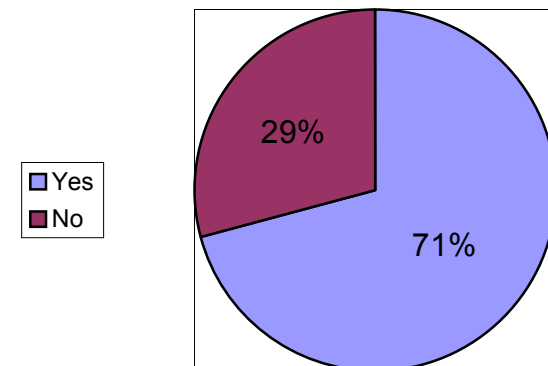| Question | Total | |
|---|---|---|
| | Yes | No |
| UPS or Battery Backup on server/ main computer? | 156 | 9 |
| Power surge filter installed? | 148 | 17 |
| Disaster plan in case computers go down? | 146 | 19 |
| Practice IT Coordinator? | 155 | 10 |
| Firewall software and/or hardware to prevent external unauthorised access? | 116 | 49 |
| System check to determine risk from unathorised external access? | 102 | 63 |
| Encryption software installed for transmitting medical information? | 86 | 79 |
| Applied for PKI Keys and Certificates? | 54 | 111 |

## UPS or Battery Backup on server/main computer?

Yes
No

30%

70%
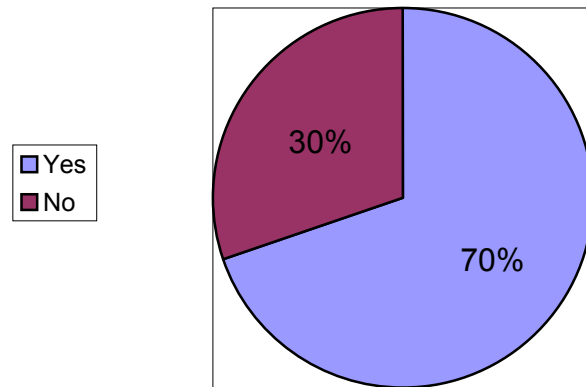
## Disaster plan in case of computers go down?

Yes
No

33%

67%

## Power surge filter installed?

Yes
No

30%

70%

## Practice IT Coordinator?

Yes
No

29%

71%

# Section 3: Data Availability & Security

Total responses to this section of the survey were:                165

| Question | Total | |
|---|---|---|
| | Yes | No |
| Firewall software and/or hardware to prevent external unauthorised access? | 146 | 79 |
| System check to determine risk from unathorised external access? | 135 | 85 |
| Encryption software installed for transmitting medical information? | 114 | 98 |
| Applied for PKI Keys and Certificates? | 66 | 126 |

**Firewall software and/or hardware
to prevent external unathorised access?**
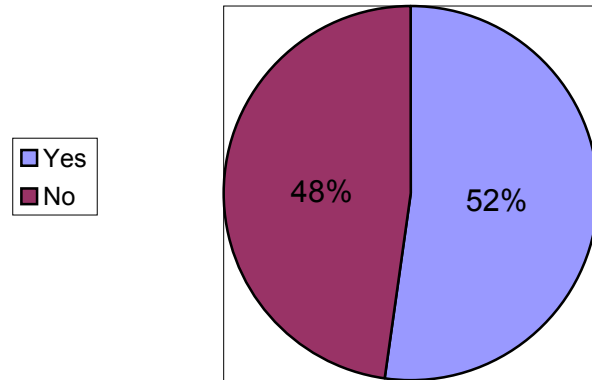
Yes
No

48%  52%
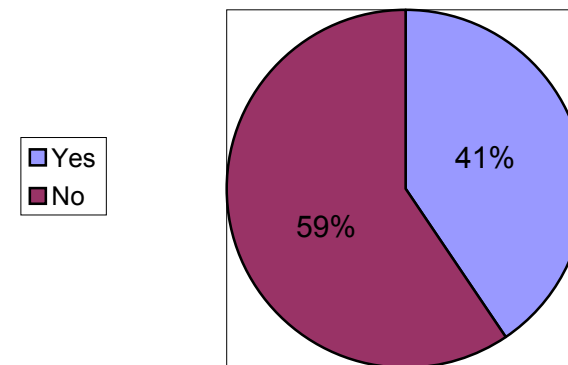
**System check to determine risk from unathorised
external access?**

Yes
No

52%  48%

**Applied for PKI Keys and Certificates?**

Yes
No

24%

76%
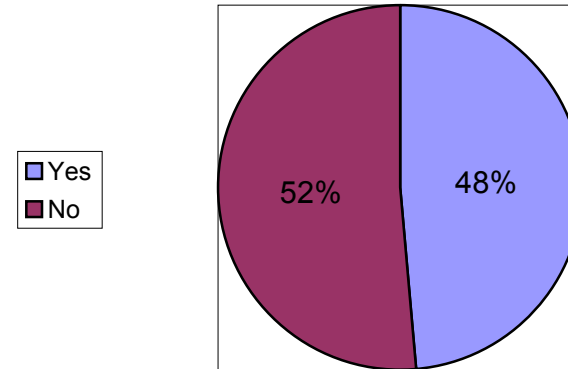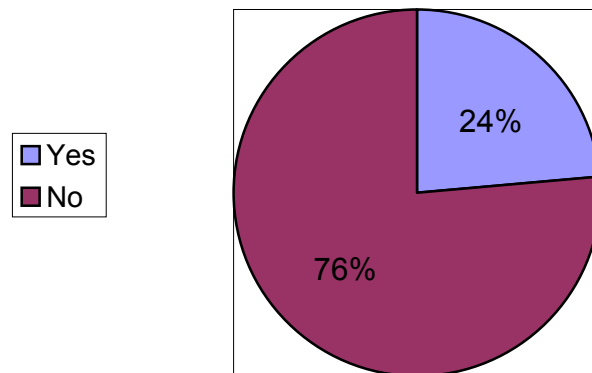
**Encryption software ware installed for
transmitting medical information?**

Yes
No

41%

59%

# Section 3: Data Availability & Security

Total responses to this section of the survey were: 165

Do you have anti-virus software in place?

How often are updates done to anti-virus software?

|  | Yes | No |
|---|---|---|
| Total | 141 | 24 |

|  | Daily | Every 2 Days | Weekly | Every 2 Weeks | Never Updated | Other Method |
|---|---|---|---|---|---|---|
| Total | 37 | 10 | 46 | 14 | 12 | 17 |

Do you secure access to electronic data?

How is electronic data secured?

|  | Yes | No |
|---|---|---|
| Total | 130 | 35 |

|  | Network Login | Software Login | Screen Saver Password | Other Access Security |
|---|---|---|---|---|
| Total | 85 | 79 | 32 | 5 |

## Do you have Anti-Virus software in place?



Legend:
- Yes (blue)
- No (yellow)

15%
85%
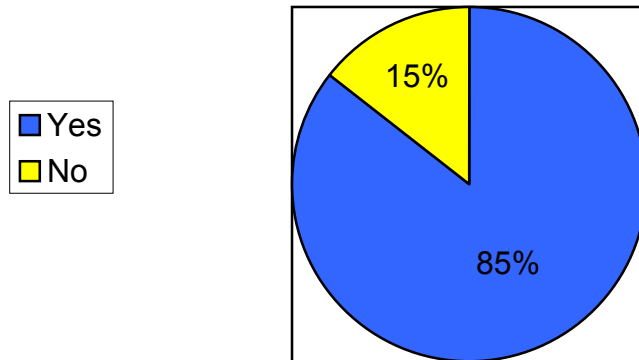
## How often is anti-virus software updated



Legend:
- Daily
- Every 2 Days
- Weekly
- Every 2 Weeks
- Never Updated
- Other Method

13%
27%
9%
10%
7%
34%
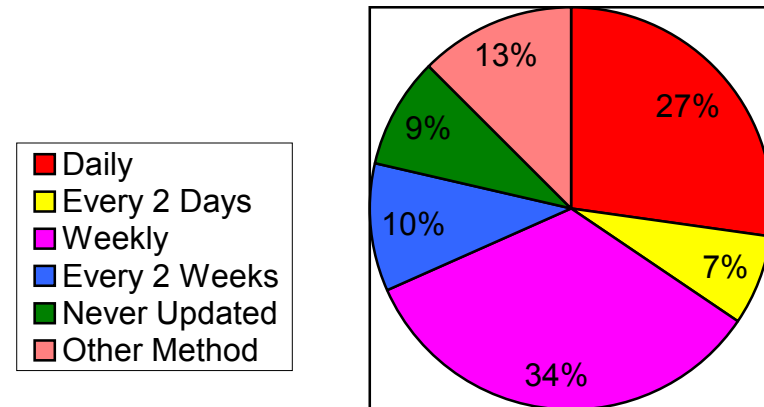
## Do you secure electronic access to data?



Legend:
- Yes (blue)
- No (yellow)

21%
79%

## How is electronic data secured?



Legend:
- Network Login
- Software Login
- Screen Saver Password
- Other Access Security

2%
16%
43%
39%
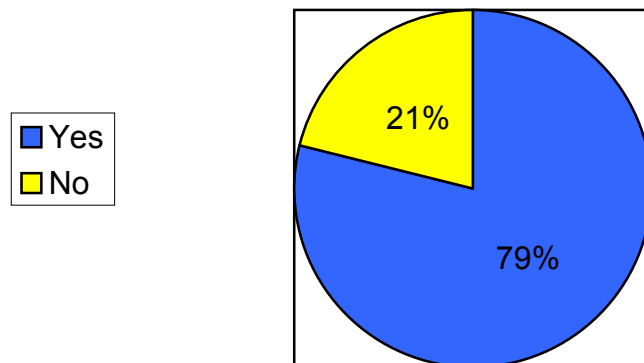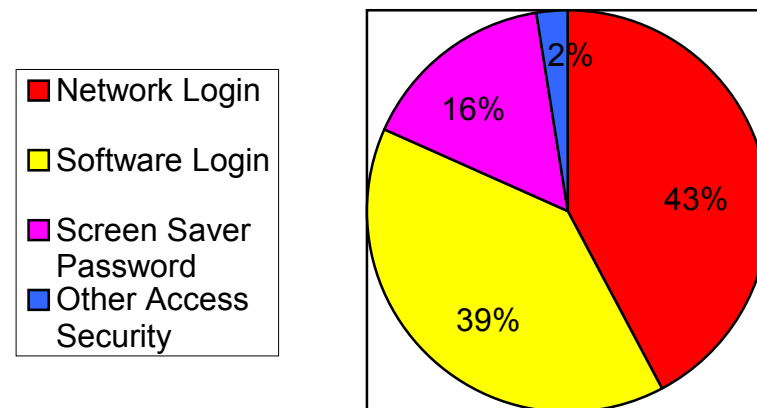
# Section 4: Policies & Procedures

Total responses to this section of the survey were: 110

| | Total | |
|---|---|---|
| | Yes | No |
| Using passwords for electronic patient data security | 37 | 73 |
| Ensuring unauthorised persons cannot access confidential patient data when computers are left unattended | 35 | 75 |
| Maintaining a computer hardware and software register/ inventory | 19 | 91 |
| Routine maintenance and checking of the computer system | 29 | 81 |
| Implementing software upgrades | 37 | 73 |
| Electronic patient practice data backup | 36 | 74 |
| Staff access to the Internet | 22 | 88 |
| Staff use of e-mail | 20 | 90 |
| Virus protection | 29 | 81 |

# Do you have written policies or procedures for:

**Legend:** ■ Yes ☐ No

| Category | Yes | No |
|---|---|---|
| Virus protection | 55 | 55 |
| Staff use of e-mail | 39 | 71 |
| Staff access to the Internet | 43 | 67 |
| Electronic patient practice data backup | 71 | 39 |
| Implementing software upgrades | 70 | 40 |
| Routine maintenance and checking of the computer system | 59 | 51 |
| Maintaining a computer hardware and software register/ inventory | 44 | 66 |
| Ensuring unauthorised persons cannot access confidential patient data when computers are left unattended | 66 | 44 |
| Using passwords for electronic patient data security | 69 | 41 |

**Percentage** (0% – 100%)

# Section 5: Internet & Email

Total responses to this section of the survey were:          144

**Do you currently have an internet connection at work?**

**Connection Plan**
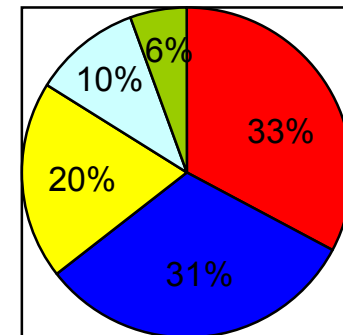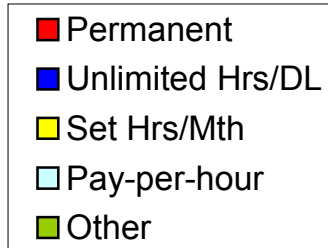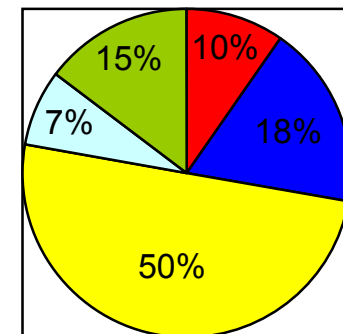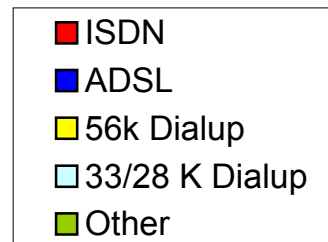
|  | Yes | No |
|---|---|---|
| Total | 130 | 14 |

|  | Permanent | Unlimited Hrs/DL | Set Hrs/Mth | Pay-per-hour | Other |
|---|---|---|---|---|---|
| Total | 47 | 45 | 28 | 15 | 8 |

**Connection Speed**

|  | ISDN | ADSL | 56k Dialup | 33/28 K Dialup | Other |
|---|---|---|---|---|---|
| Total | 12 | 22 | 61 | 9 | 18 |

**Do you currently have an Internet connection at work?**

| | |
|---|---|
| 🟦 | Yes |
| 🟨 | No |

10%

90%

**Connection Plan**

| | |
|---|---|
| 🟥 | Permanent |
| 🟦 | Unlimited Hrs/DL |
| 🟨 | Set Hrs/Mth |
| ⬜ | Pay-per-hour |
| 🟩 | Other |

6%
10%
33%
20%
31%

**Connection Speed**

| | |
|---|---|
| 🟥 | ISDN |
| 🟦 | ADSL |
| 🟨 | 56k Dialup |
| ⬜ | 33/28 K Dialup |
| 🟩 | Other |

15%
10%
7%
18%
50%

# Section 5: Internet & Email

Total responses to this section of the survey were:                144

**Do you currently have an
email connection at work?**
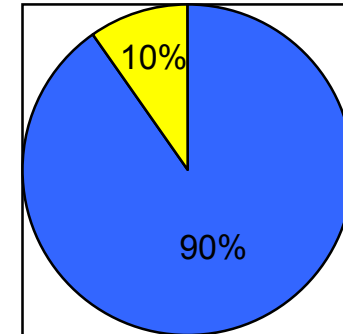
**How often do you check it?**

|       | Yes | No  |
|-------|-----|-----|
| Total | 120 | 24  |

|       | Hourly | Twice Daily | Daily | Weekly | Monthly | Other |
|-------|--------|-------------|-------|--------|---------|-------|
| Total | 18     | 21          | 53    | 15     | 3       | 1     |

## Do you currently have an e-mail connection at work?

**Legend:**
- Yes
- No

17%

83%
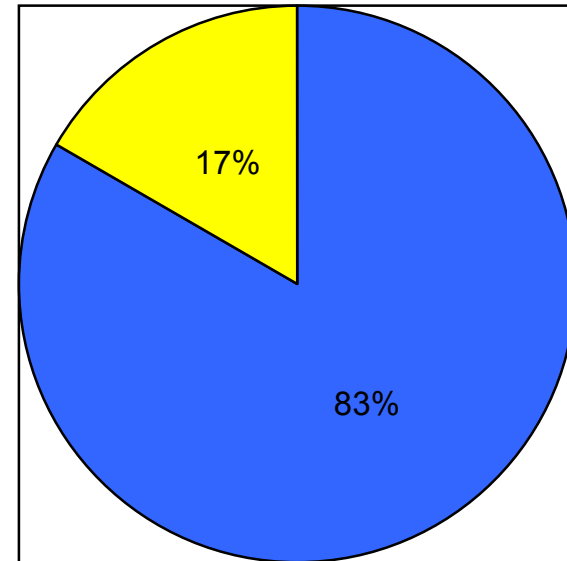
## How often do you check your email?

**Legend:**
- Hourly
- Twice Daily
- Daily
- Weekly
- Monthly
- Other

1%

16%

14%

3%

19%

47%
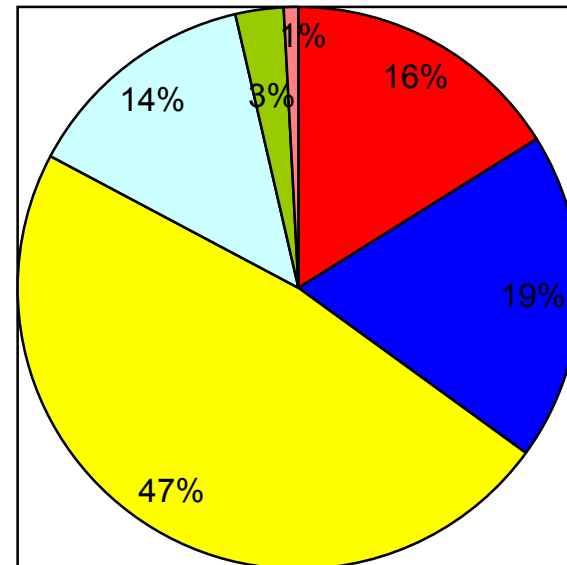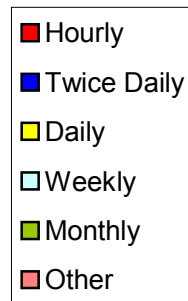
# Section 5: Internet & Email

Total responses to this section of the survey were:          144

**Does your practice have its own website?**

| | Yes | No |
|---|---|---|
| Total | 3 | 141 |

**Is the website published to a server at your practice?**

| | Yes | No |
|---|---|---|
| Total | 6 | 138 |

**Do you use encryption when sending email?**

| | Yes | No |
|---|---|---|
| Total | 11 | 133 |

| What form of email encryption do you currently use if any? | |
|---|---|
| PKI | 4 |
| For health info definitely | |
| P9p | |
| N/A | |
| Don't know | |
| Only to medclaims | |

## Does your practice have its own website?
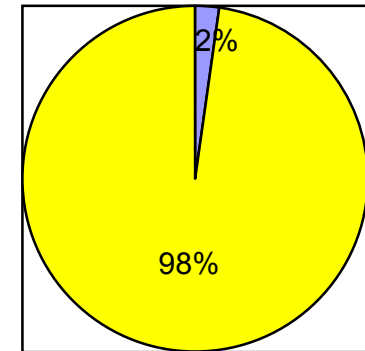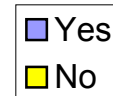
**Legend:**
- Yes
- No

2%

98%

## Is the website published to a server at your practice?

**Legend:**
- Yes
- No

4%

96%

## Do you use encryption when sending e-mail?

**Legend:**
- Yes
- No

8%

92%
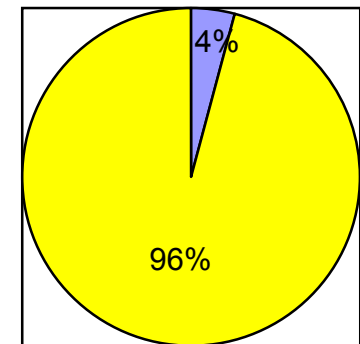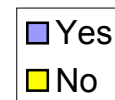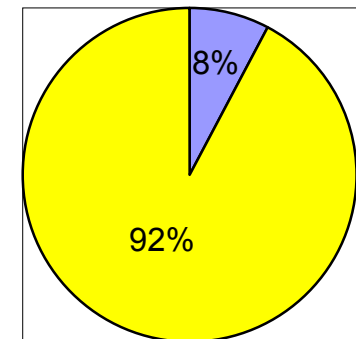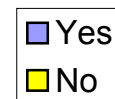
# Section 5: Internet & Email

Total responses to this section of the survey were:            144

**Do you use email to communicate with:**

|  | Other practices | Patients | Divisions | Specialists | Personal Email | Hospitals | Other Health Services |
|---|---|---|---|---|---|---|---|
| Total | 40 | 23 | 65 | 32 | 65 | 24 | 15 |

# Do you use email to communicate with:
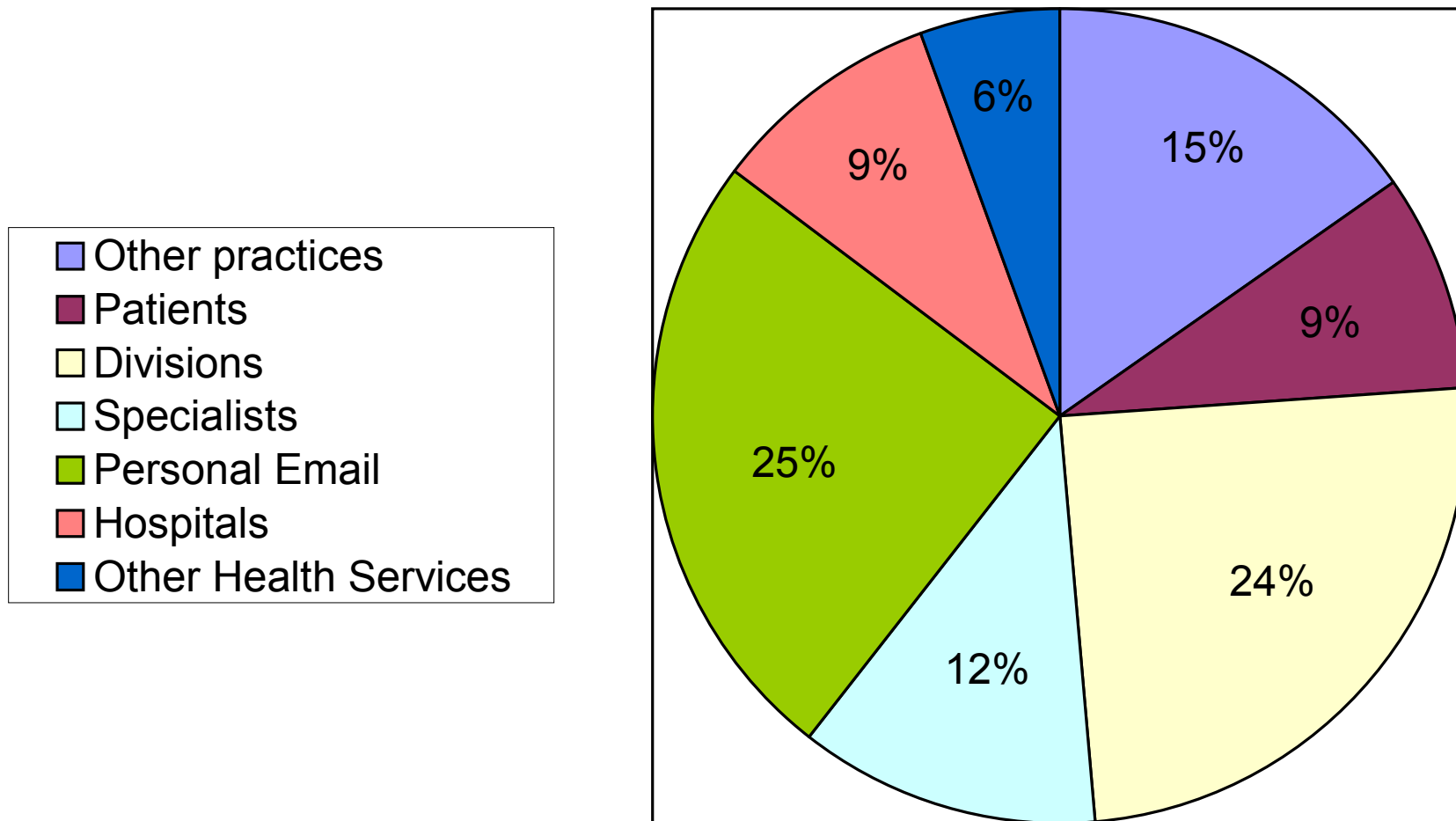


Legend:
- Other practices
- Patients
- Divisions
- Specialists
- Personal Email
- Hospitals
- Other Health Services

Pie chart values: 15%, 9%, 24%, 12%, 25%, 9%, 6%

# Section 6: Usage of Computer Systems

Total responses to this section of the survey were: 163

**Do practice staff use a
computer at work?**

|  | Yes | No |
|---|---|---|
| Total | 132 | 31 |

**Do practice staff use computers for:**

|  | Scheduling appointments | Stock control | Archiving patient files | ACIR entry/ search | Online purchases | Billing patients | Payroll | Word processing | Internal Email | Other | Medclaims | Managing Practice Finances | Patient Education | Register & Recalls |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 86 | 14 | 75 | 65 | 18 | 131 | 78 | 140 | 66 | 6 | 102 | 102 | 83 | 123 |

# Do practice staff use a computer at work?
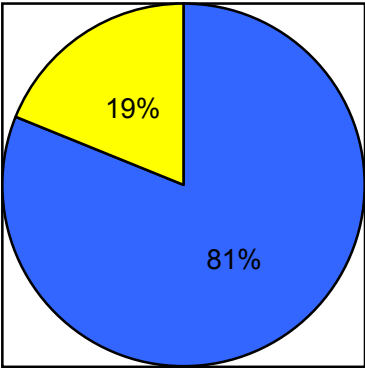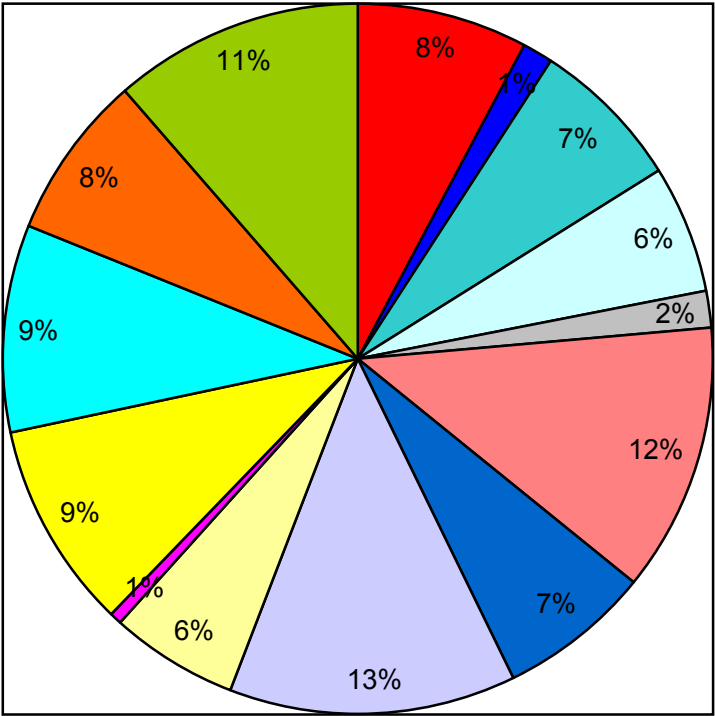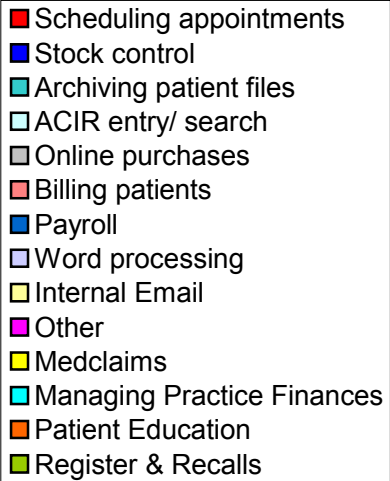
Yes
No



# Do practice staff use computers for:

- Scheduling appointments
- Stock control
- Archiving patient files
- ACIR entry/ search
- Online purchases
- Billing patients
- Payroll
- Word processing
- Internal Email
- Other
- Medclaims
- Managing Practice Finances
- Patient Education
- Register & Recalls

# Section 6: Usage of Computer Systems

Total responses to this section of the survey were: 163

**Does your practice have:**

|  | Full electronic records | Partial electronic records | No electronic records |
|---|---|---|---|
| Total | 40 | 82 | 34 |

**Do you still use any paper based clinical records?**

|  | Yes | No |
|---|---|---|
| Total | 120 | 43 |

**Does your practive have:**
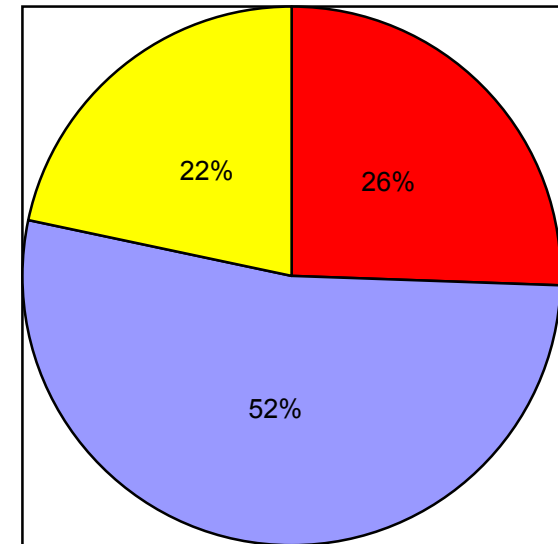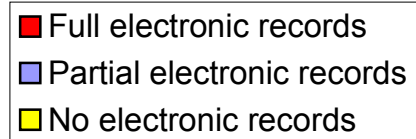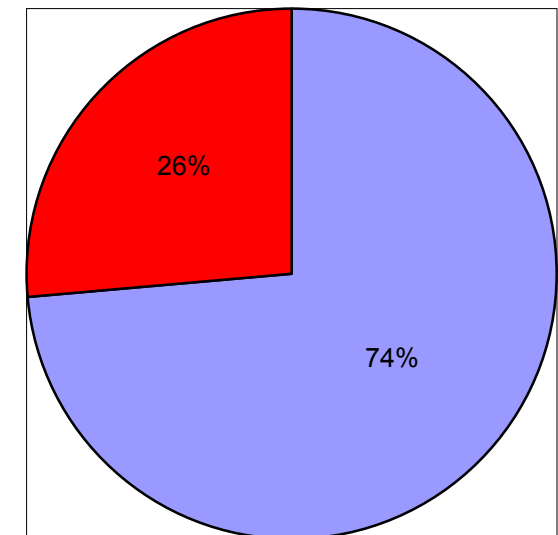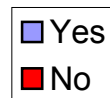
- 🟥 Full electronic records
- 🟦 Partial electronic records
- 🟨 No electronic records



**Do you still use any paper based clinical records?**

- 🟦 Yes
- 🟥 No

# Section 6: Usage of Computer Systems

Total responses to this section of the survey were: 163

| What Billing software do you use (if any)? | Count |
|---|---|
| Amfac | 1 |
| Ats medical system | 1 |
| Bulk-billing | 1 |
| Compudoc | 1 |
| Crs | 1 |
| Ferret | 1 |
| Flexdata | 1 |
| Hopefully QuickBooks | 1 |
| Houston | 1 |
| Houston hgp | 1 |
| Manual | 1 |
| Medical speclvun | 10 |
| Medical windows | 3 |
| Medicare | 1 |
| Medilink | 3 |
| Medipak | 9 |
| Medipak - patients | 8 |
| Mediplus | 1 |
| Mednetwork | 1 |
| Medrecords | 3 |
| Medtech | 2 |
| Medtech32 | 1 |
| Medwin | 8 |
| Mss | 2 |
| Multiview | 5 |
| MYOB | 2 |
| N/a | 6 |
| Optus healthpoint | 1 |
| Own | 1 |
| Patients by medipak | 2 |
| Pick | 1 |
| Prsacsoft | 32 |
| Px | 10 |
| Rx for windows | 1 |
| Rx healthcare | 1 |
| Rx medical | 6 |
| Rx medical (dos) | 1 |
| Rxsql | 1 |
| Show solutions | 1 |
| Soe | 2 |
| Surgiware | 1 |
| Vip houston | 1 |
| We have our own design | 1 |

**What Billing Software do you use?**

# Section 6: Usage of Computer Systems

Total responses to this section of the survey were: 163

| What appointment software do you use (if any)? | Count |
|---|---|
| Appointment book | 1 |
| Compudoc | 1 |
| Handwritten | 1 |
| Houston | 1 |
| Houston hgp | 1 |
| Manual | 5 |
| Medical spectrum | 10 |
| Medilink | 3 |
| Medipak | 7 |
| Medipak - patients | 6 |
| Medrecords | 2 |
| Medtech | 2 |
| Medtech32 | 1 |
| Medwin | 8 |
| Mss | 2 |
| Multiview | 5 |
| N/a | 8 |
| Normal diary | 1 |
| Not used | 1 |
| On time | 1 |
| Patient | 2 |
| Pracsoft | 24 |
| Rx | 5 |
| Rx medical | 2 |
| Rxsql | 1 |
| Schedule | 1 |
| Show solutions | 1 |
| Surgiware | 1 |
| Vip houston | 1 |
| Will be rx | 1 |

**What Appointment Software do you use?**

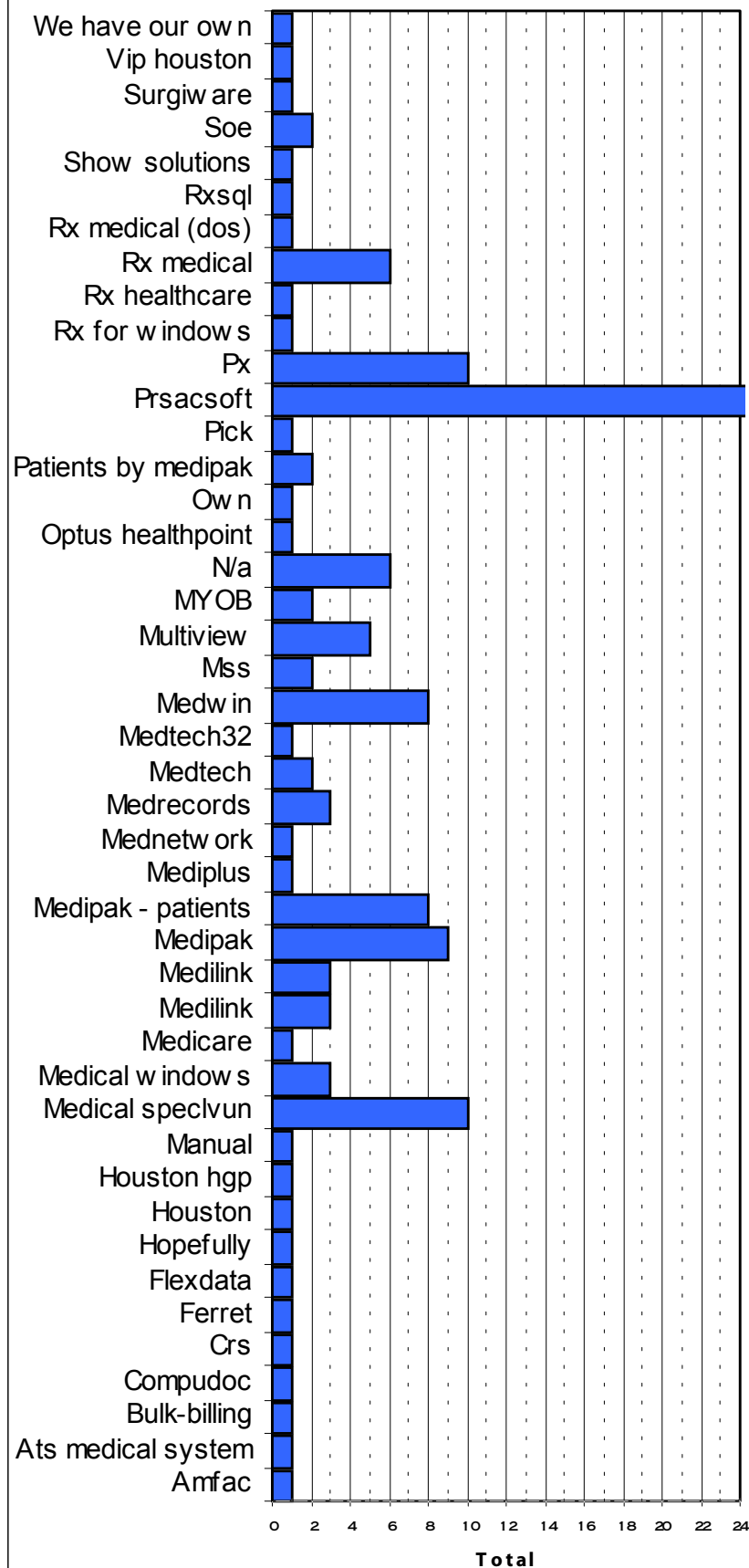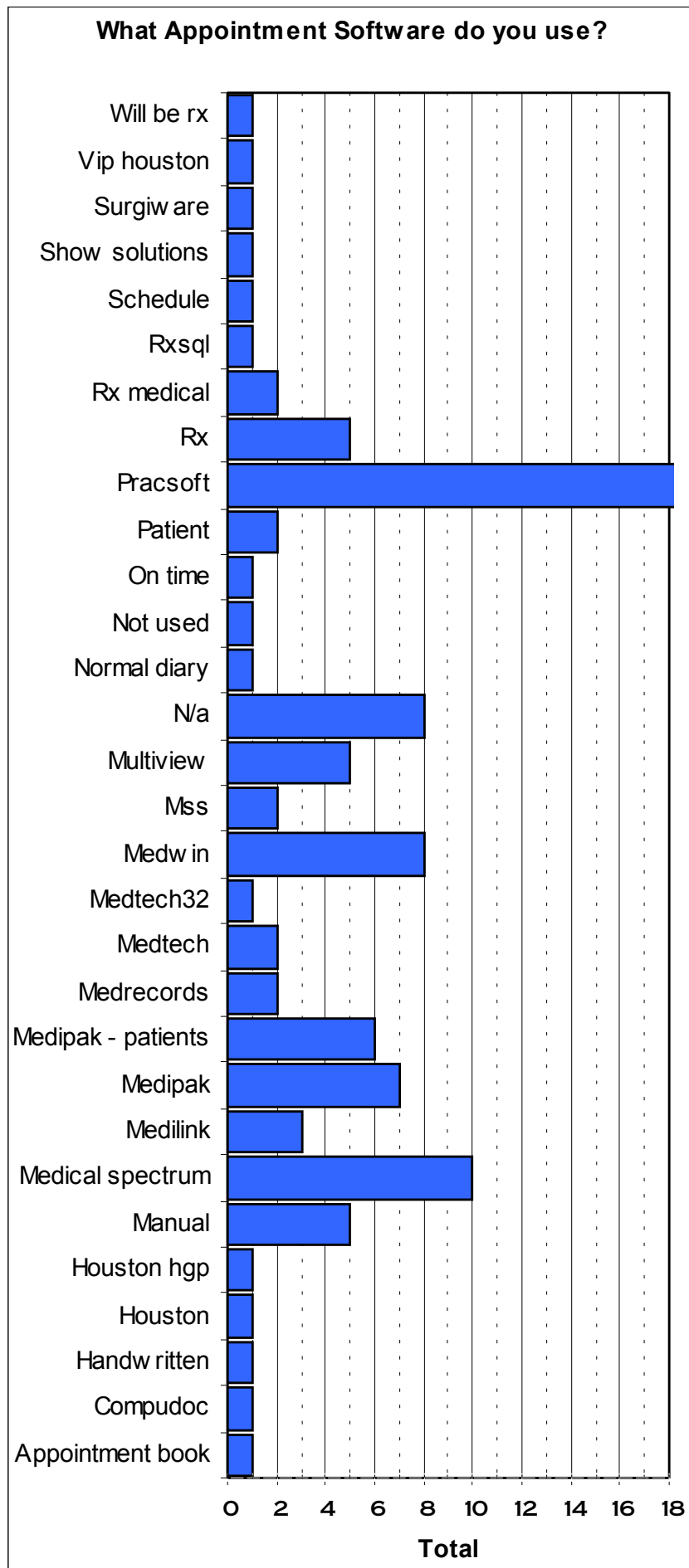| Software | Total |
|---|---|
| Will be rx | 1 |
| Vip houston | 1 |
| Surgiware | 1 |
| Show solutions | 1 |
| Schedule | 1 |
| Rxsql | 1 |
| Rx medical | 2 |
| Rx | 5 |
| Pracsoft | 18 |
| Patient | 2 |
| On time | 1 |
| Not used | 1 |
| Normal diary | 1 |
| N/a | 8 |
| Multiview | 5 |
| Mss | 2 |
| Medwin | 8 |
| Medtech32 | 1 |
| Medtech | 2 |
| Medrecords | 2 |
| Medipak - patients | 6 |
| Medipak | 7 |
| Medilink | 3 |
| Medical spectrum | 10 |
| Manual | 5 |
| Houston hgp | 1 |
| Houston | 1 |
| Handwritten | 1 |
| Compudoc | 1 |
| Appointment book | 1 |

**Total**

# Section 6: Usage of Computer Systems

Total responses to this section of the survey were:           163

| What accounting software do you use (if any)? | Count |
|---|---|
| Ats medical system | 1 |
| Cash flow manager | 1 |
| Cashbook | 1 |
| Cashflow | 4 |
| Cashflow manager | 4 |
| Compudoc | 1 |
| Crs | 1 |
| E record | 1 |
| Excel | 4 |
| Houston | 2 |
| Manual | 1 |
| Med.spec. | 1 |
| Medical director | 2 |
| Medical spectrum | 3 |
| Medical spectrum | 1 |
| Medical spectrum | 1 |
| Medical windows | 1 |
| Medipak | 2 |
| Medwin | 3 |
| Microsoft works | 1 |
| Mss | 1 |
| Multiview | 1 |
| MYOB | 45 |
| N/a | 5 |
| Own custom system | 1 |
| Patient billing | 1 |
| Pracsoft | 6 |
| Purpose written dos programs | 1 |
| Quick books | 27 |
| Quick books pro | 1 |
| Quicken | 5 |
| Quicker | 1 |
| Rxsql | 1 |
| Show solutions | 1 |
| Surgiware | 1 |
| Vip houston | 1 |

What Accounting Software do you use?
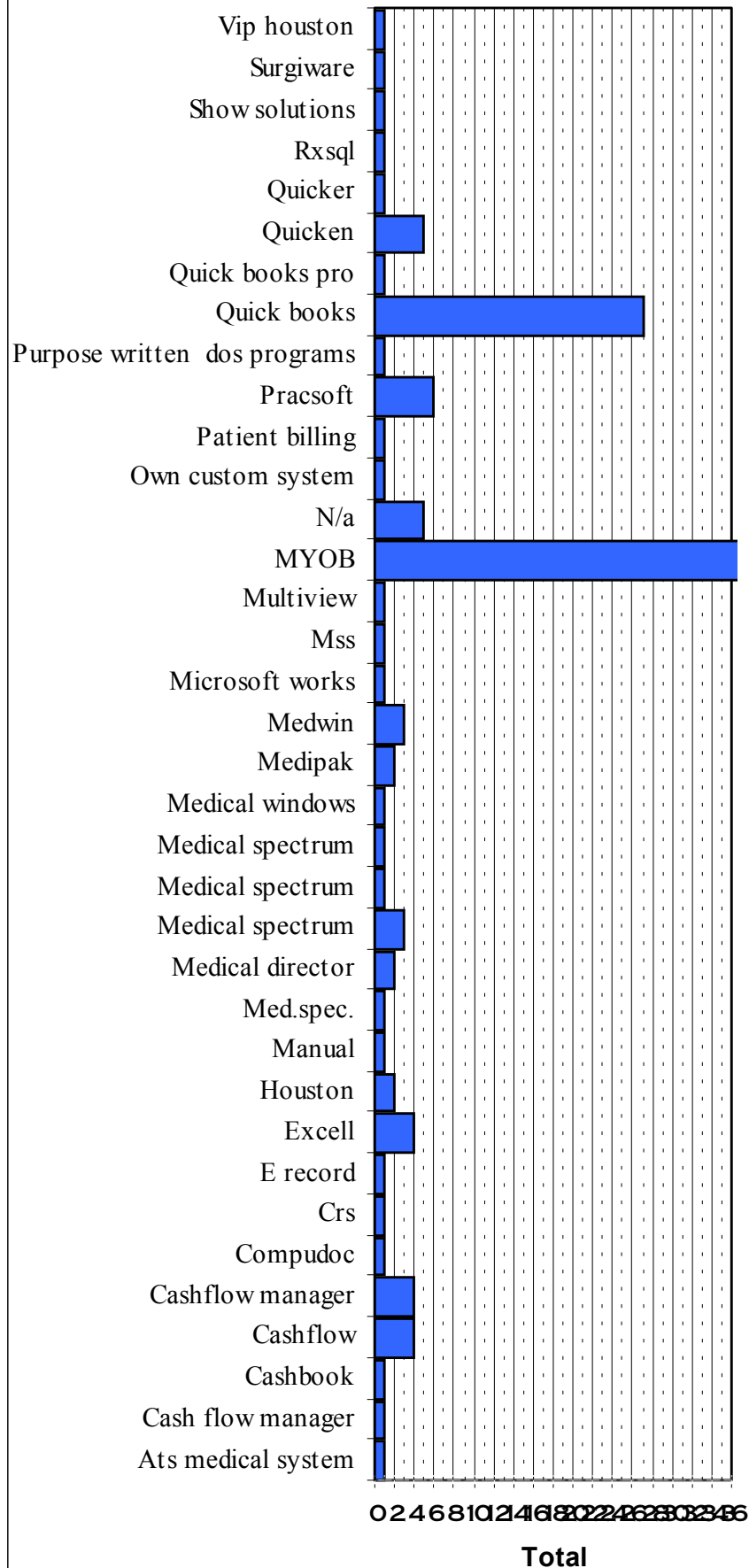
# Section 7: Training & Development

Total responses to this section of the survey were:          165

## Who has provided training in how to use computers for information management for this practice?

| | For GPs | | | | | | For Practice Staff | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No Training Provided | Training provided by Div of GP | External Consultants | In-house | Software or hardware suppliers | Other | No Training Provided | Training provided by Div of GP | External Consultants | In-house | Software or hardware suppliers | Other |
| Total | 13 | 81 | 49 | 104 | 65 | 5 | 14 | 75 | 42 | 92 | 61 | 8 |

# Who has provided training in how to use computers for information management for this practice?

Legend: No Training Provided | Training provided by Div of GP | External Consultants | In-house | Software or hardware suppliers | Other



Left chart: 2%, 4%, 26%, 21%, 32%, 15%

Right chart: 3%, 5%, 26%, 21%, 31%, 14%
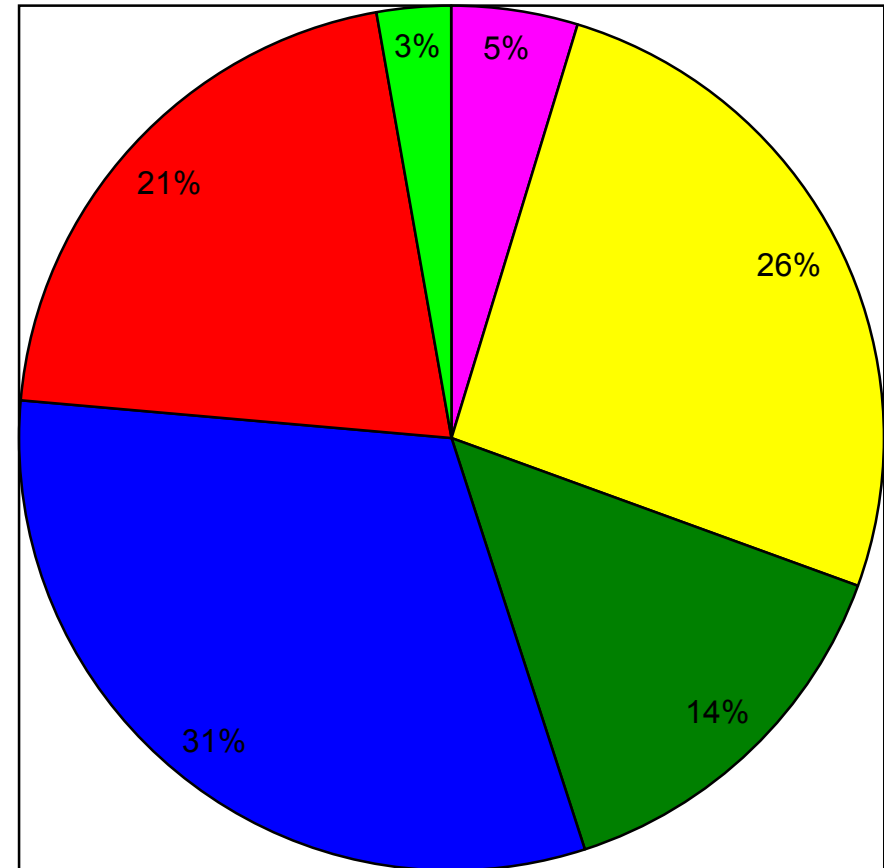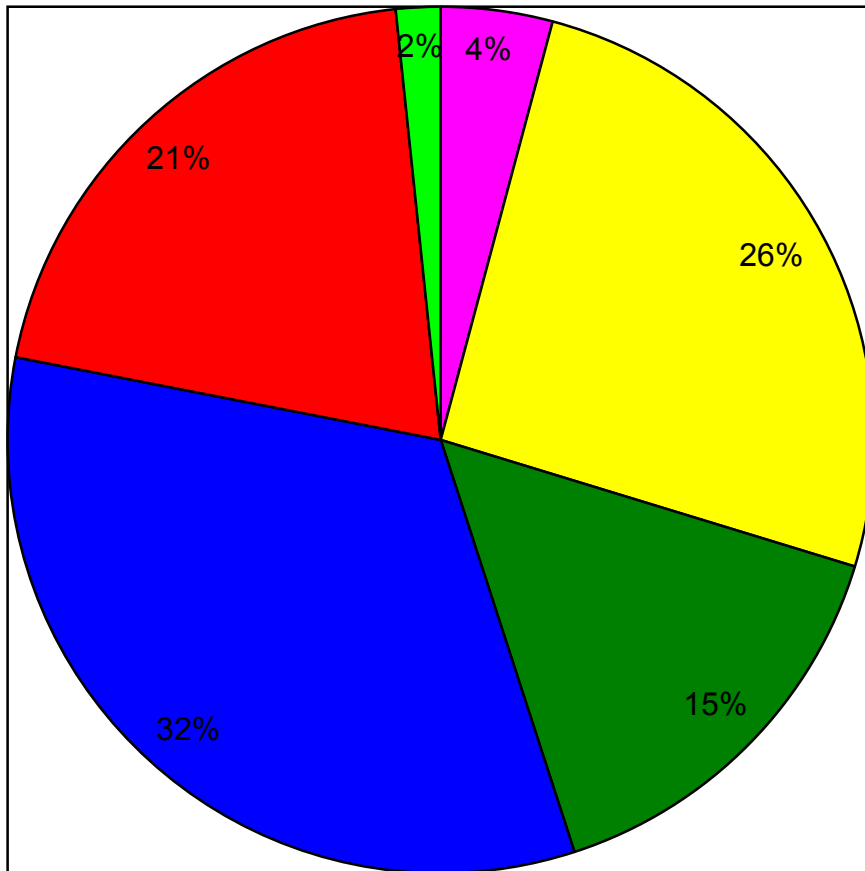
# Section 7: Training & Development

Total responses to this section of the survey were: 167

| Are there areas that you or your staff require any training? |
|---|
| Additional training with new upgrade software training from supplier. |
| Back up and restoration |
| Backups |
| Backups, retrieving backups & problem solving |
| Check backup reliability |
| Crash control |
| Data security, firewalling |
| Doctors in particular older ones need easy access to education. |
| Doctors still require further training on the use and security of internet & email.  We are gradually doing this in-house |
| Email & internet training for staff, |
| Further training in pathology requests [using] medical director |
| Further training md; full system if results/recalls etc; the full use of various areas; excel - would like to receive training. How to use pki - we have installed and would like to train gps and staff. |
| How to delete programs successfully. Transferring or copying programs from one terminal to another - when discs are not available. Some basic programming rules. |
| Internet |
| Lots of little question re & pracsoft & medical |
| Lots of training available in industry application packages, but not a lot in the market place for word, explorer, understanding the operating system, troubleshooting. |
| Md updates, easier recall system |
| Medical director for all gp's and practice staff. |
| Medical director, word processing and drs need further training on the use of security of internet & email. Housekeeping files and folders are essential so they can manage their workstations. |
| More free training |
| Myob |
| Non at this stage |
| Not at the moment however we see training as an ongoing requirement |
| Not really, all seem relatively confident with the introduction of computers to the practice |
| Perhaps more technical knowledge |
| Policies & procedures relating to computer use.  Intramail. Medical director |
| Policies and procedures |
| Recall system improvement - currently being addressed by ace div. |
| Recalls, billing, appointments |
| Reception - advanced pracsoft |
| Re-fresher courses |
| Scanning medical records etc. Updating filing system. |
| Setting up internal email |
| Setting up letters for specialists for referrals through m.d. For typist |
| Setting up new software for accounting systems-advice in integrating computer networks |
| Some doctors need more medical director in house training sessions |
| Some gps require further training with md software |
| Training is always good.  Probably registers and recalls - we have not done yet. |
| Troubleshooting for unsuccessful back up. Downloads etc. |
| We can always learn something more. |
| Yes - network management, any of the ms office programs, hardware problem shooting (solving) |
| Yes. Staff for pracsoft |
| Yes-transferring of data from |

# Section 8: Needs of Computer System

Total responses to this section of the survey were: 110

| In designing a computer system what would it include? |
|---|
| One that would not break down - keeps working! |
| Simplicity.  Lease number of screens to move in and out of.  Ease of moving from billing/appointments/part details |
| Office intra-mail has been great.  Medipak has just introduced a dairy/task set up which is (for log-on/individuals) which is also great.  You can task set ahead. E.g. 1-4-03 staff reviews; phone john smith etc. |
| Besides the server computer and workstation computer it would be good to have an entirely separate computer for internet access: to do other work when another receptionist is present. |
| All md has |
| Low price, stable software, ups, accounting system, medical records and prescribing. |
| It would include a terminal for every staff member and doctor.  This would then enable us to c comfortably take on a computerised appointment system. |
| Internal email. Voice recognition |
| Appointment book, billing, batching, electronic claims, letter writing, scan incoming correspondence and store. Home access to easy to use and comprehensive instruction manual. |
| More memory, speed, new printers |
| Larger computer capabilities |
| Appointment book/billing package/internal e-mail/director billing/automatic updates of patients Medicare details (links hic) personal logins to track staff errors. |
| Internal email |
| Linking computer data chis with medical director or such software package. |
| Our billing is not connected to md2.  I would like the patient clinical records and billing to be linked. |
| Always on, always protected if not there, always & backed up off site without intention. |
| Computer print.  Printer scanner LAN in office p4 - 500+sdrom net mode. Cd rw virus protection - done well - encryption |
| Staff do not need to enter appointments computer file so they are not aware of recalls at all times.  Also alerting to an expired Medicare card would be useful. |
| Networked clinical computers incl regional sites |
| Patient files, files of all businesses & docs we deal with, a database of all our products which alerts us when we need to purchase more |
| 0 failure rate - better quality software, and cheaper |
| As our system at athelstone is networked with sever at Beulah park - broadband would be good to increase speed of our computers - at this stage our area is unable to access broadband, |
| Better access to direct claims/smoother medclaims system over internet rather than via dialup modem |
| Partitioning - when we had the soe med software 10 years ago - this ran on a Dos system the good things about it was that we could e.g. billing up to 7 patients at the same time on the same screen - it was similar to pages in a book |
| A robot to do the work |
| Totally integrated billing/appointment/payroll/accounting/stock control/debtors/creditors/general ledger |

| What are key areas that billing/appointment software address? |
|---|
| As above |
| Providing excellent statistics when required. |
| Salaries, summaries of income/costs. Word processing |
| Medical director's help file fails to answer a variety of questions staff have had since its installation. |

Quiz works well, is sophisticated with much depth of application, which benefits those with a degree of computer skills.  Therefore, further training resources would benefit some practices working this software e.g. Instruction manuals of in tutorial disk.  Often software packages would benefit by being fully integrated as ours is.

| |
|---|
| On site person in Adelaide. Qualified. |
| Do not know |
| Debtors/daily adjustments/accounting. |
| Would like easy internal email |
| The need to link clinical & billing together (rx got close but not quite there yet) receptionist would spend less time recalling appointments if clinical updates & reminders would be prompted at billing or at time of making appointment. |
| We are pretty happy as things are. |
| A/a |
| Program evaluation - a number of different community health programs. Statistical data for organisational/funding requirements |
| Currently looking at new software for prac that we are happy with. |
| As above |
| Ability to generate reports easily, i.e. any reports needed for surveys, recalls, immunisation etc. |
| Too hard |
| Total practice integration i.e. billing & accounting |

| **What are the key areas practice management software address?** |
|---|
| We relay suggestions to our software programmers. |
| Appointment software.  Easy transfer of appointment times in cancel and re appoint @ same time. |
| Billing and practice notes in one package |
| Patient search by name.  D.O.B. Medicare number and address or employment place. |
| Being a solo practice I feel pracsoft provides all our needs currently. |
| Very happy with our billing software. |
| As we are a small practice -we have found pracsoft - cashflow manager - easy to use and adequate. |
| Appointment book works well billing also work well, but uses an excessive amount of paper. |
| Pracsoft ok - they need to address the corruption of files without explanation. |
| Overdue account prompts.  Length & type of appointment/appointment searches. |
| I am not sure about appointment software.  It is annoying we ring other doctor's rooms and they take a long time because they have a computerised system. |
| Message prompting - when booking appointment for part on alert message appears if the patient is due for recall, has x-rays to p/up or has outstanding amount to pay etc. |
| Integration - we have achieved twist to a degree across 2 sites and all workstations.  (Will be fully so with sql md & pracsoft) |
| Integrated |
| Fast clear accessibility when needed |
| Do not use billing/appointment software. |
| Flexibility to cope with changes in demographic data e.g. multiple addresses, names & changes in appointment times incl "walk-in" times |
| Maintaining a record of purchases, debits & credits. How long since a patient was last at the practice. |
| Cut and pasting to copy blocks of "do not book" in patient |
| Improved integration |
| Improved scheduling of meeting & non clinical hours |
| Ability to customise to suit prac |
| Speed, must be reliable, flexible, easy to teach and learn, good manual in hard copy with well written instructions |
| Individuality of prac |
| Speed & user friendliness |