



New ACC work fitness certification services now available nationwide

BPAC Inc. works closely with its business partners to provide a positive online experience. ACC's online Medical Certificate (eACC18) is a case in point; its usage is now over 50% of all ACC Medical Certificates, and during February it was used by 635 practices and by 1727 GPs from those practices. Such success has encouraged ACC to make the eACC18 the sole Medical Certificate option for the launch of new services; the following provides understanding about these services.

New services for GPs, designed to help injured patients return to work safely and quickly are now available nationwide. The services will make it easier and quicker for GPs to talk to ACC about their patients' needs and request return to work support; easier to get help to resolve difficult work certification cases; and easier to certify fitness for work.

The completion of the nationwide roll out in February followed the launch of services into the north of the North Island in October last year. In the four months since then, GPs have progressively taken to the new services, which are now available to all GPs.

Use of the eACC18 medical certificate - which is the core platform and drives the new services - is rising quickly as GPs become familiar with the online form and see the benefits it offers when planning return to work after injury.

The services are Your Call Support Service, which provides online (via the eACC18 medical certificate) and free phone (0508 ACCRTW) access to ACC return to work assistance for GPs and their patients, either from experienced ACC triage managers or from case owners.

The Clinical Review of Fitness for Work Service provides personal support and guidance for GPs, from peers experienced in occupational medicine, on difficult or complex return to work cases. Support can be requested through the eACC18 using the click of a mouse, and will be arranged by ACC.

Under the General Practice Support Service participating PHOs will provide CME-qualifying education and training in work fitness certification. This means that many PHOs will actively be involved in training GPs in work fitness certification.

These initiatives focus on opening up channels for dialogue and service from ACC, providing one-on-one advice to GPs on certifying difficult cases, and on facilitating broad-scale sector training for GPs in work capacity certification through PHOs.

Over time, ACC believes there will be a significant change in GPs' approach to work capacity certification, from the current default position of signing clients off as fully unfit to work to the more flexible and useful status of fit for selected duties. Doing so will enable ACC to set the wheels of vocational rehabilitation in motion and get rehabilitation on track earlier.

Setting up the eACC18 on GP practice management systems is easy to do and takes little time. For more information on how your practice can take advantage of these new services:

Web: <http://www.acc.co.nz/for-providers/set-up-and-work-with-acc/work-online-with-acc>

Contact the e-business team

Phone: 0800 222 994 (Option 1)

Email: ebusinessinfo@acc.co.nz

ELECTRONIC REFERRAL SYSTEM

200,000 e-Referrals

On Thursday 7th March 2013, the *bestpractice* e-Referral system processed its 200,000th referral in the Midlands region. Developed by BPAC Inc, in collaboration with the Midlands Health Network, the e-Referral system has been in operation in the area since 2008 and in 2012 won the Collaboration award at the Waikato DHB Best Of Health Awards.

The system offers end-to-end electronic referrals between primary care and other health providers, including secondary care.

When a GP completes an e-Referral for a patient, a copy is saved in the practice management system (PMS). As the referral is accessed in secondary care it updates the status within the Outbox of the PMS.

All electronic referrals follow the same format minimising errors and making interpretation more consistent for receiving providers.

In hospitals, e-referrals go directly to the individual departments and the receiving division can send a reply, including additional free text, which goes directly to the GP's Inbox within the PMS.

ELECTRONIC REFERRAL SYSTEM

Specialty Forms

BPAC Inc has implemented Specialty Forms within the e-Referral System, providing customised requirements for a broad range of health providers. These forms are pre-populated with relevant patient information from the PMS and can be tailored to specific access pathways. In some cases this may avoid the need for a patient to attend a first specialist appointment.

Some of the areas where Specialty Forms have been created include:

- Referrals for gallbladder surgery
- Diabetic eye monitoring service
- Podiatry
- Dieticians
- Orthopaedics
- TIA/Stroke
- Gynaecology
- Colorectal cancer
- Hepatitis C
- Oral Health for high needs patients
- Skin Lesions
- COPD and
- Electronic green prescriptions

FEATURED MODULES

Have you heard about these modules?

Patient Prompt

The Patient Prompt is an alerting tool. It analyses the patient record at the time of consultation, providing notification of clinical areas where action may be required. The notifications provided by the prompt are not mandatory.

The Prompt searches for issues in four specific areas:

- Reviews that are due or imminent such as CVRA and diabetes follow-up
- Missing data such as height, weight, blood pressure
- Lifestyle recommendations such as diet/exercise advice
- Clinical data indicating action is appropriate (for example elevated HbA1c, not on insulin).

The Common Form

The Common Form was developed by BPAC Inc in association with Midlands Health Network to support the Long Term Conditions Management Programme.

It is a standards-based tool designed to assist clinical review, disease monitoring and clinical management while emphasising speed and ease of use.

The Common Form combines features from the Diabetes and CVD Management modules in a dynamic format that changes based on clinical information recorded in the PMS or as data is entered into the form.

Advice is based on the appropriate guidelines published by the New Zealand Guidelines Group.

bestpractice Intelligence (BPI)

BPI is a suite of tools allowing those involved in primary care to monitor and manage their progress towards agreed health goals. These targets may be clinically driven for quality of care or performance driven to maximise funding.

Users are able to analyse patients by chronic condition, view current management of a patient group and provide exception reporting.

This assists practices in reaching PPP targets by viewing their current status against the target, the number required to meet targets and provides a list of eligible patients. A recall can then be directly generated from within BPI to populate in the PMS.