Procon

The Appointment Scanner
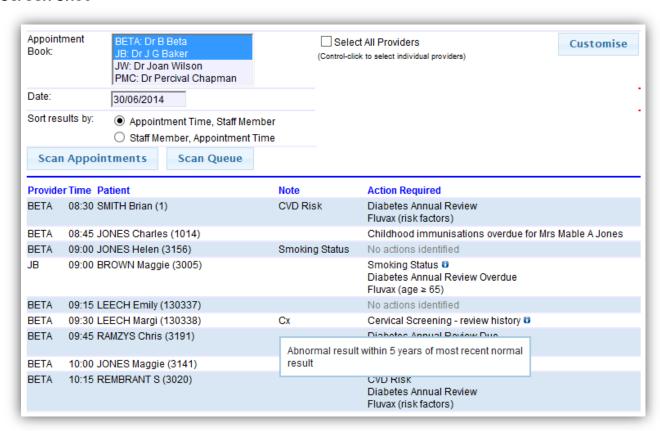
Background

The Appointment Scanner is a web-based advanced form that allows the user to easily identify patients with booked appointments who may benefit from additional interventions.

This is particularly useful for practices who routinely want to scan the appointments booked for the day and identify those patients where other interventions are required.

Practices may find that this tool helps them to improve their performance within the PHO Performance Programme.

Screen Shot

Checks Implemented So Far

- Patients not funded.
- Smokers who have not been given brief advice or cessation support within the required timeframe.
- Smoking status is not recorded within the required timeframe.
- Expired Community Services Cards.
- CVD risk not recorded or recorded within the required timeframe.
- Overdue childhood immunisations.
- Other children in the family who are overdue immunisations.
- Overdue diabetes annual review.
- Eligible for funded fluvax but no fluvax given this season.
- Overdue cervical screening.
- Patients with specific alert codes recorded.
- Children due/overdue for a B4School check (if these are being done within General Practice)

Multi-provider

The appointment scanner can scan appointments made with multiple providers at the same time. This can be useful to, for example, find all patients who need a CVD risk screen regardless of who the provider is.
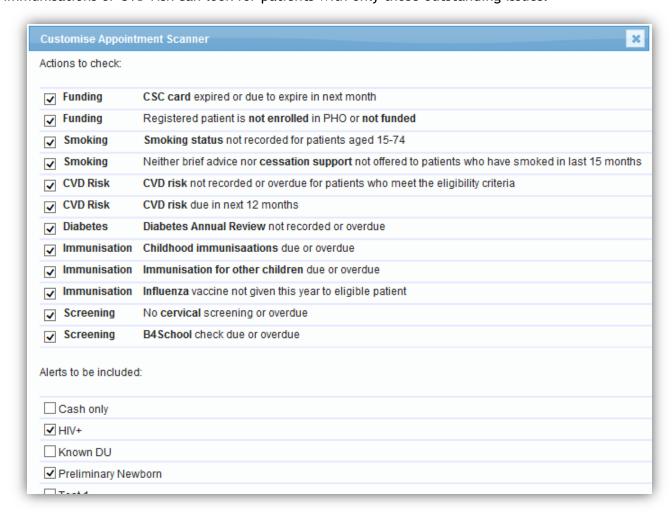
Results can be sorted either into time order, or time within provider.

Support for Queue

The Appointment Scanner can be used to scan the queues for practices that use this functionality. This can be helpful as an audit tool to see what may have been missed for patients who have already been seen.

Customisable

Each user can customise which checks are done and which ones are not. Each user can indicate alert codes to be highlighted. For example a receptionist might be given the responsibility to look for patients who have the "Sign Enrolment Form" alert recorded whereas a nurse with responsibility for childhood immunisations or CVD risk can look for patients with only those outstanding issues.

Additional Checks in Development

- Overdue for breast screening.
- Overdue for diabetes activity (e.g. foot check, HbA1c, retinal screening etc).
- Overdue for HPV vaccination.

Other checks can also be included for specific PHOs e.g. advance care planning, Care Plus visits, respiratory screening etc.

There will not be any increase in the cost when additional checks are developed unless a PHO intends to commission the development of checks specifically for PHO-specific programmes.

How much does it cost?

The appointment scanner costs $360 per practice per annum, plus GST. This does not vary based on the number of users at a practice.

Practices will also need a PHO-level Advanced Forms license, but most practices will already have this.

What is included in this cost?

- Provision of the form ready for installation.
- Support to the practices' PHO (support can be provided directly to practices at additional cost).
- All future upgrades.

Assistance with installation can be provided at additional cost – it is assumed that practices will install the form themselves or will do so with the support of their PHO.

What do I need?

You will need to have purchased an Advanced Forms license from Medtech in order to be able to run this form. Most PHOs already have an Advanced Forms license.

Practices will, of course, need a connection to the Internet.

What is involved in installation?

For practices that already have patient dashboard, it is as simple as importing a new form.

For practices that do not have patient dashboard installed, there is a slightly more complex installation, but this can be done by most competent practice managers.

Do I need "Patient Dashboard" first?

No – you can run the Appointment Scanner without implementing Patient Dashboard. It is just a slightly more complex installation. The appointment scanner uses the same logic as patient dashboard to identify patients, but it is not a prerequisite.

How do I get it?

Contact Ken Leech at Procon on 021 241 1522 or by e-mail at ken@procon.co.nz.