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| To strengthen General Practice’s ability to continue to provide patient consultations during the peak demand from COVID-19 and in the event of clinical staff needing to self-isolate, we recommend putting in place the following services to protect both patients and the workforce |
| **Option** |  |
| **MMH Video Consultations** | **WE HIGHLY RECOMMEND ENABLING THESE FUNCTIONS NOW FOR USE WHEN NEEDED** |
| **How to enable:** |
| 1. You will need to click on the link below to register your interest. Medtech will then phone you as they need to do part of the set-up from their end.

[https://www.managemyhealth.co.nz/m/Solutions/VideoConsultation](https://elink.clickdimensions.com/c/4/?T=MTQ0OTc5MDg%3AMDItYjIwMDY4LTUxMTYxZmNjMDlhYzQxYmVhMGRmMGYxZTZhNmY4ODM1%3AbWFyaWEuZEB0ZWFobi5vcmcubno%3AY29udGFjdC03MDJlOTI2ZjNkM2VlOTExYTllNTAwMGQzYWQxY2U0ZS1jMmUyYzcxZjljNmE0OThhODljMTg0OGFiNjkzNmNmMg%3AZmFsc2U%3ANQ%3A%3AaHR0cHM6Ly93d3cubWFuYWdlbXloZWFsdGguY28ubnovbS9Tb2x1dGlvbnMvVmlkZW9Db25zdWx0YXRpb24_X2NsZGVlPWJXRnlhV0V1WkVCMFpXRm9iaTV2Y21jdWJubyUzZCZyZWNpcGllbnRpZD1jb250YWN0LTcwMmU5MjZmM2QzZWU5MTFhOWU1MDAwZDNhZDFjZTRlLWMyZTJjNzFmOWM2YTQ5OGE4OWMxODQ4YWI2OTM2Y2YyJmVzaWQ9ODZlMDhkZDgtNjA1Zi1lYTExLWE4MTEtMDAwZDNhZDE5OWUy&K=YahV7HhcMVPJuNNPKxDspg)*Note: There could be a delay as there is high demand to activate this function*1. Medtech will also give you the instructions on how to complete the process at the practice end. If you need support with this, please let Maria know.
 |
| **Points to consider:** |
| * If you have de-activated the appointment booking function, this will mean patients will not be able to book video consultations. See Appointment screening tool guidance below as a solution to concerns.
* You have total control. You can allow patients to book appointments at your chosen times OR a clinician can invite a patient to a video consultation when needed. You can make a simple adjustment in your templates roster to include video consultations and the specific times.
* Medtech has recommended that practice staff use either Apple or Android tablets or smart phones to ensure the quality of this feature. Ideally use practice devices - if you use a personal smart phone, the Dr may be interrupted by a personal call during a consult.
* This will give clinicians the freedom to consult away from the practice if need be eg; home
* Clinicians will need to know their login details for MMH. If you are unsure of what these are, contact Maria. Video consultations and e-prescribing and E-ordering allow clinicians to work virtually and from any location required. Please contact Barbara Moore, Team Leader Pharmacy on Barbara.m@teahn.org.nz if you would like set up for e-prescribing
* The monthly fee for video consultations has been waived but there is a small cost per consultation and practices will need to purchase video credits. Please contact Maria for more information if required
* The more patients on MMH the better
 |
| **Option** |  |
| **MMH Email advice or consultations** | **How to enable:** |
| See attachment for instructions |
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| **Option** |  |
| **Telephone Assessment & Treatment Advance Form (Triage Form)** | **How to enable:** |
| * We want this Health Care Home tool to be available to ALLpractices to utilise
* Let Maria know if you would like us to come and install this. There is no charge to install or use this helpful tool.
 |
| **Benefits** |
| * Easy to use, structured tool which supports good workflow for Drs and Nurses
* Pre-populates patient information e.g. long-term medications, medical warnings etc
* Writes back into the daily record
* Easy to create an invoice if needed
* Captures the data to report and review number of telephone triage calls
* Increases capacity to cope with demand
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| **Option** |  |
| **MMH On-line Booking Appointment Pre-Screening Tool** | **How to enable:** |
| * This tool should have automatically been installed with the latest Medtech update.
* When booking via the portal, patients will need to answer four triage questions to identify if they could potentially have Coronavirus. They must meet certain criteria to proceed to book an appointment otherwise will be directed to ring Healthline.
* Staff can also use this as a pre-screening tool when answering the telephones. Go to your *Medtech tool bar / ManageMyHealth / Patient Tools*
* These triage questions will be updated based on national clinical Covid-19 guidelines
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| **Patient Portal Promotion to increase activation AND utilisation**  | **We can assist you to create a structured portal marketing plan which can include:** |
| * Portal group messaging
* Text campaign
* Facebook
* Website
* Phone message
* Note on scripts
* Reception F2F
* Staff incentives

The more people on the portal the better for all. It is an opportunity to re-explain the benefits of the portal for patients  |
| **Other Considerations** |
| * Be sure to keep phone messages, website and Facebook messages and posters up to date as the situation evolves
* To find out about employer obligations and responsibilities around leave (self-isolation) and your workforce Healthy Practice have good guidelines - <https://www.healthypractice.co.nz/members/legal-and-risk/risk-management/pandemic-planning/novel-coronavirus/>
* Be mindful that anxiety levels will be high for both fellow staff and your patients. It is vital we show patience, kindness and understanding during this challenging time.
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| **TO COMPLETE AND RETURN** |
| Please indicate if you would like support with any of the following options and Maria will contact you |
| **PRACTICE NAME:****CONTACT PERSON:**  |
| **Activating MMH Video Consultations & Training** | **YES / NO** |
| **Activating MMH Email Advice or Consultations** | **YES / NO** |
| **Telephone Assessment and Treatment tool (Triage)** | **YES / NO** |
| **Patient Portal Promotion Plan** | **YES / NO** |
| **e-prescribing information and set-up** | **YES / NO** |
| RETURN VIA E-MAIL TO: maria.d@teahn.org.nz |