

# Patient & Client Management Systems news

An integral part of HealthSMART, Victoria's Whole-of-Health ICT Strategy

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## PCMS team

Glenn Carroll has joined the Patient & Client Management Systems team as Health Information Management Advisor. Nowsheen Syed Jaffar and Viviane Zara will commence this month as Test Analysts in the Statewide Footprint Test team.

## Statewide footprint update

### Patient & Client Management Systems (PCMS) footprint update:

- Testing is underway on i.Patient Manager (i.PM) version 6001 as part of the early adopter program. It is anticipated that testing will be complete by the end of April 2009.
- A walkthrough of the SCTT 2009 requirements has been conducted and iSOFT has commenced development work.
- The Statewide Footprint Committee is conducting a review of the brokerage functionality.

### Client Management Systems (CMS) footprint update:

- North Yarra was the first agency to go-live with scanning.
- The Statewide Footprint's specific requirements for SCTT 2009 have been provided and Intersystems has commenced development work. The final delivery date is to be advised.
- Speedminer Build 2 has been released to Statewide Footprint team and testing is underway.
- Intersystems have developed a prototype of the brokerage functionality for review by the Statewide Footprint team in April.

## Client management system (TrakCare)

### Agency implementation update

Sixteen community health services have successfully implemented CMS:

- Western Regional CHS
- Bendigo CHS
- Inner South CHS
- MonashLink CHS
- ISIS Primary Care
- Darebin CHS
- Nillumbik CHS
- Banyule CHS
- Plenty Valley CHS
- Knox CHS
- Whitehorse CHS
- EACH CHS
- North Richmond CHS
- Inner East CHS
- North Yarra CHS
- Bentleigh Bayside CHS
- Central Bayside CHS

3,078 users across these agencies currently access CMS.

The remaining five agencies are on track for go-live in 2009:

- Manningham Community Health Service (May)
- Sunbury Community Health Service (June)
- Dianella Community Health Service (June)
- Ranges Community Health Service (July)
- Doutta Galla Community Health Service (August)

## Patient & client management system (iPatient Manager)

### Agency implementation update

#### Western Health

Western Health went live with i.Patient Manager (i.PM) version 4003 on Sunday 5 April 2009.

#### Grampians Rural Health Alliance

Grampians Rural Health Alliance has completed key user training. Configuration for Wimmera Health Care Group, Stawell Regional Health and Dunmunkle Health Services is on target for completion by mid-April.

Configuration activities for the other seven sites are in progress. Grampians Rural Health Alliance will undertake a 2-phase go-live with acute scheduled for July 2009 and community in December 2009.

#### Southern Health

Southern Health is implementing i.PM version 6001 and is scheduled to go-live October 2009. key user training and configuration is now underway.

#### Loddon Mallee Health Alliance

Loddon Mallee Health Alliance is working towards go-live in November/December 2009 on version 6001.

#### Melbourne Health

Melbourne Health is implementing i.PM version 6001 and is scheduled to go-live in November 2009. The Melbourne Health implementation planning study is completed and key user training has commenced.

#### Version upgrades

Northern Health and Gippsland Health Alliance have been successfully upgraded from version 1002 to 4003. Peninsula Health and Royal Women's Hospital will be upgraded shortly.

Planning is underway for the following agencies to be upgraded to version 6001:

- Northern Health
- Peninsula Health
- Gippsland Health Alliance
- Royal Women's Hospital
- Mercy Health
- Grampians Rural Health Alliance
- Western Health

## Frequently asked questions

### Client Management Systems

#### What is happening with scanning?

North Yarra was the first agency to go live with TrakCare scanning in March this year. Over the next four months scanning will be rolled out to all other agencies. This will involve a combination of on-site technical and functional training. For more information contact Ben Allen, (03) 9651 7171.

#### What are the key changes coming in Version 6.9?

- Improved group functionality
- Ability to record payer and plan at the order item level
- New look drop down menus and sub-menus
- New look electronic health record (EHR)
- Auto filtering of problem diagnosis

#### When will the CMS implementations be completed?

The final agency to go live will be Doutta Galla on the 11 August 09.

### Patient and Client Management System

#### Does patient registration integrate information with SCTT?

Yes. You will only need to enter patient's information once.

#### Does i.PM alert you when you double-book? For example, if you ask a co-worker to join you in a consultation, does it alert you if they are unavailable?

Yes, i.PM determines availability.

#### Can I generate correspondence from the appointment's facility?

Yes. i.PM has a number of templates for correspondence.

#### Does i.PM have an Emergency Department module and Theatre module?

Yes, both are part of the Statewide Footprint but are optional.

#### We are a rural standalone community centre, can we just use the community functionality in i.PM or do we need to implement both the acute and community components?

i.PM is an integrated acute and community product, and is installed as a single product for alliances and health services. By using configuration and user defined profiles you get to access the functions that you need.