

Practice Management Software Insight 2018



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Introduction

Australian physiotherapists want to use innovations in information and communications technologies to assist them in providing high value services to their clients.

Our members recognise that tools that will facilitate data collection, benchmarking on the basis of outcomes and costs; and which will enhance communication and improve coordination of care, are a key to accelerating their ability to provide high value services.

As one response to this, the Australian Physiotherapy Association (APA) has been undertaking a Digital Health Discovery Project.

Overview of the report

Because of their desire to provide safe, high quality care our members in private practice frequently request information about practice management software (PMS). They want to be able to compare the products in the market and then make discerning purchases.

In response to these requests, in February 2018 we undertook a product feature survey of PMS commonly used by our members. We could identify contact details for 27 products used by physiotherapists and contacted these vendors. Of the 24 survey responses we received, 13 of the responses had responses included identifying details of the provider. All of the identified vendors reported that an electronic health record was their core offering.

The field of information and communications technology in healthcare is changing rapidly and growing quickly. When we began preparing for the survey of PMS products, we were told by experts in the allied health area that there were more than 100 PMS products used across allied health.



This report provides the information reported by a range of software vendors in their survey responses. The report divides the responses into a number of key sections:

- Digitising our clients' records
- Ensuring privacy and data security
- Using physiotherapy clinical tools
- Communicating with clients and peers
- Streamlining administration
- Enhancing client convenience
- Strengthening customer relationships
- Complying with national data standards
- Supporting patient safety and quality improvement
- Preparing for the ability to prescribe
- Ensuring interoperability
- Achieving clinic mobility.

At Appendix 1 we provide a table that arrays many of the answers to the questions, to assist members compare the responses. The APA did not audit the responses by vendors. In addition, at Appendix 2 we provide information that the survey respondents provided in free text.

After listening to our members' questions and the responses of the vendors we thought it would be useful to document questions that physiotherapists might ask when evaluating the available products. These questions are provided as Appendix 3.

The methodology for the survey is outlined in Appendix 4.

Please note that this document is intended as a general guidance. Whether you are setting up a new business or thinking of changing information and communications products, we encourage you to seek advice specific to your needs. You need to check the quality and suitability of the PMS before purchasing.

A practice's information and communications 'ecosystem'

The focus of this report is on PMS solutions in physiotherapy.

A PMS, however, is one facet of a broader information and communications environment for a business/practice. Most physiotherapists need their PMS to interact / integrate with a number of other software packages (eg, their financial systems).

The area of information and communications technology has adopted the notion of an ecosystem. Ecosystem is a word that comes from the study of the relationships between organisms and their physical space. It's a word that speaks of interdependencies, symbiotic relationships and interactions.

Clients and doctors (who are often our referrers) are increasingly using digital systems. Thus, we will need to have information systems that can 'talk with' other systems through mechanisms like 'secure messaging' and 'interoperability'. We will also need to respond to initiatives in the bigger ecosystem, including national activities like the rollout of My Health Record and other activities by the Australian Digital Health Agency (AHDA). <https://www.digitalhealth.gov.au/>

Although any one practice's digital ecosystem is likely to be similar to others, and it is also likely to have some relatively unique aspects. It will have a number of facets. We are at work on a further project which aims to assist our members in mapping and understanding their business's information and communications ecosystem more fully.

Whether you are implementing a new system, or upgrading an existing system, your approach to and management of the change is critically important. We are preparing some guidance for members about this, based on the best available information.

Digitising our clients' records

Our discovery phase suggests that the platform must be 'physio to the core'. The idea that it be 'physio to the core' is about leveraging the nature of physiotherapy.

The use of health record systems at the point of services means that these systems need to support clinical workflows, including clinical reasoning. As a result, they need to use frameworks such as SOAP.

The information needs to be arrayed in ways that support decision-making, including making it easy to see critical safety and quality information such as known allergies and information in existing care plans.

Importantly, our members emphasised the importance of moving to digital records so that they could use data to compare patient outcomes and experience within and across clinical settings. Having shortcuts and customisable templates for clinical notetaking and letter writing can alleviate stress and reduce the administrative burden. Various products have varying levels of customisation.

It is important to recognise that shortcuts can lead to some unsafe practices (eg, 'cutting-and-pasting' previous notes), and thus customisation needs to take these risks into account.



Key statistics

100%

of products indicated that an electronic health record was a CORE offer in this product

100%

of the identified products have the capability for physiotherapists to customise their clinical note-taking and letters with templates. Some products allow these to be sent automatically through secure messaging

Ensuring privacy and data security

In healthcare, trust is significant for both intrinsic and instrumental reasons. Physiotherapy is a trusted profession and ‘brand’ in Australia. To maintain the trust of our clients and colleagues the content of our digitally-supported physiotherapy and the process in which it is provided (eg, data security) must be worthy of the trust of our clients.

Historically, the focus of privacy and security has been on patient health records. More recently, with the introduction of messaging, clinical apps, wearables and home monitoring, a broader focus on privacy and security has emerged.

Personal information

Protecting the personal information of our clients is an ethical and professional obligation. It is part of building and maintaining trust between health professionals and clients. Data breaches can be catastrophic and significantly compromise the safety and quality of our clients' health. With the increasing prevalence of cybercrime, physiotherapists need to be increased awareness of the emerging solutions available to reduce the risk of data breaches for occurring.

Protecting personal health information is also a legal obligation. By national law, physiotherapists are expected to keep the records of our clients safe and private.

Clients have the right to access their own personal and health information and it is critical to prevent inappropriate access. For example, using methods of communication such public email services to send letters to general practitioner (GP) referrers can be unsafe and increase the risk of cybersecurity attacks.

To ensure that access is appropriate, practices need a system that controls access by explicitly giving users of the system permission to use data and information stored in the system and by allowing 'levels' of access in a structured way that is monitored.

Physiotherapists need to know the law and the questions to ask when it comes to the protection of personal information. For example, it is important to be aware of the state/territory privacy law and the federal privacy laws (including the Privacy Act and the Information Privacy Act, which outlines standards which must be met in regards to the collection, use, disclosure and store of personal information. (<https://www.oaic.gov.au/agencies-and-organisations/>).

To comply with Australian law, all data including backups must be stored within Australia (for example).

Australian Signals Directorate

The Australian Signals Directorate (ASD) is a vital member of Australia's national security community, working across the full spectrum of operations required of contemporary signals intelligence and security agencies: intelligence, cyber security and offensive operations in support of the Australian Government and Australian Defence Forces (ADF).

ASD has awarded ASD Certification to the listed cloud service providers for specified cloud services.

It is important to be aware of the Privacy Amendment (Notifiable Data Breaches) Bill 2016 which enforces mandatory data breach notifications to the OAIC. The Notifiable Data Breaches (NDB) scheme under Part IIIC of the [Privacy Act 1988](#) (Privacy Act) established requirements for entities in responding to data breaches. Entities have data breach notification obligations when a data breach is likely to result in serious harm to any individuals whose personal information is involved in the breach.

In April 2018, the Office of the Australian Information Commissioner (OAIC) released its first quarterly report of Notifiable Data Breaches. During this quarter, eligible data breaches reported to the OAIC from health service providers represented 24 per cent of reports and the health sector ranked first in terms of the number of reports. (A health service provider includes any organisation that provides a health service and holds health information.)



Key statistics

100%

of the identified products allow for control of access levels and user permissions

100%

of the identified products reported that the data is stored in Australia

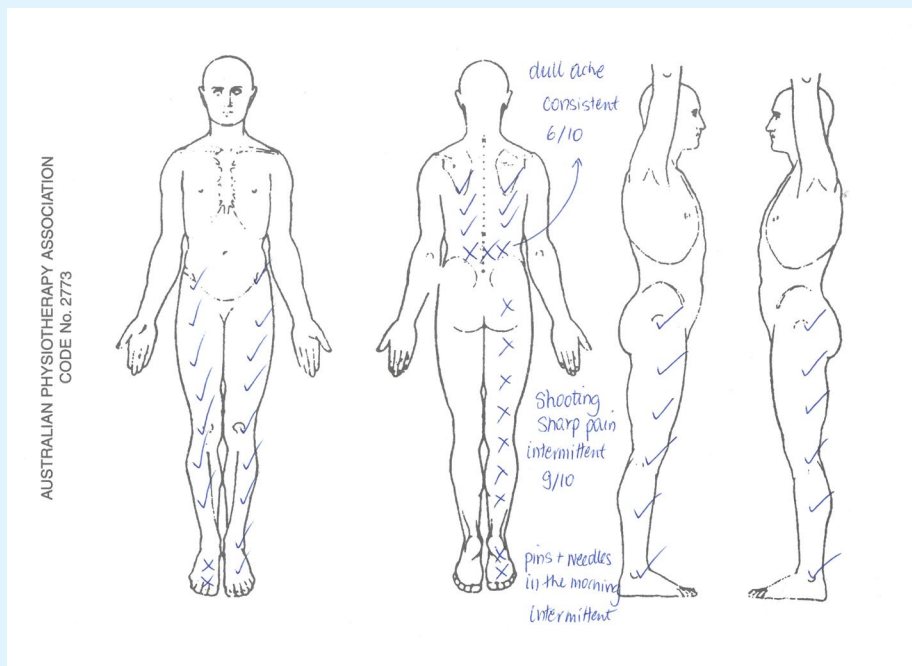
Using physiotherapy clinical tools

Body charts

Body charts can be a critical element of physiotherapy practice, particularly in initial consultations. Their use is, arguably, a key differentiating factor between a 'physio-centric' clinical record system and a medical one.

In some ways, drawing and writing on body charts is following a similar path to writing clinical notes – there is a move from paper-based approaches to electronically-mediated models.

Because body charts can enhance non-verbal communication and body language it is increasingly important that they are easy to use (eg, to draw on with a client and to print). Unless this is the case, there is a risk that they will less used less frequently than needed or interfere with other parts of the therapeutic process.



Key statistics

100%

of the identified products incorporate a digital body chart. Some products make this functionality available on tablet and/or smartphone. Comments about the functionality being available are included in the product pages

Exercise prescription

Today, clients expect more than just stick figures and detailed explanations of issues (which they often forget after they leave a practice).

Leading PMS solutions are either incorporating exercise prescription capabilities, or integrating external exercise prescription software. This includes the capability of tracking and measuring client activity and outcomes both while at the clinic and not.

These capabilities can help clients achieve better treatment outcomes and enhance client experience – helping practitioners add value to their services. They can assist physiotherapists develop new business and care models.

Examples of exercise prescription software include Physitrack, Physioteq, TrackActive and Medbridge.



Key statistics

57%

of the identified products integrate with exercise prescription software



Communicating with clients and peers

Our background work for our digital discovery project confirmed the emerging use of digital communications technologies to communicate both with clients and with other health professionals.

Secure messaging (client to provider)

One of the emerging modalities in physiotherapy is 'messaging' with clients.

Exchanging messages with clients can be synchronous (eg, a telephone call or an online 'chat') or asynchronous (eg, through interactions similar to email using 'patient portals' within electronic health records). In physiotherapy, like other services, there is a growth in the use of both synchronous and asynchronous communication. Indeed, the 'e-Visit' – a visit that involves asynchronous contact – is emerging.

e-Visits can be efficient (allowing the activity to take place when there are less pressing demands for the client and the physiotherapist). However, the information exchanged in e-Visits need to be sufficiently secured – leading to questions about the way in which these 'patient portals' need to be designed and used.

The survey did not ask questions about e-Visits. We anticipate the future surveys will need to.

Secure messaging (provider to provider)

It is important to have ongoing communication with GPs and other members of the treating team. In 2014-15, GPs made 15.9 referrals per 100 patient encounters and sent 9.7 million more referrals than in 2005-06. Physiotherapists are the most recommended health professional by GPs.

However, the RACGP suggests that by 2020, GPs will have totally eradicated faxing as a form of communications with other health professionals.

So why ditch the fax?

"The problem in essence is that over the past 20 years the healthcare system has moved to an electronic environment for the recording and capture and storage of healthcare data. So when you're operating essentially in an electronic world, the last thing you want is a paper-based transmission which you then have to scan and save in an image format. So it's not searchable, it clogs up your database, it's not interoperable, and it has very limited value beyond the initial data set. You can't search the data, you can't do much with it." – Dr Nathan Pinski, Chair of National Standing Committee for eHealth, Royal Australian College of General Practitioners (<https://www.digitalhealth.gov.au/about-the-agency/digital-health-space/the-importance-of-interoperability-a-conversation-with-dr-nathan-pinski>)

Using methods of communication such public email services to send letters to GP referrers can be unsafe and increase the risk of cybersecurity compromise.

A key solution is to have 'secure messaging' capability. Examples of secure messaging vendors include Argus, Healthlink, ReferralNet and Medical Objects and MMEx.

Commonly reported benefits of secure messaging include:

- Client and provider convenience
- Reduce practice administrative costs
- Referral tracking and reporting (audit trail)
- Improved referral quality
- Interactive address book for provider communications with GP referrers
- Opportunity for digital-enabled consultations ie, telehealth

Currently, the ability of computer systems or software to exchange and make use of information (called interoperability) is a problem – the secure messaging systems are unable to 'talk to one another'. This means that, generally, physiotherapists need to be using the same provider as their GP colleagues. The ADHA has a focus on resolving this problem.

That means that physiotherapists will be expected to have secure messaging capability and to use it routinely. Physiotherapists need to be looking for interoperable secure messaging systems.



Key statistics

86%

of the identified products have some form of secure messaging integration. It may be useful to note that Argus is interoperable with ReferralNet

Video-consultations

Research has shown the safety, efficacy and value of a range of video-facilitated physiotherapy consultations. As a result, in addition to secure messaging, physiotherapists increasingly use video as a form of communication with clients and professional colleagues; and physiotherapy businesses are looking for business models to deliver these services.

Our 2016 costs-benchmarking study showed that, despite there being few third-party funding schemes that subsidise video-consultations, 7% of respondents were providing them.

Although it is common to think of these services as being focused on rural Australians, a number of other groups (including people with neurological conditions) can benefit from video-consultations – resulting in demand for their adoption in urban areas.

Video contact with fellow professionals (eg, in the form of a case conference) is also increasingly feasible. It creates the synchronous contact without the need to travel to the same location.

Examples of videoconferencing software include Skype, Physitrack, Healthdirect Australia and Coviu.

It is important to note the risks associated with products such as Skype. Potentially, data generated as a part of these interactions can be transferred outside Australia. This increases the risks of being infected with viruses. The address book for Skype is also publicly available.



Key statistics

21%

of the identified products integrate with video conferencing software. It may be useful to note that the vendors that integrate with exercise prescription software such as Physitrack will by default have video-conferencing capabilities

Streamlining administration

Our administrative team is an extension of our clinicians and needs to be actively engaged. Using software tools that help improve practice efficiencies and reduce unnecessary administrative interactions with clients can reduce the pressure on staff, resulting in higher job satisfaction and allowing staff to focus on higher value tasks.

Practice management productivity, financial and administrative tools offered by vendors can make life easier. When well considered and executed, using these tools can lead to time savings for the practice.

Physiotherapist clinics often sell health products to their patients and the public. Having an inventory management system to support this activity can streamline your operations and improve practice efficiencies.

Customisable on-boarding of new clients or on-boarding clients for a specific part of their physiotherapy pathway can assist in streamlining processes once the staff team has a strong understanding of what useful features could be customised and implemented in our clinic or clinics.

Integrating with leading accounting packages such as Xero can potentially eliminate the need for bookkeeping services through intelligent software algorithms and sophisticated integrations.

As a result, we asked about a number of these features.



Key statistics

57%

of the identified products offer customisable on-boarding services. It is important that the term 'on-boarding' services can be interpreted by the vendor as either part of the patient or clinic journey

71%

of the identified products offer stock/inventory management capabilities

50%

of the identified products are integrated with accounting software packages such as Xero or MYOB

93%

of the identified products allow business reports to be customisable

100%

of the identified products allow for viewing across multiple site with the same view

Enhancing client convenience

With the emergence of disruptive apps such as Uber and Airbnb, it is obvious that many people want online bookings, SMS and email reminders. Using tools like this can reduce administrative burden for physiotherapy clinics associated with managing claims associated with third-party funders like compensation schemes and private health insurance companies.

Some vendors have in-built appointment booking apps and portals for clients. Examples of online booking solutions include HealthEngine, Whitecoat, Healthshare, Hotdoc and MyHealth1st.

The Fintech market is emerging and characterised by a diversity of innovative solutions. This includes “cryptocurrency” – a buzzword popularised by the media. Cryptocurrency aims to decentralise currencies and cut out the middleman. In the future, this may relate to your clinic when you provide telehealth services to a client in another country who would like to pay with Bitcoin or a new cryptocurrency that does not currently exist.

We raise this issue because it illustrates the ongoing change in the broader information and communications technology ecosystem. Clients are demanding more online claiming capabilities for example for those with private health insurance (ie, gap and price transparency; convenient mobile payment solutions with does not require credit cards and cash and understanding how much of their financial entitlement to services is left).

Examples of electronic point-of-sale claiming solutions include HICAPS, HICAPS Go (beta), LanternPay, Tyro and ANZ Healthpay.

Patient engagement solutions and portals can include:

- Check-in and pre-consultation engagement capabilities such as informed consent forms, patient surveys and change in personal and Medicare details
- Post-consultation customisable surveys and feedback forms
- Access to clinical history (excluding the physiotherapist's private clinical case notes)
- The ability to complete a checklist that the practice defines in advance (eg, advising of known allergies and currently used medicines or reporting on recent activity and outcomes)
- Providing clinically relevant documents such as referrals
- Displaying a history of financial transactions
- Appointment management (with rules created by the practice).



Key statistics

100%

of the identified products can send SMS and e-mail reminders to clients

86%

of the identified products integrate with third party online appointment solutions. The majority integrate with HealthEngine and MyHealth1st. Some platforms have their own client booking portals

100%

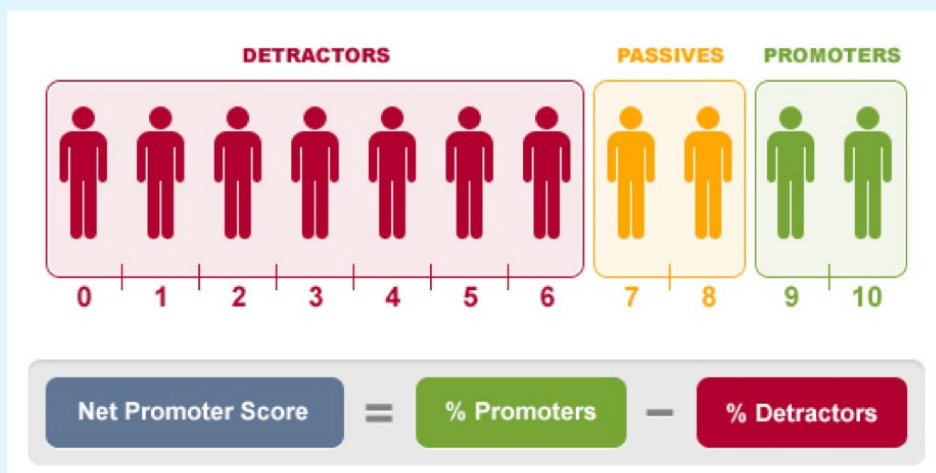
of identified products integrate with electronic point-of-sale claiming. The most popular integration solution is Tyro

Strengthening customer relationships

Customer Relationship Management (CRM) solutions can automate marketing activities and assist in managing relationships with clients. They can be customised to assist us with providing real-time customer service feedback (eg, PREMs) as well as tracking clinical outcomes measures (eg, PROMs). Arguably, the power of CRM has not been completely unleashed in our industry but is evolving quickly with new players such as Cliniq Apps which utilise Net Promoter Scores (NPS).

A NPS can be used to measure the level of loyalty of clients. NPS scores vary with each sector. According to NPS benchmarks, the healthcare sector has the highest score – 74%.

Examples of CRM solutions include MailChimp, Infusionsoft, Salesforce and Cliniq Apps.



Key statistics

64%

of the identified products integrate with popular CRM systems

Complying with national data standards

Many of our members express the view that they want to use their data for safety and quality improvement, and potentially use their data in research into value and cost-effectiveness – within and across practices. To do this requires the data structures and languages in practice software to comply with national data standards.

Data classification and coding

Classification systems in use in Australia include:

- ICD-10 – the tenth edition of the International Statistical Classification of Diseases and Related Health Problems (ICD)
- ICPC-2 PLUS – an extended terminology classified to the second edition of the International Classification of Primary Care (ICPC)
- SNOMED – SNOMED and SNOMED CT are the registered trademarks of the International Health Terminology Standards Development Organisation. SNOMED CT-AU is the Australian extension to SNOMED CT and provides local variations and customisation of terms relevant to the Australian healthcare context
- OSICS-10 – the tenth version of the Orchard Sports Injury Classification System – a system for coding injury diagnosis in sports injury surveillance systems.

Increasingly coding and classification systems are embedded in PMS solutions.

As indicated in the version numbers, data standards evolve.

The ways in which Gender and Indigenous Status are coded illustrate this. To meet current Australian standards for data classification and coding requires practice software to code Gender in a more sophisticated way than Male/Female and Aboriginal/Not.

Although compliance is important in the use of the data, compliance with coding standards may also be a reflection of the degree to which vendors are keeping up to date with changes in the broader environment.

The survey indicated that:



Key statistics

79%

of the identified products stated that they have incorporated a coding system. The coding systems integrated in the products varied. They included ICD-10, ICPC-2 PLUS, SNOMED, SNOMED-CTAU, OSICS-10. Some of the vendors allow for a level of customisation

57%

of the identified products have the ability to identify a client's Indigenous status in a way that is compatible with national standards

64%

of the identified products can code a client's gender in a way that is compatible with national standards

My Health Record

As physiotherapists working in a broader national health system, it is important to be aware of the work of the ADHA. The agency was formed in 2016 by the governments of Australia to lead, develop and implement the National Digital Health Strategy. Recently, it was announced by the Australian Government that every Australian will automatically have a My Health Record which they control, unless they choose to “opt out”.

The My Health Record is a secure online summary of a patient’s health information. The patient is able to control what goes into it and has access rights to the record. The patient can share this with doctors, allied health and hospital providers.

Given that there is substantial pressure for GPs to upload patient information onto the My Health Record, it is inevitable that there will be similar demands on physiotherapists.

As a result, it will be important for electronic health record systems to be compliant with My Health Record. This will allow us to upload relevant information to My Health Record and to view relevant information provided by other health professionals (and potentially, patients).



Key statistics

64%

of the identified products are reported to be My Health Record compliant

Supporting patient safety and quality improvement

During the design of our survey, members asked us to look to the future – both in the sense of looking at technological changes, but also looking at potential changes in the scope of physiotherapy practice.

Quality and safety improvement

Physiotherapists emphasised the importance of PMS solutions enhancing their safety and quality improvement capability. For these physiotherapists, these measures were of growing importance, not merely something in their imagination.

Detecting and managing adverse events and near misses

As physiotherapists, we have a professional obligation to review incidents that happen in our practices and to take proportionate action to prevent recurrences of harm. In some cases, we have obligations to report incidents (eg, occupational health incidents, adverse drug events, incidents that may give rise to a professional indemnity claim, and notifiable incidents for vulnerable people).

Ideally, our information systems would allow us to track indicators of risk – alerting us to a decline in the safety or quality of care. This is one reason for looking at data and information on DNAs (did not attends) – the information can help prevent adverse events occurring by detecting potentially important lapses in care.

Ideally, our information systems would allow us to document any incident, and then direct a report of the incident to the appropriate body (eg, our professional indemnity insurer or the national adverse drug reaction reporting centre); and ideally our systems would allow us to track improvement strategies – to ensure that any remedial steps we took to reduce harm and increase quality were actually working. As a result, in our survey we asked about a number of illustrations of the types of safety and quality measures that might be used in physiotherapy practices.

Of the identified products, the following is the percentage of products which can report on the measures requested:



Key statistics

86%

Clients who did not arrive for an appointment
AND who were followed up

29%

Clients requiring an interpreter who were provided
with an interpreter service at the first service

14%

Service's workforce who have received cultural
competency training

14%

Regular clients who have responded to a patient
experience survey within the previous 12 months
(using a standard patient experience instrument,
that informed the service's quality improvement)

21%

Goals met in the timeframe stated for attainment
of each goal, for clients with a care plan

43%

Clients whose known adverse drug reactions
and medication allergies are documented
in the service's patient record

7%

Service-documented patient safety incidents
(ie, near misses or errors and adverse events that
result in harm) where an investigation has been
completed in accordance with local policy

Patient-reported outcomes and experience

Tracking objective/quantitative clinical outcomes and patient experience plays a critical role in safety and quality improvement in physiotherapy – both at individual-patient level and for our populations of patients. In addition to the benefits associated with improving our business's reputation and performance, tracking these measures can also help assist in reducing professional indemnity insurance risks.

Patient-Reported Experience Measures (PREMs) and **Patient-Reported Outcome Measures (PROMs)** enable patients to provide direct and timely feedback about their health-related outcomes and experiences to drive improvement in the delivery of clinical services. Recent research has shown that PREMs often directly correlate to clinical health outcomes.

Patient-Reported Experience Measures (PREMs) – allow patients to provide direct feedback on the services you provide them. For example, qualitative and quantitative surveys, internet reviews, patient focus groups, patient stories, observations. Research is occurring on the validity and reliability of PREMs. Thus it will be useful to review available research when choosing to use them.

Patient-Reported Outcome Measures (PROMs) – allow patients to report their perception of their health. For example, symptoms, quality of life, functional levels, standard clinical outcome measures (eg, Orebro Musculoskeletal Pain Questionnaire). It is important to note that the choice of PROMS needs to be in line with latest evidence based guidelines.

There are an increasingly number of electronic PROM solutions in the market which include Physitrack, PROMIS, The Screening Lab, ViMove, FOTO Inc and Care Response.



Key statistics

29%

of the identified products are capable of integrating patient-reported experience measures (PREMs)

29%

of the identified products are capable of integrating validated patient-reported outcome measures (PROMs)

A number of vendors provided commentary about the capabilities of their products (see the vendor-specific information later in the report)

Preparing for the ability to prescribe

The profession is seeking reforms to allow qualified physiotherapists to be endorsed to autonomously prescribe medicine within their scope of practice.

If you are considering prescribing (including administering medicines), it is important to determine whether your PMS vendor has medicines prescribing capabilities commonly seen in general practice clinical software (eg, Medical Director, Best Practice and Zedmed).



Key statistics

64%

of the identified products incorporate decision support functionality for medicines use/prescribing (including alerts, prompts and precautions)

100%

of identified products have unique data fields which documents known and cause of specific allergies

50%

of the identified vendors reported that they have electronic transfer of prescriptions (eTP) and decision making support for medicines

Ensuring interoperability

One of the major challenges in healthcare today is the ability to exchange information safely and securely between different systems. With the advent of consumer-facing mobile health solutions (apps and devices), client-collected data can provide great value in clinical decision making and client interactions – adding to the challenge of exchanging data between ‘traditional’ sources such as hospitals and community-based clinics. The inability to exchange data in a secure manner can potentially have devastating effects on clinical care, particularly quality and safety.

As a result, it is imperative to consider ‘interoperability’.

In simple terms, interoperability is about the secure sharing of information between healthcare providers and systems at the client’s discretion in order to improve outcomes.

The Healthcare Information and Management Systems Society (HIMSS) definition of interoperability is as follows:

“In healthcare, interoperability is the ability of different information technology systems and software applications to communicate, exchange data, and use the information that has been exchanged.”

When considering a PMS solution, it is important to understand the fundamentals and long-term value of interoperability it can have on the delivery of high quality, safe and efficient healthcare. It is crucial that to engage with a vendor who understands interoperability and has the capability to deliver an interoperable system.

HL7 FHIR

Application programming interfaces (APIs) are a set of standards that regulate how one application can communicate with another. An open or public API that provides app and device developers with programmatic access to the vendor’s proprietary software. An OpenAPI that is interoperable with other apps and information systems can transform your practice.

This is where HL7 FHIR standards fit our vision. A global solution to the challenge of interoperability, called Fast Healthcare Interoperability Resources (FHIR), has been developed by the non-for-profit organisation HL7. FHIR is a set of standards that define how healthcare providers share health data among each other and with their clients, enabling interoperability. Google and Apple have already embraced this standard in their healthcare initiatives.

For example, a FHIR Based OpenAPI can be implemented for the purposes of making client summary information available to our client, appointment scheduling, resource scheduling, acquiring data from device and supporting CDS-hooks (clinical decision support) integration. FHIR can also enable organisations to anonymize and aggregate this data to conduct research, policy activities and service improvement.

It is important that vendors now have OpenAPIs that are based on HL7 FHIR standards to facilitate interoperability.



Key statistics

29%

are HL7 FHIR enabled

Achieving clinic mobility

As a physiotherapy clinic, our clients, employees or staff may be millennials who are the predominant users of smartphones and tablets.

Millennials also expect we are able to provide the practice tools to make it easy for them to work within our businesses. They generally expect flexibility and mobility and existing technologies which enable this. This approach may involve both a cultural and system shift, however that shift will be important if we intend to retain and develop key staff members.

It is useful not to think of this as a 'millennials issue' – our discovery project suggests that one of the 'big trends' in information and communications technology is the rapidly increasing use of handheld devices for many activities in healthcare.

from Hold the Phone: Millennials in Australia Lead the Way on Mobile Usage

Millennials outpace other generations for smartphone usage.

Used smartphone in last 3 months	Total	Millennials	Gen X	Baby Boomers
Comparing products	67	77	69	49
Choosing where to eat	66	77	67	49
Travel tips	54	61	55	44
Tips on the latest fashion	29	43	27	13

Source: Google/Galaxy Research, "Micro-Moments Study", June 2015.

think with Google

thinkwithgoogle.com.au

Benefits of web-browser based solutions (SaaS model)

1. Cost and space savings
2. Pay as you go
3. Improve administrative and operation efficiencies
4. Scalability potential
5. Mobility
6. Staying connected
7. Security



Key statistics

79%

of the identified products stated that their software can be operated from web-browser

93%

of the identified products stated that their software can be operated from a tablet

71%

of the identified products stated that their software can be operated from a smartphone

93%

of the identified products stated that their software can be operated from a PC

Appendix 1: Comparative data from survey

Read in conjunction with Appendix 2.

Reminder: This information was self-reported by the software vendors in February 2018. The APA did not audit the responses. The products change over time. Physios need to check the quality and suitability of the products before purchasing. We have provided some potential questions at Appendix 3.

Domain	Question	Bp Allied	Bp Premier	coreplus	Clinic to Cloud	Front Desk	Jane App	MediRecords	Medtech Evolution and Manage My Health	Nookal	PPMP	PowerDiary	PrimaryClinic	TMS	Zedmed
Digitising our clients' records	Is an electronic health record a CORE offer in your product?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Can I operate your product across a number of sites and have all users with the same view?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Can clinical note templates be customised within your product?	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
	Can the user customise forms and letters within your product?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ensuring privacy and data security	Is the data stored in Australia?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Is the control of access levels and user permission management integrated in your product?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Using physiotherapy clinical tools	Does your product incorporate a digital body chart (shortcuts and symbols)?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Is your product integrated with exercise prescription applications?	✗	✗	✓	✗	✓	✓	✗	✓	✓	✓	✗	✓	✓	✗
Communicating with clients and peers	Does your product facilitate reliable, secure provider-to-provider communication (secure messaging)?	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓
	Does your product integrate with video-conferencing software?	✗	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗
	Can SMS and email reminders be sent from within your product?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Domain	Question	Bp Allied	Bp Premier	coreplus	Clinic to Cloud	Front Desk	Jane App	MediRecords	Medtech Evolution and Manage My Health	Nookal	PPMP	PowerDiary	PrimaryClinic	TM3	Zedmed
		Is an online appointment system integrated with your product?	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Streamlining administration	Are electronic point-of-sale claiming/billing facilities integrated with your product?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Are business reports customisable within your product?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
	Does your product incorporate a stock management function?	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗
Strengthening customer relationships	Are customer relationship management packages (for the purposes of marketing) integrated with your product?	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗
	Does your product incorporate a coding system including clinical codes, terms, synonyms and definitions that allows users to systematically record symptoms, diagnoses, past health problems and processes at the point of care?	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Complying with national standards	If Yes, which system?	Nil	SNOMED CT-AU	Icd-10	Not stated	(See comment)	Osics-10 (See comment)	SNOMED CTAU	ICPC2; SNOMED	ICD-10	SNOMED; ICD	Nil	ICD	OSICS -10	ICPC2-Plus & Snomed
	Is the way in which your product codes a person's Indigenous status compatible with the attributes outlined by the Australian Institute of Health and Welfare?	✓	N.A.	N.A.	N.A.	N.A.	✗	✓	✓	✗	✓	✓	✓	✓	✓
	Is the way in which your product codes a person's gender compatible with the attributes outlined by the Australian Institute of Health and Welfare?	✓	N.A.	N.A.	N.A.	N.A.	✗	✓	✓	✗	✓	✓	✓	✓	✓
	Is your product compliant for accessing the My Health Record system, and creating and posting shared health summaries and event summaries?	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓

Domain	Question	Bp Allied	Bp Premier	coreplus	Clinic to Cloud	Front Desk	Jane App	MediRecords	Medtech Evolution and Manage My Health	Nookal	PPMP	PowerDiary	PrimaryClinic	TM3	Zedmed
Supporting patient safety and quality improvement	Can your product report the following:														
	The proportion of clients who did not arrive for an appointment AND who were followed up	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
	The proportion of clients requiring an interpreter who were provided with an interpreter service at the first service	✗	✗	✗	✗	✓	✗	✓	✓	✗	✗	✓	✗	✗	✗
	The proportion of the service's workforce who have received cultural competency training	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✓	✗	✗	✗
	The proportion of regular clients who have responded to a patient experience survey within the previous 12 months (using a standard patient experience instrument, that informed the service's quality improvement)	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✓	✗	✗	✗
	The proportion of goals met in the timeframe stated for attainment of each goal, for clients with a care plan	✗	✗	✗	✓	✗	✗	✗	✓	✗	✗	✓	✗	✗	✗
	The proportion of clients whose known adverse drug reactions and medication allergies are documented in the service's patient health record	✗	✓	✗	✗	✓	✗	✓	✓	✗	✗	✓	✗	✗	✓
	The proportion of the service's documented patient safety incidents (ie, near misses or errors, and adverse events that result in harm) where an investigation has been completed in accordance with local policy	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
	Which validated PROMs are integrated into your product?	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗
	Which validated PREMs are integrated into your product?	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗

Domain	Question	Bp Allied	Bp Premier	coreplus	Clinic to Cloud	Front Desk	Jane App	MediRecords	Medtech Evolution and Manage My Health	Nookal	PPMP	PowerDiary	PrimaryClinic	TM3	Zedmed
Preparing for the ability to prescribe	Does your platform incorporate decision support functionality for medicines use/prescribing (including alerts, prompts and precautions)?	✗	✓	✗	✗	✗	✓	✓	Yes	✓	✓	✗	✓	✓	✓
	Does your product have unique data fields in which the presence of known allergies, including the cause of the allergy (eg, a specific compound) can be recorded?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Does your product incorporate an electronic transfer of prescriptions (eTP) capability?	✗	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✓	✗	✓
	Is your product HL7 FHIR enabled?	✗	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✓	✗	✗
Ensuring interoperability	Can I operate your product from a tablet PC?	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Can I operate your product from a smartphone?	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗
	Can I operate your product through a web browser?	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗

Appendix 2: Additional information from vendors

The following pages provide additional comments made by vendors who responded to queries specifically related to key areas:

1. Customising reports
2. Body chart functionality
3. Integrated exercise prescription capabilities
4. Integrated electronic point-of-sale claiming/billing facilities
5. Integrated customer relationship management packages
6. Integrated secure messaging providers
7. Commercial Terms
8. Patient Reported Outcome Measures (PROMs)
9. Patient Reported Experience Measures (PREMs)
10. Typical setup, installation and orientation activities
11. Data migration from other software packages
12. Signature Characteristics
13. Additional Comments

BP Allied

Customising reports

Different appointment, client, referral, finance and statistical reports can be generated within Bp Allied. All reports have a high level of filtering and grouping available to manipulate data for effective reporting.

Automated sending of letters and reports through secure messaging

Argus, Medical Objects and ReferralNet.

Integrated electronic point-of-sale claiming/billing facilities

Tyro HealthPoint, Medicare Online, DVA Claiming

Integrated customer relationship management packages

Mailchimp

Integrated secure messaging suppliers

Argus, ReferralNet and Medical Objects (one way sending via Argus, ReferralNet and Medical Objects).

Commercial terms

Bp Allied has 2 different purchase types (or a mix of the 2):

1. Desktop Subscription – Monthly Subscription to use the software as a local install. A subscription is required per computer.
2. Fully Hosted – Monthly subscription, nothing is installed locally. Bp Allied is accessed via a RDP session. This is licensed on a per concurrent user basis.

Typical setup, installation and orientation activities

Bp Allied can be downloaded as a Free 30 Day trial, set up and install can be done by the end user or via contacting support for assistance. New users of Bp Allied are supported by our dedicated support team to assist with all set up and installation requirements. Training is available and can be performed by the Bp Software team. Comprehensive online help notes and knowledgebase is available at www.bpallied.net. Weekly hints and tips are sent to all Bp Allied customers.

Data migration from other software packages

Data migration from other software packages can occur in 2 ways:

1. Data extracted by the end user and merged into a provided Excel template.
2. The database of the other software package is provided to us for extraction. In both cases, we work with the allied health practice to make the migration as seamless and trouble-free as possible.

Signature Characteristics

Bp Allied has comprehensive client detail notes suited to your profession which are fully customisable to reflect your preferred work flow. Bp Allied is also extremely flexible in its ability to install and setup in different ways, ie, local install, partially hosted, fully hosted, linking multiple sites, stand alone, online or offline - there's a solution for everyone.

Additional comments

Over more than ten years many Australasian Allied Health professionals have chosen Bp Allied for its easy to use, flexible functionality under the name of myPractice. Joining the Best Practice family Bp Allied is now backed by the support and development resources of Australia's number one name in Medical Software. If you're seeking affordable, customisable management software with exciting functionality developments in the pipeline, rely on Bp Allied. The program features simple and effective workflows, including customisable Client Notes, as well as intuitive layouts with relevant patient information at a glance. Enjoy the freedom of an offline database, suitable for use with your own laptop off-site and then sync when you return to the office, and effective patient task management, enabling you to manage scheduling follow-ups, document requirements and more to help enhance patient care. Bp Allied integrates with Argus, Referral Net and Medical Objects as secure messaging providers, and features modules tailored to capture client related information for multiple professions with a number of inbuilt health tools.

BP Premier

Customising reports

All fields can be searched upon with Bp Premier. Fully customisable search/reporting as well as supplied reports.

Automated sending of letters and reports through secure messaging

Yes, all vendors. Bp Premier uses HL7.

Body chart functionality

This functionality is accessible on a tablet PC.

Integrated electronic point-of-sale claiming/billing facilities

Tyro EFTPOS, Medicare Easyclaims, Medicare Online, DVA Claiming.

Integrated secure messaging suppliers

All vendors, Bp Premier uses HL7.

Commercial terms

Bp Premier is available as a yearly subscription, with varied rates for Full and Part Time Doctors and Allied Health Staff. There is no charge for reception or administration users. There is no charge for Support services.

Typical setup, installation and orientation activities

Bp Premier is available on DVD or as a downloadable file. Installation and setup is assisted by our experienced support staff. At Team Bp we are experts in delivering the best training solutions to help you get the most out of our software. Our team bring extensive experience in the medical software industry and understand the special needs and competing demands of busy Australian and New Zealand health professionals. With a diverse range of training options available, such as classroom, online and remote, we provide a solution that fits everyone's needs.

Data migration from other software packages

There are data migration tools available for around 80% of the existing GP Software that's sold in Australia to migrate to Bp Premier, with more being developed as requested. For packages not supported we work closely with a third party conversion specialist to ensure your data is migrated smoothly into Bp Premier.

Signature Characteristics

Bp Premier is an SQL application rich in functionality while being fast, stable and robust. Bp Premier has been specifically designed to improve efficiencies with the medical practice, allowing the busy doctor to maintain quality electronic patient records, transfer information securely between agents (like results from pathology services), produce safe and legible prescriptions, and better manage preventative health care protocols for patients. Drug database material is updated via the company website and most surgeries download this information on a monthly basis, meaning that the doctors have instant access to the most up-to-date information available. Bp Premier features an advanced billing, reporting and appointment book module, providing practices with a fully integrated option to older products in the market. Featuring practice reporting, online claiming and national e-health transactional compliance, doctors enjoy the benefits of instant electronic claims, as well as Tyro EFT functionality for instant patient billing and claiming. Bp Premier is the first choice in integrated general practice medical software, designed to put you and your practice ahead of the competition.

Additional comments

Best Practice was created in 2004 by Dr Frank Pyefinch, who brings users the benefits of a busy and successful career as a respected General Practitioner and more than a decade's experience as Australasia's pioneer of medical software development. A private company driven by engagement with its users, Best Practice has remained true to its founding principles of supporting medical professionals, evolving to meet the changing needs within Australasian healthcare. All by keeping in touch with our users. This approach has earned the company a reputation in the market for quality products, excellent customer service and meaningful user engagement. Best Practice combines the best in people, systems and technology to help connect communities with medicine. Our success stems from the daily use of our software products by more than 40,000 people in the healthcare community, and our intensive research and development programs enable better health outcomes by our assessment of new integrations, add-ons, user functions and improved practice workflows. Products include Bp Premier, well regarded as Australia's leader in general practice clinical and management software; Bp VIP.net, targeting medical specialist and surgical applications; and Bp Allied, designed to better support allied health practitioners. A variety of hosting, deployment and user engagement are offered to support users, including Bp SMS, Bp Learning and our iconic Bp Summit customer events. You'll find it simple to move to Best Practice from most alternatives, and you can assess our products in trial phase so you can see and experience first hand the benefits your practice will enjoy by a change for the better. Best Practice really is an evolution in medical software.

Coreplus

Customising reports

Date Range, Practitioner, Client Groups, Billable Appointments, Case status, Ignore future appointments, Date Booked, Date Created, Booked for, Booked by, Deleted between, Display - all appointments/ Booked/ Attended/ No-Show/ Cancelled/ Rescheduled, Client associated appointments only, Non-billable time, Breakdown by referrer, Referred between (dates), Injury Illness occurred between, Practitioner load based on - Referrals/Case Manager, Birthdays on the date, Marketing Source, Drug type & Prescribed date, Events between, Session Date, SMS sent between date, Email sent between, Date Paid, Date Banked, Service Types, Contact Types, Client Breakdown, Locked (invoices), MYOB export, Insurer (filter), Recipient (filter), Employer (filter), Supplier (filter), Calculate Income, Calculate expenses, Medicare & DVA claim status.

Integrated exercise prescription capabilities

Physitrack

Integrated electronic point-of-sale claiming/billing facilities

Medicare/DVA, XERO, MYOB EXO & Tyro

Integrated customer relationship management packages

Salesforce, Survey Monkey, Infusionsoft, Intercom, Zendesk, Cliniqapps

Integrated secure messaging suppliers

Argus, Health Link (Medical Objects integration in development)

Patient Reported Outcome Measures (PROMS)

Users are able to create their preferred PROM templates within coreplus as questionnaires.

Patient Reported Experience Measures (PREMS)

Users are able to create their preferred PREM templates within coreplus as questionnaires.

Commercial terms

coreplus is offered as Software as a Service. The full product is FREE to trial, and the trial period is unlimited. Medicare and DVA claiming is FREE of Merchant, Terminal and transaction fees. Admin users are FREE in all plans. Practitioners subscribe to one of three plan types offered; Basic, Standard or eHealth which start from \$5 per user per month. Additional charges apply for consumables such as SMS from

\$0.10 per message. Secure Messaging is FREE of Setup and Annual costs, only cost is \$1 per message. We support associations/member group deals. Additional information on these plans and included features can be found at <https://coreplus.com.au/pricing/> Terms of use can be found here: <https://coreplus.com.au/terms-of-use/> Clickwrap agreement is here: <https://coreplus.com.au/clickwrap/>

Typical setup, installation and orientation activities

coreplus is a cloud-based SaaS product which requires NO installation and can be accessed from any internet enabled device with a contemporary internet browser. New accounts can be created by visiting the coreplus website 24/7 and can be used within moments of creating which only requires entering a first & last name as well as an email address. Sophisticated users may wish to configure features such as Invoicing, calendar, client details, marketing sources, Medicare/DVA claiming, Secure Messaging and communication templates as required. Data can be migrated from other Practice Management Systems either by the user, with assistance from the coreplus team, or third-party providers. Our Customer Success Team is available via Live Chat, Email, Phone. Our Help Centre articles to help users optimise their setup and configuration of new accounts.

Data migration from other software packages

Data can be migrated from other Practice Management Systems and imported into coreplus by the user, with assistance from the coreplus team, or in the case of other practice management systems that have an API via third party service that exports and imports data using API's.

Signature Characteristics

Please review this 1.5 min video: <https://www.youtube.com/watch?v=UQXYJwMbjt4> Low cost. Australian owned and operated. Build specifically for Australian Allied Health Practices. Privacy and Security compliant for the Australian health market. Constant access to your practice, anywhere, anytime via a web browser. Free Medicare/DVA integration with no Merchant, terminal or transaction fees. Secure Messaging Hub with no Setup or Annual fees. eHealth plan for Digital Health readiness. Free secure booking platform for clients. Integrates billing, claims and payments, easily. Extend coreplus with a host of add-ons, or build your own integration using our API.

Additional comments

Management team regularly works with ADHA across all levels and with key industry members to ensure digital health interoperability. Dedicated and knowledgeable customer success team are available to subscribers via telephone in addition to online support tools. Product innovation is led by user feedback via an ideas portal whereby users create and vote for ideas to improve coreplus. We actively work with and seek to work with professional bodies to ensure members needs are being met and future needs addressed. We also offer complete terms for large membership groups. We have a dedicated Key Account Management team to on-board and work with large health groups that have more than twenty practitioners: <https://coreplus.com.au/enquire-about-pricing/> We work with and actively seek proof of concepts and other health tech initiatives that Add-on to coreplus: <https://coreplus.com.au/online-add-ons/> We work with and actively seek referral programs that drive referrals to our user community such as commercial groups that aggregate client demand with practitioner supply: <https://coreplus.com.au/referrer-network/> We work with and actively seek partners that help our user community through sales and marketing, education, business, accounting/bookkeeping: <https://coreplus.com.au/partners/>

Clinic to Cloud

Customising reports

Clinic to Cloud has a robust set of canned reports available today. All can be exported to XLSX for further analysis. Microsoft PowerBI is on the roadmap.

Automated sending of letters and reports through secure messaging

All secure messaging providers covered. Clinic to Cloud also includes medical grade voice recognition and dictation technology as an optional module.

Integrated electronic point-of-sale claiming/billing facilities

Tyro (Q2/2018) and ANZ HealthPay.

Integrated secure messaging suppliers

All suppliers including Argus, Medical Objects and Healthlink.

Commercial terms

Clinic to Cloud can be accessed from any web enabled device without the need for costly IT infrastructure. Customers agree to a minimum term of 24 months, at the end of which there is a rolling 60 day notice period. The subscription fee is based on the number of unique users required to access the platform, and new users can be added for the appropriate fee at any time.

Typical setup, installation and orientation activities

Once the subscription agreement has been signed the on boarding is very straightforward as everything can be completed online. First, the sales representative introduces the new customer to the Customer Success Team, who organise a project kick off call to explain the on boarding process, and then handhold them through every stage. This includes gathering essential information from the customer to populate the platform with, such as business details, users, schedule and appointment types etc. and an intense online training session for the health professional and the admin team. Once the practice is created, training is completed and all questions from the customer have been answered, go live is generally 30 days after signing the contract. Each customer will have access to a dedicated Customer Success manager going forward as well as online and telephone support 7am to 7pm, Monday to Friday.

Data migration from other software packages

If a conversion is required and possible, the customer will first need to read and sign a data conversion disclaimer, detailing the whole process. Clinic to Cloud will then provide a secure FTP location where the customer will need to upload a copy of the dataset. Once the data has been checked, we perform an initial conversion, uploading a sample of the data into Clinic to Cloud. The customer then logs into our platform to check the data integrity and that all the required information is populating the correct fields. They then sign off the first conversion as successful. A date is then agreed for the full conversion to take place, generally a Friday, so there is no disruption to practice operations as it takes place over a weekend. The practice then starts using Clinic to Cloud full time when they come to work on the Monday, fully populated with all required information.

Signature Characteristics

There are multiple reasons why Clinic to Cloud delivers optimised practice operations, better patient experience and improved financial performance. We are powered by cloud technology meaning – availability is 99.5%+, reduced cap ex on IT infrastructure, fast on boarding, greater flexibility and scalability. We have a native app for iOS and Android so you can run your practice through your phone including access to the schedule, run consults, create documents and have full access to all patient information. We have a patient facing portal so you give them a better experience by reducing their time in clinic, give them instant access to copies of documents you want to share, as well as appointment booking linked to your schedule. We have created automated workflows that reduce the time you need to spend on repetitive administrative tasks, giving you hours back every week to focus on high value tasks.

Additional comments

Clinic to Cloud's mission is simple: change the face of healthcare for the better. We are tireless in this pursuit, constantly pushing the boundaries of our technology and our thinking in order to deliver a truly innovative and evolving platform that serves the ever-changing needs of allied health professionals. If you want to future proof your practice, join Clinic to Cloud.

Front Desk

Customising reports

Patient demographics (gender, age, postcode etc.), practitioners, practice groups, reporting groups, transaction dates, item codes, item code groups, fee categories, appointment dates, appointment types, health fund, GP/referring doctor, patient tracking categories.

Automated sending of letters and reports through secure messaging

Integration with Physitrack.

Integrated exercise prescription capabilities

Currently gauging interest in this functionality from users.

Integrated electronic point-of-sale claiming/billing facilities

HICAPS, Tyro, Medicare/DVA Online, WorkCover QLD, New Zealand ACC, ANZ HealthPay

Integrated customer relationship management packages

Mailchimp

Integrated secure messaging suppliers

Third party integrations

Clinical coding system

Customisation options available to develop individual clinical notes templates. Clinical note types, conditions and treatment stages supported.

Commercial terms

Smartsoft offers two pricing models for Front Desk:

- 1) upfront perpetual licence purchase + optional ongoing support
- 2) ongoing monthly subscription.

Both costs are calculated based on the total number of user licences you require

Typical setup, installation and orientation activities

Front Desk uses multiple platforms to deliver PMS functionality from desktop installations for high transaction, rich user interface functions, to a web-based appointment book and web-based online patient bookings. Front Desk also offers messaging applications on iOS and Android tablets

and smartphones. Software can be hosted by users in their premises or in the cloud in secure data centres within Australia. Initial installation and 4 hours of one-on-one user training is included. Upgrades are managed on a self-install basis and with the support of Smartsoft staff when required. The product is regularly updated to meet the changing needs of practice management and IT environments. Support is provided through a free call 1800 number, email and through our community support forum by our professional support staff.

Data migration from other software packages

Smartsoft provides in-house data transfers from all data sources including practice management systems, CRMs, account systems and bespoke user systems. We have over 20 years experience in migrating data, which is performed at the highest level to include all available data such as patient demographics, appointments, transactions and clinical notes. Our team works directly with our clients to achieve the best possible outcomes with their data migration, which greatly simplifies moving from other systems into Front Desk.

Signature Characteristics

Smartsoft has been providing practice management solutions to the allied health industry for the over 20 years. Our staff understand that your practice management software will become critical to the running of your business. We promote a quality culture and employ in-house industry professionals to develop and support our products. The Front Desk software is highly customisable to best meet the current and future needs of a growing practice. It is designed with an easy-to-use interface for single practitioner practices to large enterprise users operating in multi-practitioner, multi-modality, multi-location environments. It is based on a hybrid system model using desktop, web browser and native applications on a smartphone. Smartsoft has a continual ongoing commitment to the development of its products to meet the changing needs of practice management and IT environment requirements. We can provide expert detailed data transfer services, which can assist our users to migrate from other systems.

Additional comments

Front Desk integrates with industry standard interfaces, including HICAPS, Tyro, Medicare/DVA Online, Medicare Easyclaim, WorkCover QLD and MailChimp. For user convenience, Front Desk also directly integrates with document scanners, barcode scanners and cash drawers. The advanced appointment book can handle hundreds of practitioners across multiple locations and professions, with features to minimise errors when booking patients. Designed to work in busy, high concurrency environments, the appointment reservation feature prevents double-bookings. Appointments can be viewed on the desktop and in a web browser on your desktop and mobile devices. Support for iCal integration is also available so that appointments appear directly in your native calendar application. The Smartsoft developed Front Desk Patient Booking Gateway provides an industry best integrated online booking system that does the thinking of your reception staff. It has an extensive rule-based system that takes into account your practice booking policies allowing patients to book valid appointments into your system 24/7. An advanced accounts receivable package, specifically designed for the allied health industry with individual, family and third-party billing features. Each patient can have multiple accounts being billed for multiple episodes to different parties simultaneously. Batch emailing/printing of invoices and statements is also supported. Front Desk offers full-featured, reliable SMS appointment reminders that provide delivery progress receipts and a free return path direct to your appointment book when your clients reply. SMS reminders can be sent using a dedicated number and can include add-to-calendar links allowing patients to add the appointment to their smartphone calendar. In addition to appointment reminders, SMS can also be used for direct patient correspondence and marketing campaigns. Smartsoft prides itself high level of helpdesk and technical support services, with minimum wait times to connect to our professional staff.

Jane App

Customising reports

Jane generates comprehensive reports for many clinical and business needs which can then be filtered down appropriately by practitioner, location, service type etc. There's reports for reconciling payments taken, summary reports for book keeping and accounting, reports on patients who have not booked a return visit, reports on the practitioner utilization rates and on inventory that needs to be re-ordered. Just to name a few.

Automated sending of letters and reports through secure messaging

You can share reports in a secure patient portal or save them as PDFs for emailing outside of Jane.

Body chart functionality

This functionality is accessible on a tablet PC.

Integrated exercise prescription capabilities

Physitec, Physioteools, Exercise Prescriber, Salso. Physitrack available soon.

Integrated electronic point-of-sale claiming/billing facilities

Stripe

Integrated customer relationship management packages

Mailchimp

Clinical coding system

Alternatively to OSICS-10, custom diagnosis lists can be created.

Patient Reported Outcome Measures (PROMS)

Can be created as templates or pulled in from the shared library but results do not auto populate or auto score. There are some that are pre-made in the template library and the list changes based on what the community has created and shared. None are provided by default. Physitrack's integration also offers this feature.

Patient Reported Experience Measures (PREMS)

Can be created as templates or pulled in from the shared library but results do not auto populate or auto score. There are some that are pre-made in the template library and the list changes based on what the community has created and shared. None are provided by default. And also offered through Physitrack integration.

Commercial terms

Jane is available on a month to month contract with no set up fees. You stay because you are happy not because you have to or you invested a huge up front cost that you can't walk away from. SMS and emails are included in the subscription fee. The base is \$74/month which includes 1 license and then there's an additional \$25/month per full time license (and we lump together part timers to make full licenses - so for instance 4 practitioners each working 1 day a week would be a single additional license). There is no cost for admin, locations, texts, storage, support, training or import

Typical setup, installation and orientation activities

This varies clinic to clinic based on your comfort levels. We offer unlimited support as needed and often book an hour set up call to go over all the settings together, but others sign up, set up and book their import without any help at all! Generally the process takes about 2 weeks, where you open your account online from our website (there's no installation required as Jane operates within your web browser), spend some time setting up staff, shifts, treatments and configuring your account settings, and booking your import of data. You choose a date to go live with Jane and we import your data for you and then you are up and running the next day and we are here to help any way necessary. People also often find our online videos, help guide and blog very helpful on getting themselves familiarized with Jane throughout the process.

Data migration from other software packages

We are sometimes limited by what can be exported from your current software, but generally if it can be exported we can import it. This includes patient list, demographics, inventory if appropriate, past and future appointments, and charts (if they can be exported as a batch and in a way that clearly links them to the correct patient profile) and if you have insurance information stored on patients profiles we can also import those as claims. Billing data such as invoices and payments are not migrated from any system. We look for exports in excel or csv format ideally although charts can be PDFs.

Signature Characteristics

You might not necessarily love the admin side of running a practice - you probably just want to treat clients, so you need a software that just works! And it needs to work for the admin staff, the practitioners, the patients booking online and the owners running a business. As a founder of Jane and a clinic owner myself I know that your management software is being used all day every day and is integral to the running of your business. We work hard to make that happen smoothly. We are a support centred business with our rapid growth being fuelled by word of mouth. We like to say that Jane has grown as a company the same way you have grown your practice – by providing a great service about which our clients talk about! I can tell you about Jane's features: available from anywhere and on any device, Jane offers scheduling, secure charting, invoicing, receipts as well as optional online booking and integrated payment processing. But really I find that almost every software out there uses the same words "intuitive" "simple" "powerful". So we'd like to prove those claims. What sets us apart is the experience you'll have using Jane.

Additional comments

Jane doesn't have any sales staff and the same team of people who answer incoming questions from potential users are the ones who support our current client base. This means that our sales process is a very honest one because the people answering your questions are the same ones who will be supporting you once you're part of the Jane community, they want to make sure that Jane will be a good fit for your practice. We value this good fit and happy users above signing up a new clinic. This attitude has allowed Jane to spread around the world without the typical sales model. Our users are happy and they share Jane with their colleagues. It's a small distinction, but it speaks to the method in which we run our company and the value we put on a successful relationship with our Jane users. It also speaks to the way we develop Jane as we are constantly working to improve. The list of exciting features and integrations we're developing is long and so fun! We are always working to make Jane better (which we define as "more helpful to your practice"). And because Jane is web based there's never any updates or installations. You are ALWAYS running the newest version every time you sign in. And if you do want to check out Jane for yourself, we offer access to a pre-populated demo site, where you can log in and play around as you make your decision. Just email us at support@janeapp.com and ask for the current usernames and password!

MediRecords

Customising reports

A remarkably comprehensive list, please organise a demo for a full view of reporting. We have reports and dashboard for patient metrics, business metrics, financials and population health.

Automated sending of letters and reports through secure messaging

Healthlink, Fetch, Medical Objects, All Talk, MQ Link, Clinical Labs.

Integrated electronic point-of-sale claiming/billing facilities

Medicare Online, Medicare DVA Allied, and Medicare ECLIPSE/IMC.

Integrated customer relationship management packages

Marketo

Integrated secure messaging suppliers

Healthlink, Fetch, Medical Objects, Alltalk, MQ Link, Clinical Labs

(MediRecords users in different clinics can communicate directly and share patient files securely without needing to connect to any secure messaging vendors).

Patient Reported Outcome Measures (PROMS)

We don't currently integrate any patient surveys but have it on our roadmap to complete in 2018.

Patient Reported Experience Measures (PREMS)

This capability is planned for development later this year.

Commercial terms

Software as a Service (SaaS) model – you start a 30 day free trial where you can create unlimited users and clinics. After 30 days you are billed per user of the system. Pricing is scaled depending on user type (admin, clinical or both) and the hours they use the product. Refer to www.medirecords.com/pricing for more info.

Typical setup, installation and orientation activities

You can set yourself up to go completely self service. Simply start a free trial and off you go! We have nearly 1000 support articles and a 'getting started' guide to help you set up. If you would like a full turnkey solution we can do the configuration for you for a reasonable fee. We can migrate from all major legacy practice management systems as well.

Data migration from other software packages

Moving a practice's existing EMR and other patient data into a new software product can be complex. Due to its 10 year experience with data extraction and analytics business within healthcare, MediRecords has unrivalled expertise in this area. In addition, significant investment has been made to develop data extraction frameworks for the existing PMS/EMR software used by most clinicians. The process is tried and tested, and involves us agreeing on the terms, then we obtaining a secure copy of your database either via remote session or you physically posting an encrypted copy on a disk to us. Once the data has been uploaded to our environment, the data migration process usually takes 2-4 days. Once the data is ready, you verify it looks correct, then we do a final migration ready for you to go live. Our rates for data migration are competitive.

Signature Characteristics

It's a cloud based PMS and EMR solution suitable for Allied, GPs and Specialists. We are so much more than just a place to store notes. We would be one of the only products that give allied health practitioners 'anytime, anywhere' access to an industry grade platform to connect to Medicare and MyHR, clinically code data and report on patient outcomes and business performance in real time.

Additional comments

Comes with a free app for patients to book appointments and access their information in real time – eg, investigations, prescriptions, results and other information regarding their health.

MedTech Evolution and Manage My Health

Customising reports

Ready-to-use reports on Appointment, Referral, Outstanding tasks and Finance.

Automated sending of letters and reports through secure messaging

Send via HL7 messaging with integration all major SMD software solutions (ARGUS, Healthlink, Medical Objects, ReferralNet and many more).

Body chart functionality

This functionality is accessible on a tablet PC and smartphone.

Integrated exercise prescription capabilities

Physitrack

Integrated electronic point-of-sale claiming/billing facilities

Comprehensive Billing and Claiming feature with integrated EFTPOS, ECLISPE and Easyclaim)

Integrated customer relationship management packages

Internal CRM with Corporate Billing, Integrated online and Mobile APP patient recall

Clinical coding system

Users are able to add their preferred coding system as templates in additions to using ICP2+, MIMS.

Integrated secure messaging suppliers

Manage My Health, Argus, Healthlink, Messaging Objects, GlobalHealth

Patient Reported Outcome Measures (PROMS)

All Patient Reported Outcome Measures are included in our product and can be customised to meet the needs of the user or clinic.

Patient Reported Experience Measures (PREMS)

All Patient Reported Experience Measures are integrated.

Commercial terms

We have a basic upfront fee and conversion cost. If we are converting from another patient management system. Our user's fees are charged on a monthly basis and can range in cost depending on the requirements and types of users.

Typical setup, installation and orientation activities

Once the client has decided to go with Medtech Evolution we then provided the client with a welcome pack which supplies the site with all the required information for the typical setup and install. While we work with the client filling in the welcome pack we do a test conversion from the backup of the client's database and present them with a test conversion of the data for them to view. Once the database conversion is approved by the client we then moved into the pre-install implementation and training stage. We do two stages of training firstly we do the pre-go-live training teaching the product in their environment on a test bed. Then when they have signed off on all documentation we move to go live is the first day they are running Medtech Evolution with patients attending the practice with a trainer onsite to back them up.

Data migration from other software packages

We have the ability and knowledge-based to convert from any patient management solution and work with our client to make sure the data is accurate and complete with no clinical risk. This is why we have a multi-stage process to make sure the data is accurate and complete before moving to a live environment with the practice.

Signature Characteristics

The signature characteristics of our software are we don't tell you how to manage your clinic or practices workflow. We give you the ability to adapt to the way you would like to interact with your patients and work with you to customise the software. With integrated portal ManageMyHealth and APP (iOS/Android) you are in-touch with your customers for online appointments, recalls, reminders, emails and sharing of information. We provide facility to create customisable forms and Reports with Business Intelligence. Multiple patient records can be opened and managed at a time.

Additional comments

With all the changes in the healthcare space today the users need to be able to adapt to situation and needs of both the patient and software they use. Our software is there to adapt to any situation and work around your needs as a user to make sure workflows, roles, reporting, management, assessment, etc is done correctly and easily.

With nearly 30 years in the industry we are the right partners to work with as we provide the most cost-effective and flexible software solution to the Allied Health industry.

Nookal

Customising reports

Cases, Financial and clinic data.

Integrated electronic point-of-sale claiming/ billing facilities

Tyro

Integrated customer relationship management packages

Mailchimp

Patient Reported Outcome Measures (PROMS)

Clinics have the ability to build all of them.

Patient Reported Experience Measures (PREMS)

Clinics have the ability to create their own.

Commercial terms

We are a SaaS business with monthly subscriptions.

Typical setup, installation and orientation activities

Need to start a 30 day free trial at www.nookal.com.

No installation required.

Data migration from other software packages

A two step process is undertaken. First cut, they check the data and then a go live date.

Signature Characteristics

We have good business analysis and excellent clinical note taking.

Additional comments

We are run by a physiotherapist (with 19 years experience) and IT expert and an accountant. So we cover IT, allied health and financial analysis.

PowerDiary

Customising reports

An extensive range of reports are available including New Patients, Patient Retention, Referrer Statistics, Inactive Patients, Session Pack Tracking, Gender Breakdown, Service Delivery Overviews and many more.

Automated sending of letters and reports through secure messaging

Argus

Body chart functionality

PowerDiary offers body charting functionality through its note templating feature.

Integrated exercise prescription capabilities

Nil

Integrated electronic point-of-sale claiming/billing facilities

Stripe (Credit Card Processing), Medicare, DVA, HICAPS GO (Beta), Tyro

Integrated customer relationship management packages

Internal CRM, MailChimp

Integrated secure messaging suppliers

Compatible with Argus and Medical Objects via (Word plug-in)

Patient Reported Outcome Measures (PROMS)

Power Diary allows for customised templates to be created and utilised for PROMs.

Patient Reported Experience Measures (PREMS)

Power Diary allows for customised templates to be created and utilised for PREMs.

Commercial terms

Power Diary is web-based Practice Management System that operates securely from your web browser, tablet or mobile device. Prices start from \$5.75+GST per week, with no lock-in contracts or minimum terms. Power Diary also comes with our industry first, One Year, 100% Money Back Guarantee.

Typical setup, installation and orientation activities

A fully featured free Trial Account can be setup instantly from our website (No credit card required). Power Diary is web based which means you can access it anywhere from your web browser. This means you do not need to buy any special equipment or install any software. Free training, advice and Support is provided to all users via phone, chat, email, live screenshare and our Knowledge Base. Power Diary's intuitive and easy-to-use design however means new users are typically able to quickly get up and running without assistance.

Data migration from other software packages

We provide a free data importing service which enables a smooth transition from nearly all other software package

Signature Characteristics

Power Diary was founded in 2007 making it one of Australia's most established and trusted Online Practice Management Systems, with over 25 000 users. As a local company all data is stored securely onshore in compliance with Australian laws and regulations. In addition our users enjoy access to our friendly, locally based Support Team. Power Diary is a flexible and affordable system that is suitable for solo physiotherapists through to large multi-location clinics. Our features are unparalleled and include Schedules with multiple views, automatic SMS and Email Appointment Reminders, Electronic Medicare Records, Patient Self-Bookings, Invoicing and Payments, Credit Card processing, Referral Management, Session Number Tracking, Auto Letter Generation, Marketing functions, integrations with Xero, Stripe, Google Cal, Mailchimp, Medicare, DVA and HICAPS GO, and much more. Put simply, Power Diary helps you and your practice be more organised, efficient and profitable.

Additional comments

Our pay-as-you-go, leave anytime plans, and our One Year 100% Money Back Guarantee means that we are only successful if we make a real difference to our users.

PPMP

Customising reports

New patients, individual practitioners, disease presentations (not limited to)

Automated sending of letters and reports through secure messaging

Medical Objects

Body chart functionality

This functionality is accessible on a tablet PC.

Integrated electronic point-of-sale claiming/billing facilities

HICAPS, Tyro, Medicare online

Integrated customer relationship management packages

Internal CRM

Integrated secure messaging suppliers

Medical objects

Patient Reported Outcome Measures (PROMS)

In development

Patient Reported Experience Measures (PREMS)

On development schedule. Little or no demand in the private sector

Commercial terms

Desktop solution requires the purchase of a licence and on going monthly maintenance fees. Cloud solution is SaaS and attracts a monthly user's fee.

Typical setup, installation and orientation activities

Installation is done by us. Set up and training is done to fulfil the practice's requirements.

Data migration from other software packages

We assist the practice in any manner we can. Requirements vary between practices and PMS. SaaS (cloud) programs usually don't allow export of data in a simple and cost effective manner.

Signature Characteristics

Developed primarily for the Physiotherapy profession. Longest serving (30+ years) fully featured, easiest to use enterprise PMS. Not simply a diary based debtor management system as so many are.

Additional comments

Our products are suitable for single practitioners or scalable to national networks. We have both cloud and desktop solutions. Fully customisable to suit the unique needs of each practice.

PrimaryClinic

Customising reports

Reports on new patients, patients having certain medical conditions, earnings per practitioner, overdue accounts, no-show can be generated.

Integrated electronic point-of-sale claiming/billing facilities

Tyro and LanternPay

Clinical coding system

Fully customisable, the practice can set their own codes. Rarely used in the private sector

Commercial terms

Subscription is by the number of concurrent users. \$800 per year per concurrent clinical user. \$500 per year per concurrent administrative user. The fees above are GST exclusive and do not include 3rd party products such as MIMS, ICPC2+ and SMS.

Typical setup, installation and orientation activities

1. Generation of Minor ID for PKI site certificate application with Medicare
2. Software installation and configuration
3. Activation of Medicare Online, Tyro, SMS, ReferralNet
4. Online or on-site training
5. Going live

Data migration from other software packages

We can migrate both patient and clinical data from Zedmed and MedicalDirector to PrimaryClinic. Financial data can't be migrated. For other software, if the number of sites is large enough to justify, we can develop a data migration tool. Otherwise, we can only help import patient demographic data if it can be exported from the original software.

Signature Characteristics

Supports all Medicare online claiming functions.

Supports Tyro Allied (previously known as HealthPoint. Tyro's health fund claiming solution for Allied Health providers). One of the first to supports electronic TAC claims (in partnership with LanternPay). Integrates with ReferralNet's Online Provider Directory, enabling practices to look up health providers on both ReferralNet and NHSD network from within PrimaryClinic software.

Additional comments

PrimaryClinic software is desktop-based so can be run on tablets and phones with big screens via Microsoft's Remote Desktop Connection. It is not suitable for devices with small screens.

TM3

Customising reports

Reports can be customised and parameters refined based on information recorded throughout the application. This includes finance, patient, clinical, diary etc.

Body chart functionality

This functionality is accessible on a tablet PC.

Integrated electronic point-of-sale claiming/billing facilities

HICAPS, Medicare & DVA Online

Patient Reported Outcome Measures (PROMS)

No integrated PROMs available – custom forms can be created

Patient Reported Experience Measures (PREMS)

No integrated PREMs available – custom forms can be created.

Commercial terms

TM3 is available by monthly subscription. Licence required per practitioner, non-practising users (eg, admin) are free. Cancellations require a minimum of 30-days notice.

Typical setup, installation and orientation activities.

Our support team complete the TM3 setup and once completed provide the practice with their unique web address for access to TM3 Web. If desktop application is also required, our support team schedule a time to complete this remotely. After system setup is completed the TM3 orientation buddy will provide phone training to go through initial interface configuration and an introduction to using the system. Free webinars are provided ongoing and further phone training can be purchased as required.

Data migration from other software packages

Data migration is available for Patient demographic, Stock/Consultancy items, Medical/Referrer demographics. Data must be provided in a clean CSV format.

Signature Characteristics

TM3 is modern and intuitive, and developed with the busy practitioner in mind. TM3 is a fully hosted system providing both desktop and web applications from a centralised database. This enables you to manage your clinic seamlessly on multiple devices or browser tabs to streamline the running of your practice. New user-friendly and powerful clinical notes provide efficiency and flexibility and the new scores and goals feature provides patients with visual insight to their progress. Our highly configurable system means practices can run reports based around the parameters important to them, and view in both table and graph formats.

Additional comments

TM3 desktop application requires Windows OS. HICAPS and Medicare Online require desktop application. TM2 clients can migrate their system to TM3 with no loss of data.

Zedmed

Customising reports

Our reporting capabilities are extensive and our solution has the capacity to generate the above mentioned reports.

Integrated electronic point-of-sale claiming/ billing facilities

Tyro, Eclipse, Medicare Easy Claim

Integrated secure messaging suppliers

Healthlink, Argus, ReferralNet, Medical Objects.
(Easily extendable to other providers)

Commercial terms

A practice using Zedmed as their preferred medical practice solution has the option of either paying Zedmed subscription on a quarterly or annual basis.

Typical setup, installation and orientation activities

Checklist, which includes details of the implementation process and go-live date, as well as completing the necessary Medicare requirements. Throughout the process, our implementations' team will liaise with the client and organise for a site-based training session, go-live assistance and complete database build prior to client going live with Zedmed.

Data migration from other software packages

Zedmed have a superior data conversion tool which enables us to migrate data from over 40 medical practice solutions. We provide guidance and any assistance necessary to both the new client and the incumbent medical solution provider.

Signature Characteristics

The Zedmed solution has continually evolved over the last 40 years and is utilized by providers within Allied Health, General Practice as well as Specialist Clinics. Zedmed has a range of reports, billing capabilities, expansive clinical modules that assist with the day to day operations of a medical practice. For all active Zedmed subscribers, they enjoy a number of unique benefits, some of which are outlined below:

- Quarterly Voice of the Customer workshops – Designed for customers to interact with the Zedmed team (including our Software Developers), as well as us introducing new features, providing any necessary training required, and just as importantly, allowing our valued clients to raise any concerns or suggestions for software improvements.
- First in class training provided by certified Zedmed trainers, including the option for Site based training.
- Superior and Unlimited after sales support provided by locally based support centre.
- Access to dedicated Account Managers providing ongoing guidance – from Implementation to go live, as well as site expansion.
- Access to our dynamic onshore Development team enhancing and expanding Zedmed to meet the ever-changing demands of the Medical Industry.

Additional comments

For practices using Zedmed, they will have a confidence in long standing and stabilized product that has evolved and continues to evolve to meet the ever changing demands and health care requirements in Australia. This is achieved by Zedmed having a dedicated and dynamic local development team.

Appendix 3: Questions to ask about Practice Management Software

General questions to ask about Practice Management Software

1. What proportion of your customers are physiotherapists?
2. What do physiotherapists like about your software?
3. How long have you been operating your business for?
4. Do you have case studies for your software associated with my physiotherapy practice?
5. Do you have testimonials from physiotherapists? If yes, are you happy to provide me with contact details of the customer?
6. Is the data stored in Australia? What privacy and security strategies have you employed to ensure my data is safe?
7. Is there a free trial period?
8. What are the commercial terms? Is it a monthly subscription? Is it an annual licensing fee?
9. Do you have pay-as-you-go arrangements?
10. Is there a minimum contractual term? What if I exit it earlier? Are there any fees?
11. What are your policies around the usage of my data? Do you use it for other purposes?
12. What are your policies for data migration?
13. How do I go transfer data from my old system to yours? Are there costs involved?
14. If I decide to change from your system to a new one, what is the process for this? Are there costs involved?
15. What are your signature features? How do you feel your product differentiates from the others in the market?
16. What does your initial setup involved? Does it require installation of the desktop software and future patches?
17. Do you offer initial and ongoing technical support? Is this through a website forum, e-mail or phone?
18. Do you have procedures in place for receiving customer feedback for new features and customer service?
19. How often do you formally survey your customers for feature and service feedback?
20. What are your product development plans?

Specific questions to ask about Practice Management Software

Introduction

1. How does this product make clinical safety and quality improvement easier?
2. How does this product streamline key clinical and business processes?
3. What components of the patient workflow does this product automate?
4. How does this product make billing and processing payments more efficient?
5. How does this product improve physiotherapist, patient and practice communications?

Regulatory and Compliance Standards

1. Does your product incorporate classification and coding system for diseases, Indigenous Status and Gender that meet the requirements of national standards (eg, the Australian Institute of Health and Welfare)?
2. Which of the nationally agreed coding and classification systems does your product use?
3. Is your product compliant with the My Health Record? (Can I use it to create and post shared health and event summaries on the My Health Record?)
4. What medicine prescribing capabilities does your product have?
5. If your product has medicine prescribing capabilities, what decision making support tools (eg, alerts and prompts) are available to help reduce the risks for patients?
6. Can your product assist in report specific allergies, side effects or unexpected accidents?

Privacy & Security

1. Is my patient and practice data stored and backed up in Australia?
2. What proactive security measures do you have in place to protect my data hosted by you? Who hosts your data?
3. Is your product integrated with SMD compliant secure messaging vendors? If so, which ones? Do you use an Australian government approved (ASD) server?
4. Can I receive secure messages within the product?
5. How does your product streamline the preparation of letters and reports generated by that I want to create and send?
6. What capabilities does your product have to allow me to reduce cybersecurity risks?
7. How does your product allow for control of access levels and user permissions?
8. Is the third party SMS service you use based locally or routed overseas?

Physiotherapy Clinical Tools

1. What have you done with your product to make it easy to sketch or detail the nature and severity of symptoms?
2. Does it work well with a tablet and a digital/stylus pen?
3. Can the digital body chart be used on a tablet or alternative mobile devices?
4. Can I print the body chart easily?
5. How easy is to send the body chart by secure message?
6. How does your product integrate with exercise prescription software? Which products are currently integrated with or able to interface with your product?
7. What does the integration allow me to do? Can I push and pull data from the exercise prescription app and/or clinical record?
8. Can the integration be tailored to my unique clinical workflow?
9. Can I generate, upload and send customised surveys to my patients to complete?
10. If yes, can I do this via email and SMS?
11. Is there a section in your electronic health record that allows me to collect this for particular patients?
12. Do you integrate with video conferencing software? If yes, what products are currently integrated?
13. Can I streamline payment and bookings with the current video conferencing software I use?

Practice Quality and Safety

1. Can your product report customisable appointment and follow up information?
2. Can your product report response rates to routine service improvement surveys?
3. Can your product report whether patient goals set have been achieved for care plans?
4. Can your product report known adverse drug reactions and medication allergies?
5. Can your product report practice safety incidents?
6. What arrangements would be in place for access to my patient data should I decide to stop using your product?

Administration

1. Can I customise or use templates for my clinical notetaking and letter writing?
2. What components of clinical records can be directly incorporated into letters and reports?
3. Can I create shortcuts to assist with my clinical notetaking?
4. Does your product offer voice to text capabilities?
5. Do you offer tailored on-boarding services as a new customer? If so, what do these look like?
6. Does your product have inventory management capabilities?
7. Does your product have invoicing capabilities to third party payers?
8. Does your product integrate with accounting packages such as Xero or MYOB? If so, which ones?
9. Are the business reports produced from your product customisable? If so, how easy is this to do?

Interoperability

1. Do you have an OpenAPI based on HL7 FHIR standards?
2. What apps or devices are currently integrated into your product?
3. If I use an app that is not integrated with your product, what is the process of integrating it? What are the costs?

Patient Convenience

1. Does your product have a built in online appointment booking feature?
2. Does your product integrate with third party online appointment booking solutions? If so, which ones?
3. Does your product integrate with electronic point of sale solutions? If yes, which ones?
4. Can your product integrate with future payment systems easily?
5. Does your product support online group bookings?
6. Does your product support online multi-site operations?

Customer Relationship Management

1. Can your product perform basic Customer Relationship Management activities such as recalls and reminders?
2. Do you integrate with Customer Relationship Management solutions? Which ones?
3. What level of integration?
4. What sorts of insights about my population of patients can I easily extract from your product?

Clinic Mobility

1. Is your product browser-based?
2. Can I operate your product from a tablet or smartphone?
3. What level of function or capabilities can I expect on these devices? What are the limitations?
4. Does your product have a patient portal from a web browser or smartphone app?
5. Does your product have a staff portal from a web browser or smartphone app?
6. What happens if web access fails?

Appendix 4: Survey Methodology

In late 2017 we had informal discussions with members of the Australian Physiotherapy Association's (APA's) PBA National Group. PBA is a national group of physiotherapists who are owners of private practices or who have an interest in private practice ownership.

This discussion indicated that practice owners had an interest in both current features and functions; and in a number of emerging needs and challenges (eg, support for physiotherapists who wanted to prescribe and practices that wanted to systematically track some patient safety and quality indicators).

The survey questions on product features were formulated based on ongoing member feedback, a review of research and commentary about electronic clinical and practice management systems, and the consultation with leading physiotherapists and health IT experts.

In late January 2018, we distributed a product feature survey to 27 practice management software vendors.

These software vendors had been identified from:

- A 2016 study of the costs of private practice physiotherapy in which one question asked for the names of software programs used by respondents
- APA national member surveys at conferences and workshops
- APA national call centre inquiries
- APA conference exhibitors who market their products to members
- Informal conversations with the healthcare IT industry and leading physiotherapy industry members
- A call out to the members of the Medical Software Industry Association
- A recent spreadsheet published by Allied Health Professions Association Australia on practice management software.

At the time we were advised by an external software provider whose product was designed to integrate with software in Australian allied health practices that there were more than 100 software packages being used by private practice allied health businesses.

Software vendors contacted

1. Best Practice
2. Centaur
3. Clinic to Cloud
4. Cliniko
5. Coreplus
6. eNoteFile
7. ePractice
8. Front Desk
9. Genie Solutions
10. Gensolve
11. Global Health
12. HealthKit
13. Hippocamp
14. Jane App
15. Medical Director
16. Medilink
17. MediRecords
18. MedTech
19. Netphysio
20. Nookal
21. Power Diary
22. PPMP
23. Practix
24. Quicker Notes
25. Sage
26. TM2
27. Zedmed

Of the 24 survey responses, 14 of the responses included identifying details of the provider. The data in the remainder of the surveys suggests that the responses were completed by some other vendors. It is possible that some of the responses without identifying details of the provider resulted from initial attempts to determine the scope of questions and the provider later completed another response.

Sample software vendor survey

Here is a link to the sample survey: <https://www.surveymonkey.com/r/M7TT9VG>

A copy of the survey follows.

Product name			
Name of principal contact			
Email address of principal contact			
Website url			
	Yes	No	n.a.*

Coding and classification

Does your product incorporate a coding system including clinical codes, terms, synonyms and definitions that allows users to systematically record symptoms, diagnoses, past health problems and processes at the point of care?			
If YES, which system (eg, ICPC2-plus, ICD10 or SNOMED)?			
Does your product have unique data fields in which the presence of known allergies, including the cause of the allergy (eg, a specific compound) can be recorded?			
Is the way in which your product codes a person's Indigenous status compatible with the attributes outlined by the Australian Institute of Health and Welfare? http://meteor.aihw.gov.au/content/index.phtml/itemId/602543			
Is the way in which your product codes a person's gender compatible with the attributes outlined by the Australian Institute of Health and Welfare? http://meteor.aihw.gov.au/content/index.phtml/itemId/635994			

Clinical care			
Is an electronic health record a CORE offer in your product?			
Is your product compliant for accessing the My Health Record system, and creating and posting shared health summaries and event summaries?			
Does your product incorporate a digital body chart (shortcuts and symbols)?			
If YES, is this functionality accessible on a tablet PC, smartphone or net browser?			
Can clinical note templates be customised within your product?			
Is your product integrated with exercise prescription applications?			
If so, which exercise prescription applications?			
Which validated PROMs (Patient-Reported Outcome Measures) are integrated into your product?			
Can your product generate the questionnaire for each PROM?			
Which validated PREMs (Patient-Reported Experience Measures) are integrated into your product?			
Can your product generate the questionnaire for each PREM?			
Does your platform incorporate decision support functionality for medicines use/prescribing (including alerts, prompts, precautions)?			
Does your product incorporate an electronic transfer of prescriptions (eTP) capability?			
Can the user customise forms and letters within your product?			
If YES, can I automatically send these through secure messaging?			
Does your product integrate with video-conferencing software?			
If YES, which product(s)?			

Practice level indicators of safety and quality

These are amongst the indicators proposed by the Australian Commission on Safety and Quality in Health Care for primary health care services

Can your product report the following:

The proportion of clients who did not arrive for an appointment AND who were followed up			
The proportion of clients requiring an interpreter who were provided with an interpreter service at the first service			
The proportion of the service's workforce who have received cultural competency training			
The proportion of regular clients who have responded to a patient experience survey within the previous 12 months (using a standard patient experience instrument, that informed the service's quality improvement)			
The proportion of goals met in the timeframe stated for attainment of each goal, for clients with a care plan			
The proportion of clients whose known adverse drug reactions and medication allergies are documented in the service's patient health record			
The proportion of the service's documented patient safety incidents (ie, near misses or errors, and adverse events that result in harm) where an investigation has been completed in accordance with local policy			

Business processes

Can I operate your product across a number of sites and have all users with the same view?			
Can SMS and email reminders be sent from within your product?			
Are business reports customisable within your product?			
Which accounting packages can be easily integrated with your product?			
Which online appointment booking systems can be easily integrated with your product?			
Which of these systems allows the 'on-boarding' to be customised with questions (for example)?			
Which electronic point-of-sale claiming/billing facilities are integrated with your product?			
Which customer relationship management packages (for the purposes of marketing) can be easily integrated with your product?			
Does your product incorporate a stock management function?			
Describe the sorts of parameters that can be used when customising reports (eg, can reports on new patients, individual practitioners, disease presentations be generated?)			

Security

Is the control of access levels and user permission management integrated in your product?

Is the data stored in Australia?

Does your product facilitate reliable, secure provider-to-provider communication (secure messaging)?

If YES, through which supplier(s)?

Platform

Is your product HL7 FHIR enabled?

Can I operate your product from a tablet PC?

Can I operate your product from a smartphone?

Can I operate your product through a web browser?

Installation

Please describe the commercial terms for the purchase / lease/subscription of your product. (200 words or less)

Please describe your typical set-up, installation and orientation activities. (200 words or less)

Please describe your approach to data migration from other software packages (200 words or less)

Please describe the signature characteristics of your product that make it 'stand out from the crowd'. (200 words or less)

In 300 words or less, provide any detail that is important to potential users and which has not been captured above.



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