

# Current Issues and Future Trends in Primary Care ICT

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National GPIT Training Co-ordinator

Choosing  
GP Software

Avoiding  
Disasters!

Electronic  
Cancer  
Referrals



Future  
Trends

National  
Referral  
Template

Data  
Protection

# Why a national referral template

- Increasing demand by secondary services for GPs to complete pro forma letters
- Too many version / forms even within the same hospital
- Content dictated by specialist clinics without discussion with GPs
- Usually paper and not computer friendly
- Likely to increase
- Time to take control !!



## National Standard Patient Referral Template

### Referral Details

<b>Hospital:</b>	
<b>Specialty/Directorate:</b>	
<b>Preferred Consultant/Healthcare</b>	
<b>Reason for Referral/Comments:</b>	
<b>Priority (GP):</b>	<input type="checkbox"/> Urgent <input type="checkbox"/> Soon <input type="checkbox"/> Routine
<b>Date of Referral:</b>	
<b>Signature of Referrer:</b>	

### Patient Details

<b>Surname:</b>	
<b>First Name:</b>	
<b>Address:</b>	
<b>Date of Birth:</b>	
<b>Gender:</b>	
<b>Name of Parent or Guardian (if ap-</b>	
<b>Mobile Number:</b>	
<b>Telephone (Day):</b>	
<b>Telephone (Evening):</b>	
<b>Hospital Number:</b>	
<b>First Language:</b>	
<b>Interpreter Required:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Special Access Needs:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

### Referrer Details

<b>Name:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Fax:</b>	
<b>Mobile:</b>	
<b>Medical Council Registration No:</b>	

### Patient's Usual GP (if different from Referrer Details above)

<b>Name:</b>	
<b>Address:</b>	

Patient's Name:  
 Patient's Date of Birth:  
 Referring GP:

Clinical Information

**Symptoms (including history of presenting complaints and interventions to date):**

**Examination Findings:**

**Relevant Tests/Investigations:**  Attached  Not Applicable

**Past Medical History:**

**Current Medication:**

**Adverse Events/Allergies:**

**Family History:**

**Social History:**

For Hospital Use—Referral Management and Outcome

Date Referral Received:		Triage Outcome (Priority):	
Date Referral Sent for Triage:		Date of New Attendance:	
Date Referral Returned from Triage:		Consultant Clinic:	

Patient's Name:

Patient's Date of Birth:

Referring GP:




# Data Protection

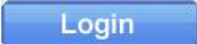
- Increased public awareness
- Increasing scrutiny by Data Protection Commissioner
- Primary Care Teams
- Health Information Bill



# Application form



The National Healthlink Project



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## HealthlinkOnline Application Form

Please complete the form and click Submit. Fields marked with \* are required.  
If you have any problems please call Bronagh on (01) 8825606.

**Practice Name:\***

**Address:\***

**Phone Number:\***

**Fax Number:\***

**Mobile Number:\***

**Email Address:\***

**GP & Practice Staff Details**  
*Person One Details*

**Name:\***

[About HealthlinkOnline](#)  
[Requirements](#)  
[Security](#)  
[How to Apply](#)  
[Application Form](#)  
[Neurolink Disclaimer](#)

# Choose Service

The screenshot shows a Windows Internet Explorer browser window titled "Patient Search - Windows Internet Explorer". The address bar contains the URL "https://onlinev3.healthlink.ie/PatientSearch.aspx?Type=Referral". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features a navigation bar with tabs: "Support", "View New Messages", "View Unprocessed Messages", "Search", "Referrals", "Report an Issue", and "Profile".

**Welcome:** Eimhin Ansbro

From tomorrow 10th March you will notice some small display changes to our current Healthlink messages. Lab and Radiology results will now display GP & Patient details adjacent to each other, this is to help reduce printing volume and enable a more efficient display.

Referrals & Lab Order-From tomorrow 10th March, when placing an online Referral or Lab Order, you must conduct a patient search based on Family Name, First Name or Date of Birth, before creating a new patient. This is to help reduce duplicate patient information in the system. Any queries please call us on 018825720.

Please select hospital:

Please select referral type:

The National Healthlink Project | Ph: 353-1-8825606 | Email: [info@healthlink.doh.ie](mailto:info@healthlink.doh.ie)

The browser's status bar shows "Done", "Internet", "100%", and the system tray includes "Start", "Patient Search - Wind...", and the time "10:36".



# Register Patient Details

**Patient Search - Windows Internet Explorer**  
https://onlinev3.healthlink.ie/PatientSearch.aspx?Type=Referral

File Edit View Favorites Tools Help

Support View New Messages View Unprocessed Messages Search Referrals Report an Issue Profile

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**Please note:** You may not be allowed to input certain characters to patient demographics fields. This restriction is in place due to hospital systems technical limitations.

GP Emergency Phone:\* 2881550

Family Name:*	D	Street Address:*	87 CION BRUGH
First Name:*	L	Address Line 2:*	AIKEN'S VILLAGE
Title:		Address Line 3:	SANDYFORD
Date of Birth:*	18/10/19	Address Line 4:	DUBLIN 18
Sex:*	Female		
Pregnancy Status:*	Pregnancy unknown		
First Language:*	English	Phone:*	0868107215
Interpreter Required:*	No	Mobile:*	0868107215
Wheelchair Assistance:*	No		
Public/Private Patient:	Private		

Start Patient Search - Wind... chose service - Paint Helix Practice Manager Internet 100% 10:40

Referral Priority:\*

Early - to be seen within 6 weeks

[Breast Referral Guidelines](#)

Symptom / Reason for Referral:\*

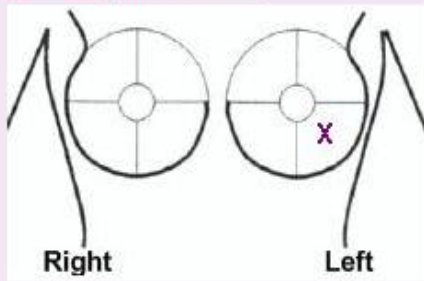
- Inflammation that persists after antibiotics
- Persistently refilling or recurrent cyst
- Unilateral discharge (not bloodstained)
- Intractable breast pain
- Discrete lump in women under 35 years
- Asymmetrical nodularity that persists at review after menstruation

Other Symptom:

Symptom Duration:\*

4 Months

Breast Examination:\*



Other Examination:

Prev Attendance at Breast Clinic:

No

Prev Breast Disease:

No

Lab Investigation:

Prev Mammogram:\*

No

Other Rad Investigation:

Social History:

Drinker: No

Smoker: No

General History:

History of Present Illness: 4 month history of discreet lump, tender, no other sx

- Support
- View New Messages
- View Unprocessed Messages
- Search
- Referrals
- Report an Issue
- Profile

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**Form Submittal**

The form has been successfully submitted to Healthlink.

To print submitted form [click here](#).

To print submitted form to PDF [click here](#).



Log Out

# Choosing GP Software



- What do you want it to do?
- IT skills of staff
- Ease of use
- Support
- Size of company
- Number of users
- User groups
- Cost of training
- Hardware requirements
- GPIT Accreditation
- Colleague recommendations

# The Software Demonstration



- Protected time
- All staff present
- Prepare

What do you want to know?

- Lead the demonstration

*“Now we would like to see how your software does....”*

- Standard set of Q's
- Don't accept fudges
- Ask for a loan of laptop and software
- Haggle !

# GP Software Costs

Name	Company	Cost	Training	web
<b>Health One</b>	Helix Health	€2,800 (+ secretary) €950 per GP	4 hrs free €650 / day	Helixhealth.com
<b>H.P.M.</b>	Helix Health	? Installation and training	€850 per day	Helixhealth.com
<b>Socrates</b>	Technical Ideas	€2,950 €495 per additional GP	4 hrs free	socrates.ie
<b>Complete GP</b>	Complete GP Ltd	€2,950 Additional GP €495	4 hrs free	completegp.ie

## GP Software Maintenance Charges

<b>Name</b>	<b>Single user per anum</b>	<b>Additional user per anum</b>
<b>Health One</b>	<b>€850</b>	<b>€460</b>
<b>HPM</b>	<b>€850</b>	<b>€250</b>
<b>Socrates</b>	<b>€850</b>	<b>€250</b>
<b>Complete GP</b>	<b>€850</b>	<b>€250</b>

# Total cost of GP Software

## Purchase

First GP and secretary	€2855
2 additional GPs	€1900
Practice nurse	€ 450
<b>Total</b>	<b>€5205</b>

## Maintenance

First GP and secretary	€ 850
Additional users	€ 450
IPU database	€1000
<b>Total</b>	<b>€2,300</b>

Prices based on October 2008 figures





# Acme Computer Hardware suppliers

- Acme S3000 Server

- Intel Xeon 3075 (3.66 GHz) Dual-Core Socket LGA775 Processor
- 8GB DDR2 RAM (upgrade to 16GB)
- 2 x 500GB SATA Hard Drives (RAID 1 configuration)
- 2 x GB LAN Ports
- 20X DL DVD Rewriter Optical Drive
- Intel® Entry Server Chassis SC5295-E
- Standard Keyboard & Mouse

€2,500

- Acme precision T3400 workstations (6)

- 375W Intel® Core™ 2 Duo E7300 (2.66GHz,1066MHz,3MB)
- 2GB (4 x 512MB DIMM) 800MHz DDR2 ECC SDRAM Memory
- 250GB (7,200 rpm) SATA 3.0Gb/s Hard Drive
- 48X CDRW/DVD-ROM

- €3,600

# Acme Computer Hardware suppliers

- Epson LQ 850 Dot Matrix Printers (4) €1,200
- HP Laserjet 330 (1) €600
- HP Scanjet 4500 with document feeder €800
- Acme UPS device plus
- Acme tape backup unit and 20 cartridge tapes €900

**Total costs:  
Hardware and Others**



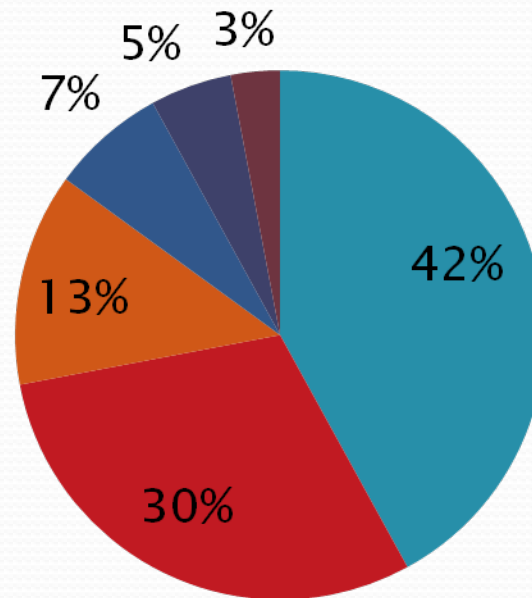
Main Server	€2,500
6 workstations	€3,500
Hub and network	
Installation	€2,000
Printers	€3,000
<b>Other costs</b>	
MS Office	€2,000
Broadband	€ 300
Anti virus	€ 300
GP Software	€2,300
Data protection	€ 200
<b>Total</b>	<b>€16,100</b>

What's the commonest cause of lost data on an IT system?



# Causes of data loss

- Hardware failure
- Human error
- Software corruption
- Viruses
- Theft
- hardware destruction



Source: <http://office.microsoft.com/en-us/orkxp/default.aspx>

# Don't forget the importance of staff training



YOU'RE PROTECTED AGAINST  
HACKERS, VIRUSES AND WORMS.  
BUT WHAT ABOUT ROSE IN HUMAN RESOURCES?

# Backing up

- What are the options?
- Who will take responsibility?
- Put a reliable system in place
- Consider two methods
- Keep backups offsite
- Test restore
- Online backup



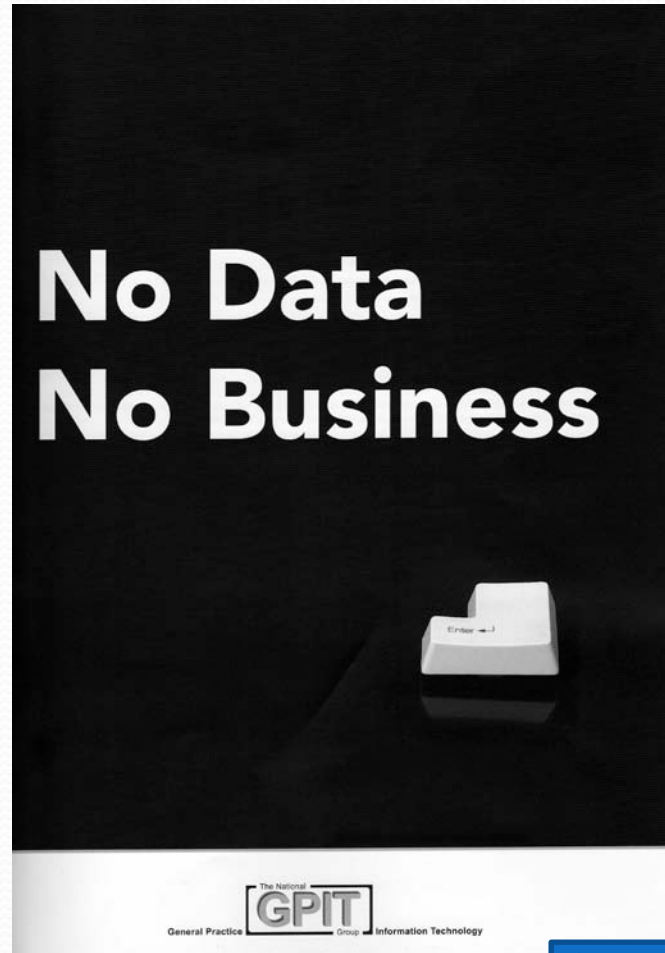
# A typical backup cycle

WEEK	DAY	DAY	DAY	DAY	DAY/MTH
WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY 1
WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY 2
WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY 3
WEEK 4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	MONTH 1
WEEK 5	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY 1
WEEK 6	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY 2
WEEK 7	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY 3
WEEK 8	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	MONTH 2



# Other important measures

- Firewalls
- Anti virus software
- Updates and security patches
- Physical security
- Passwords
- Laptops
- Protecting wireless networks



# Future trends in ICT

- Chronic disease
  - Protocol driven
  - Decision support
  - Quality/performance indicators
- e-learning
- Telemedicine
- Smart phone/i pad
- Cloud computing

