

Broadband for Health Initiative “HOW TO” guide for GPs & Practice Managers

Step 1 Gather the TWO relevant forms from www.health.gov.au/ehealth/broadband –

1. Security Awareness and Conformance Report, AND
2. Incentive Claim Form

Note: if you're already on BFH, you'll need to lodge these forms to claim the 2nd 12month incentive.

Security Awareness and Conformance Report (SACR)

Step 2 This report should be completed by a staff member with knowledge of the IT systems at the practice. Alternatively, utilise the services of your local division or your IT consultant. (See FAQs over).

A one-off \$1000 incentive payment is available to assist with compliance and will be paid upon lodgement of this form with Medicare Australia (formerly HIC). (see Step 8 below)

Incentive Claim Form – Broadband subsidy

Step 3 Go to the Broadband for Health (BFH) Initiative website – <http://www.health.gov.au/ehealth/broadband>, select “Choose a Qualified Service (QSP) in your postcode area” then select “database”

Step 4 Enter your postcode and click “Search” to show all broadband plans available.

Step 5 The “Incentive by RRMA*” box lists the incentive amounts available for each technology. Your RRMA* classification appears on your PIP statement or you can contact Medicare Australia (ph: 1800 818 111).

The relevant incentive amount is sufficient to cover the installation & 12months usage costs of a broadband plan. Depending on which plan/QSP you choose, you may have capacity left over to purchase ‘value-added’ services up to the incentive amount. (See FAQs over)

Step 6 Select and contact a QSP from the list.

Discuss arrangements for connection direct with QSP. A list of suggested questions to ask is provided on the reverse of this sheet.

Handy hints 1. Use the phone numbers provided on the list to contact the QSP

2. Have your IT consultant at the practice when the installation occurs. The broadband installation will occur to one PC so extra work to reconfigure the network may be required.

Step 7 Read the explanatory notes on the Incentive Claim Form then complete as follows -

Part A = practice information

Part B = bank account details for incentive payments (capped amount + \$1000)

Part C = details provided by the QSP re: plan or from the website information

Part D = to be signed by authorised officer at the practice

Step 8 Send the completed Incentive Claim Form AND SACR (see Step 2) to the address on form. If applying for satellite, ensure you include 2 written technical reports from 2 QSPs confirming ADSL is not available in your area.

Step 9 For assistance or queries, contact Melinda Rolland – Broadband for Health Officer, Victoria – (03) 9341 5237 or your local division of general practice.

*RRMA = Rural Remote & Metropolitan Area Classification

Broadband for Health (BFH) Initiative - FAQs

Why do I have to complete a Security Awareness and Conformance Report?

The internet is a valuable, time and cost effective tool for communication and information. However, if not properly managed with sound security systems you may be vulnerable to viruses or hackers. The Security Awareness and Conformance Report encourages all practices to take security seriously and offers guidance as to appropriate systems and procedures your practice should adopt to secure your information while online. An Action Guide (explanatory notes) accompanies the Report. It can be downloaded from the initiative website.

The \$1,000 incentive payment, what can I spend that on?

You are encouraged to spend this money on upgrading your security needs (eg. antivirus/spam software) or use the money to pay your IT consultant to support you through this process.

What can I spend the extra incentive payment on? (Step 5 over)

Discuss with your provider what additional value-added services they can offer. For example, website setup, hosting the practice domain name, additional mail boxes, a better firewall or modem, remote back-up services. These can be bundled together with the broadband plan up to the capped incentive amount.

I've been on Broadband for some time, what are the benefits of taking up the incentive?

BFH offers general practice and ACCHS free broadband usage for 12months with at least 3Gb download. This may be more than you need but it will ensure your practice is ready for new technologies such as e-referral, Voice over IP, video conferencing and Virtual Private Networks. Depending on your existing plan, the BFH package may offer you larger download capacity, better security or an opportunity to upgrade your hardware, namely the modem.

Can I stay with my existing Broadband provider?

If your current Internet Service Provider (ISP) is a 'qualified' provider under the BFH program, they are required to transfer you to their qualified service at no penalty/cost. In this case you can receive the incentive for 12 months.

My ISP is not qualified under BFH, what should I do?

You should encourage your ISP to seek qualification by contacting the Taskforce by email – broadband@health.gov.au – or phone 02 6289 4452.

Alternatively, you can stay with your provider until the end of the current contract then switch to a qualified service provider to receive the incentive for 12 months; **or** cancel your existing contract (which may incur a penalty) and switch to a qualified service to receive the incentive.

I've misplaced the UINs. What should I do?

The Unique Identification Numbers (UIN) were issued by Medicare Australia (formerly HIC). If you have misplaced yours, please send an email to bfhp@medicareaustralia.gov.au with the following information – the issue/problem; practice name and address, GP provider numbers at the location; contact name and phone number. Medicare Australia will respond promptly with the information.

What happens after 12months?

The contract you sign with a QSP will be for 12months. At the end of that contract period you have no obligation to remain with that provider and you are free to negotiate with them for a different plan. You may also decide to change providers. Remember, as broadband is a highly competitive market, prices are decreasing all the time.

When contacting a QSP consider asking the following questions which may assist your decision –

- Are there use limits on download/upload before additional charges are incurred?
- What type of firewall is included in the package? Can I upgrade and what will be the cost?
- Do you offer a guaranteed level of service?
- What level of after-sales, technical support will you provide?
- Do you have a large number of GP clients or clients based in my area?
- How many mailboxes are available with the plan?