
Welcome

- Introduction of David Sandic the new GPDV IMIT Officer
David graduated from Melbourne University with a B.Sc(Hons) and M.Sc and has a Certificate in Health Informatics from Monash University. He has worked in pathology within the Public Hospital System for the past 17 years and has extensive experience of the use of information systems within this environment.

Intrahealth Profile Demonstration

Chris Miller and Kristi Richardson, Intrahealth

Intrahealth is privately owned company that has been operating for approximately 5 years. They have over 7000 users in New Zealand with approximately 25 internationally based developers and programmers in the Business Analysis Development Unit. In Australia there are 6 support staff, 4 of which are based in Victoria. At present only 22 practices use Profile in Australia 8 of which are in Victoria.

A brief description of Profile Clinical and Practice Management System was given by Chris Miller in which he described the 3-tier Architecture used by Profile to provide a “Thin client” based approach to practice management software. The advantages of this approach are:

- Reliability, stability and speed improvement as processes are managed by an (middle tier) application server
- GP PC requirements are reduced as they act only as work stations with access software
- Easier upgrades as these need only be carried out on the central application server
- Increased security provided by controlled access to the application server (Firewalls etc)
- Improved software development as each tier can be implemented using a different programming language

Intrahealth is one of the few practice management software vendors in the world that have adopted this approach for their system.

Programming within the Profile Clinical and Practice Management System is object orientated which hopefully should make the development and customisation of the system simpler. The Intrahealth website has a library of files for templates and queries for Profile.

Establishment cost of Profile Clinical and Practice management System:

- Initial fees include:
 - server licence \$1500

- first workstation \$500
 - additional workstations \$250
 - support per year \$500
- Training is an additional cost:
 - \$600 for 4 – 6 users for the day

Minimum hardware requirements:

- Operating System
 - Any Windows except ME and 95
- Server
 - Pentium 4 >
 - 500MB
- Workstation
 - Pentium 3 >
 - 128MB
- Network Comms
 - TCP/IP

Implementation of the Profile Clinical and Practice Management System requires a change management plan for practice staff with staff involved in the selection procedure of the software.

Issues that may need addressing

- There is no available demonstration disks for divisional IMIT Officers, but Intrahealth would come and install Profile on a workstation and give a demonstration. They are also happy to visit rural GPs and divisions for demonstrations.
- Pathology terminology has to be converted for Australia (instead of New Zealand). This should not be left up to the GPs to change.
- Not yet PKI compatible; about 2-3 months away. Not the responsibility of Intrahealth to do PKI installation
- Training of staff is an additional cost although apparently there is an extensive manual and on line help

Intrahealth is also currently developing other products to assist in practice management these include:

- Pocket Profile (a PDA based tool which can store approximately 30 patients record)
- Insync (provides population health care, clinical management resource utilisation and financial management)
- Accession (a web based interface, allowing GP's and patients to share information)

For more information on the above products please check out Intrahealth's website:

<http://www.intrahealth.com.au/index.html>

Micro Shack -Trouble shooting within a general practice setting (Sponsor)

Willie Lee

Micro Shack is a Melbourne based OEM provider, which also deals with finding solutions for hardware and networking problems. Micro Shack are not application specialists, but they will quickly determine if the problem is with the hardware or with the application. They also implement backup processes (which they fully test to ensure that they work), and can provide upgrade strategies for organisations.

Micro Shack service all areas of Melbourne, Ballarat, Geelong and Brisbane and are prepared to travel nationally. They also provide an out of hours email and phone support service. They do not offer service contracts but run a fee for service business and charge \$120 per hour that includes travel time. Currently they have little or no experience with General Practice but are eager to gain experience and so are offering a special rate of \$80 per hour.

Micro Shack was recommended to the IMIT Network by Karen Hoffman.

Finalisation of Criteria for Software Demonstrations

The following are items that were suggested by the network for the criteria for software demonstrations:

- Need to differentiate between Practice management software, and Clinical management software, and to set out the clear criteria for each in point form.
- Processes for common procedures (ie; Enter a condition, write a script, generate a recall, request pathology) should be demonstrated in clear step by step fashion
- It should be clear what training the software company provides and any cost that may be incurred in training additional and new staff.
- Questions are to be asked only after the presentation is complete (prevents presenters from being sidelined)

Action : Lenora and David from GPDV are to rework the current proposal and then resend to the IT@gpdv.com.au mailing list.

Finalisation of Criteria for Sponsors

The following are items that need to be added or changed in the criteria for the sponsors of future meetings:

- The company that is demonstrating must have a clear understanding of GPs and practice
- The sponsor must be recommended by one of the divisional IMIT officers.
- The product and /or services that the sponsor offers must relate to general practice
- The products and /or services must be affordable
- The sponsor should only present for approximately 20mins, or enough time to give a clear overview of the products and services that they offer.

Update on installing PKI

Dean Smith and Lee Bakefield, HIC

Dean has been with Health Insurance Commission (HIC) for the past 12 months working with the Public Key Infrastructure (PKI) technical support team. Prior to that he was working at the Canberra Hospital.

A complimentary CDROM containing PKI Technical Support Tools was handed to participants attending this meeting (there are limited spare CD's available from David Sandic, GPDV). The CDROM was created for assisting in the implementation and use of PKI. Dean explained its use.

Dean also introduced the concept of Chains of Trust (consisting of a Root Certificate (high level) and an Intermediate certificate (moderate level)) in the implementation of secure business over the internet. SecureNet is the signature authority for the certificates (previously it was Baltimore) which are issued by the Health eSignature Authority (HeSA). HeSA has full accreditation under Gatekeeper (administered by the Commonwealth governments National Office for Information Economy) and is responsible for processing PKI registrations and issuing of certificates.

There are currently 4000 users Australia wide signed up for the certificates and approximately 1300 have a location key and approximately 1300 that have a private key.

Chains of trust must be fully installed (both root and intermediate certificates) for the PKI key to work. The certificates provide an electronic validation of identity (like a signature) linking signed documents with a PKI identity. Dean briefly outlined the installation process.

When a GP applies for a certificate and if they do not have a dedicated email address or they do not nominate an email address on the application form, then HeSA will automatically issue the GP with an email address that is independent from any ISP. For further detail please call 1300 660 035.

Certificates are email address specific. If the GP's email address has changed, then they have to go through the revoking process. This involves completing a form where the GP must nominate a new email address and is issued with a new PKI. Once the form has been received by HeSA a floppy disk will be sent to the GP within four days.

Currently all the drivers for PKI tokens are compatible with Windows XP. The iKey is currently more widely used than the Smart Card because of its durability. There are two kinds of SmartCard readers and they both are compatible with USB and serial ports.

The new token drivers can be found on the HIC CD ROM that was handed out at this meeting. The instructions for the drivers for the iKey contained on the CD ROM are not clear and users may need to ring 1300 660 035 for further information and assistance.

Future enhancements with PKI:

- new version of mailsecure will be out soon (within the next month)
- Please note that you do not need Mailsecure if you use MS Outlook or MS Outlook Express.
- If you use an email program such as Eudora you may have to install Mailsecure to increase the encryption.
- Thin client solutions currently have compatibility problems with the different types of tokens (iKey and Smart Card).
- Application Programming Interface (API) will soon be compatible with MAC. It is currently at the stage of beta testing and there are current limitations on the drivers (3 times as slow), but should be available for release in a months time.
- A HIC PKI website is currently being developed that will eventually have all updated drivers.

There are five tech support personnel located in Canberra; they provide a help desk support service for PKI integration.

ARGUS- What is it? Implications for General Practice

Russell Venn, Westvic Division

Westvic have a federally funded project, which involves sending electronic transfer of imaging requests from the GP to other health organisations. They are using ARGUS to deliver the requests. ARGUS is an email server designed for the health care industry by the Ballarat University Ehealth Collaborative Centre with funding from Top End Division. Please check out the ARGUS project summary on ADGP's website at the following address:

http://innovations.adgp.com.au/site/index.cfm?display=169&PageMode=indiv&page_id=662

IMIT Networking Session

The section from Mark Brommeyer's bulletin (number 30) entitled **Invitation to Join the IMIT Projects E-mail List** was discussed. To subscribe send an e-mail to: listserv@medicineau.net.au with a message in the body of the e-mail **subscribe imit-projects yourname@your.email.address** or contact the list moderator John Gable at: jgable@nrdgp.org.au John is the IMIT Project Officer at Northern Rivers Division of General Practice (Phone: 02 6622 4453).