

Implications of Allied Health items for IT/IM Solutions

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Creative Misuse of the Medical Director 2 Address Book

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Starting Points

- **A Request from Sonya Tremellen: “ Can you show us all about the Medical Director Address Book?”**
- **Attempts to import bulk addresses into Medical Director Address Book singularly unsuccessful**
- **Determination to “unlock the secrets” of the Address Book**

Key Initial Assumptions

- **.DBF is Medical Director's 'native' format**
- **Using the native format will minimise problems**
- **Address Book import and export is built-in via MD-Maintenance**
- **Formats other than .DBF are not easily human-readable**
 - impractical to update

Known Behaviours

- **Address Book import/export using .DBF works fine for single addresses**
- **Attempts to import bulk addresses using .DBF fail with only 2 or 3 addresses imported**

Solution

Microsoft Excel - EXP_ADD.DBF

File Edit View Insert Format Tools Data Window Help

Arial 10 B I U \$ % , +.00 -.00

A1 = SP_NO

	A	B	C	D	E	F
1	SP_NO	TITLE	FIRSTNAME	SURNAME	SALUTATION	SPECIALTY
2	7	DR.	MARY	BLOGGS	Mary	GENERAL MEDICINE
3	0			BIGTOWN HOSPITAL OUTPATIENT	Sir/Madam	OUTPATIENTS

exp_ad4.csv - Notepad

File Edit Format View Help

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Ready NUM

• Import of .CSV formatted bulk addresses works perfectly!

Practical Application

- **How do we make this useful for GPs in a practical sense?**
 - **Use the features of category/specialisation fields to enable GPs to choose appropriate Allied Health practitioners for specific programs**
 - **Even if Medical Director templates are not available for referral, this process can still provide value for GPs in speedily accessing required addresses**



Address book

Filter by category:

disl

Search by sumame:

Name

Category

Phone

Address

Arthritis Victoria

Disability Services

8531 8000

263 Kooyong F



New Person

New Company

Edit entry

Delete entry

No./Known Gap Spec.

APA List

Jump



Learnings from experimentation

- Add ‘qualifying’ term after the specialty name,
eg, *Dietician HIC Reg*
so users filter list by typing in the specialty name
- A specialty name using underscore characters will
not be found by the filtering tool,
eg. *Disability_services* will not be found
Disability services will be found

Practical Application

- **Give GPs and others the easiest possible path to identify allied health resources in the Address Book**
- **Add qualifying terms to category/specialty entries**
- **Use differing categories/specialties to list organisations' various capabilities**
- **Try to keep the size of lists realistic!!**

Limitations

- When importing the .csv files, MD-Maintenance checks three fields to evaluate an address record: FirstName, Surname, Speciality
- If an existing address has the same data *in those three fields*, the imported address **will NOT** be added to the address book
 - Bulk changes to phone numbers, addresses, etc can not be made using this method.
- If *any* one of those three fields is different, a new record is created in the address book

Warning!

- Resist the temptation to open the underlying .DBF files behind Medical Director.
- Opening these tables, in Excel for instance, changes the properties of some fields and may cause data corruption.
- IF there is a compelling reason to work on Medical Director Tables, do so on a copy file.

Engaging GPs in using this facility...

Case Study

- Radiology Dep't decides to go filmless, notifies Drs images ready and emails images
- Drs complain within hours: not getting X-Rays
- Send images on CD rather than email
- Drs still complain: not getting X-Rays
- Send CDs in large X-Ray Envelopes!

Problem solved!!!!!!

In Summary

- **Importing addresses into the MD Address Book is good for one-time use only**
- **Bulk changes to details cannot be made using this method**
- **Useful to provide basic details of primary care organisations for GPs to access within a familiar environment**