



Merry Christmas & Happy New Year

Another year is drawing to a close and Christmas is just around the corner. The team at BPAC Inc would like to wish you all a merry Christmas and a happy New Year.

Since its release in 2005, *bestpractice* Decision Support has grown both in content and the number of practices using it on a regular basis. The first two modules released were Cardiovascular Risk Assessment and the Diabetes Annual Review, now there are over 30 different modules available to users.

The last two years has seen *bestpractice* expanding and developing new tools such as e-Referrals, eACC18, Patient Prompt and *bestpractice* Intelligence (BPI) for General Practices.

Support Line hours over the holiday season

Fri 23 rd Dec	Open from 8.30am to 5pm
Sat 24 th Dec	CLOSED
Sun 25 th Dec	CLOSED
Mon 26 th Dec	Messages checked at 11am and 3pm
Tue 27 th Dec	Messages checked at 11am and 3pm
Wed 28 th Dec	Open from 8.30am to 5pm
Thu 29 th Dec	Open from 8.30am to 5pm
Fri 30 th Dec	Open from 8.30am to 5pm
Sat 31 st Dec	CLOSED
Sun 1 st Jan	CLOSED
Mon 2 nd Jan	Messages checked at 11am and 3pm
Tue 3 rd Jan	Messages checked at 11am and 3pm
Wed 4 th Jan	Normal Business hours resume

e-Referrals Update

bestpractice is currently, with the help of some pilot practices, testing the attachment of documents directly from MedTech inbox into the e-referral. Watch this space for notification of its availability for all e-referral users.

bestpractice Decision Support Contact Details

Support Line: 0800 633 236
Phone: 03 479 2816
Fax: 03 479 2569
Address: Level 8, 10 George Street, PO Box 6032, Dunedin
Email: DSFeedback@bestpractice.org.nz
Website: www.bestpractice.net.nz

Latest News

HbA1c Reporting

The **CVD with Management, Diabetes with Management** and **CVD Quick Screen** modules have been updated to facilitate the extraction of HbA1c in mmol/mol.

HbA1c should now be reported by laboratories in mmol/mol units instead of a percentage. *bestpractice* will now display only the mmol/mol reading. However, if there is only a percentage recorded for the patient, that reading will continue to be displayed.

Depression in Older Adults

Depression in older people is often under-detected and untreated. It should not be regarded as a normal consequence of aging. Targeted screening for common mental disorders is indicated for older people in groups with high prevalence rates, including those:

- In residential care.
- With a history of mental health disorder or suicide attempt.
- With multiple symptoms.
- With a recent significant life change, such as bereavement.
- With poor physical health.

An older person presenting with possible cognitive impairment should be assessed for both dementia and depression.

Where there is a rapid change in cognitive status in an older person, medical assessment should exclude delirium.

The Nationally funded **Depression in the Elderly** module can assist in the assessment and subsequent management of depression.

The module is accessed via the **Depression** module under the Mental Health menu and defaults to Elderly version if the patient is 60 years of age or older. There is an option to change to the Adult version if preferred.

Feedback

Please address comments or queries about any aspect of *bestpractice* to **DSFeedback@bestpractice.org.nz**. Your comments are appreciated and help us to improve our service to you.

Usage Statistics - Top 10 Modules for November 2011

Total modules run (November 2011)

88,288

1. Patient Prompt
2. CVD Quick Screen
3. Diabetes Review
4. CVD Management
5. e-Referral System
6. INR Monitoring
7. ACC 18 Form
8. Smoking Cessation
9. Compr. Health Assessment
10. Kessler 10

ACC Electronic Medical Certificate (eACC18)

ACC is rolling out an **electronic Medical Certificate (eACC18)** to replace current paper or Practice Management System generated equivalents. While using the eACC18 is not currently mandatory, it is ACC's recommended form for Providers to use.

BPAC has developed and supports the eACC18 for ACC. We encourage you to use this form. eACC18 is currently only available to MedTech users. Progress is being made on integration with other Practice Management Systems.

The Benefits of eACC18

- **For the Patient:** Faster and better support; ACC can respond quicker as the form contains more detail and is received earlier than fax, post or email.
- **For the GP / Nurse Practitioner:** Less rework; You'll get fewer queries from ACC seeking further information or questioning content.
- **For Practice Administrators:** Simpler process; there will be no need to fax, post or email the form to ACC, or query GPs to interpret information.
- **For ACC:** Better information; it will enable more accurate, faster decision-making.

National Module Funders

There are currently ten modules that have been funded by a variety of national bodies. By virtue of this funding, the modules are free for health professional use. The major funders are listed below.

Ministry of Health

The Ministry of Health funds four modules for the diagnosis, assessment, management and referral of patients with mental health problems. These modules standardise care across New Zealand while supporting locally led community interventions by automating the referral processes.

PHARMAC

PHARMAC funds two modules for the diagnosis and management of children with asthma. A unique feature is the generation of a tailored management plan for the child and caregiver.

Medsafe

Medsafe funds an Adverse Drug Reaction (ADR) reporting tool which provides an easy to use reporting solution. It has been estimated that for every ADR reported another 150 remain unreported.

Ministry of Justice

The Ministry of Justice funds a module that standardises the referral and management process for those patients who wish to be considered for a termination of pregnancy.

New eACC18 Online Services

ACC has two new online services to help practices get started with eACC18.

Online Tutorial

The **Online Tutorial** shows how to complete and submit an eACC18 and takes about five minutes to complete. It is aimed at practitioners wishing to train themselves or desiring a refresher course. Practice Managers may also find it useful to understand the process. A link to this tool is available on the *bestpractice* website.

Setting Up Your Practice

The **eACC18 Self Service Guide** takes a practice representative through a few simple steps to register for eACC18 and set up a test patient for practitioners to trial first. A link to this tool is available on the *bestpractice* website.

To try these tools, go to the *bestpractice* website (www.bestpractice.net.nz). Click the eACC18 Information link on the front page. Links to the tools are available under the heading **eACC18 Online Services**.

Need Help with eACC18?

If you are having trouble setting up or using the **eACC18**, support is available.

For technical issues, or to complete the *bestpractice* access process, contact:

BPAC support

Phone: **0800 633 236**
Email: DSfeedback@bpac.org.nz

If you need help completing the eACC18, contact:

ACC eBusiness

Phone: **0800 222 994** (option 1)
Email: ebusinessinfo@acc.co.nz