

PRACTICE MANAGEMENT ROUNDUP

DECEMBER 2017

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LETTER FROM THE MD

Dear Doctor,

We have come to the end of another successful year and it is with great pride that we look back at what we have achieved in 2017. Not only did we bring you solutions to aid the administrative functions of your practice but we also collaborated and integrated functions to assist with the daily management of your patients.

One of our great collaborations was with Recomed. Not only did this help increase the feet through your practice's doors, but it also increased productivity enabling patients to book their own appointments via the Recomed online diary which, in turn automatically updates the practice diary within our products. Did you know that research with online diary users shows that 49% of medical appointments are booked after hours?

We also collaborated with MediSwitch and their electronic patient record product Lifedoc. It is available, ready to be used.

With the move into the cloud via ElixirLive and ElixirLive Dental we have also increased the mobility of our client's practice. Apart from the cloud being a safer environment, financial information is now readily available, so you have continuous access to your records, thus enabling you to manage your practice from a safer environment, financial information is now readily available, you can access records from the cloud, all of which enables you to manage your practice and clients from anywhere at any time!



With escalating costs in our everyday lives, there is a real need for service providers to have the ability to offer patients a payment plan to settle their high cost procedures without having to extend credit arrangements at practice level. Not only does this benefit your patient but it also benefits your practice by, not only improving collections, but also minimizing patient disputes. With this in mind, we would like to announce that our new AEDO (Authenticated Early Debit Order) payment system is about to be launched – it is currently in pilot as we speak and all processes surrounding this, should be completed by the end of the pilot process.

On our electronic health record solution, we collaborated successfully with Medscheme on the Integrated Care Coordination Network program. HEALTHone Connect is the platform connecting the funder and to you, the provider. The project has been successful and will be extended to more practices in 2018.

Tariff season is here again and all the changes from the respective Schemes will ring in as we get closer to the 1st of January. With this in mind and based on the complexities experienced during the past year, we decided to increase our efforts and ability to bring a more efficient service to you, our valued client, and therefore, teamed up with MediRates. Their solution and expertise, together with our own team allows for a single developed platform where all published tariff releases and updates are consolidated and communicated directly from a single site. You can be assured that we will go out of our way to make sure we do everything possible to make this as uneventful as possible. Our appeal to you is to ensure we are informed of your personal arrangements, plans, and fee structures to make sure your system is set up correctly.

Some additional, useful notes regarding this relationship and their contribution:

The tariffs are in Rand value, putting an end to the rounding & approximation issues. MediRates works directly with the medical schemes thereby ensuring that the tariffs made available to you are accurate and available on time.

We make all this information available to you from a centralized web based service which automatically transfers updated data directly to your PMA via our Tariff Service. In addition, you can also access a web page where you can lookup pricing for the hundreds of available payment arrangements that exist.

Annual Increase:

Last but not least, I am very happy to announce that on 1 March 2019 we will introduce a nominal increase of 6% on all our existing agreements which is way below the average increases announced within Healthcare in general – except for our credit card agreements where we will have a zero percent increase for another year. It is a privilege to be in a position to pass some benefits to you.

Wishing you and your family a peaceful and restful festive season and looking forward to an exciting 2018!

*Happy practicing
Gideon Brits*

HEALTH-SOFT E-SCRIPTING

Health-Soft e-Scripting: Gearing your practice to take advantage of the new prescribing regulations.

The South-African policy regarding the method of medicine prescribing has finally caught up with other advanced countries, with the publishing in January of this year, draft regulations to the Medicines and Related Substances Act (Act no 101 of 1965).

These changes to the Act pave the way to fully inclusive electronic prescribing-dispensing routines, which will ensure better efficiencies and record keeping in physician practices, better patient compliance to prescription orders, improved workflow in pharmacies and less prescription fraud in general.

The proposed draft Regulations are intended to give effect to the Medicines and Related Substances Amendment Act, 2008 (Act No. 72 of 2008), and the Medicines and Related Substances Amendment Act, 2015 (Act No. 14 of 2015), once the said Acts are brought into operation.

The new regulations state the following in Regulation 28 of the Act:

PARTICULARS WHICH MUST APPEAR ON A PRESCRIPTION FOR A MEDICINE

(1) Every prescription for a medicine shall be-
(a) written in legible print;
(b) typewritten; or

(c) prepared with an electronic agent as defined by and in compliance with the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002).

(2) A prescription shall be signed -
(a) in person; or
(b) in the case of a prescription prepared in accordance with sub-regulation (1)(c), with an advanced electronic signature as per Section 13 of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002), by an authorised prescriber.
Act No. 25 of 2002), by an authorised prescriber.

Med-e-Mass has always believed these necessary policy changes will be passed rather sooner than later to regulate the e-Script and to clear all uncertainties which existed in the market regarding e-scripting, the electronic signature and electronic delivery of prescriptions to pharmacy. Med-e-Mass has therefore invested immensely in

developing two leading e-Scripting applications, namely Health-Soft e-Scripting and Health-One e-Scripting, and thousands of e-Scripts are generated daily through these applications.

The digital revolution leaves nobody and no industry behind and e-Scripting and electronic patient records are necessary tools to keep your practice relevant in the ever changing healthcare environment. We are making the necessary changes to our solutions to be in line with the promulgated legislation, and you can be assured that you will be first to benefit from this whilst already using our products.