



Smart Health  
SOLUTIONS

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## ABORIGINAL MEDICAL SERVICE ENGAGES SMART HEALTH SOLUTIONS.

BAWRUNGA ABORIGINAL MEDICAL SERVICE ADOPTS ON-LINE ACCESS TO PATIENT CLINICAL RECORDS ACROSS ITS THREE HEALTH CENTRES.

Bawrunga Aboriginal Medical Service has engaged Smart Health to provide on-line access to patient clinical records across its three health centres in the Nambucca Heads region of the NSW mid-North Coast.

Bawrunga Aboriginal Medical Service is an Indigenous owned and managed organisation that has been delivering primary health care and educational programs to the Aboriginal and general community since 2000. It is proud of its innovative programs and its record of independence of any State or Federal Government funding.

Smart Health's on-line shared electronic health record solution provides Bawrunga clinicians and administrators with access to patient health records on-line, in real time across Bawrunga's three practices at Nambucca Heads, Macksville and Bowraville.

"Managing patient records across multiple sites has been a problem", said Leavina Reid, Secretary and Director of the Service. "We provide health services to a broad cross-section of the community and Smart Health will help to improve this service across our practices."

Like many multi-site health practices, Bawrunga struggled with duplicated, incomplete patient records across its sites, depending on which sites patients have visited on past occasions. Smart Health integrates patient records from all of the sites into a single, patient centric longitudinal health record that provides doctors and nurses with a complete patient view, even if the patient has not visited that particular site before.

Paul Robertson, Smart Health's project manager, noted how easy the program was to get started, "We simply imported the patients' records from the three sites into Smart Health, removing the duplicates, and installed Smart Health on their workstations", he said. "It only took a day to install and train the users at the three clinics to get them up and running."

"This is the first Indigenous Health implementation of this type of technology in NSW. It is the first web based solution available dedicated to Indigenous Health that is extendable statewide meanwhile protecting the privacy and security of information. The patients can choose to opt in or out and the solution provides a full range of access permissions. We are hoping that other health services, both public and private will join us in the unique work aimed at improving patient safety and clinician efficiency," enthused Leavina Reid.

Smart Health has developed and implemented a specific application module for the management of Indigenous Health, which was first developed for use by Nganyatjarra Health Service in Western Australia. This module provides detailed indigenous health record management, including child and adult health records, recalls and referrals, as well as access to Smart Health's detailed chronic disease management modules, including diabetes and chronic kidney disease. On-line claiming (on-line bulk billing) to Medicare Australia is also provided.

The application is readily extendable to additional sites, which will allow Bawrunga to easily integrate additional practices as it expands its services. It will also support integration with other on-line health information services that may be implemented. For example, if other health services choose to connect to Smart Health so that they can collaborate with Bawrunga AMS, their clinicians, subject to patient consent, will also be able to access these patient records. Public health emergency services could have immediate access to life-saving treatment and medication information without depending on the patient knowledge or having to wait for contact with the patient's regular healthcare providers.

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