Media Release

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Brisbane, QLD, Tuesday 3 November 2009

Health professionals save time and money

iHealth Care services through General Practice Queensland (GPQ) provides health professionals with a statewide directory and secure messaging service saving health professionals time and money while ultimately improving patient care.

The iHealth Care Directory provided through GPQ is a statewide directory. Through the Directory registered health professionals freely access comprehensive information of other professionals including GPs, specialists, allied health professionals, pharmacies and aged care facilities in order to search for and refer patients to the most appropriate service providers.

The iHealth Care Secure Messaging Service provided by Medical-Objects, allows users to also share relevant patient information electronically. It is not email-based, but rather a fit-for-purpose real time, secure clinical communication system. Every individual report can only be viewed by those who have been granted specific access.

Currently over three quarters of the states GPs have consented and are listed on the iHealth Care Directory with over 80% of those GPs nominating iHealth Care Secure Messaging Service through Medical-Objects as their communication preference facilitating better communication between Queensland’s public and private hospitals, doctors, pharmacists, allied health professionals and aged care facilities.

According to General Practice Queensland Board Chair, Dr John Kastrissios, the two new services have eliminated the need for traditional mail and facsimiles, improving the timeliness and accuracy of communication between practitioners.

This is good news for patients. A better, more secure information and communication service across the State’s health sector is delivering more seamless care, so patients won’t have to endure the frustration and expense of attending consultations when test results haven’t arrived or clinical information is out of date.

Medical-Objects Chief Executive Officer, Glenn Stephens said, “iHealth Care is the perfect example of what can happen when an entire State’s health system is connected. In short, the services provide health professionals with a secure, fast, integrated, reliable and easy contact directory and communication system that improves efficiency, reduces the
risk of legal action and allows for re-allocation of human resources within medical organisations.

“iHealth Care has dramatically increased the speed of communication between practitioners, providing virtually instantaneous access to information such as test results, prescriptions, referrals and other patient-specific data. This, in turn, significantly reduced the amount of admin time,” Dr Kastrissios said.

Similarly, access to the iHealth Care Directory is password protected and restricted to participating subscribers only, so the system cannot be misused.

“Together, these two iHealth Care services are connecting Queensland, for better patient care. It is a great step forward for Queensland’s health industry,” Dr Kastrissios said.

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General Practice Queensland (GPQ) is a peak representative body for 17 divisions of general practice that link approximately 3500 GPs, 1300 General Practices, 1755 Practice Nurses as well as other practice staff and allied health providers in Queensland.