

One Good Community Digitally Enabled Winter Preparedness

To support general practices in Gippsland to prepare for the likely increase in influenza and COVID-19 cases, Gippsland PHN offers a range of digital health tools and resources that can help general practices identify, mitigate and manage at risk patients with chronic and or complex health conditions.

POLAR uses data from your clinical software to support practice workflows and quality improvement. This tool is ideal for identifying your most vulnerable patients. You can create patient lists of patients with or without particular conditions, medications, vaccinations and more. Using POLAR, clinics can develop a list of their patients who are most at risk during winter and implement prevention or early intervention activities for this group that support both your practice and patients.

Lifeguard's LifeguardMobile™ remote patient monitoring platform is a digital health solution featuring a web portal and mobile app for health providers and a mobile app for patients, providing the infrastructure for health providers to maintain continuity of care for people in their homes. This is especially beneficial for patients who have chronic and complex health conditions. This is ideal for general practices to monitor their most vulnerable patients closely, identify any decline in condition and intervene early.

My Health Record (MHR) is a secure online summary of an individual's health information. Healthcare providers authorised by their healthcare organisation can access MHR to view and add to their patients' health information. Over winter a complete and accurate MHR can ensure that all of a patient's healthcare providers have access health summaries, discharge summaries and pathology reports, where the patient consents.

Healthdirect Video Call service provides a Telehealth platform that combines the convenience and benefits of a telephone call with a face-to-face discussion using everyday smart devices (mobile phone, tablet, laptop or computer). It can be used by general practices to reduce infection spread in waiting rooms, while still providing patients with access to care. It is also ideal for providing appointments to people who are isolating at home or as part of review of their chronic disease management plans.

E-Prescribing allows healthcare professional to prescribe and dispense and consumers to claim medicines with the need for a paper prescription, with prescriptions sent straight to a smartphone. This supports individuals unable to leave their home to receive scripts at home.

CASE STUDY

John is 56 and has asthma and is immunocompromised. In previous winters he has experienced severe influenza and presented frequently to the clinic.

John has been identified by his general practice as a vulnerable patient through POLAR that requires influenza vaccination. The clinic implemented the following to support his care:

- John's doctor organises a video consult using Healthdirect Video Call Service to review John.
- An appointment was made for John to come in for review, have his influenza vaccination and for the care team to set John up for remote patient monitoring through Lifeguard. This helps the care team monitor him more closely over winter, and makes John feel further supported.

CASE STUDY

Mary is 74 and has COPD and diabetes. In previous winters she has experienced decline and has presented to hospital.

Mary has been identified by her general practice as a vulnerable patient through POLAR and the clinic implemented the following to support her care:

- Mary's doctor offers her video consults through Healthdirect Video Call Service. She takes this up to avoid sitting in the waiting room with other potentially unwell patients.
- During the video consult, Mary's doctor sends her an e-prescription.
- The care team also set Mary up for remote patient monitoring through Lifeguard. This helps the care team monitor her condition closely and makes Mary feel supported.

For more information, support or to arrange some training, please email Gippsland PHN at: digital.health@gphn.org.au or visit the [One Good Community Digital Health Toolkit](#) on our website for more information.