Find out how Allied Health practices have been using MyPracticeManual to manage their documentation requirements.

Background
MyPracticeManual has a number of allied health practice clients. They include multi-disciplinary practices as well as with psychology, occupational therapy and speech therapy practitioners.

Physiotherapy practices are accredited against the Australian Physiotherapy Association Standards. MyPracticeManual has a specific template which incorporate the APA Standards.

Whilst psychology practices are not yet accredited, the Private Practice Management Standards (PPMS) provide a structure for documenting practice management activities. The MPM template includes content to support these Standards.

There is significant cross-over between the National Safety and Quality Health Service Standards (NSQHSS), APA Standards, GP Standards and PPMS and this forms the basis for the MyPracticeManual templates. MyPracticeManual templates also includes other practice management content covering financial management, billing and appointment management.

Implementing MyPracticeManual
These practices started with a template and have successfully customised their Manuals to make them work effectively. Practice principals and the practice manager can add, edit and delete all content. Other key practice staff can manage the areas of content relevant to their roles.

MyPracticeManual is accessible on all devices that have Internet access.

In addition to policies and procedures, MyPracticeManual also provides templates for a range of purposes such as position descriptions, meetings agendas and minutes, workplace health and safety checklists and eHealth resources.

Some of the ways allied health and specialist practices use the MyPracticeManual include:

- Attaching all their forms, templates and patient education resources, making them easily searchable. The Practice Manager only needs to update MPM for all personnel to have access to the most recent documents.
- Documenting practitioner preferences for appointments and billing, including both individual and group appointments.
- Documenting private health fund processing requirements and contact details
- Adding hyperlinks to external sites such as Medicare, DVA, other health services and hospitals making access to their information much simpler and always current
- Creating ‘shown’ and ‘hidden’ Personnel files to record personnel details such as training records, qualifications, contracts, agreements and, in the case of clinical staff, hyperlinks to their AHPRA registration details.
- Equipment maintenance registers with hyperlinks to user manuals, and supplier/technician contact details. The reminder feature allows them to record the due dates creating a maintenance schedule. Maintenance records are attached to MPM, keeping all the information in one place.
- Creating registers to support risk management. These include registers for lapses, patient feedback and quality improvement.
- Storing and accessing email templates to ensure that standardised emails and their attachments are available at all practice computers.
- Documenting daily, weekly, monthly duty checklists for all staff.
- Documenting site-specific information for practices with more than one site.

Ongoing Support from MyPracticeManual
As part of our ongoing commitment to our practices, MyPracticeManual provides:

- New policies and procedures to reflect the changing needs of allied health and specialist practices. Recently we added a disaster recovery planning policy.
- Updated policies and procedures to support changes in the allied health environment.

Using the MyPracticeManual template as a starting point, allied health practices are able to add information specific to their practices.

Conclusion
Allied health practices using MyPracticeManual are recognising the benefits of using a template which meets their needs, is easy to customise and update, and has ongoing support.