Find out how Specialist practices have been using MyPracticeManual to manage their extensive documentation requirements.

Background
Unlike many general practices that first developed policy and procedures manuals to comply with accreditation requirements, specialist practices that implement manuals, do so because they recognise the value of documenting their policies and procedures.

Whilst MyPracticeManual started with a template designed to support general practice, over time a specialist template has been developed and is now used by a range of practices, including:
- surgical
- cardiology
- ophthalmology
- neurology
- gynaecology and obstetrics
- gastroenterology

Implementing MyPracticeManual
These practices started with the specialist 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. MPM is accessible on all devices with 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 the specialist practices use the MyPracticeManual include:
- Attaching all their forms, templates and patient education resources. This makes them easily searchable. The Practice Manager only needs to update MyPracticeManual for all personnel to have access to the most recent documents
- Adding hyperlinks to external sites such as Medicare, DVA, chemical Material Safety Data Sheets, Department of Transport, 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 MyPracticeManual, 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 specialist practices. Recently we added a disaster recovery planning policy.
- Updated policies and procedures to support changes in the medical environment.

As an example:
- We have updated our infection control policies and procedures to support the recently released 5th edition of the Infection Prevention and Control Standards.
- Previously MyPracticeManual has added policies and procedures relating to eHealth and the Personally Controlled Electronic Health Record (PCEHR).

Shortly, Standards for ophthalmology practices will be released. MyPracticeManual will be working with one of the pilot practices to develop a template which reflects the accreditation requirements for these practices. It will certainly make the process easier for them!

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

For practices that require Diagnostic Imaging Accreditation, MyPracticeManual has a ‘Specialists + DI Standards’ template which includes relevant information and links for diagnostic imaging accreditation.