

## Information Technology Information for General Practice

### IT in your Practice?

Computers and technology are playing an increasingly larger role in Health and General Practice is no exception. In this age of eHealth, there are a multitude of reasons for a practice to take advantage of new technologies. If you are wanting to computerise your practice, upgrade an existing system, or just obtain reliable advice, the Division can help you.

### Who can utilise IT Services?

Current Members of the Division can utilise the IT Service. GPs outside of Divisional boundaries and non-members can also use our service but extra fees will apply.

### What costs are involved?

Unfortunately, the Division is not core funded for IT by the Government. As a result, Member Practices are charged at a nominal rate of \$66 per hour including GST for IT support visits (including Remote Desktop Support). Ad hoc phone support calls that exceed 10 minutes are also charged at a half hourly rate. Non-members and practices outside of our area boundaries are charged an upfront \$22 inc GST fee + \$66 per hour.

### Who can I contact with questions?

For more information contact Adam Ryder, Information Technology & eHealth Officer on **4721 1150**.

### IT Services can include:

- Advice on claiming eHealth incentive payments
- IT security issues
- Onsite support
- Remote desktop support
- Anti virus advice and support
- Hardware advice
- Software support
- Assistance with IT components of Accreditation
- Purchasing assistance
- Setting up secure messaging
- Setting up networks
- Referral to specialist vendors
- Assistance setting up electronic Pathology results
- Basic computer training
- Setting up printers
- Help desk support
- Migration to new Clinical software
- IT troubleshooting
- Remote access setup
- Going paperless
- Setting up scanning
- Help with Backups
- Disaster recovery strategies