

# INTEGRATED TEAM CARE

Communicare V22.2 & later

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# Contents

.....	2
List of Tables.....	iv
Integrated Team Care.....	5
Recording ITC activities.....	5
Integrated Team Care reports.....	7
Support.....	10
Glossary.....	13
Index.....	a
Notices, acknowledgements and attributions.....	2

# List of Tables

Table 1: ITC reports..... 8

# Integrated Team Care

You can use Communicare to record Integrated Team Care (ITC) activity.

**Tip:**

To use the ITC dataset in Communicare, arrange for [Communicare Support](#) to enable the `Integrated Team Care` dataset. You can then use any of the **ITC** clinical items to record ITC information and capture the data required for reporting.

The dataset can be customised to suit the needs of your health service. If your dataset does contain local modifications, you may see differences from the information described here or additional items.

This dataset is based on the initial requirements of Murrumbidgee PHN as interpreted by Riverina Aboriginal Medical and Dental Corporation who funded the initial development in 2016.

## Recording ITC activities

If you receive a referral for a patient who requires integrated team care activities, you can assess and enrol the patient into ITC and record ITC activities using specific clinical items.

### Before you begin

To display and use the ITC dataset, you must belong to a user group with the `Common` viewing right.

### Procedure

To record ITC activities:

1. When you receive an internal or external ITC referral for a patient, assess the patient. Add the **ITC Assessment** clinical item to the patient's clinical record. Ensure that the performed date is that of the actual assessment.

**Tip:**

The referral may come from an external source such as an incoming referral letter, or one of the two internal referral items for ITC: **Referral;INTERNAL;Coordinator ITC** or **Referral;INTERNAL;Outreach Worker; ITC**.

Complete an assessment even if the client is not eligible or if the client declines.

This clinical item captures the date of the referral (to report on waiting times), the source of the referral (if self or carer referred, a document or a formal referral does not need to exist), smoking status, primary diagnosis (that is, the reason for referral) and the outcome. The outcome is required: if the response is `Eligible`, you are prompted to add a recall for enrolment; if the response is `Ineligible` or `Client decline`, no further action is required.

2. In the patient's clinical record, enrol the patient in ITC. Add the **ITC Enrolment** clinical item to the patient's clinical record, recording if care coordination or supplementary services or both are approved. Ensure that the performed date is that of the actual acceptance into the program.
3. For each support event, record the type of service provided, using a specific clinical item. If a single service comprises more than one service, the items can be added multiple times. Each supplementary service item captures the type of item and whether the service was brokered or purchased. These items must have a performed date of the actual date of support.
  - For care coordination, use **ITC Care Coordination**.
  - For supplementary services, use one of the following clinical items:
    - **ITC Supplementary Services;Medical Aids**
    - **ITC Supplementary Services;Allied Health**
    - **ITC Supplementary Services;Specialists**
    - **ITC Supplementary Services;Transport**
  - For outreach worker activity, use **ITC Outreach Worker**
4. Periodically record a client evaluation using the **ITC Client Evaluation 2** clinical item.
5. If the patient no longer receives ITC support services, add the **ITC Exit** clinical item and include a reason for leaving. Ensure that the performed date is that of the actual exit from the program.

## Results

Record activity during the formal enrolment period.



### Tip:

You cannot add activity items until after a patient has been enrolled in a program. However, you can still add activity items after a patient has been exited from a program. This allows for genuine backdating of clinical items. For example:



- If you are using an offline client and your clinical program enrolments and exits have got out of step, you can backdate an exit.
- If items are out of sequence, correct the items.
- For a patient who exited last week, record an action from two weeks ago.

### What to do next

Run the internal management reports weekly to assess progress and reporting accuracy.

If a client needs further integrated team care in future, repeat these steps to enrol the client in ITC again.

## Integrated Team Care reports

Communicare provides Integrated Team Care (ITC) reports that you can run to monitor progress and separate reports suitable for reporting to your local primary health network.

To run an ITC report, select **Report > Integrated Team Care**.

Run the following internal reports regularly to monitor progress:

- **Client Evaluations**
- **Client List**
- **Demographics and Outcomes**

Run the reports titled **Report -** to send to your Primary Health Network. These reports break the reporting requirements into sections as described in the following table.

Table 1. ITC reports

Report	Covers
<b>Report – Miscellaneous A</b>	<ul style="list-style-type: none"> <li>• New clients assessed/enrolled in the reporting period by referral source</li> <li>• New clients assessed/enrolled in the reporting period by locality</li> <li>• New clients assessed/enrolled in the reporting period by indigenous status</li> <li>• New clients assessed/enrolled in the reporting period by sex</li> <li>• New clients assessed/enrolled in the reporting period by primary diagnosis</li> </ul>
<b>Report – Miscellaneous B</b>	<ul style="list-style-type: none"> <li>• New clients assessed/enrolled in the reporting period by smoking status</li> <li>• Clients discharged in the reporting period by smoking status</li> </ul>
<b>Report – Miscellaneous C</b>	<ul style="list-style-type: none"> <li>• Clients assessed with current COPD plan</li> <li>• Clients assessed with other current plan</li> <li>• Clients assessed with current GPMP/TCA</li> </ul>
<b>Report – Miscellaneous D</b>	<ul style="list-style-type: none"> <li>• Clients discharged with current COPD plan</li> <li>• Clients discharged with other current action plan</li> <li>• Clients discharged with current GPMP/TCA</li> </ul>
<b>Report – Miscellaneous E</b>	<ul style="list-style-type: none"> <li>• New clients assessed/enrolled in the reporting period by client survey response</li> <li>• Clients discharged in the reporting period by client survey response</li> <li>• Clients assessed/enrolled following a previous exit</li> </ul>



Table 1. ITC reports (continued)

Report	Covers
<b>Report – Care Coordination A</b>	<ul style="list-style-type: none"> <li>• Patients enrolled to receive care coordination</li> <li>• Eligible patients not yet enrolled</li> <li>• New patients assessed/enrolled in the reporting period</li> <li>• Patients discharged in the reporting period</li> </ul>
<b>Report – Care Coordination B</b>	<ul style="list-style-type: none"> <li>• Unique services in the reporting period/Care coordination services</li> <li>• Unique services in the reporting period/Supplementary services</li> <li>• Unique services in the reporting period/Outreach worker services</li> <li>• Unique services in the reporting period/Other services</li> <li>• Breakdown of Outreach Worker Services</li> </ul>
<b>Report – Supplementary Services</b>	<ul style="list-style-type: none"> <li>• Allied Health Services</li> <li>• Specialist Services</li> <li>• Transport Services</li> <li>• Medical Aids</li> </ul>
<b>Report – Outreach Worker</b>	<ul style="list-style-type: none"> <li>• Outreach Worker Services</li> </ul>

# Support

If you run into problems using Communicare, you can always get help from us.

For help and support, go the [Communicare User Portal - Help and Support](#) tab for general information and further links.

If you still need help, create a [support request](#) and we'll get back to you.

Include as much information in the request as you can and follow these guidelines:

- If you include patient information, for patient confidentiality, use the Patient ID instead of the patient's name.
- If you include screenshots, ensure that you conceal both the patient's name and date-of-birth.



### Fastpath:

For urgent problems or issues with using the portal, call 1800 798 441 to speak to a support team member.

If reporting a problem, before contacting us, try to replicate the problem. It also helps to write down the problem and the circumstances under which it occurred.

## Release Notes

Release notes for all versions of Communicare are available on the Knowledge Centre.

To open the release notes for the latest version of Communicare:

1. On the [Communicare User Portal > Help and Support](#) <https://communicare-portal.telstrahealth.com/help-and-support/> tab, in the **Knowledge Centre** tile, click **Learn More**.
2. In the [Knowledge Centre](#) <https://communicare-portal.telstrahealth.com/knowledge/>, from the main menu, select **Support > Release Notes > required release notes version**.



### Tip:

Release notes for the latest version are listed first.

If you are using an older version of Communicare and want to refer to release notes for that version, the release notes are included with the latest version. However, to display the complete Knowledge Centre for your version of Communicare, in the [Knowledge Centre](#), on the right side of the main menu, select your version of Communicare.



## Quick links to release notes

- Version 22.x:
  - [V22.4](#)
  - [V22.3](#) - limited release
  - [V22.2](#)
  - [V22.1](#)
- [Older versions](#)

## Training

If you want someone to teach you how to use Communicare, from beginners to advanced users, try our training.

We can [organise someone to come to you](#), or you can access our [eLearning](#).



### Tip:

Check our [eLearning](#) site regularly for our invaluable *Tips and Tricks*.

## Request Remote Assistance

Run Teamviewer for quick support or request remote assistance.

Requesting Remote Assistance will allow [Communicare Support](#) to have a live view of your screen so we can help you better.

To run remote assistance, when instructed by [Communicare Support](#), in Communicare, select **Help > Request Remote Assistance**.

In order to invoke Request Remote Assistance, on your keyboard, press `CTRL+F2`.

# Glossary

## Glossary

### Active medication

For prescribed regular medications, medications that are not expired, stopped or deleted.

### Administer

The act of applying a medication directly to a patient. For example, when a nurse gives a patient an injection.

### Administrative Encounter Place

A group of encounter places defined for administrative or reporting purposes.

### AIR Encounter

A visit to a vaccination provider where one or more episodes (vaccines) are administered to the patient.

### AIR Episode

The actual immunisation provided to the patient, by the vaccination provider. An AIR Encounter must have a minimum of one episode, and a maximum of five episodes.

### Biographics

General information about a patient, such as names, addresses, Medicare Number, and so on.

### Class

A group of clinical item types that have common properties and attributes or data values.

### Clinical item

A record of any event on a patient record, either actual or a planned recall, such as a disease, immunisation, procedure, medication prescribed, and so on. Clinical Items in Communicare are coded according to ICPC-2 PLUS.

## Clinical item keywords

Specific words that can be used to locate Clinical Item types.

## Consolidated order

Groups of medication requests used to order medications from an external pharmacy and to manage patient-specific inventory.

## DAA

Dose Administration Aid (DAA) is the term used for packaging that organises doses of medication according to when they should be taken.

## Dataset

A collection of related clinical item types, qualifiers and recall types.

## Encounter

A meeting between a health provider and a patient.

## Encounter mode

Either the means of delivering a health service, for example *Telephone*; or the type of physical place at which a health service is delivered, for example, *School*.

## Encounter place

Either a Service Encounter Place, where patient contacts occur; or an Administrative Encounter Place, a concept that defines a group of encounter places for administrative or reporting purposes. The Service Encounter Place is the physical place at which a service is delivered, or the physical place from which a service is delivered, for example, Millennium Health Service Clinic. Each place is categorised into one or more Modes.

## Episode

When a condition is diagnosed it may be classified as a FIRST, NEW, or ONGOING episode.

## Health Centre Prescribing

Health Centre Prescribing (HCP) or Rural Prescribing is a workflow used in the NT, where instead of PBS scripts, a single consolidated script is printed for all regular medications for a patient.

## Immunisation Provider

The provider who administered a vaccine to an individual.

## Last consolidated order date

For the encounter place, the most recent date at which a consolidated order was ordered.

## LEMI

From Active Ingredient Prescribing legislation, a list of excluded medicinal items (LEMI) for which Communicare does not include the generic components. The LEMI includes non-medicinal items such as bandages, or medications with four or more active ingredients.

## LMBC

From Active Ingredient Prescribing legislation, a list of medicines for brand consideration (LMBC), for which providers should consider prescribing by brand. For example, medications that are not bioequivalent.

## Locality

A list of places used in patient addresses. Initial localities are taken from Australia Post localities, but additional localities may be defined, for example, for a local community.

## Locality group

Where several localities are combined for reporting purposes. For example, Northern Region, South of River, Inner City, and so on.

## Medication request

Medication requests combine a patient's medications into a bulk-order prescription for sending to a pharmacy for dispensing.

## Medication summary

A list of a patient's currently active medications.

## Mode

See [Encounter mode \(on page 14\)](#).

## National Cancer Screening Register

Communicare integrates with the National Cancer Screening Register (NCSR).

## Once-off medication

A medication typically prescribed for acute clinical presentations, which the patient will take until the course is complete. Once-off medications are removed from the Medication Summary after their duration has elapsed. Once off medications may also be described as Short-Course medications.

## Place

See [Encounter place \(on page 14\)](#).

## Provider

Anyone who provides health care for a patient, such as a doctor, health worker, nurse, and so on.

## Qualifier

A measurement associated with a Clinical Item. In investigation results, laboratories refer to *results* and HL7 refers to *observations*.

## Query

An instruction to retrieve statistics from the database.

## Regular medication

A medication typically prescribed for a chronic disease, which the patient would be expected to take continually. Regular medications are displayed on the Medication Summary until they are explicitly stopped.



## Report

The results of a query about data in the database.

## Service recording

A record of a patient's services, such as clinic visits, home visits or other.

## Supply

The act of providing medication to a patient or their carer.

## Topic

A grouping of Clinical Items into health or medical-related categories.

## Vaccine Provider

A medical practitioner or person who is recognised by Services Australia as being a provider of vaccinations to individuals, according to the Australian Immunisation Register Act 2015.

## Walk-in patient

Patients who arrive without an appointment.

# Index

## C

clinical items

itc

5

## H

help

10

helpdesk

10

## I

integrated team care

reports

7

Integrated Team Care

, *See* ITC

ITC

5

activities

5

clinical items

5

reports

7

## R

reports

itc

7

## S

support

10

# Notices, acknowledgements and attributions

## Notices

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[Approval](#) has been granted by the Tasmanian Government to use Communicare Version 22.1 as an electronic prescription system in Tasmania.

If using the Australian Immunisation Register integration: *Participating health professionals may utilise the services and information provided including personal information only in accordance with National (Privacy Act 1988, Health Insurance Act 1973, Australian Immunisation Register Act 2015 and other relevant legislation), State or Territory legislation, Policy and Guidelines.*

In Communicare V21.3 and later, to support Services Australia interactions, your patients' relevant personal information is encrypted and sent from your Communicare server to Services Australia web services via Communicare Next Generation. The data is retained by Communicare Next Generation. Communicare Next Generation is hosted on Microsoft Azure cloud services, in highly secure data centres based in Australia (Sydney, Canberra, Melbourne) which meet the Australian Standards for Information Security. Microsoft has been awarded Certification for Protected data in Australia. For more information about how Telstra Health manages personal information, see our [privacy policy](#).

In Communicare V22.1 and later, to support ePrescribing interactions, your patients' relevant personal information is encrypted and sent from your Communicare server to an ETP service, such as eRx, via Communicare Next Generation. The data is retained by Communicare Next Generation. Communicare Next Generation is hosted on Microsoft Azure cloud services, in highly secure data centres based in Australia (Sydney, Canberra, Melbourne) which meet the Australian Standards for Information Security. Microsoft has been awarded Certification for Protected data in Australia. For more information about how Telstra Health manages personal information, see our [privacy policy](#).

In Communicare V22.1 and later, for printed PBS prescriptions, your patients' relevant personal information is encrypted and sent from your Communicare server to an ETP service, such as eRx, via Communicare Next Generation. The data is retained by Communicare Next Generation.

Communicare Next Generation is hosted on Microsoft Azure cloud services, in highly secure data centres based in Australia (Sydney, Canberra, Melbourne) which meet the Australian Standards for Information Security. Microsoft has been awarded Certification for Protected data in Australia. For more information about how Telstra Health manages personal information, see our [privacy policy](#).

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## **Acknowledgements**

NPS MedicineWise, Specifications for national Key Performance Indicators and Online Services Reporting. Sydney: NPS MedicineWise, 2021

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