PRIMARY MENTAL HEALTH CARE V4.0

Communicare V22.2 & later

Contents

Primary Mental Health Care

Many Communicare health services are required to submit data relating to primary mental health contacts to the Government via their local Primary Health Network. Communicare has an optional dataset and reports suite to address both data collection and data upload.

> **Tip:**
> To use the Primary Mental Health Care, Version 4, Minimum Dataset (PMHC MDS) in Communicare:
>
> - Request the PMHC MDS and reports from Communicare Support, who will add the required data collection items and reports.
> - Request training. Primary mental health staff will need to be introduced to the concept of PMHC and be shown the relevant clinical items.

To collect the data required for reporting, mental health care providers need to identify the start of an *episode*, record all contacts relating to the episode and then record the end of the episode. For PMHC, an episode is *a more or less continuous period of contact between a client and a PHN-commissioned provider organisation/clinician that starts at the point of first contact, and concludes at discharge.*

In version 4.0, the concept of an *intake* was introduced. Intake is captured by the episode start clinical item: the user records if the episode includes the intake assessment, if the intake assessment was done elsewhere, the intake organisation must be recorded.

For more information, see PMHC-MDS Data Specification (https://docs.pmhc-mds.com/projects/data-specification/en/latest/index.html).

Recording PMHC

To record PMHC encounters so that the data can be used in the PMHC MDS, use PMHC-specific clinical items.

About this task

Use the following clinical items for primary mental health contacts. These are included in the PMHC MDS and can usually be found on a button in the clinical record labelled **PMHC**.

- **PMHC Episode Start** - this must be completed at the start of any new episode (a series of contacts over a period of time related to the same mental health issues). Ensure that you include intake context:
    - `Intake and treatment Episode`
    - `Intake Only Episode` - also record the referred to organisation path
    - `Treatment Only Episode` - also record the intake organisation path
- **PMHS Service Contact** - this must be completed every time the client attends during the ongoing episode. This cannot be added until there is an episode start and not after an episode end.
- **PMHC Episode End** - this must be completed at the same time as the final service contact for the ongoing episode when the episode is deemed to be over.
- **PMHC Client** (optional) – captures information relating to the client that is not currently recorded in the patient biographics.

Procedure

To record primary mental health contacts:

1. Ensure that the client's biographic details, including languages spoken, are up-to-date. Use **PMHC Client** to capture any additional client information that is not included in the patient biographics.
2. At the start of an episode, add both **PMHC Episode Start** and **PMHS Service Contact** to the patient's clinical record and address every qualifier if possible. You cannot record a service contact if there is no open episode, that is, an episode that has been started but not yet ended.
3. At every subsequent contact, add **PMHS Service Contact** to the patient's clinical record and address every qualifier if possible.
4. When you deem that the episode is over, complete both **PMHS Service Contact** and **PMHC Episode End**.

Results

> ℹ️ **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:

> ℹ️ • 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.

Running and uploading PMHC reports

Run the PMHC reports to generate a file containing data from the PMHC clinical items, which you can then upload to the PMHC portal.

Before you begin

Use the following reports to generate Microsoft Excel spreadsheets for submission to the PHN. Run these reports from **Report > PMHC**.

- **CLIENTS**
- **COLLECTION OCCASIONS**
- **EPISODES**
- **IAR DST**
- **INTAKE EPISODES**
- **INTAKES**
- **K10P**
- **K5**
- **METADATA**
- **Portal Error Details**
- **PRACTITIONERS**
- **SDQ**
- **SERVICE CONTACT PRACTITIONERS**
- **SERVICE CONTACTS**

About this task

For details about the program or the content of the items, and for information relating to the upload, contact your local PHN.

> ✏️ **Note:**
> Some optional information is not captured, such as the year of birth of the provider. Communicare V22.1 and later includes K10 and K5 assessment items but not the SDQ. If

> ✏️ you already have an SDQ in Communicare, contact Communicare Support for advice on export codes required to ensure the reports find these items.

Procedure

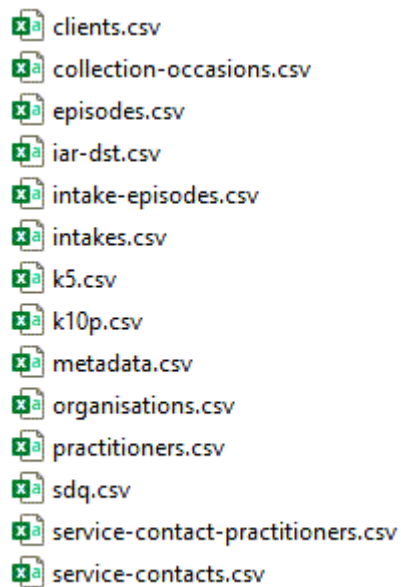To extract the PMHC data from Communicare:

1. Select **Report > PMHC >** *report_name* and in the report, click **Yes**.

> ℹ️ **Tip:**
> The reports you need to run depend on whether or not you are an intake only, treatment only, or combined service.

2. Repeat for each of the PMHC reports you need to run.

    📊 clients.csv
    📊 collection-occasions.csv
    📊 episodes.csv
    📊 iar-dst.csv
    📊 intake-episodes.csv
    📊 intakes.csv
    📊 k5.csv
    📊 k10p.csv
    📊 metadata.csv
    📊 organisations.csv
    📊 practitioners.csv
    📊 sdq.csv
    📊 service-contact-practitioners.csv
    📊 service-contacts.csv

3. When you have all the files, add them to an archive and name the file `PMHC_Month_YYYY.zip`. Remember this name, you will need it later.

What to do next

To upload the files to the PMHC portal, follow the instructions provided by PMHC (https://docs.pmhc-mds.com/projects/user-documentation/en/latest/upload.html).

For details of the program or the content of the items, and for information relating to the upload, contact your local Primary Health Network.

For questions about where the reports find the data they require, contact Communicare Support.

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*.

> ℹ️ **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 12)*.

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 12)*.

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.

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Notices, acknowledgements and attributions

Notices

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This software uses some third-party code (C) 2012 Arnaud Bouchez provided by Synopse - http://synopse.info - under Mozilla Public License 1.1; modified source code is available at http://SoftwareCompany.com/MPL.

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.

In Communicare V22.2 and later, for outgoing messages, your patients' relevant personal information is encrypted and sent from your Communicare server to the recipient via Communicare Next Generation (Secure Message Exchange). 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.

Acknowledgements

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

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