

SETUP & TELE-PRACTICE MANAGEMENT SERVICES



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Dear Doctor / Future Client

Thank you for your recent enquiry regarding our practice setup and Tele-Practice Management services.

Do not hesitate to contact us should you require further information.

Kind Regards

N I Jardine

Ms Nicola Isabel Jardine
JPQ Bhacs., Dip PMgmt, FAAPM, MAIM

About Nicky Jardine Health Business Solutions

Nicky Jardine Health Business Solutions has many years' experience in developing, establishing, and managing medical practices throughout Australia. Practices are in various rural and regional locations.

Over the past few years, Nicky Jardine or the centres they have been contracted to have been awarded or nominated for :

- RACGP Practice of the Year 2018 (Finalist for Australia)
- Winner - Australian Institute of Management – Small Business Finalist
- Sunshine Coast 2015 Enterprise of the Year 2009 (Sunshine Coast Regional Council)
- Small Business Champion Awards 2008/2009 - Finalist (Commonwealth Bank)
- Winner- RACGP Practice of the Year 2007 (Queensland- Maroochydore)
- Winner- Sunshine Coast Business Person of the Year (2009)
- Winner - Inaugural Medal for Outstanding Leadership and Management 2008 (Medal in Management and Leadership)
- Sunshine Coast Australia Day Awards 2020
- [Bloomhill Cancer Care](#) - Sunshine Coast Australia Day Awards 2021 Nominated



Projects have included:

- Construction of new or redevelopment of existing practices
- Practice Management services using our Tele-Practice Management [™] model
- New business development (Policies, procedures, accreditation etc.)

Three projects have either won or were finalists in the RACGP Practice of the Year Awards (National).

Nicky Jardine – Director

Nicky Jardine has worked in the health industry for over twenty-five years.

She has managed several large health facilities and has been the recipient of four local and national awards under her management.



Directorship responsibilities include:

- Tele-Practice Management [™] of General, Allied and Specialist medical practices
- Health Industry Advisor for Auswide Banking Corporation (Sunshine Coast)
- Health Industry Advisor - Worrell's Insolvency Accountants (Sunshine Coast)
- Health Industry Advisor - Barclay Beirne Lawyers
- [Board Director – Bloomhill Cancer Care – Sunshine Coast](#)
- Specialised trainer for Best Practice, Pracsoft, and Medical Director

Prior to establishing her own successful consultancy business, Nicky held several Practice Management/ CEO positions. Services included:

- Project management or redevelopment and construction of new medical facilities
- Business development of medical practices
- Recruitment of clinical and non-clinical staff
- Financial management, reporting and payroll
- Accreditation processes
- Implementation of IT and administrative systems



[View Nicky Jardine's Full Profile Here](#)

Services Offered

Tele-Practice Management Services

Delivery of Services

Tele-Practice Management™ Services have achieved tremendous popularity amongst medical businesses over the past few years. The model offers valuable benefits such as:

- Cost-saving with payroll
- Assisting internal teams (Medical Receptionists and Practice Nurses) to focus on daily operations
- Off-loading strategic goals

This model provides an increased focus on innovation and profit.

When you look at modern-day businesses (even people you may work within your building), you may not see them for days or weeks on end. Most communication is done via email, Skype, telephone etc. Most multi-national companies work with virtual management solutions. Nicky's successful model has proved itself during the 2020 Covid 19 lockdown. During this time, Nicky was able to manage medical centres effectively, stabilizing profitability, where other centres experienced quite marginal profit loss utilising on-site managers. The major reason for this was that Nicky's model was Pandemic proof, even before we had the Pandemic. Her company has been set up for years to work on-line.

Consider the familiar role scenario below:

"I've run a virtual team for the past 18 months in the development and launch of (a website). I am located in Toronto, Canada. The website was designed in Zagreb, Croatia. The software was developed in St. John's, Newfoundland; Zagreb, Croatia; Delhi, India; and Los Angeles, USA. Most of the communication was via email with periodic discussions via Skype. I had one face-to-face meeting with the team lead for the technology

Managing a medical practice is no different. Your Practice Manager needs to work ON the business, not IN the business. It is ineffective to have a Practice Manager involved in daily issues which can be resolved easily by experienced medical administration support staff or practice nurses.

Your Practice Manager should be making you money!

Advantages of Tele-Practice Management for the practice, doctor and staff

Roles of the team are clarified. There is more focus on people's job description. Cutting edge technology is FREE and provide the advantages below:

- Zoom • Team Viewer • Conference calls • Emails • SMS • Skype • Covi
- Remote access to computers to view software: Pracsoft, Best Practice, Medical Director
- The Practice Management team can focus on what is important to the practice
- Medical Receptionists/Practice Nurses "Do their job" – look after patients
- Mentoring is provided to all support staff so your staff are constantly learning
- The team maintain clear goals, performance standards, and communication rules

The practice management services outlined in this proposal can be tailored to suit the requirements of your practice and give you an idea of what we can be ultimately responsible for. During the transition of this model, we develop a flowchart for staff so everyone in the practice knows what they are responsible for and what to do if there is a problem. An example is attached.



Please note that ALL duties on the table below can be provided via Tele-Practice Management™. We can even monitor how long the patients have been sitting in your waiting room! Our staff often phone the practices and enquire why the doctor is running late! We can see this happening via Remote Desktop Protocol viewing the "Waiting Room" facility in your medical software. This assists the medical receptionists to not only analyse problems but also convey information to the patients.

An on-site full-time practice manager for a 3-4 FTE GP can cost up to \$80,000 - \$120,000 per annum depending on the size of the practice, plus employment costs such as superannuation, WorkCover and Insurance. Our Tele-Practice Management fees are very competitive, we are not employed so we are responsible for our own costs and all centres are assigned a member of Nicky's team to work on your medical practice.

Tele-Practice Management Services Offered

Maintenance of HPOS and PRODA to act as a Practice Manager for the Practice (PIP, WIP, etc.)

Preparation of weekly, monthly, quarterly and annual reports. Examples are:

- Fees for practice and per doctor
- Item analysis (consultations, Coal Board Medicals, materials)
- Missed appointments Aged debtors
- Medicare/ DVA reconciliation Benchmarking
- Budget vs Actuals
- Analysis of CDM, Health Assessments and Medication reviews. Management of strategies for practice nurse budgeting medical supplies
- Medicare Australia and DVA Exception issues
- Training with clinical and management software, i.e. software support included
- Understanding awards - Health Professional Services Award and Nurses Award
- Maintenance of RACGP 5th Accreditation Standards
- Online Practice Manual and Task Management System
- Monitoring staff regarding 5th RACGP Accreditation Compliance Standards-i.e. Privacy Act
- Patient Service Training – FREE Medical Reception Induction program (Animated and online)
- Access to Medical Reception Courses
- Induction of PKI (E-Business), E-Health, Medical Objects, Health Link, My Health Record etc.
- Analysis and induction of programs for PIP, WIP, After Hours Grants, Primary Health Network
- Community-related programs and marketing
- Analysis of Coal Board Medicals, occupational health, streamlining and marketing services
- Occupational health and CBM Tracking Software
- Auditing of emergency protocols for risk analysis
- GP and Allied Health medical records training-Clinical coding, RACGP Standards

Tele-practice Management Services Offered (cont.)

- Collection of debts through Medicare/ DVA/ private/ 3rd Party
- Recruitment of doctors and associated contracts and paperwork (Registrars, IMG's, VRGP, Non-VR GP)
- Understanding and analysing the productivity of health professionals, i.e. why is doctor underperforming – associated issues
- Developing priority tasks for staff / auditing of systems i.e. has the steriliser been validated, have new patient appointments been sent SMS etc.
- Developing a business and financial plan for practice sustainability
- Ensuring GP's have been registered for all Health Departments for Grants i.e. AIR
- Registering for all health programs
- Ensure budgets are maintained. Consultation with nurses regarding medical supplies etc.
- Maintenance of statutory certificates
- Practice marketing, i.e. kindies, schools, mines, local and industrial medicine, specialising in cosmetic medical clinics incorporated in general practices
- Application as a RACGP Training Practice (registrar training)
- Helping with staff communication, HR issues etc.



[Click on this video link to listen to a full rundown of Services](#)



Detailed Tele-Practice Management Services

Executive Leadership

- Direction and leadership toward the achievement of the medical centre's philosophy, mission, strategy and annual goals/objectives
- Liaison between lawyers, accountants, technicians and other professional service providers
- Business consultant for practice management team and doctors

Financial Leadership

- Direct and coordinate a practice's financial and budget activities to fund operations, maximise investments and decrease inefficiencies
- Contract review and negotiation, i.e. both Contractors and Serviced Office Agreements
- Bookkeeping (Entering data and reconciliation) services for medical practices (optional)
- Submission of financial files to the accountant at EOFY (optional)
- Review and negotiation of contracts and agreements with suppliers
- Development of annual budget
- Expense review
- Monitor accounts receivable (A/R) including billing/collections process
- Prepare and review monthly YTD income/expense budget
- Explanation of budget variances
- Debt restructuring and review of loan terms
- Analysis of financial performance of ancillary programs
- Reconciliation of medical software programs including Best Practice, Pracsoft, and Medical Director
- Systemised financial reporting for staff optimising medical software

Human Resource Management

Confer with hospital/ practice members, medical facility leaders and staff members to discuss issues, coordinate activities and resolve problems.

- Assistance with the hiring of new staff and annual performance reviews
- Employment and termination counselling and assistance
- Adjudication of professional and employee issues
- Development and implementation of personnel policies and procedures
- Yearly training and coordination of office personnel
- Benefits evaluation
- Ongoing training, assessment and mentoring of all staff
- CPD Management for general practitioners and allied health professionals (Includes developing teams for meetings and case management)
- Training for medical reception staff under the Australian Training Education Framework
- Development of training manuals & team culture improvement (if required)

Practice Setup & Renovating Medical Practices

- Analyse facility operations to evaluate areas of potential cost reduction, building improvement or relocation
- Design and building in partnership with leading fit out companies in Australia
- Lease and company / trust negotiations and set up in partnership with leading law companies
- Expansion projects (planning and implementation)
- Project management - Turn-key solutions liaising with all with fit out companies and stakeholders of medical centre
- Organising finance through Medfin, ANZ, CBA, BOQ, NAB Health or Westpac



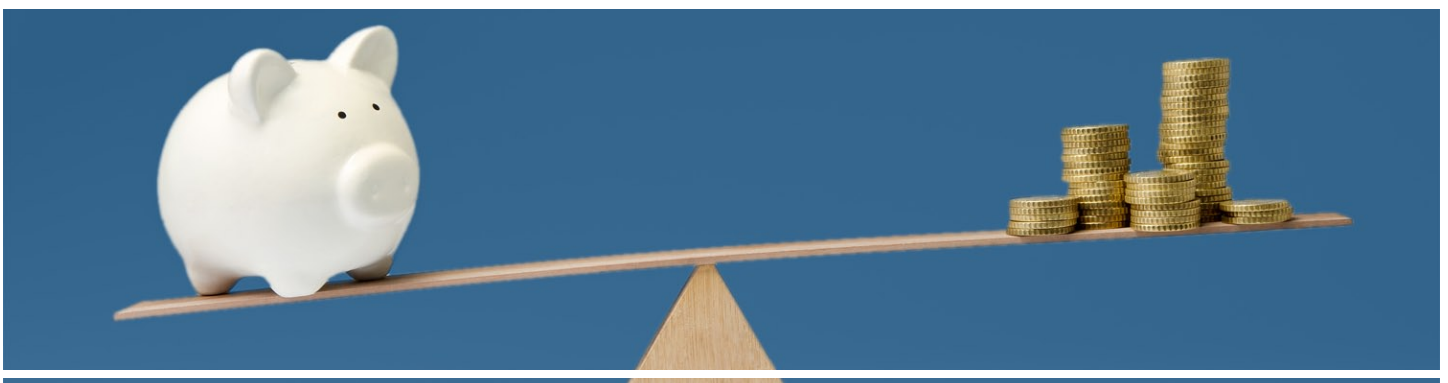
[See more of the services provided with setting up a new clinic](#)

Bookkeeping Services (Optional)

- Weekly and monthly reporting with Xero & MYOB
- MYOB and Xero Fraud detection and avoidance
- Complete payroll services
- Bank reconciliation
- Auto bank feeds
- Loan account reconciliations
- Fixed Asset registers
- Payment of Service Office Agreements to doctors and contractors
- Liaising with accountant
- Reconciliation between the bank and medical software including easy Claims, Medicare Online Claiming, DVA, private hospital funds and Workers Compensation
- Debt collection of fees from private patients (if required)
- Strategies for staff on fee collection
- Payment of accounts

2-3 doctors practice \$150 per week. Includes payroll, doctor's fees, paying accounts etc.

Travel and accommodation are charged at cost. Travel is invoiced at 0.78c per kilometre.



Staff Training

Revenue and Item Numbers

Revenue is directly linked to the patient throughput and the use of the appropriate Medicare Benefit Schedule (MBS) items to support service provision. Practice revenue is decreased when GPs do not take up new models of care that may earn more for the practice, or when GPs do take up the new models of care but do not claim the appropriate MBS items. We analyse the item reports continually and give doctors feedback on their practice.

New Medicare items, including Chronic Disease Management (CDM) items, have been progressively introduced which now provide rebates for services from a broader range of health professionals. Commonwealth and state governments continue to encourage primary care service providers to develop collaborative models of care for patients.

A training program can be implemented to ensure doctors use appropriate item numbers. Well trained staff and systems can increase remuneration so the practice is profitable.

Accreditation

A systematic approach is mapped for accreditation, not only to gain certification but the maintenance of the RACGP standards. Both RACGP 5th Edition Standards and State health standards are introduced. Some of the State health standards do not fall within RACGP standards, however, from past accreditation experience, the accreditation team tend to comment on the State health standards also. This is definitely the case if you use General Practice Accreditation (GPA).

Our company has already been through several 5th standards accreditation.

Medico-Legal

Training is provided for the Privacy Act 2002 Act and the introduction of further Privacy Act legislation in February 2018. A risk analysis is performed which will ensure GP's have valid insurance and registration with APRHA).

PIP & WIP

Practices can receive up to \$25,000 for a practice nurse through the Workforce Incentive Program (W I P). Payments can be for both an RN and an enrolled nurse and allied health professionals.

Patient Service Training

Patient service training is implemented. This benefit of this is to ensure patients are being cared for and treated appropriately. A happy, proactive and supportive team is essential in retaining patients and a great marketing tool for a medical practice.

Staff Training (cont.)

Software and Information Technology Training

We can advise on the most suitable software for your practice to ensure smooth, efficient service to patients. If you have already chosen your software, we are an accredited trainer for two major software companies in Australia – Medical Director and Best Practice and so can organise structured training for your doctors and staff. We are regularly asked to speak at workshops, seminars or participate in webinars to train or consult in various components of medical software.

Online Practice Manuals using Practice Hub

Online Practice Manuals are an invaluable tool in the accreditation process. Practice Hub is easy to use and an efficient way for all practice staff to access a written policy or procedure. We have extensive experience using [AVANT Practice Hub™](#) and can train your practice staff on all aspects of the software.

The software includes a task management system to assist staff in compliance i.e. validation of steriliser, patient recalls, banking etc.

GP Medical Management/Clinical software

There are three predominant GP medical management / clinical software packages available in Australia. ie • Best Practice • Pracsoft • Medical Director

We provide training programs and manuals for all software and all of these products include e-script capability.

Online Appointment Software through Health Engine, Hotdocs & AutoMed

An online booking system can improve practice efficiency by freeing up staff time, increasing new patient registrations and decreasing telephone traffic. These software products are a “live” online appointment system which integrates with your practice management software. Some software packages also contain prescription request capability. This software is now being used in many centres throughout Australia and is streamlining the process of prescription requests from patients.

Electronic delivery of Patient Reports and Images

Products such as Medical Objects and Healthlink are an efficient and convenient way to deliver reports and images directly to your practice management software. We provide training on the use of this software.



Marketing

Building and Managing a Website That Integrates With Other Promotional Mediums

We can assist with building or updating your website as an excellent referral source for patients.

Your website must be relevant to patients and follow accreditation standards. Website integrations include:

- Online appointments and forms
- Portals for staff and or industrial clients
- Games area for children
- Medical information for patients
- Web app for patient bookings
- Automated (new technology)



We also have promotional packages available to expand your online presence and build your brand. All promotional activities are designed to meet Australian Advertising Regulations and these proven strategies include:

- Offsite and onsite SEO for ranking on Google
- Branded graphic content and videos
- Logo, branding and style guide design
- Stable and secure website builds
- Responsive website design
- SEO optimised content
- Website Support & Maintenance
- Newsletters and blogging
- Site engine Optimisation
- Google Ads campaigns
- Social Media Setup and Management
- Facebook Advertising
- Social Media Setup and Management
- Email Marketing



[More Information About Medical Marketing Can Be Found Here](#)

Recruitment

We pride ourselves on staff retention strategies which include a happy, healthy and safe environment for all staff. We believe that all employees are there for a purpose and each member of the staff respects everyone's positions. A strong team environment is encouraged and instilled in the management process.

The recruitment and retention approach we have offered GPs provides an opportunity to develop specialist clinics in areas of professional interest to them. This coincides with a priority need of the local community, such as occupational or industry medicine, skin clinics or children's health etc. Similarly, offering the General Practitioners the opportunity to participate in research has also assisted with recruitment and retention. These opportunities are rare in private practice.



Recruiting General Practitioners in a highly competitive market requires innovative approaches. We use many marketing strategies including the use of mainstream advertising (internet, publications), and adopting language to make the practice more attractive to potential recruits. It is imperative to sell a "Practice of Excellence" to all potential staff. Promoting the strengths of the practice is an enticing recruitment methodology for both employees and patients. We have also negotiated contracts with Allied Health Professionals and Pathology companies.

Testimonials

Nicky has been an asset to our medical practices.

We contract her on a retainer and she is available at any time of the day or night to give us valuable knowledge about our industry. It was hard trying to find someone we could really trust.

Nicky looks at the business as if it was her own and has a fantastic relationship with all of our staff. We have recently handed over our bookkeeping to Nicky and we have already saved hundreds of dollars in bookkeeping fees per month.

Her approach is systematic and always on time! In summary, for anyone who values their business, I would ONLY recommend Nicky and her team.

ps. Took first holiday in four years last month! J. Harding and Co

[More Testimonials For Nicky Jardine Available Here](#)

Contact Nicky

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