Telehealth Inbox Management (TIM) Service
# Enrolled General Practice Information

Overview

- Practice Plus Telehealth Inbox Management Service (TIM) provides a telehealth locum GP to an Enrolled GP practice on a sessional basis. The P+ Locum will be set up and remote into your Practice Management System (PMS) to manage and action Inbox items
- The Practice and Practice Plus will have a bespoke agreement for Inbox management depending on requirements
- Each TIM agreement will have a bespoke arrangement between Practice and P+ including
    o which Inboxes are being covered
    o set amount of time per day (e.g., 2 hours)
    o duration (e.g., 2 weeks)
- The TIM service is charged out per hour of Clinician time
- The cost is $170 p/h plus GST
- Enrolled Practices will need to complete the information below

Inclusions

Examples of services included, interpretation and actioning of
- Investigations (including labs, rads)
    o Update recalls if requiring repeat bloods
    o Short calls to patients to arrange prescriptions
      (e.g., Urine test returns positive and patient needing antibiotics)
- Clinic Letters (e.g., Hospital, Allied Health, Urgent Care)
    o Updating Long Term Diagnoses/Medications
    o Summarize Plan in Notes
    o Arranging next steps as per letter plan
- Information Requests (including Suremed and ACC)
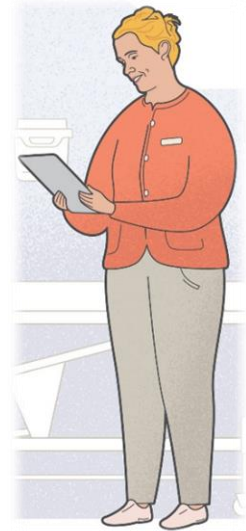
Exclusions

The TIM Locum will assign the following details to a Practice team member
(i.e., Nurse or other designated role) for actioning
- Putting Cholesterol measurements into CVRA tool
- Updating Smear/Mammogram or other Screening Measurement and Recall
- Arranging and completing Telephone consults beyond short conversation advising of abnormal results

Filing Type

- Results will be actioned including both normal and abnormal results, but Practice is to designate for each Inbox that is being covered, whether they would like a Complete File or Partial File.
- The Partial File can be selected for GPs who would prefer having important items of interest present in their Inbox on their return

- **Complete File -** Action all and File all
- **Partial File -** Action all, File Normal, Leave Items of Interest

Items of interest include: Clinic Letters with changes in management, Histology and any Abnormal Results. Comment section and/or notes will highlight any actions already taken.

Set Up Required:
- One Remote Access Login (can use a generic 'Locum' account)
- Each Locum working in your system will need their own log in to the Practice PMS (P+ will aim for one TIM locum per practice but could be more if multiple Inboxes or prolonged duration)
- You will be sent details including Name, NZMC, Phone, Email, HPI

Practice Plus Contact Details
Contact: support@practiceplus.nz

Practice Name	
Location	
Practice Context	*e.g., Solo GP practice, large practice, VLCA, high refugee population*
Lab Provider and how to access	
Practice PMS	*e.g., Medtech/indici*
Hospital Notes and how to access	*e.g., Conporto/Concerto/HealthOne/Testsafe*
Task box for on-site support	
Practice Policy for Normal Results	*If patient not on the Portal, are patients contacted with Normal Results?*
Repeat Blood Recall	*e.g., Task vs Recall, and where in system to record this*
Screening Results	*Where to forward screening results (e.g., Smear, Mammogram)*
Where to forward Cholesterol Results for CVRAs and Screening Results	

Inbox Clinician Name				
Dates and Duration of TIM				
Filing Type Complete, Partial				