

# ACT ANAESTHESIA

## ACT ANAESTHESIA HAVEN'T LOOKED BACK SINCE TRANSITIONING TO **MEDITRUST**

### AT A GLANCE

**LOCATION**

Canberra, ACT

**ESTABLISHED**

2004

**GROUP SIZE:**

11 anaesthetists

**WEBSITE:**[www.actanaesthesia.com.au](http://www.actanaesthesia.com.au)

ACT Anaesthesia is a private practice group based in Canberra. Established in 2002 it services multiple hospitals in the Australian Capital Territory. The office provides administration service to its doctor members and also operates a comprehensive nursing pre-operative service.

ACT Anaesthesia approached MediTrust in May 2013, seeking further information about the MediTrust solution. The decision to change administration systems is usually a complex one for anaesthetic groups and multiple views have to be taken into account and multiple options need to be evaluated. It was February 2014 when ACT Anaesthesia decided to commence a trial of the MediTrust software.

The trial commenced with an on-site training day for staff and an evening for doctors and was conducted over the months of March and April 2014 with lots of questions arising from the trialling doctors and staff. Regular progress reviews were held between ACT Anaesthesia and MediTrust to ensure that progress remained on track, that any barriers arising were addressed and that any changes that might be required to ensure MediTrust fitted well into the ACT Anaesthesia environment could be accommodated. Where it was agreed such a change could be made to the MediTrust system, MediTrust fitted the change into the schedule for the next and subsequent releases.

By May 2014, ACT Anaesthesia was able to confirm its decision to proceed with MediTrust and full processing for all doctors commenced on 19th May 2014.

## ACT observed practical improvements in the office since commencing use of the MediTrust software:



*In the year since our office started using MediTrust, it has become much more efficient and modern. We now email all estimates to patients and have the majority of our doctors creating their own accounts, leaving office staff to focus on making the perioperative process as smooth as possible. We have also seen our level of overdue accounts fall, as we are much better able to see all overdue accounts and remind patients of overdue payments.*



**DARCY ROW - OFFICE COORDINATOR**  
**ACT ANAESTHESIA**



## Darcy recalls the trial period and easy transition from the old system:



*The trial period was really valuable for us a company to evaluate how MediTrust assimilated into our practices and how we could best adapt and improve with this software. We had two of our doctors trial the system and they were very hands on with the trial, with the doctors having as much knowledge as the admin staff, if not more. They quickly saw how we could operate much more effectively by having our practice work off a central online, up to date calendar and having all information easily accessed by admin staff, nursing staff and most importantly the doctors themselves. This software allowed us to become a modern online office, with ability to email and text through the website, as well as process credit card payments online.*

***Once we decided to make the move, MediTrust were exceptionally helpful and accommodating while we transitioned to their software, and we haven't looked back since.***

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ACT Anaesthesia have placed an emphasis on ensuring that all patients facing out-of-pocket expenses are properly informed of the likely costs in advance and consent to those costs. Quotes are produced from the system and despatched to the patients who are given options on how to provide their consent. If this has not happened by the time a separate pre-operative nursing survey is conducted, patients are again given an opportunity to consent to the fees.

ACT Anaesthesia has also placed an emphasis on obtaining contact details (email addresses and phone numbers) so that the production of quotes and accounts is almost paperless. In fact within six months, it is estimated that well over 90% of all accounts were handled without paper.

The nursing pre-operative service operates separately from the billing administration service but the two services have common access to patient data on the MediTrust platform, thus giving doctors a comprehensive view of the upcoming individual patients.

## The Chairman comments on the benefits for the doctors and their patients since the move to the new MediTrust system:



*We have found Meditrust to be a reliable platform that allows everyone to see what is happening across the practice at will. Transparency in information flow has translated to improved patient management and also to better financial practices. Meditrust gives our staff firm direction in billing practice but also allows flexibility and for our doctors who can easily assume responsibility for their billing according to their needs and wishes. We have been impressed with the 'can do' attitude of the MediTrust team and how they have worked with our doctors and staff to improve our unique perioperative assessment and billing systems.*



**DR JOHN ELLINGHAM - CHAIRMAN**  
**ACT ANAESTHESIA**

