

ST. ANDREWS ANAESTHESIA

ST. ANDREWS ANAESTHESIA DELIGHTED WITH THEIR NEW SOFTWARE SYSTEM FROM **MEDITRUST**

AT A GLANCE

**LOCATION**

Brisbane, QLD

**ESTABLISHED**

2011

**GROUP SIZE:**

14 anaesthetists

**WEBSITE:**www.staanaesthesia.com.au

St Andrew's Anaesthesia is a private practice group located within St Andrew's Hospital, Brisbane. Established in 2011, it services most of the major hospitals in Brisbane. The office provides administration service to its doctor members.

The Practice Manager, Mrs Emma Johnson, approached MediTrust in early 2014 for information regarding MediTrust products and services for anaesthetic group practices. MediTrust met with St Andrews staff and doctors for the first time on May 22nd 2014.

St Andrews were interested in moving on to a web based system as they did not wish to involve themselves with the management and support of an office based server and all the software that went with it. They wanted a fast, no-fuss technology solution so that they could focus on providing service to their doctors and patients.

In July 2014, St Andrews staff commenced a trial with 3 doctors on MediTrust and in August the Board made a decision to proceed with the full implementation for the practice. The trial allowed the staff to identify a number of modifications that would be required to meet some unique requirements of the practice and MediTrust incorporated these into the immediate and subsequent software releases. Because MediTrust is a web based solution, St Andrews did not need to worry about managing software releases and all changes slotted seamlessly into their solution.

All doctors were converted to MediTrust and were supported by the staff from 19th September 2014.

St Andrews experienced an easy migration to the new system with full support at every stage of the process:



The change over process was extremely smooth. The MediTrust team were fantastic with their support not only during the change-over but throughout the year that we have been with them. All our doctors and admin staff are delighted with our new software system.



EMMA - PRACTICE MANAGER
ST. ANDREWS ANAESTHESIA



The Practice Manager describes some of the improvements St Andrews has been able to achieve since using MediTrust:



EASY DEBT COLLECTION

The debt collection process is a breeze. The built in alert system means we are notified on a daily basis of an outstanding account. The decrease in our outstanding debts has been significant. We currently have on average less than 2 outstanding accounts over 30 days per Anaesthetist.

GREAT FEATURES FOR INCREASED PRODUCTIVITY

Some of the other features have also streamlined our practice such as the ability to directly import theatre lists into MediTrust, the ability to SMS or email IFC's with patients consent reply via both of these methods and the colour coded calendar allows us at a glance to see the status of accounts, IFC's, consents, prepayment and so much more. We have been able to improve productivity due to these processes being so easy, effective and streamlined.

EXTENSIVE INVOICE OPTIONS

In the accounts module when invoicing, all of the rebate figures such as schedule fee, Gapcover rebate and patient out of pocket are shown. The options for invoicing are extensive allowing you to charge a set figure patient gap, maximum out of pocket, any RVG rate, own fee, add GST and the basics like Gapcover, bulk bill and schedule fee. This allows us to invoice confidently with ease, getting the best rebates for the patient while also adhering to the Anaesthetist's billing guidelines.

Since moving over to MediTrust we have not looked back. The program continues to grow and improve with each quarterly upgrade with all of our ideas and suggestions taken into account.

The Chair of St Andrews describes the benefits for doctors and patients since the move to the new MediTrust system:



MediTrust's main advantages for us are the intuitive, user-friendly nature of the programme, it's reliability (no down-time) and the willingness of the MediTrust staff to discuss and implement changes which we have requested.

It offers an easy combination of electronic diary, IFC provision and billing program. It has made a big change to ease of IFC provision and enables us to easily see whether IFC has been created and responded to prior to surgery.

One of the big pluses in having a cloud-based programme has been that there is no dispute between the software provider and the IT managers over who is responsible for problems within the system, should they arise.



TRISH MATTHEWS - CHAIR
ST. ANDREWS ANAESTHESIA

