

Use iMedical to  
take control of your Practice  
today.

Evolve. Improve. Succeed.



# Welcome,

Our aim is to help you improve your Practice by improving your business processes, efficiency and overall compliance. iMedical will prevent you running aground when negotiating difficult areas.



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## 01 | So, what exactly is iMedical?

iMedical is an innovative resource platform that makes important and relevant information and documentation easily available to healthcare professionals and support staff in the primary care sector in Ireland. iMedical outlines a best practice approach whilst promoting and facilitating compliance and consistency in the operation of a General Practice business across several key areas. iMedical is updated centrally so that users are working with up-to-date information and documentation.

iMedical will allow each user Practice to adopt, implement and manage a quality management system to ensure quality of service and best practice.

## 02 | What are the key benefits to using iMedical?

iMedical not only makes key information and related documentation available to Practice staff but it does so in a way that is easy to access and easy to consume. iMedical comprises a simple layout with easy-to-use functionality. The key objective is to make information available to staff in a way that is compatible with the daily pressures of the primary care environment. When your Practice adopts iMedical, it means that your Practice staff will have easy access to a centralised way of doing things which will ensure consistency of use. Induction of new staff and ongoing training will also be much simpler.

Compliance with requirements for policies and procedures in areas such as Data Protection, Health & Safety, Infection Prevention & Control and Employment is made easy with correct use of iMedical.

## 03 | How can I start using iMedical?

You can register at [www.imedical.ie](http://www.imedical.ie). Once you have registered and chosen a plan then you will receive an email confirming that your application has been received. Once we have had an opportunity to review and approve your application, you will receive a subsequent email requesting you to complete your application which will include making payment. Once payment has been received, you will have access to and can start enjoying use of iMedical for the subscription period.

## 04 | What is the best way to use iMedical?

Authorised Practice staff must access iMedical using a commercial browser (we recommend Chrome) by logging in using their unique credentials. This browser should be left open (minimised as and when required) throughout the working day and iMedical used as required. The Search function within the GP Knowledge Box will make navigation quick and easy.



# Why use iMedical in your Practice?

# 1

## Easy to Use

Your Practice staff can access information and documentation quickly and easily. We have designed iMedical for efficient use in a fast-paced Practice environment. Simply log into iMedical and leave it open in your browser throughout the day and consult iMedical as and when you need it. Useful policies & procedures, templates and checklists available at your fingertips. Easy!

## Best Practice

iMedical outlines a best practice approach across several key areas within your Practice and the best means of implementation and follow up. iMedical will form the basis for your Practice to adopt a quality management system and manage ongoing compliance and performance.

Depending on the subject area, Recommended Best Practice comprises ready-made policies for your Practice to adopt and implement such as the Staff Handbook in the Human Resources section, a Health & Safety Statement in the Health & Safety section and the Infection Prevention & Control Policy in the Infection Prevention & Control section. Compliance made easy!

# 2

## Up-to-date

iMedical is maintained and updated by us periodically so you can be sure of working with up-to-date information and documentation. The iMedical feedback section promotes feedback from all users of iMedical whereby we can understand what works well and what might work better - this means that your Practice will benefit from ongoing feedback we receive from our entire user base that we like and believe will be useful to all iMedical users.

# 3

## Value for money

iMedical is made available on an annual subscription basis which means no prohibitive upfront costs. To ensure unbeatable value, we have made iMedical available at an extremely competitive price.

# 4

## Education

iMedical is the perfect tool for providing structured inductions, staff training and consistency of process and operations in your Practice. Simply use iMedical as a reference point to induct, educate and train Practice staff across key practice areas which will ensure consistency among all Practice staff.

# 5

# GP KNOWLEDGE BOX

Once your Practice is registered to use iMedical, then each permitted staff member will have access to the GP Knowledge Box via the iMedical Dashboard.

The GP Knowledge Box comprises 9 individual subject areas:

## One | Data Protection

A balance must be struck between the use of personal information against the protection of individual privacy. Confidentiality is an essential part of the relationship between a healthcare provider and their patients.

If patients are concerned that they cannot speak freely to a healthcare provider or that their personal details will not be respected and protected, then a patient may well not disclose important facts. However, without such information, it can be difficult (if not impossible) to obtain a full and accurate understanding of the patient's symptoms or their reasons for seeking help. Information sharing is, therefore, at the heart of providing the patient with appropriate advice and treatment. Data protection legislation aims to safeguard personal data by protecting an individual's right to privacy while, at the same time, allowing a Practice to use personal information legitimately.

Healthcare providers have a duty to their patients to protect personal data. This duty is further enhanced by the new General Data Protection Regulation (GDPR) which comes into effect in May 2018.

It is important to try and avoid any inadvertent breach of Data Protection legislation to prevent any unnecessary harm or distress to patients, and to avoid liability (including under the GDPR), embarrassment and reputational damage to the Practice. It is, therefore, very important to develop a culture of awareness and accountability among Practice staff when it comes to Data Protection, Privacy and security issues.

iMedical sets out information on the general principles of data protection and the GDPR, including standard data protection practice, the requirements for Privacy Impact Assessments, and what to do in the event of a data breach. iMedical is an excellent tool for creating awareness among and training staff in Data Protection best practice.

iMedical also includes significant information around Information Security and outlines what you need to do ensure that all information controlled and processed by your Practice is secure and managed correctly.

## Two | Finances

A General Practice needs to be run with top class patient care as the primary objective. In order to safeguard the ability of the Practice to do so, it needs to be run as a successful business so that it can continue to invest in the best equipment and resources. Proper financial management is, therefore, essential.

iMedical outlines how your Practice should approach charging for its services (Private, Corporate and State Contracts) and provides an easy-access overview of the GMS claim structure and process, including details of the Under 6s and also Special Services. Relevant checklists make tasks easy to complete and bring consistency to financial management.

## Three | Infection Prevention & Control

iMedical sets out information on the general principles of Infection Prevention and Control, including standard Infection Prevention and Control practice, Standard Precautions, decontamination, achieving and maintaining a clean clinical environment, what to do in the event of an invasive injury/accident, and the importance of good communication. Our Infection Prevention and Control RBP represents the Infection Prevention & Control Policy and outlines the role of the Infection Prevention and Control Officer, requirements for staff immunisations, waste management and notifiable diseases.

iMedical also sets out how to complete an Infection Prevention & Control Risk Assessment, apply relevant controls and audit ongoing compliance. Our Checklist section comprises several useful checklists to ensure that relevant Infection Prevention & Control matters are completed in a structured way.

## Four | Human Resources

Staff engagement is very important whereby policies and procedures meet the needs of both the Practice and its employees. In understanding, enabling and supporting personal and professional development of Practice staff, your Practice services and staff performance will improve.

iMedical provides a range of information around staff recruitment and management including policies and procedures covering staff joining, moving within or leaving your Practice, code of conduct, staff grievances, bullying and harassment, disciplinary procedures and processes, continuing professional development and internet and social media usage.

Our Templates section within Human Resources provides a range of documentation to assist in recruitment, induction and staff management, including template job descriptions and employment contracts for different role types, confidentiality agreements (medical students and trainees) and professional study agreements. Our Checklist section comprises several useful checklists to ensure that relevant HR matters are completed in a structured way.

## Five | Health & Safety

Medical practices and clinics are inherently risky workplaces. Risks can include communicable diseases, exposure to hazardous materials, needle stick and sharps injuries, violence and verbal aggression from patients and co-workers, to name just a few. Injuries can be physical or psychological.

Medical workplaces need to develop a culture of best practice when it comes to safety. This requires constant vigilance and improvement wherever possible.

Safe practice involves taking a proactive approach toward the safety of Practice staff and patients. In a fast-paced medical workplace this must involve appropriate supervision of less experienced staff. It also requires easily accessible, practical policies and procedures to be in place. A systematic approach will give better outcomes - this is the responsibility of employers, supported by all in the workplace.

iMedical includes information on the general principles of Health & Safety pursuant to Irish legislation and also the recommendations of the Health and Safety Authority in Ireland. Our Health & Safety RBP comprises a detailed Practice Safety Statement which each Practice is required to have under law. Employer and employee duties are clearly set out as is the requirement for and functions of a Practice Safety Officer, including Accident Reporting. iMedical also sets out how to complete a Practice Health and Safety Risk Assessment, apply relevant controls and audit ongoing compliance.

## Six | Emergency Planning

Disasters and emergencies are unpredictable and destructive. They can cause significant damage, injury, illness, loss, trauma and grief. In an emergency, it is generally expected that the demand for healthcare services will rise, especially in the event of a pandemic.

Comprehensive planning can assist in reducing the overall impact of an emergency and reduce liability and financial loss due to damages sustained during an event. Having an emergency response plan will increase the Practice capacity to continue to provide essential services to patients during an emergency. The plan will identify contingency measures that can be implemented to reduce the impact of an emergency and outline appropriate actions to ensure that the Practice can keep running (even if only in a limited capacity) until the Practice fully recovers and can return to normal operations.

iMedical outlines how a Practice should approach Emergency Planning and the preparation and implementation of an Emergency Action Plan including staff training, use of Action Cards and a Practice Battlebox.

## Seven | Patient Management

Responding promptly and positively to patient expectations is an essential part of providing quality General Practice services. It is essential for a Practice to engage with its patients and continue to build relationships and trust with them. As patients are becoming more responsible for the cost of their care, providing a high-quality patient experience is more important than ever. To assist your Practice in developing and maintaining patient relationships and trust and providing the best service possible, iMedical sets out guidelines and policies for staff to follow and implement in relation to staff conduct, new patients, patients in distress, non-English speaking patients, handling difficult patients and managing patient complaints and grievances.

## Eight | Practice Operations

Medical Practices are getting busier whilst the resources available to help with increased demand have reduced. The only option for Practice owners, operators and staff is to increase and preserve efficiency daily to create and operate an efficient and organised Practice. The importance of all staff understanding and implementing the same approach to processes and completion of tasks is critical to ensuring consistency, productivity and best practice.

iMedical outlines best practice relating to appointment management, telephone administration, post / mail, email & fax communications, Practice visitors and internal communication.

## Nine | Clinical Management

Every Practice must have a clinical risk management system in place to enhance the quality and safety of its patient care. Minimising the level of risk to patient safety and care means that your Practice needs to have documented systems in place to help identify, monitor and change practices that cause mistakes and near misses. Risk management is also about planning for contingencies such as natural disasters, pandemic diseases or sudden, unexpected absence of clinical team members.

iMedical outlines useful guidance to assist your Practice in developing, implementing and monitoring a robust system of clinical governance, education and training in relation to consent to medical treatment, continuity of care, Doctor autonomy, clinical audit, repeat prescribing, clinical incident reporting, open disclosure, referrals, results management, vaccinations and cold chain management.



# Structure of the GP Knowledge Box

## Recommended Best Practice (RBP)

The RBP section sets out the best practice approach (as determined based on our knowledge, experience and ongoing sector engagement as to how a Practice should operate) with respect to various key subject areas. In choosing to use iMedical, your Practice can simply adopt and implement the policies and procedures contained within the relevant RBP section. iMedical can also be used as a focal point for staff training sessions. Best practice and consistency across your Practice is now available at your fingertips!



## How our Practice differs from RBP



Each subject matter area allows for your Practice to include (in this section only) how your Practice differs from the stated RBP. For example, one Practice may choose to pay sick leave whilst another Practice will not pay sick leave or one Practice may have a different approach to management of results to that of another Practice. It is important, therefore, for each Practice to be able to specify how they differ from RBP so that all staff are aware of the policy in question. In any event, your Practice will have the benefit of having RBP available as a default starting point.

## Checklists

Checklists are a simple and important tool for ensuring that recurring tasks are completed fully and timely. We have included several checklists under each subject matter area that will make daily, weekly, monthly and annual tasks easy to manage and ensure that there are no dropped balls. Life just got a whole lot easier!



## Template Documents

Our bank of template documents has been prepared with great care and attention to detail. These documents are easy to access and use. Our template bank is continually updated with even more fantastic and helpful documents.

## FAQs – Topic Specific

Our FAQs are a simple way for us to provide answers to recurring queries or problems in a way that is easy to digest.



## Useful Resources

A great way for us to make even more useful information available to you!

## Other Information

### Who is responsible for iMedical?

iMedical is created and maintained by the **POSITIVEHEALTH** team.

**POSITIVEHEALTH** is a healthcare management consulting firm. For more information about the creators of iMedical or the services that we can offer then please visit our website at [www.phgp.ie](http://www.phgp.ie)

### Why was iMedical developed?

**POSITIVEHEALTH** developed iMedical to address practical, recurring and simple-fix problems in the General Practice setting. iMedical has been designed to impart important information to various member of the General Practice Team in a fast-paced environment whereby there is consistency of process and clear understanding of how to work in accordance with prescribed industry standards.

### Why should my Practice sign up?

It has never been so important for a Practice to operate in a structured and consistent way and to apply best practice in delivering Practice services. iMedical simply outlines a best practice approach and the best means of implementation and follow up. iMedical content is periodically updated to ensure that information remains relevant. iMedical will form the basis for your Practice to adopt a quality management system and manage ongoing compliance and performance. iMedical is very easy to use and can be accessed by Practice staff throughout the day so that they can search and access relevant information and documentation quickly and efficiently. Once you start using iMedical, you will wonder how you managed without it.

### How much & for how long?

We decided that the best way to make iMedical available was on an annual subscription basis. This means no prohibitive upfront costs. You can decide on an annual basis whether you wish to continue using iMedical for the subsequent year. We fully expect that you will given its affordability, regular updates (meaning you don't have to worry about using outdated information) and the essential feature of Practice staff being able to access relevant information in an easy and efficient way whilst in clinic or otherwise under time pressure.

We are confident that the annual subscription fee for access to and use of iMedical will be the best money your Practice will spend year on year. Happily too, it is tax deductible as a business expense! The annual fee is fully payable in advance and is non-refundable.

Current pricing details are available at [www.imedical.ie/pricing-plan](http://www.imedical.ie/pricing-plan)

Thank you for learning  
more about iMedical.

[www.imedical.ie](http://www.imedical.ie)