



# GP Communication System's *PRACTICE CLIENT* User Manual

## Version Control

1.0	24/05/2012	First release practice client software version 2.0.x

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## Background Information

The GP Communication System's Practice Client is the software that is installed onto a single PC at a participating general practice so that they can receive electronic documents (such as discharge summaries) from their local public hospitals. Such documents are subsequently picked up by the practice's patient management system (PMS) for the GPs to access.

The purpose of this document is to provide an outline of the features and functions of the of the GP Communication System's Practice Client Software.

There are two components of the Practice Client software:

- GP Practice Client service
- GP Practice Client application

The GP Communication System's Practice Client Service will automatically connect to the local public hospital's files server every 3 hours and check for any pending electronic documents. If there are any documents pending, then it will download them to your site. This means that you do not need to run the practice client application software in order for your practice to receive electronic documents from your local public hospitals. (As long as the service is running – you will receive the documents.)

The GP Communication System's Practice Client application is a utility program that enables a GP Practice to monitor and maintain the GP Communication system.

The main reason for using the practice client application software is to enable you to:

- Check/confirm that the system is working correctly.
- Stop/start the service (should that be required).
- View the statistics of the number of documents downloaded.
- View the content of a document.
- Check the list of GPs from your practice receiving documents (As registered in the GP Communication system).
- (Plus more features are planned for future releases. (e.g.) Provide the ability for a practice to update the list of GPs receiving documents.)

### Vendor Support for the GP Communication System's Client Software

SWSLHD/SLHD can provide only very limited support for private practices using the GP Communication System to receive electronic documents. The support is limited to updating the list of participating GPs within a practice and investigating any apparent discrepancies with the number of electronic documents being received and the number that is expected. In general, a private practice should contact their own IT support personnel to resolve technical issues. To request support from SWSLHD/SLHD IT department then please log onto the <https://gp.sswahs.nsw.gov.au> and use the "Contact Us" tab. Assuming that your GP Communication System's username & password are working then please log on to the site before lodging a "Contact Us" as this will help us to link your issue with your account.

An installation manual for the GP Communication Practice Client Software is available at <https://gp.sswahs.nsw.gov.au>.

### Frequently asked questions

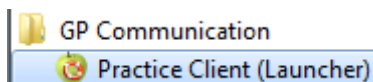
The <https://gp.sswahs.nsw.gov.au> web site has a FAQ section. The GP Communication System has endeavoured to answer all commonly asked questions.

## Practice Client Application

The GP Communication System's Practice Client Application does not need to be running in order for a practice to receive electronic documents from its local public hospitals. Also, the application has been developed using "ClickOnce" technology. A key feature of "ClickOnce" is that the software will automatically update itself each and every time a newer version is released.

To launch the GP Communication System select:

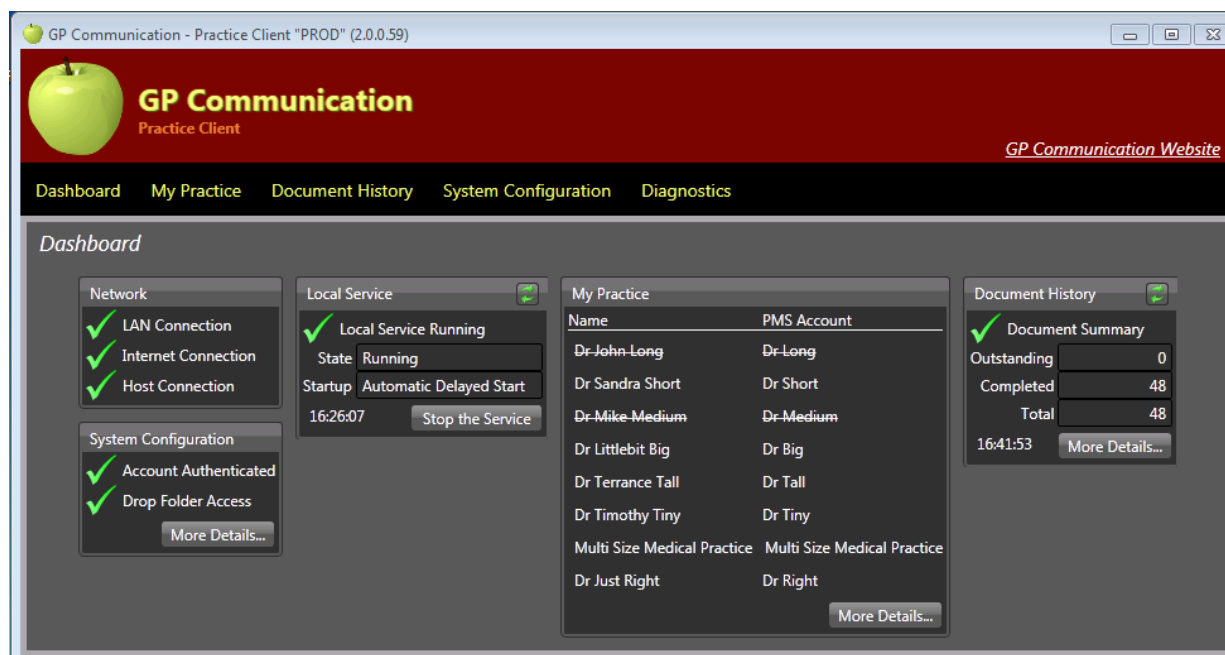
- Windows "Start"
  - o All Programs
    - GP Communications
      - Practice Client (Launcher)



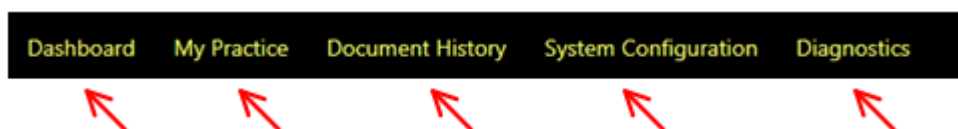
## The Dashboard

The dashboard screen has been designed to provide a summary "Heads Up" of your GP Communication system.

If all the check boxes are displayed with green ticks and the list of Doctors in the "My Practice" window is correct then you can be confident that the system is working well and your practice has received all electronic documents.

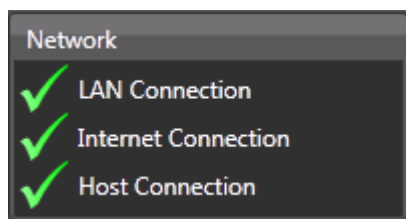


From the dashboard you can navigate to the other sections of the Practice Client application by clicking on any of the tabs listed across the top of the screen:




"System Configuration", "My Practice" and "Document History" tabs can also be accessed by clicking on the **More Details...** button within the individual panels.

## Network

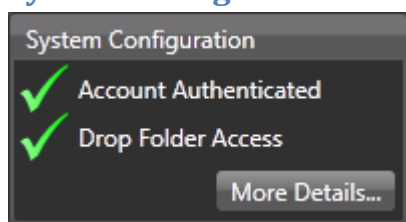


This panel monitors the network accessibility to the GP Communication System's website where your electronic documents are stored prior to downloading them to the local computer. If you do not have three green ticks then you have a network access issue and this will need to be addressed. The three components, (LAN, Internet and Host) are in logical and sequential order of checking. If, for instance,

the LAN Connection is faulty it will be displayed with a  red cross. Logically the "Internet Connection" and "Host Connection" will also fail. An example of a LAN connection failure is a faulty or removed network cable connected to the pc.

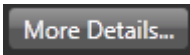
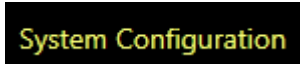
NOTE: If there are any Network issues then the dashboard will not be able to check the status for any of the other panels displayed on the Dashboard.

## System Configuration

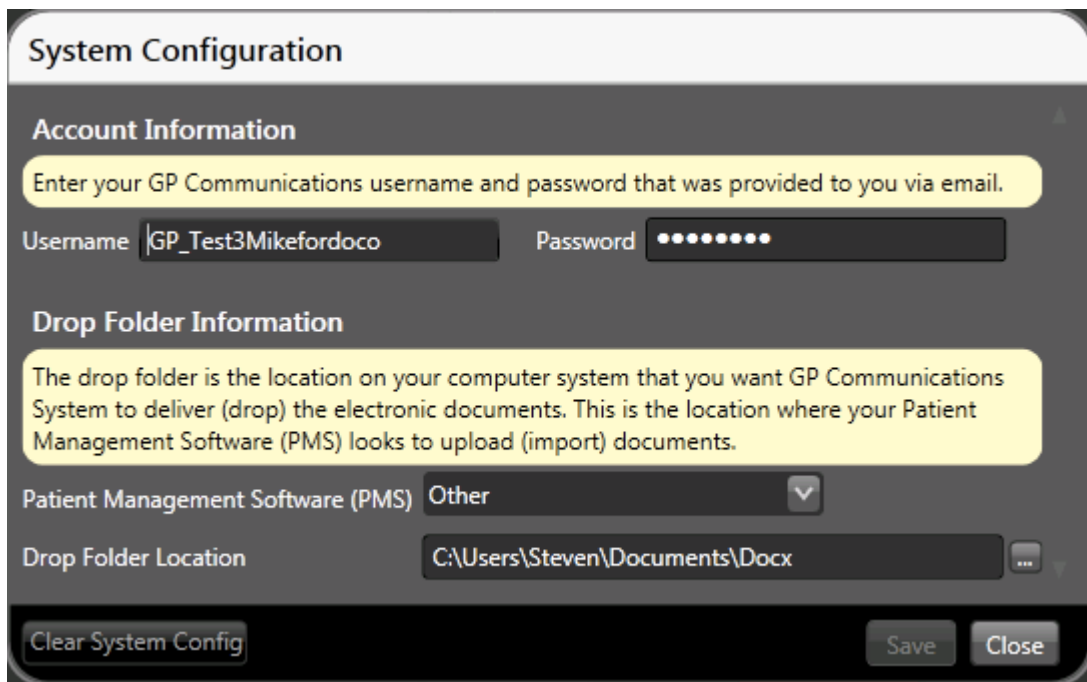


The configuration elements listed are used by the GP Communication System's Practice Client Service to automatically connect to the host server, check for any documents and download them to your files server.

If "Account Authenticated" does not have a green tick then the service will not be able to access the secure web site. If the "Drop Folder Access" does not have a green tick then the service will not be able to deliver (drop) the electronic documents to your file server. In either case documents will not download until the issue is resolved.

To change any of the System Configuration items click on the  "More Details" button or the  "System Configuration" tab.

**NOTE:** If you make changes to any of the system configuration settings then you should then stop and start the local service to ensure that the changes are applied to the service. (Refer "Local Service")



### Username and Password

The username and password were provided to your practice via an automated email when your request to participate in the GP Communication System was first approved.


### Patient Management Software (PMS)

Different PMS systems have different default drop folder locations. The purpose of this drop down list is to assist the practice to identify the drop folder location for their PMS. By selecting a PMS from the drop down list, the Practice Client software will enter the default location for this PMS into the “Drop Folder Location” field (below).

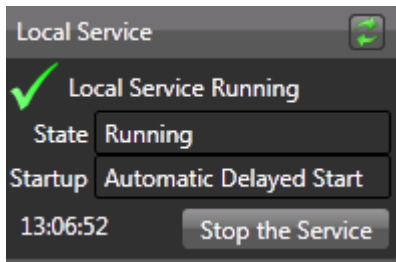
**CAUTION:** If the installation of your PMS’s drop folder is not the default standard for that PMS then you will need to take care selecting this item as it will overwrite any value may have already entered into the Drop Folder Location field (below).

### Drop Folder Location

The drop folder is the location on your fileserver where you want the GP Communication System to deliver (Drop) the electronic documents being downloaded from the host server. The content for this field can be entered by any combination of the following:

- Select from the PMS drop down list (above). It’s default value will be automatically entered.
- Click on the  button and browse to the appropriate location.
- Type the value using the keyboard.


## Local Service



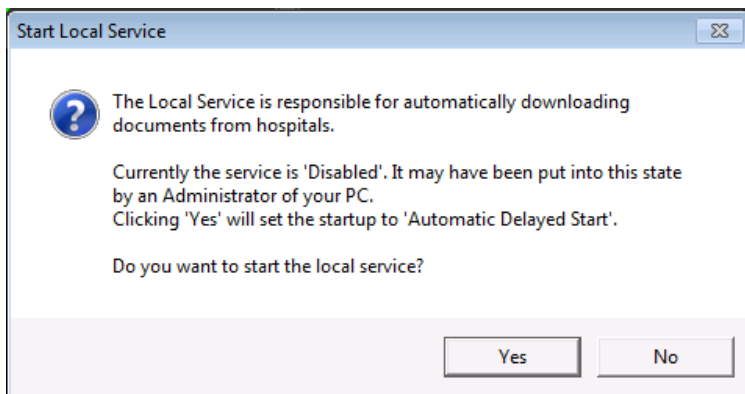
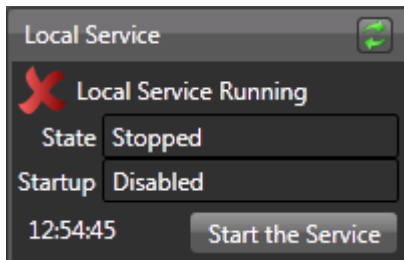
The Local Service panel:

- Displays the current status of the local GP Communication System's Practice Client Service.
- Displays the time of the next scheduled automated download of electronic documents. (Assuming the service is running.)
- Enables the user to stop and or start the service.

NOTE1: Each time the service is started the service will immediately connect to the host server and check for documents to download. If it finds any documents it will then download them.

NOTE 2: Starting and stopping a service can take quite a few seconds to complete. Use the refresh button  to ensure the panel properly displays the correct current status. (You may need to do this several times until the desired state is reached.)

NOTE 3: Sometimes under Windows, services can stop working even though their status is displaying as running. If you suspect that this is the case, then stop and restart the GP Communication Practice Client service. This will have no adverse impact.



### My Practice

My Practice	
Name	PMS Account
Dr John Long	Dr Long
Dr Sandra Short	Dr Short
Dr Mike Medium	Dr Medium
Dr Littlebit Big	Dr Big
Dr Terrance Tall	Dr Tall
Dr Timothy Tiny	Dr Tiny
Multi Size Medical Practice	Multi Size Medical Practice
Dr Just Right	Dr Right
<a href="#">More Details...</a>	

A core function of the GP Communication System is to link GP's listed in the public hospital patient system with GPs listed in the private practice's PMS system. The "My Practice" panel displays a summary list of the GPs within your practice's PMS system that are registered in the GP Communication System to receive electronic documents.

**If your "My Practice" list is missing any of your GPs then you will not receive electronic documents for that GP.**

If you identify any errors or omissions with this list then you should logon to the GP Communication Website and use the "Contact Us" tab and advise. A link to the website is located at the top of the GP

Communication Practice Client screen: [\*\*GP Communication Website\*\*](#)

### **SPECIAL NOTE: General PMS account.**

When a patient presents at a public hospital they are asked to nominate their GP. In some cases they nominate a specific GP within a practice and in other cases a patient might nominate the name of the practice. It is based on this information that the public hospital will address any correspondence to the patient's GP. This has little impact when sending documents by snail mail. However, it is very significant when receiving an electronic copy of these documents.

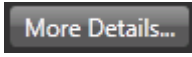
In the sample "My Practice" screen above, The "Multi Size Medical Practice" is an example of a general practice PMS account. Medical Director, Best Practice probably all other PMS systems use this type general account to manage documents that are being electronically delivered and addressed to the general practice as opposed to those documents addressed to a specific GP.

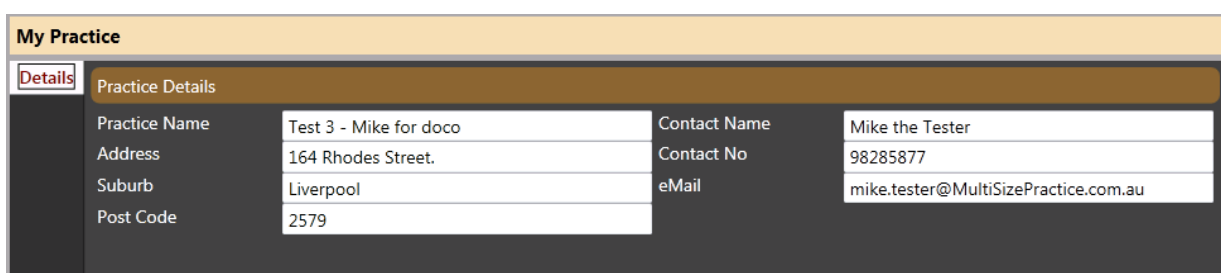
Additionally, not all (and particular the very small) practices have instances where patients will nominate the name of the practice as opposed to a specific GP. As such, it is impossible to provide a definitive rule as to whether such a general practice account does or does not exist in the public hospital system. It all comes down to the manner in which the patient nominates their personal GP.

If the public hospital patient system has a listing for the general practice name and your practice has not included it in your "My Practice" list then you run the risk of not receiving electronic copies of documents that are addressed to the general practice.

In summary, if you suspect that public hospital system might have a listing for your general practice and you do not have it listed in your "My Practice" panel then you should log onto the GP Communication web site and use the "Contact Us" to request the general account be added to your GP Communication account. You will need to provide the PMS Username name for the general account so that the documents can be properly linked.

## My Practice – More Details

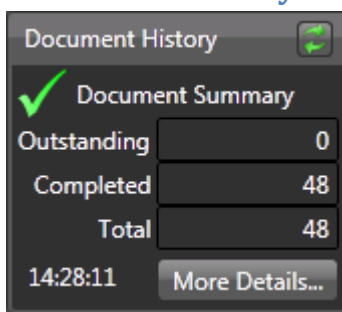
The  button will display additional information.





My Practice			
Details			
Practice Details			
Practice Name	Test 3 - Mike for doco	Contact Name	Mike the Tester
Address	164 Rhodes Street.	Contact No	98285877
Suburb	Liverpool	eMail	mike.test@MultiSizePractice.com.au
Post Code	2579		

NOTE: With Practice Client Version 2.0.0 the "My Practice" details is limited to viewing basic content. It is planned in a future release to enable the General Practice to be able to update this information. Use the GP Communication website's "Contact Us" to make changes to the content of this screen.


## Document History



Document History 

 Document Summary


Outstanding	0
Completed	48
Total	48

14:28:11 

The Document History panel provides a summary list of documents that have been uploaded to your practice. If there are no outstanding documents then the green tick will be displayed.


If there are outstanding documents then this could be as a result of one of the following:

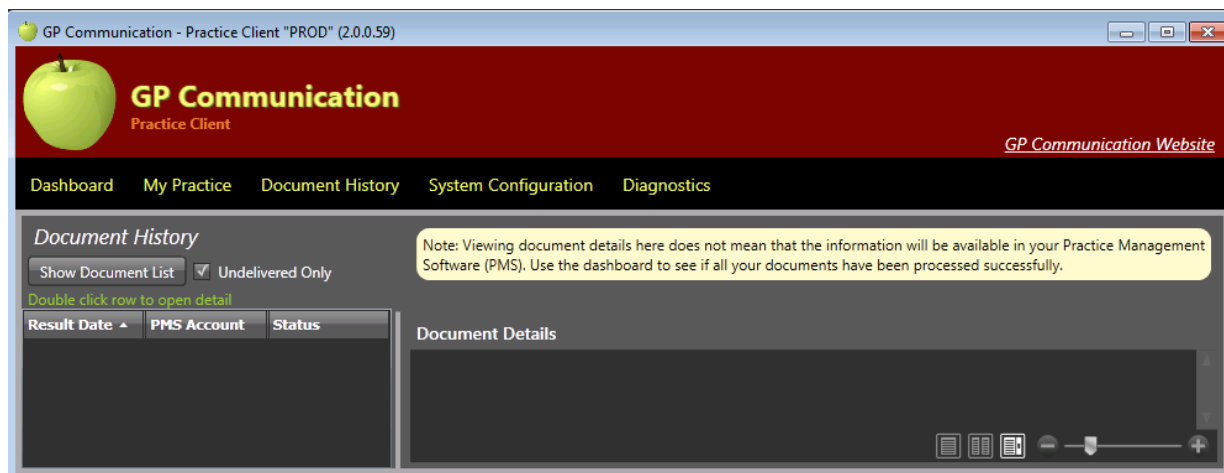
- The service has stopped.
- There are issues with system configuration.
- There are issues with the network.

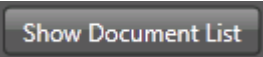
If you have just resolved one of the above possible causes then click on the  refresh button to ensure the Document Summary is updated.

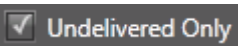


### Document History details screen

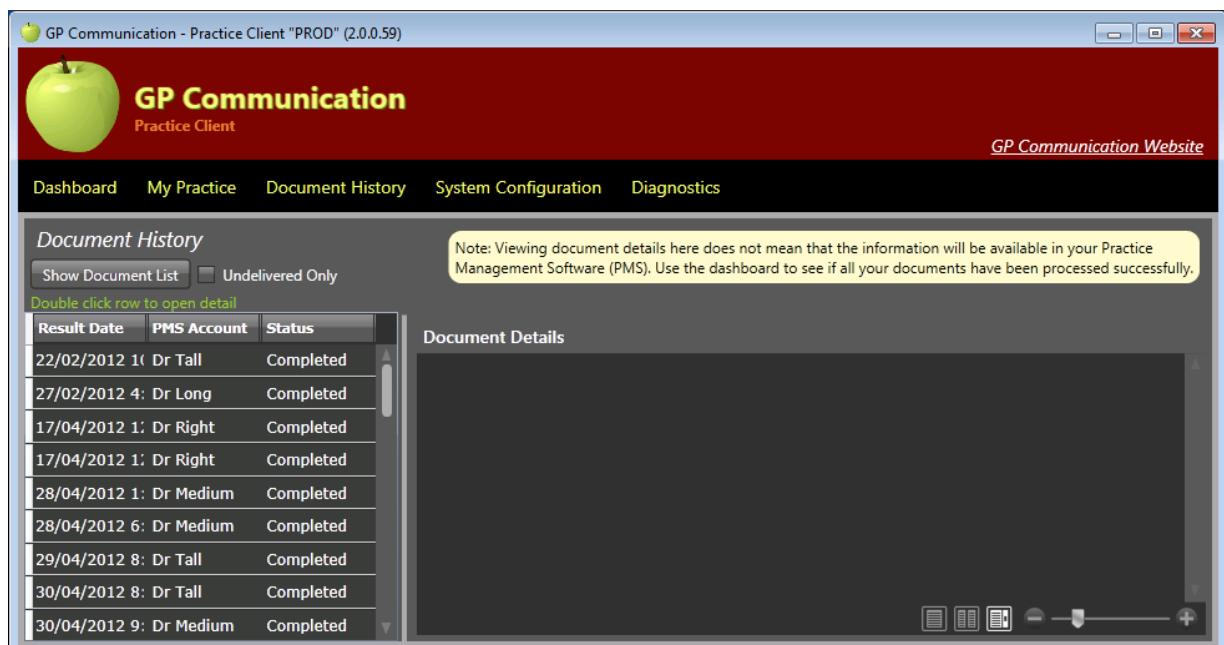
The actual content of the documents can be viewed by clicking on the  more details button.



To see a listing of documents, click on the  "Show Document List" button.

**Note:** By default, the list will only include documents not yet delivered. If you wish to view content of documents already delivered then un-tick  "Undelivered Only".

The summary list can be sorted by any of the three heading (result date, PMS Account and Status) by clicking on the appropriate heading.



To view the contents of a document, double click on the listing and the content will be displayed within the "Document details" panel.



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Note: The document content being displayed is sourced from the host web site (not from the fileserver at the general practice) and is being recreated for display purpose only.

GP Communication - Practice Client "PROD" (2.0.0.59)

**GP Communication**  
Practice Client

[GP Communication Website](#)

Dashboard My Practice Document History System Configuration Diagnostics

**Document History**

Show Document List ☐ Undelivered Only

Double click row to open detail

Result Date	PMS Account	Status
22/02/2012 10	Dr Tall	Completed
27/02/2012 4	Dr Long	Completed
17/04/2012 1	Dr Right	Completed
17/04/2012 1	Dr Right	Completed
28/04/2012 1	Dr Medium	Completed
28/04/2012 6	Dr Medium	Completed
29/04/2012 8	Dr Tall	Completed
30/04/2012 8	Dr Tall	Completed
30/04/2012 9	Dr Medium	Completed
2/05/2012 10	Dr Tall	Completed
2/05/2012 11	Dr Medium	Completed
2/05/2012 1:2	Dr Tall	Completed
2/05/2012 7:1	Dr Tall	Completed
3/05/2012 8:5	Dr Tall	Completed
3/05/2012 1:4	Dr Tall	Completed
3/05/2012 9:2	Dr Tall	Completed

Note: Viewing document details here does not mean that the information will be available in your Practice Management Software (PMS). Use the dashboard to see if all your documents have been processed successfully.

**Document Details**

301 Plan  
301 Home. Ibuprofen and Panadol for pain. To see her GP in the morning if pain persists.  
301  
301  
301 ADVERSE REACTIONS  
301  
301 Allergies  
301 Nonallergic Reactions (Selected)  
301 Severity not Documented  
301 Morphine- Rash.  
301  
301 INTERVENTIONS & RESULTS  
301 Other Results  
301  
301  
301 "<<NO ORDERS RECORDED>>>"  
301  
301 Contact Numbers for Diagnostic Departments:  
301

### Diagnostics Tab

GP Communication - Practice Client "PROD" (2.0.0.58)

**GP Communication**  
Practice Client

[GP Communication Website](#)

Dashboard My Practice Document History System Configuration **Diagnostics**

Dashboard

The diagnostics tab has been developed to provide a suite of utilities to assist the vendor to resolve any technical issues.

When providing technical support to resolve issue, the vendor may direct you to this section to access system log files etc. Beyond that, the general practice will have no need to use this part of the software.

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