Delivering mobile aged care from anywhere

Interested in how technology is changing how care can be delivered to elderly Australians? Dr. Gaveen Jayarajan, the founder of the Doctors in Aged Care mobile GP service, is using MediRecords' connectivity to transform his practice.

Customer background

Dr. Jayarajan operates the Doctors in Aged Care mobile GP service, catering to residents in Residential Aged Care Facilities (RACFs) across metropolitan Melbourne. Dr. Jayarajan also established the Doctors in Aged Care (DiAC) Facebook group, fostering a community of over 2300 doctors nationwide.

Challenges with previous systems

Before switching to MediRecords, Dr. Jayarajan faced challenges with conventional, server-based GP clinical and practice management systems. Moving between aged care and primary care systems, he encountered disparate and disconnected clinical and practice management data, resulting in inefficiency and disjointed workflows. This hindered coordination and communication on appointments and real time patient records, affecting the delivery of comprehensive care to elderly residents.

As Dr. Jayarajan travelled between various RACFs across metropolitan Melbourne, the limitations of remote logins to older technology infrastructure became more apparent. Internet connectivity issues and slow data access impeded timely patient care and administrative tasks, compounding the challenges of working remotely from multiple sites.

"As a doctor working in a challenging and inefficient setting, I urgently needed a reliable and stable solution," Dr. Jayarajan said. "Hence my move to a cloud-based alternative, MediRecords."

Transition to MediRecords

Aiming for greater reliability and flexibility, Dr. Jayarajan opted for MediRecords' cloud-based platform. Initial concerns regarding cloud Internet connectivity quickly evaporated; he found that mobile broadband devices provided consistent speeds, ensuring uninterrupted access to essential functionality. With MediRecords' integrated clinical and practice management capabilities, Dr. Jayarajan could manage all aspects of his practice in one system, streamlining tasks such as appointment scheduling, billing, and reporting. This efficiency resulted in a 19% increase in daily billing and saved him 20 hours per month through simplified workflows and cloud-based access. Additionally, eliminating third-party IT services used for hardware maintenance, security, and software updates further enhanced efficiency.

"MediRecords is an all-in-one, integrated clinical and practice management system," Dr Jayarajan said.

"MediRecords allows me to operate with the lowest and leanest cost base and make it financially viable and sustainable for the long-term."

Forward thinking

Using MediRecords Appointment Book feature, Dr Jayarajan was able to manage his workload better, tailoring customisable appointments and recalls so consultations and care plans meet individual patient needs. MediRecords Tagging and an API integration with Snapforms further expedited billing processes and streamlined patient onboarding, with the Snapforms integration alone saving 10 hours per month. Dr. Jayarajan can also use MediRecords on multiple devices, including a large screen mobile phone and laptop.

Patient care

MediRecords enables Dr. Jayarajan to deliver high-quality care while maintaining a lower cost structure as there's no need for a server or IT Support team. Using MediRecords' cloud-based technology, he achieved sustainable clinical and administrative operations with records accessible anywhere he has Internet connectivity. This convenience and reliability, "Enables me to maintain safe and high standards of care that are consistent, repeatable and maximise quality of life for patients."

Tips for transition & future outlook

Dr. Jayarajan advises doctors looking to change software systems to think through the potential benefits, noting that transitioning to the cloud brings interoperability advantages in addition to reduced hardware and maintenance costs. He said those talking to colleagues about change should, "Show them a way forward with a big picture view of how moving to the cloud can change the way they deliver healthcare, creating benefits they are not currently experiencing."

Looking ahead, Dr. Jayarajan anticipates further efficiency gains through the integration of Artificial Intelligence (AI) into MediRecords. By automating administrative tasks and providing advanced note-taking support, AI promises to provide more time for patient-centric care.

Conclusion

Dr. Jayarajan's adoption of MediRecords demonstrates the transformative power of cloud-based technology in a medical practice. By taking advantage of MediRecords' unparalleled connectivity and growing feature set, Dr. Jayarajan has unlocked new levels of efficiency, mobility, and flexibility in patient care, saving 30 hours per month and boosting monthly billing. His clients' data is at his fingertips, any time a RACF call seeking a prescription or other information. And, as the healthcare landscape evolves, he is well placed with technology that is purpose built for integration with other innovative digital systems.