

Bridging gaps in women's healthcare

Women's Health Road's transition to MediRecords

Women's Health Road (WHR) is a leading multidisciplinary medical centre specialising in women's healthcare. Director Dr M Talat Uppal observed throughout her 20-year career as an obstetrician and gynaecologist that women frequently encountered delays and obstacles in accessing care from various providers, resulting in prolonged distress and missed opportunities for timely intervention.

To address this gap, Dr Uppal founded WHR as a hybrid care service. The practice's patient-centric model provides women with access to primary care, surgical specialties, physiotherapy, psychiatry, and more, under one roof and online.

Recognising the critical role of primary care in women's health journeys, WHR is accredited by the Royal Australian College of General Practitioners (RACGP) and led by General Practitioner Dr Megan Young.

Customer background and challenges

Women's Health Road focuses on service delivery, research, advocacy, and clinical education, and therefore requires a flexible and responsive practice management system.

"Because the practice is multidisciplinary, it brings the complexities of meeting the needs of the different sorts of clinicians we have," Dr Uppal said.

"We needed software that had the cloud-based capability that would be able to carry our vision and our road map."

WHR aimed to expand and adopt a more comprehensive digital approach to women's care. This meant their software needed to enable digital collaboration with patients spread across different geographical locations and make all relevant patient information easily accessible to all team members.

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"I believed if we got the right technological partners, we would be able to progress this vision," said Dr. Uppal.



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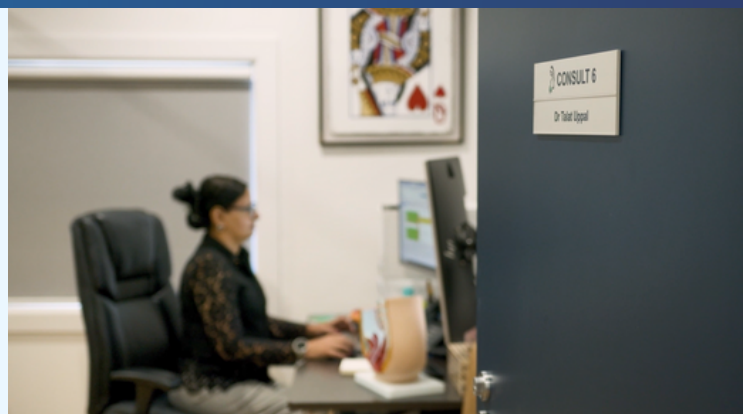
Dr M Talat Uppal
Director, Women's Health Road

MediRecords Solution

MediRecords provided WHR with a comprehensive solution from appointment management to clinical records and Medicare billing. MediRecords' cloud-based platform helped facilitate remote access and collaboration, enabling remote consultations, and streamlined communication.

Designed to support multidisciplinary teams, MediRecords ensures seamless sharing of patient information among specialists, general practitioners, physiotherapists, medical students, nurses, social workers, and administrative staff at WHR. Dr. Uppal said, **"MediRecords has enhanced our practice by further developing the hybrid care model, creating a sophisticated platform for sharing information seamlessly and easily reviewing results."**

The MediRecords platform boosts both clinical and administrative efficiency at WHR with features such as MediRecords integrated telehealth capabilities with Coviu, real-time chat communication (via the Universal Communications Bar), e-Prescribing, and Custom Forms. "We have not changed the consult time with patients based on the digital enhancements, but we are now spending the consult time engaging with the patient and less time on paperwork," Dr. Uppal explained.



MediRecords' Virtual Waiting Room has also supported better patient experiences. Ms. Khika Withnell highlighted the impact on patient flow, stating, "With MediRecords, patient flow is a lot easier to track. This is important because, as the admin team, we want to make sure patients experience smooth transitions between reception, consult time with the clinician, and administrative aftercare, therefore making efficient use of both the clinician and patient's time that they've entrusted us with."

The centralised patient record in MediRecords serves as a valuable tool for shared care and multidisciplinary teams, reducing the risk of missed information among WHR clinicians. MediRecords has helped the centre provide a holistic view of patient journeys and treatment plans, tracking all aspects of patient care including education, investigations, billing, and medications.

Onboarding & Training

The onboarding process involved configuring MediRecords to fit WHR's needs and providing training to staff members, ensuring a smooth introduction of the software, with minimal disruption to familiar workflows.

Any time the centre needed additional help, prompt advice was available through MediRecords' dedicated Support team via chat, email or phone.

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Continuing the innovation journey

MediRecords immediately proved to be a perfect fit for WHR, and Dr. Uppal is enthusiastic about the ongoing innovations on the platform. WHR is particularly excited about the implementation of Smart Forms and the launch of the MediRecords Patient Engage Portal, which will enable clinical teams to easily share letters, forms, results and educational resources with patients.

Currently, MediRecords is also working on integrating an AI-enabled report writing and transcription tool, which will soon be available to customers. Dr. Uppal, an early adopter of this tool and advocate for its implementation, is excited for its official launch within MediRecords.

Dr. Uppal foresees a healthcare future that embraces comprehensive integration, including bidirectional connectivity with diagnostic imaging, pathology systems, and payment gateways. These initiatives are part of MediRecords' roadmap to support WHR's and other customer's vision for integrated healthcare systems.

Conclusion

Dr. Uppal's wish list highlights the growing importance of adopting industry standards for interoperability in healthcare, ensuring safe, timely, and connected care. MediRecords is a leader in FHIR (Fast Healthcare Interoperability Resources) connectivity, ensuring timely access to critical information.

"When WHR was considering new software, we had three deal-makers or deal-breakers... it had to be cloud-based, primary care integration was important, and we wanted to work with a great team... I felt that you guys [MediRecords] ticked all of these boxes," Dr. Uppal emphasised.

MediRecords enables WHR to enhance women's healthcare with digital tools, creating what Dr Uppal describes as "our little virtual paradise."



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