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~~Navigating the Future of New  
Zealand General Practice:  
Leveraging Technology to Improve  
Patient Care. It's About Time.~~



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## eHealthNews.nz: aa MOST RECENT NEWS

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### AI to restore power of human connection to medicine

Tuesday, 21 March 2023

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NEWS - eHealthNews.nz editor Rebecca McBeth

Use of AI tools can restore humanity in medicine by liberating clinicians from their computer keyboards, world renowned cardiologist and digital health researcher Eric Topol told an Auckland conference.

Topol, founder and director of the Scripps Research Translational Institute and professor at Auckland University's Faculty of Medical and Health Sciences, presented at the Hack Aotearoa Conference in Auckland on March 17.



He said the AI landscape is exploding and the rapid uptake of AI tools such as ChatGPT are "like nothing we have seen before in history".

Topol said AI tools can be used to generate clinical documentation in real time through voice recognition, and can make recommendations or request basic tasks such as lab tests, as well as nudge patients.

*"50% of physicians time is spent on tasks that AI could replace."*

*"There are now more than 520 marker-cleared artificial intelligence (AI) medical algorithms available in the United States, according to the U.S. Food and Drug Administration (FDA) as of January 2023."*

# GPT-4 surpasses ChatGPT in its advanced reasoning capabilities.

## ChatGPT

### Input

Andrew is free from 11 am to 3 pm, Joanne is free from noon to 2 pm and then 3:30 pm to 5 pm. Hannah is available at noon for half an hour, and then 4 pm to 6 pm. What are some options for start times for a 30 minute meeting for Andrew, Hannah, and Joanne?

### Output

Here is a list of their availability:  
- Andrew: 11 am to 3 pm  
- Joanne: noon to 2 pm, and 3:30 pm to 5 pm  
- Hannah: noon to 12:30 pm, and 4 pm to 6 pm

Based on their availability, there is a 30-minute window where all three of them are available, which is from 4 pm to 4:30 pm. So, the meeting can be scheduled at 4 pm.

## GPT-4

### Input

Andrew is free from 11 am to 3 pm, Joanne is free from noon to 2 pm and then 3:30 pm to 5 pm. Hannah is available at noon for half an hour, and then 4 pm to 6 pm. What are some options for start times for a 30 minute meeting for Andrew, Hannah, and Joanne?

### Output

Andrew: 11 am - 3 pm  
Joanne: 12 pm - 2 pm, 3:30 pm - 5 pm  
Hannah: 12 pm - 12:30 pm, 4 pm - 6 pm

Common availability for a 30-minute meeting: 12 pm - 12:30 pm

# GPT-4 outperforms ChatGPT by scoring in higher approximate percentiles among test-takers.

Uniform Bar Exam

10th

ChatGPT

90th

GPT-4

Biology Olympiad

31st

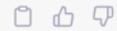
ChatGPT

99th

GPT-4 (with vision)



Solving the healthcare crisis in New Zealand, like addressing healthcare challenges in any country, is a complex and multifaceted task that requires a combination of policies, investments, and systemic changes. Here are some strategies that can contribute to addressing the healthcare crisis in New Zealand:



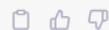
1. **Increase Funding:** Allocate more funding to the healthcare system to address the growing demand for services, reduce waiting times, and improve the overall quality of care.
2. **Preventative Care:** Shift the focus from treatment to prevention by investing in public health initiatives and promoting healthy lifestyles. Preventing illnesses can reduce the burden on the healthcare system.
3. **Primary Care:** Strengthen primary care by providing more resources to general practitioners (GPs), nurses, and community health centers. Enhancing primary care can lead to earlier disease detection and better management of chronic conditions.
4. **Reduce Inequalities:** Address healthcare inequalities by improving access to care for marginalized and vulnerable populations. This includes increasing access to healthcare in rural and remote areas.
5. **Mental Health Services:** Invest in mental health services and reduce the stigma associated with mental health issues. Mental health should be integrated into primary care.
6. **Integrated Care:** Promote integrated care models where healthcare providers collaborate and coordinate patient care. This can reduce duplication of services and improve patient outcomes.
7. **Technology and Telehealth:** Embrace healthcare technology, including telehealth, to improve access to care, especially in remote areas. Invest in digital health infrastructure and data interoperability.
8. **Workforce Development:** Address healthcare workforce shortages by investing in training and education programs for healthcare professionals. Encourage healthcare workers to stay in New Zealand.
9. **Streamline Administration:** Simplify administrative processes, reduce bureaucracy, and streamline billing and insurance procedures to free up resources for patient care.

9. **Streamline Administration:** Simplify administrative processes, reduce bureaucracy, and streamline billing and insurance procedures to free up resources for patient care.
10. **Pharmaceutical Pricing:** Review pharmaceutical pricing and procurement strategies to make medications more affordable for patients and the healthcare system.
11. **Aged Care:** Develop a comprehensive strategy for aged care that addresses the needs of an aging population, including funding, staffing, and residential care options.
12. **Patient Engagement:** Encourage patients to take an active role in their healthcare by promoting health literacy and shared decision-making. Engaged patients tend to have better health outcomes.
13. **Data-Driven Decision-Making:** Utilize healthcare data and analytics to make informed decisions, allocate resources effectively, and identify areas for improvement.
14. **Community Health Initiatives:** Promote community-based health initiatives and partnerships with local organizations to address social determinants of health, such as housing, education, and nutrition.
15. **Long-Term Planning:** Develop long-term healthcare strategies that transcend political cycles. Consistency in policy and funding is crucial for healthcare system stability.
16. **Public and Private Collaboration:** Encourage collaboration between public and private healthcare providers to leverage resources and expertise.
17. **Public Engagement:** Involve the public in healthcare decision-making processes to ensure that policies and reforms align with community needs and expectations.

It's important to note that solving a healthcare crisis is a continuous and evolving process, and no single solution will address all the challenges. A multi-stakeholder approach involving government, healthcare providers, insurers, patients, and other stakeholders is essential for achieving meaningful and sustainable improvements in the healthcare system in New Zealand. Additionally, regular assessments and adjustments to policies and strategies will be necessary to adapt to changing demographics and healthcare needs.



Practice managers in New Zealand can save time by implementing efficient processes, utilizing technology, and optimizing their daily routines. Here are some specific ways practice managers can save time in their roles:



1. **Practice Management Software:** Invest in and make effective use of practice management software tailored to New Zealand's healthcare system. These systems can automate various administrative tasks, such as appointment scheduling, billing, and reporting, saving significant time.
2. **Automated Appointment Reminders:** Use automated appointment reminder systems to reduce no-shows and the need for manual reminder calls.
3. **Streamlined Patient Check-In and Check-Out:** Implement efficient processes for patient check-in and check-out to reduce wait times and administrative tasks.
4. **Electronic Health Records (EHR):** Utilize EHR systems for patient record management. Digital records are easier to access and update compared to paper records.
5. **Online Patient Portals:** Implement online patient portals where patients can update their information, access test results, and request appointments, reducing manual data entry.
6. **Billing Software:** Use billing software that automates claim submissions, tracks reimbursements, and generates financial reports, reducing manual billing tasks.
7. **Automated Insurance Verification:** Utilize tools for automated insurance verification to reduce the time spent on verifying patient insurance coverage.
8. **Digital Communication Tools:** Implement digital communication tools, such as email and secure messaging systems, for internal and external communication, reducing the need for time-consuming phone calls.
9. **Training and Delegation:** Ensure staff members are well-trained and can handle specific tasks, allowing the practice manager to delegate responsibilities and reduce their workload.
10. **Standard Operating Procedures:** Develop and maintain standardized operating procedures for routine tasks, making it easier to train staff and ensure consistency.

11. **Performance Metrics:** Use key performance indicators (KPIs) to monitor the practice's performance, identify bottlenecks, and areas for improvement. Data-driven decision-making can save time in the long run.
12. **Appointment Templates:** Create appointment templates for common visit types to speed up the scheduling process.
13. **Regular Meetings:** Hold regular meetings with staff to address issues, provide updates, and ensure everyone is on the same page. Effective communication can prevent misunderstandings and save time in the long run.
14. **Time Management:** Practice good time management by prioritizing tasks, setting realistic deadlines, and avoiding multitasking, which can be counterproductive.
15. **Outsource Administrative Tasks:** Consider outsourcing certain administrative tasks, such as billing or transcription, to specialized service providers.
16. **Continual Learning:** Stay informed about changes in healthcare regulations and industry best practices to proactively adapt to evolving requirements.
17. **Well-Defined Roles:** Clarify roles and responsibilities within the practice to minimize confusion and ensure that tasks are delegated appropriately.
18. **Regular Process Review:** Periodically review and refine administrative processes to identify areas for efficiency improvement.
19. **Use of Telehealth:** If appropriate for the practice, consider incorporating telehealth services to streamline patient consultations and reduce physical administrative tasks.
20. **Self-Care:** Lastly, practice managers should prioritize self-care to prevent burnout. A well-rested and healthy manager is likely to be more efficient and effective.

By implementing these strategies and leveraging technology and efficient processes, practice managers in New Zealand can save time and focus on strategic tasks that contribute to the overall success of the healthcare practice.

GE

What are 5 things a Practice Manager in New Zealand can do to save time?



Practice managers in New Zealand can save time and increase efficiency by implementing specific strategies and adopting time-saving practices tailored to the healthcare environment. Here are five things they can do:



1. **Utilize Practice Management Software:** Invest in and effectively utilize practice management software designed for New Zealand's healthcare system. These systems can streamline appointment scheduling, billing, and patient record management, reducing administrative workload and minimizing errors.
2. **Automate Appointment Reminders:** Implement automated appointment reminder systems that send text messages, emails, or phone call reminders to patients. This can help reduce no-shows and eliminate the need for manual reminder calls.
3. **Streamline Billing and Claims Processing:** Use billing software that automates insurance claims processing, tracks reimbursements, and generates financial reports. Automation in the billing process can significantly save time and reduce errors.
4. **Implement Efficient Patient Check-In and Check-Out:** Develop efficient patient check-in and check-out processes to reduce wait times and administrative tasks. Utilize digital solutions, such as tablets for patient registration, to streamline the process.
5. **Delegate Administrative Tasks:** Delegate routine administrative tasks to capable staff members. Provide clear instructions and training to ensure that team members can handle responsibilities such as data entry, appointment scheduling, and patient inquiries.

By implementing these strategies, practice managers in New Zealand can effectively save time, reduce administrative burdens, and focus on strategic aspects of running a healthcare practice, ultimately improving the quality of patient care and the overall efficiency of the practice.

Regenerate

# Auxilio

*help, assist, give help, be helpful, remedy*

Using a large language model (Llama):

500 + User Guides Training Guides, FAQ's, Quick Start Guides, Knowledge Base Articles, Release Notes

Approx 22,000 pages

Approx 800,000 words

Every document ever created for Evolution PMS put into the AI Hopper to develop virtual assistant to help people with the use of the product.



**Q: Will my claim be rejected if my providers GST number has special characters in it?**

**A:** The Vendor GST Numbers are sent to ACC when submitting ACC invoices. The GST Number from the Income Providers Staff Setup will be sent with the ACC invoices. ACC only accepts up to 9 digits in the GST Number field. If there are any special characters like (-) or (&) etc. these will be automatically removed before these are submitted to ACC.



Why is accurate GST Number submission crucial in ACC invoice management?



Accurate GST Number submission is crucial in ACC invoice management because ACC only accepts up to 9 digits in the GST Number field, and if there are any special characters like (-) or (&) etc. these will be automatically removed before they are submitted to ACC. If your provider's GST number has special characters, it may result in your claim being rejected. Therefore, it is important to ensure that your provider's GST number is accurate and free of special characters to avoid any issues with ACC invoice management.

## Q: How do I locate the ACC claims for my providers?

A: Claims will be grouped based on the ACC Vendor ID of the Income Provider. ACC Invoice details for each Income Provider can be viewed by searching for the specific ACC\_ACC Vendor ID account holder and then opening the A/C Holder Account screen.



What is the approach to accessing ACC Invoice details for individual Income Providers?



To access ACC Invoice details for individual Income Providers, you can search for the specific ACC\_ACC Vendor ID account holder and then open the A/C Holder Account screen.



How do you go about locating ACC claims related to your providers?



To locate ACC claims related to your providers, you can search for the specific ACC Vendor ID account holder and then open the A/C Holder Account screen. This will display all the ACC invoices associated with that provider.



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Regenerate

*“This thing all things devours;  
Birds, beasts, trees, flowers;  
Gnaws iron, bites steel;  
Grinds hard stones to meal;  
Slays king, ruins town,  
And beats mountain down.”*

*Gollum – Riddles in the Dark: The Hobbit*