

Government of Western Australia
North Metropolitan Health Service

BreastScreen WA

Secure GP Messaging



BreastScreen
Australia
Conference 2018
*big ideas the next
decade*

Motivation

- BreastScreen Western Australia(BSWA) performs 120,000 screens per year:
- 92% of clients have General Practitioners
- Strategic Initiative: *Providing a more efficient service model*
- Feedback from BSWA GP Advisory Committee and local GP's
- One Stop Shop – getting results to GP's faster, in particular country and rural GP's

Technology

- Health Level 7 (HL7) messaging via HealthLink
- Electronic Data Interchange code (EDI)
- Global Health Provider Register



WA - GHP Register

MENU PRODUCTION WEBSITE

Home Western Australian - Global Health Provider Register

Health Provider Search

Location Search

What is the GHP Register?

Contact

Links

Information


Administration Login

Welcome to the Western Australian Global Health Provider Register

The Western Australian Global Health Provider Register (GHPR) is a centralised repository of accurate information about Health Providers (General Practitioners, Consultant Physicians, etc) and their contact details at the locations where they work.

For best results you should:

1. Set your screen to **1024x768 pixels** or higher
2. Set your screen to **256 colours** or higher
3. Set your Browser to **full screen operation**
4. Set the **Text Size** in your Browser's View menu to **Medium**



Server: W5C232P5QLPM5HARED1 Database: QE_GHPR
The Western Australian Global Health Provider Register is supported by the North Metropolitan Area Health Service
Copyright NMAHS - 2005. Last updated 03-Apr-2009.
[home](#) | [privacy policy](#) | [terms of use](#) | [contact us](#) | [top](#)

Database Preparation

- Matching process
- Integration with Global Health Provider Register (GHPR) database
- Mail interception
- Monitor system acknowledgment or rejection
- Formatting

Communication



- Communication:
 - Consultation with Community Stakeholders
 - Mass mail out
 - Local Medical Publications/WA Primary Health Alliance/WA Practice Nurses Association / Primary Health organisations
 - Opt Out Policy
 - GP Liaison Officer
 - Health Promotion Team
 - BSWA Project Coordinator

September 2016 Medical Forum

BreastScreen WA is going paperless for GPs

I'm excited that BreastScreen WA is changing the way they communicate with GPs.

Shortly, GPs will receive the majority of correspondence (patients' normal results and screening reminder letters) by electronic secure messaging.

If you do not wish to receive your patient's screening mammogram results electronically please email BreastScreen WA at breastscreenwa@health.wa.gov.au

- Dr Jas Mudhar, Cannington GP -



Government of Western Australia
North Metropolitan Health Service



BreastScreen
AUSTRALIA
A joint Australian, State and Territory Government Program



Sep 2016

Women may book online - www.breastscreen.health.wa.gov.au - or phone 13 20 50

June 2017 Medical Forum



Government of Western Australia
North Metropolitan Health Service



BreastScreen WA is paper-lite for GPs

I'm excited that BreastScreen WA has changed the way they communicate with GPs.

GPs will now receive the majority of correspondence by secure messaging.

If you don't wish to receive your patient's screening mammogram results electronically or if you have any queries please email BreastScreen WA at breastscreenwa@health.wa.gov.au

- Dr Jas Mudhar, Cannington GP -



May 2017

Women may book online - www.breastscreen.health.wa.gov.au - or phone 13 20 50

Letter Content

- Trial Explanation Content (757 sent)

Dear Practice Manager

I would like to take this opportunity to let you know that in an effort to improve our service to you, BreastScreen WA will now send your patients Normal Result letters via secure electronic messaging.

During the trial period we will also continue to send these notifications to you by standard post. Once the trial period is complete, correspondence by post to GP's successfully receiving messages electronically will end.

Should you find during the trial period your practice is not receiving results electronically please let us know by emailing breastscreenwa@health.wa.gov.au.

If you prefer to receive your correspondence from BSWA by post we can accommodate this, but please let us know of your decision to opt out by emailing breastscreenwa@health.wa.gov.au or faxing 08 9323 6799.

Letter Content

- Register for messaging content (886 sent)

Dear Practice Manager

I would like to take this opportunity to let you know that in an effort to improve our service to you, BreastScreen WA wishes to send your patients Normal Result letters via secure electronic messaging.

In order for your practice to receive results electronically our messaging provider HealthLink will require the following details:

- Site Name
- Phone Number
- Contact Person

You can either call HealthLink on 1800 125 036 or email them on request@healthlink.net. HealthLink will assist your practice to set up the connection.

Please email breastscreenwa@health.wa.gov.au should you have any further queries.

Implementation – 3 Phases

- Phase 1 - Test group of 8 GP Practices / 15 results to each practice, bug rectification
- Phase 2 - Normal results sent to all participating practices
- Normal Results letters were sent in hard and soft copy during the 2 month trial
- Phase 3 – Review of all GP and Client Normal Results letters and incorporation into the Secure GP Messaging system
- Letters not successfully acknowledged within 48 hours are printed (changed from 24 hours) as a safety net
- Letters sent in text only with direction to further information on the BreastScreen WA website

DL Flyer included in results

BreastScreen WA is
going paperless



I'm excited that BreastScreen WA is changing the way they communicate with GPs.

By the end of 2016, GPs will receive the majority of correspondence by secure messaging.

If you don't wish to receive your patient's screening mammogram results electronically please email BreastScreen WA at

breastscreenwa@health.wa.gov.au

- Dr Jas Mudhar, Cannington GP -

Spread the message

www.breastscreen.health.wa.gov.au

13 20 50



BS000018 Mar 2016

BreastScreen WA Website

Dense breasts

Also in this section

[About screening mammograms](#)

[Breast screening locations](#)

[Making an appointment](#)

[Rural and remote women](#)

[Dense breasts](#)

[Women under 40](#)

[Women over 75](#)

[Women with breast implants](#)

[Women with a disability](#)

[Aboriginal women](#)

[Multicultural women](#)

[Radiation](#)

[After your screening mammogram](#)

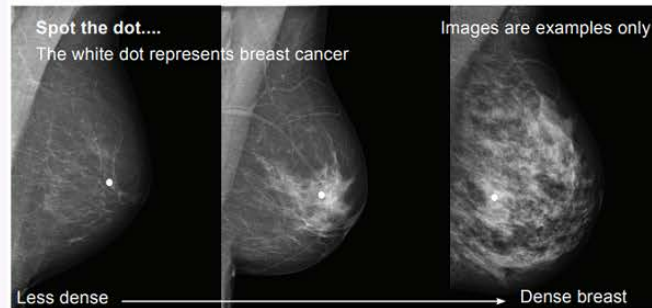
[Further tests](#)

What is breast density?

Women's breasts are made up of different types of tissue including fatty tissue, glandular tissue and connective tissue. Women with low breast density have more fatty tissue compared to glandular tissue while women with high breast density have more glandular tissue compared to fatty tissue.

Dense breasts describe how breasts look on a mammogram. It does not describe how breasts feel on examination by a woman or their doctor.

Dense breasts are common and normal, occurring in approximately one third of women over 50 years. For many women breast density decreases as they get older. For example, only about 25 percent of women aged 60 and older have dense breasts. Breast density varies from woman to woman. Factors including age, body mass index (BMI), having children, going through menopause and being on hormone replacement therapy (HRT) can influence the density of a woman's breast tissue.



The greater the breast density, the more white areas on the mammogram, and the less obvious the dot (which is an artificial representation of breast cancer).

Resources

- [Dense Breasts Fact Sheet](#)
- [Breast Density Information for GPs Fact Sheet](#)
- [Breast density survey FAQs](#)

Related content

- [Breast awareness](#)
- [Making an appointment](#)

Evaluation

- Approximately 86% of GP Practices located within the database accept electronic messaging
- 9000 Electronic results messages are sent per month
- Feedback from GP Practices has been extremely positive
- Savings of \$1 per letter in postage costs
- Variation of letters and attachments has reduced

Acknowledgements

- I would like to acknowledge the BSWA Team that enabled this project to be successful, namely:
 - Andrew Waddell – BSWA IT Manager
 - BSWA IT Team
 - Dr Eric Khong – BSWA GP Liaison Officer
 - Rosa Cameron – Project Officer
 - Cynthia Leal – Business Manager
 - Jan Pickering – Coordinator Support Services

References

1. © 2016, Michael S. Hyatt. All rights reserved. Originally published at www.michaelhyatt.com
2. Healthlink. (2018). In *HealthLink Certainty in Care*. Retrieved from https://www.healthlink.net/en_AU/
3. Western Australian Global Health Provider Register. (2009) . Supported by the North Metropolitan Area Health Service. Copyright NMAHS - 2005. Last updated 03-Apr-2009. Retrieved from <http://ghpregister.hdwa.health.wa.gov.au/>
4. <http://www.personalbrandingblog.com/communication-practices-for-successful-networking-in-2015/>
5. All communication flyers sourced from BreastScreen WA