

Free state-wide service to support general practice

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Rural Health West and WA Primary Health Alliance (WAPHA) have partnered to deliver a new state-wide general practice support service, Practice Assist.

The service, free of charge for WA general practices, builds on the existing practice support functions offered by both organisations.

Practice Assist offers the same high quality support as before but with a new level of choice of online, telephone and face-to-face services, all available from a single source.

Rural Health West and WAPHA came together over their shared aim to provide general practices with up-to-date, easy-to-access, effective practice and business support.

Rural Health West chief executive officer Tim Shackleton said Practice Assist is a great example of how collaboration between two like-minded organisations can deliver a better, high quality service with greater impact.

“Our organisation has a proud record of providing practice and business support to general practice in rural WA,” Mr Shackleton said.

“Combining our resources with WAPHA means we can strengthen this offering and make it available to all general practices in WA.”

WAPHA chief executive officer Learnie Durrington said collaboration and partnerships are guiding principles of the organisation.

“In everything we do, we recognise that no one person or organisation can solve the problems and rise to the challenges within primary health care,” Ms Durrington said.

“We realised that between Rural Health West and WAPHA, our combined resources have greater impact in strengthening general practices to be able to respond to emerging health needs of their communities, and generally enable practices to better manage patient health.

“By joining forces to develop Practice Assist, general practices can conveniently access in one place the support they need to help them operate effectively and efficiently, and provide quality care.”

Practices can access the latest information and updates on the Medicare Benefits Schedule, Practice Incentives Program, General Practice Accreditation and other support via the Practice Assist Help Desk 1800 2 277 478 (toll free) or email support@practiceassist.com.au

Practices can continue to receive face-to-face support through Primary Health Liaison officers by contacting the Help Desk.

Support provided by Practice Assist includes:

- Medicare Benefits Schedule
- Practice Incentives Program
- Chronic disease care planning
- Practice manager networking opportunities
- Digital health including the My Health Record and telehealth
- Fact sheets and training on new initiatives
- Continuing professional development of non-clinical staff
- Government incentives
- Using practice data for continuous quality improvement

For more information about Practice Assist visit www.practiceassist.com.au

ENDS

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