

## Communicare Training Catalogue

### *Communicare System Administrator Training*

We offer a three (3) day administrator course for experienced Communicare users (minimum one year Communicare use). This course is delivered in our Perth training lab at our head office (every 3 months), or we can come to you and deliver for a group on site. The system administrator training will take users through the full functionality of the Communicare software, allowing them to effectively manage the Communicare database on site. Topics covered include:

- Communicare – A User's Perspective (what is the user experience?)
- Communicare Modules (what are the actual modules?)
- User Groups & Provider Table (how to set up users and manage access)
- System Management (how to utilise the database system settings)
- Reference Tables (how to modify the database)
- Clinical Items (how to build your own clinical items and qualifiers)
- Document Templates (how to build your own document templates)
- Regular Administrator Tasks (what am I meant to be doing and when?)
- Reporting (how to get data out of Communicare)
- Medicare Claiming (how does this claiming work in Communicare?)
- PCEHR (setting up and using the PCEHR)
- Recalls & Referrals (managing your recalls and referrals using Communicare)
- Scheduled Reports (automating your reports and getting them emailed to you)
- Documents and Results (where do all of those incoming results go?)
- SMS (sending text messages and reminders from within Communicare)

### **\*\*NOW AVAILABLE\*\*** *eLearning Portal*

We have recently completed building an eLearning portal which can be used by users at any time of day or night, 24/7. We will be offering both Introductory Training Courses and the advanced Certified Administrator Program.

Courses available on-line will include:

- Introduction to Communicare (eLearning for new users)
- Communicare Certified Administrator (full administrator course with the option of either Assessment Only or including all training materials / videos)
- Specific courses developed and customised for our clients ([please enquire](#))



# COMMUNICARE

## Full site training

We offer a training package customised to your needs where our professional facilitators will come out to your site and train all users on areas of the software specific to their needs and uses of Communicare. We will work with people from similar user groups (e.g. GP's, Nurses, Health Workers, Transport Drivers, System Administrators, Receptionists, Allied Health etc.) and take them through training in skills specific to each user's role.



[Email us](#) to lodge an enquiry or request a quote.

## SQL Report Writing

We offer a three (3) day SQL course for Communicare users who are keen to be able to modify and write their own reports. This course is facilitated by Steve White who is our reports guru. Steve has written most of the reports available in Communicare and has worked with Communicare for over a decade.



## Telephone Training

We offer a range of telephone training options. Any new staff member or a user requiring a refresher can sign up for a two (2) hour telephone training session. During this training, the user will be able to share their screen with the Communicare facilitator and be taken through a session customised to their role. We currently run telephone training sessions in:



- Introduction to Clinical use of Communicare (GP, Nurse, Health Worker etc.)
- Introduction to Administrator use of Communicare (Reception, Admin etc.)
- Communicare and Medicare billing (Medicare Administrators)
- Running Reports in Communicare
- Refresher for any staff type (customised to suit each user's requirements)

### *Webinar: Introduction to Communicare – Clinical data entry*

Commencing in January 2016 we will be offering a monthly two (2) hour webinar which will take a new user through the nuts and bolts of clinical data entry. The **Introduction to Communicare** webinar plans to mirror what a new user gains from our current Telephone Training offering, but with the ability to interact with a group of like-minded new users.

This webinar should answer questions like –

- How do I diagnose a patient with (enter your condition here)?
- How do I enter my notes into Communicare?
- How do I search for information within the patients' clinical record?
- How can I manage patients that are waiting for me?
- How do I refer a patient to a specialist?
- How do I prescribe a medication?
- How do I manage this to do list full of outstanding recalls and referrals?
- How do I order and then review investigations?
- How do I claim Medicare?



### *Webinar: Users' Choice*



Through 2016, we tried to introduce webinars as a way of communicating with our customers (particularly those in remote regions). The feedback we received led us to some common topics which we are endeavouring to run Webinars on for the rest of 2016 and into 2017. These topics include:

- Managing Chronic Disease with Communicare
- Demystifying the Recall and Reminders system in Communicare
- Running Reports effectively to mine out our data

For any further information or to enquire about our training products, please visit the [client portal](#) on Communicare's website, [email](#) or call us on 08 6212 6900.