Bondi Junction 7 Day Medical Centre

Case study

A large, busy medical practice needs a user-friendly and reputable clinical management software solution, which staff can easily learn and use to better support patient needs.

Backed by more than 20 years of industry and technical experience, MedicalDirector's Clinical and Pracsoft practice management solutions offer Bondi Junction 7 Day Medical Practice the powerful yet user-friendly IT infrastructure it needs to boost practice efficiency while enabling optimum patient outcomes.

Background

The two founding doctors of Bondi Junction 7 Day Medical Practice, Dr James Condoleon, and Dr Theo Aroney, began their first Medical Centre in Wollongong over 20 years ago, and used MedicalDirector's Clinical and Pracsoft practice management solutions from the start.

> *"Their experience in that practice with both Clinical and Pracsoft was fantastic." said Practice Manager and Registered Nurse, Christina Dawson. "So, when they sold the practice to a private corporation and founded the Bondi Junction 7 Day Medical Centre five years ago, they decided to set up the new practice using MedicalDirector's Clinical and Pracsoft tools as part of the IT infrastructure."*

The Challenge

When building a new medical practice of 30 doctors, 8 nurses, 8 receptionists, podiatrist and dietitian, the founders wanted to leverage not only a tried and tested solution, but also software that the wider healthcare community knew and trusted.

> *"It was all about familiarity. Everyone was already familiar with MedicalDirector and how it worked, and we liked its user-friendly interface. When we started to employ new doctors, the practitioners would already be familiar with MedicalDirector's software systems."*
> **Christina Dawson**

As a registered nurse, Dawson said she's used Clinical and Pracsoft both from a nursing perspective, and in her role as a Practice Manager of a busy medical centre, and one of the benefits she's seen is both platforms are easy to use and follow.

"I've trained new doctors, receptionists, and nursing staff on using MedicalDirector's platforms when they first started and it's quite easy for new staff to learn," Dawson said. "Even staff with limited technical skills could pick up MedicalDirector's programs very quickly and proficiently."

"I would recommend MedicalDirector's Clinical and Pracsoft solutions for their ease of use, it's easy to train people, and the language used is familiar and easy to understand. There are no complex technical terms, just simple terms like 'progress notes'. This makes using and understanding the program flow easy."
Christina Dawson

For any additional training or support, Dawson explained that MedicalDirector are incredibly helpful, thorough and patient.

"For instance, it was easy for our practice to learn features like patient appointments and SMS reminders," Dawson said. "Plus there are a lot of useful online guides and resources to assist you in working things out easily and autonomously."

Additional Benefits

More recently, the practice has benefited from generating income by leveraging MedicalDirector's software to find and source unclaimed item numbers and then claim them through Medicare.

"Recently, we've tried to source how many care plans our practice has done for the purpose of Medicare," Dawson explained. "For instance, there could be an item number for a particular role a nurse does for a doctor that hasn't been claimed, or forgotten. I was able to use MedicalDirector's Pracsoft to easily identify any item numbers that had been unclaimed and then claim them through Medicare. So in effect, it's helping generate income for the practice."

"MedicalDirector is not only on top, but always one step ahead of what's happening when it comes to changes in the healthcare system. From regulatory changes, Government incentives, eHealth to RACGP accreditation requirements, MedicalDirector's software adapts to meet the clinical needs of modern times." **Christina Dawson**

Three elements of Clinical and Pracsoft

Solutions you can trust

Backed by more than 20 years of industry and technical experience, MedicalDirector's Clinical and Pracsoft practice management software are trusted by the wider healthcare community.

Easy to learn and use

No complex technical jargon, just simple language and a user-friendly interface. This makes training staff with limited computer skills a breeze.

Meeting the changing needs of modern practice

MedicalDirector is always one step ahead of changes in the healthcare system, evolving its software solutions to meet the clinical needs of modern times.