

PAPERLESS PRACTICE

As technology continues to change and improve, new functionality is introduced often to support a truly paperless workplace. All Clients are encouraged to adopt electronic forms of communication and workflows and reduce or eliminate the need for older technologies including Faxing and Printing resulting in reduced time and consumables costs, and paper waste.

Multiple 3rd Party Service Providers exist to provide equivalent or similar services listed below. The listed providers are the most commonly used in our experience across our client base.

NOYTECH positions itself as a Managed Intelligence Provider. Assisting medical practices to:

- Safely adopt AI technologies
- Ensure compliance with professional obligations
- Reduce administrative burden
- Improve operational resilience

Our approach is security-first, and aligned with RACGP, AHPRA, and Australian Privacy requirements. For more information on any of the services listed in this document, please contact us.

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<https://automedsystems.com.au/>

AutoMed Systems is a preferred Partner of NOYTECH. AutoMed provides a complete reception, back-office and patient engagement solution, improving patient experience and loyalty, decreasing staff stress and improving practice viability.



PATIENT MANAGEMENT

ONLINE APPOINTMENT BOOKINGS, MOBILE CHECK-IN, SELF-SERVICE KIOSK & CALLER-ID

<https://automedsystems.com.au/> (AutoMed) **[Preferred]**

<https://practices.hotdoc.com.au/bookings/> (HotDoc)

NEW PATIENT FORM & OTHER FORMS

<https://automedsystems.com.au/automed-concierge/> (AutoMed)

<https://practices.hotdoc.com.au/digital-forms/> (HotDoc)

PATIENT RECORD TRANSFER

As MyHealthRecord is increasingly utilised, sufficient information may be available in the uploaded Shared Health Summary. Patient records should otherwise be transferred in a secure manner by utilising Medical Objects where suitable; Emailing an encrypted attachment; or providing a copy on USB. *Faxing is not considered secure.*

PATIENT MARKETING/INFORMATION/BROADCAST

<https://automedsystems.com.au/automed-email/> (AutoMed)

<https://practices.hotdoc.com.au/inform/> (HotDoc)

<https://practices.hotdoc.com.au/broadcast/> (HotDoc)

<https://mailchimp.com/> (MailChimp – Newsletter Campaigns)

BILLING

<https://www.tyro.com/industries/health/> (Tyro with BP & Medicare Integration)

WORKCOVER ELECTRONIC INVOICING

<https://kb.bpproducts.net/bppremier/Orchid/Management/Billing/WorkCoverQLDInvoicing.htm>

CALL CENTRE

Where multiple Clinics are present within a Group, consider the implementation of a centralised or distributed Call Centre with staff dedicated to Patient Engagement via Phone or Electronic means. A dedicated Call Centre or Reception Admin area frees up front desk Receptionists to engage with Patients in person, without the distraction of phone calls.

INSURANCE REPORTS

<https://kb.bpproducts.net/bppremier/Orchid/Integrations/medEBridge/medEBridge.htm> (MedEBridge & UHG)



CLINICAL

INBOUND REFERRALS

<https://practices.hotdoc.com.au/referral-upload/> (HotDoc)

OUTBOUND REFERRALS

<https://www.health.qld.gov.au/clinical-practice/innovation/smart-referrals> (QLD Health SmartReferrals)

<https://www.bpacolutions.com.au/products-sent/> (SeNT Referrals for Non-QLD States)

<https://www.medicalobjects.com/> (Medical Objects)

<https://au.healthlink.net/products/smart-forms/> (HealthLink Smart Forms)

<https://www.medrefer.com.au/> (MEDrefer)

LETTERS & SECURE EMAILING

BestPractice has recently introduced improvements to enable emailing of attachments in a secure manner. See

<https://kb.bpsoftware.net/bppremier/Orchid/General/Email/UsingEmail.htm>

Where files outside of your Clinical Software require secure transmission, it is recommended to utilise a Secure Messaging Service like Medical Objects. Otherwise, NOYTECH provides a guide for encrypting attachments to safely send via email.

SCRIPTS INC QSCRIPT & REALTIME PRESCRIPTION MONITORING

Utilise ePrescribing to send Scripts via SMS or Email rather than Printing. See

<https://kb.bpsoftware.net/bppremier/Orchid/Clinical/Prescribing/eScripts.htm>

<https://www.qscript.health.qld.gov.au/>

PATHOLOGY & RADIOLOGY EORDERING

Most Pathology and Radiology providers now support eOrdering where referrals may be submitted electronically directly from the Clinical Software, eliminating the need for a printed referral. Although Patients are entitled to take their referrals to their preferred or convenient provider, most Practices will recommend a nearby provider and encourage the Patient to utilise this service.

CHRONIC DISEASE MANAGEMENT

<https://precedencehealthcare.com/inca/> (Inca cdmNet)

<https://www.pencs.com.au/products/topbar/> (PenCS Topbar)

<https://www.patsoftware.com.au/> (PAT)

NATIONAL CANCER SCREENING

<https://kb.bpsoftware.net/bppremier/Orchid/Integrations/NCSR/UsingNCSR.htm> (NCSR)



CLINICAL DECISION SUPPORT

<https://www.pencs.com.au/products/topbar/> (PenCS Topbar)

<https://www.uptodate.com/> (UpToDate – Evidence-based Clinical Decision Support)

PATIENT EDUCATION MATERIAL & FACT SHEET

HealthShare Fact Sheets, among other Education Material services are built-in to Clinical Software. Information can typically be emailed directly to the Patient instead of printed. See

<https://kb.bppremier.Orchid/Integrations/HealthShare/HealthshareFactSheets.htm>

PATIENT COMMUNICATION & PATIENT CLINICAL RECORD ACCESS

<https://bpsoftware.net/best-health-app-overview/> (Bp Best Health App)

<https://meditracker.com.au/> (MediTracker)

TELEHEALTH

<https://automedsystems.com.au/automed-telehealth/> (AutoMed)

<https://practices.hotdoc.com.au/telehealth/> (HotDoc)

ECG/SPIRO

Numerous ECG/Spiro & Clinical Devices support direct integration with your Clinical Software. If your Device does not currently save the test result directly into the Patient's Chart as a PDF, ask us about the required integration software. Where Clinical Reports can be saved as a PDF, Practitioners can review the reports without the need for specialised software or need to print. PDF reports may also be included in eReferrals sent via SmartReferrals, SeNT Referrals or Medical Objects.

OPERATIONAL

PRACTICE MANAGEMENT & DOCUMENTATION / DOCUMENT MANAGEMENT

Although most practices utilise an on-premise Server and data storage, smaller or distributed Practices look to migrate more systems to the cloud. Utilising cloud-storage providers enables secure and mobile/remote access to Practice Data.

Providers include Microsoft365 SharePoint/OneDrive, and Dropbox. Ask NOYTECH for more information.

<https://www.practicehub.com.au/> (Practice Hub)

FAXES

Practices are encouraged to move away from the use of Faxes entirely as the technology is outdated and insecure. It's important to note that some regions in Public Health are already no longer supporting faxes for referrals and require they be submitted electronically. Where faxing is absolutely still required, utilise a Virtual Fax service to eliminate the need for printing.

DOCTOR & STAFF PAYS SLIPS

Although most accounting software already supports emailing of Payslips, etc. Many practices still struggle with the time required to generate the necessary reports to pay providers. Feedback suggests that Reports readily available within the Clinical Software is sometimes insufficient or cumbersome. Software is available to automate routine tasks and streamline payroll, especially for larger Clinics.

<https://surgicalpartners.com.au/practices/> (Surgical Partners)

HR MANAGEMENT & ROSTERING

<https://www.deputy.com/au> (Deputy)

MICROSOFT OFFICE ALTERNATIVES

Although it's common that Practices will require Word, Excel & Outlook, it's rare that all staff will require it or will necessarily require the often-expensive Microsoft Office suite specifically.

LibreOffice is a FREE, open-source Microsoft Office alternative for those that require the basic use of Word & Excel. While there is no direct or fully functional alternative for Outlook, in many instances, the Webmail version may be sufficient.

REPORTING

Having access to up-to-date and easily readable metrics for your practice operations can be key to balancing required Staff to support Practitioners, identifying missed billings, identifying training opportunities for Staff & Practitioners and much more.

<https://www.cubiko.com.au/> (Cubiko – NOYTECH is a Cubiko IT Partner)

- <https://www.cubiko.com.au/blog/the-essential-kpis-you-should-be-tracking-within-your-medical-practice/>
- <https://www.cubiko.com.au/blog/eight-metrics-to-measure-your-financial-health/>
- <https://www.cubiko.com.au/blog/increase-your-cdm-billings-in-4-easy-steps/>
- <https://www.cubiko.com.au/blog/questions-to-ask-software-vendors/>

<https://www.primarysense.org.au/> (Primary Sense)

<https://www.pencs.com.au/products/cat4/> (PenCS CAT4)



REVIEWS (ACCREDITATION REQUIREMENT)

<https://practices.hotdoc.com.au/reviews/> (HotDoc)

EMPLOYEE/PRACTITIONER INDUCTION & TRAINING

Various Guides & Training videos are readily available online for key software products listed in this document, including BestPractice, SmartReferrals, MedicalObjects, HotDoc, Cubiko and more. *Ask us if you require links to training materials for particular software or workflows.*

ADDITIONAL INTEGRATION PARTNERS/APPS

<https://bpsoftware.net/best-practice-software-partner-network/> (Bp Partners)

HOUSEKEEPING

Further internal housekeeping may also reduce dependence on paper or various printed templates. Consider reviewing the following within your software to optimise and clean your database.

- Contact/Address Book inc Path & Radiology (use Multiple Addresses under single Contact)
- Categories
- Past History List
- Templates

<https://kb.bpsoftware.net/bppremier/Orchid/Utilities/BpUtilities.htm> (Bp Utilities)

<https://kb.bpsoftware.net/bppremier/Orchid/Utilities/UncodedItemsCleanup.htm> (Cleaning up Uncoded/Free-text Data)

AUTOMATION

Perhaps the key to any successful business is to automate as much as possible. Utilising technology to automate recurring and often menial tasks, reduces the burden on staff and frees them up to perform more engaging activities.

Often something as simple as repeated data entry or recurring activities on the Computer can be 'scripted' and executed with a single push of a button. E.g. Typing a certain code/word/phrase into your Clinical Software/Billing System.

<https://kb.bpsoftware.net/bppremier/Orchid/GettingStarted/KeyboardShortcuts.htm> (Bp Keyboard Shortcuts)

<https://kb.bpsoftware.net/bppremier/Orchid/Clinical/PatientRecord/AutoFill.htm> (Bp Word Processor Autofills)

The use of a Stream Deck enables the programming of buttons to perform the required actions you perform most. Stream Decks are often used by Gamers & Streamers but are gaining popularity in businesses looking to automate more.

<https://www.elgato.com/en/stream-deck>

APPENDIX A – AI-ENABLED & UPDATED DIGITAL SERVICES

PATIENT MANAGEMENT

Facere – <https://facere.ai/>

AI-powered virtual receptionist and patient engagement platform supporting check-in, booking, triage, and kiosk-based workflows.

Trimate – <https://trimate.ai/>

AI receptionist for GP clinics providing 24/7 call answering, appointment management and recalls.

Avoca Health – <https://getavoca.com/>

AI-enabled call handling and document processing with Best Practice integration.

CareGP – <https://www.caregp.com.au/>

AI agents for document processing, billing and care coordination.

CLINICAL DOCUMENTATION & DECISION SUPPORT

Lyrebird Health – <https://www.lyrebirdhealth.com/au>

AI medical scribe generating consultation notes and correspondence.

Heidi Health – <https://www.heidihealth.com/>

AI documentation assistant reducing clinician administrative load.

MediQo – <https://mediqo.ai/>

Emerging AI clinical co-pilot for documentation and decision support.

CHRONIC DISEASE MANAGEMENT

MyGPMTool – <https://www.mygpmtool.com.au/>

AI-assisted chronic disease management and care plan automation.

TELEHEALTH

Coviu – <https://www.coviu.com/>

Secure Australian telehealth platform with integrated AI scribe capability.

OPERATIONAL AUTOMATION & REPORTING

KPeyes – <https://www.kpeyes.com.au/>

Automated GP billing, service fee management and financial compliance.

Cubiko – <https://www.cubiko.com.au/>

Practice intelligence and reporting platform integrating with clinical systems.



RESPONSIBLE USE OF AI IN MEDICAL PRACTICE – DISCLAIMER

The use of Artificial Intelligence (AI) in medical practice must align with professional, legal and ethical obligations. Clinicians remain fully responsible for clinical decisions, documentation accuracy and patient outcomes. AI-generated outputs must be reviewed and validated by a qualified practitioner prior to use.

Patients should be informed where AI systems are used in their care, particularly for documentation or communication, and appropriate consent should be obtained. All AI tools must comply with Australian privacy legislation and data sovereignty requirements.

Practices should ensure AI systems are used within their intended scope, understand system limitations, and confirm indemnity coverage where applicable. This guidance is informed by AHPRA's statement on AI in healthcare.



APPENDIX B – AI GOVERNANCE & USAGE POLICY (MEDICAL PRACTICES)

This policy provides guidance on the responsible, ethical, and compliant use of Artificial Intelligence (AI) systems within medical practices supported by NOYTECH.

This policy applies to all AI-enabled systems used for administration, documentation, communication, analytics, or clinical decision support. This policy aligns with guidance issued by AHPRA regarding professional obligations when using AI in healthcare.

PRINCIPLES

- AI systems are assistive tools only and must not replace professional clinical judgment.
- Clinicians retain full responsibility for patient care and clinical outcomes.
- AI-generated outputs must always be reviewed and validated before use.
- Patients must be informed when AI is used in their care where relevant.

DATA PROTECTION & PRIVACY

- AI systems must comply with Australian Privacy Principles (APPs).
- Patient data must not be used to train AI models without explicit consent.
- Preference should be given to Australian-hosted or data-sovereign platforms.

CLINICAL SAFETY

- AI tools must be used only within their intended scope.
- Any suspected inaccuracies or unsafe behaviour must be reported and investigated.
- AI tools providing diagnostic or treatment guidance should be evaluated for TGA relevance.

GOVERNANCE

- Practices should maintain a register of AI tools in use.
- Periodic review of AI performance, compliance, and risk is recommended.
- Staff should receive training on appropriate AI use.

APPENDIX C – AI RISK REGISTER (TEMPLATE)

To identify, assess, and manage risks associated with AI use in medical practice.

Create an Excel document with the noted fields or expand the following table.

AI Tool Name, Vendor Type Use Case Status	Data Accessed Pt Consent Required Integration	Risks Mitigation Controls	Review Frequency Last Reviewed Approved By Notes
(Example) <i>Samantha, CareGP Document Management</i> <i>Processing and allocation of uploaded documents including faxes, scanned referrals and clinical records.</i>	<i>Specified folder of files to be uploaded/processed. Folder contains faxes and scanned documents to be attached to Pt record.</i> <i>Pt Consent: N, Notice posted in Waiting Room</i> <i>Integration: BestPractice</i>	<i>Incorrect, sensitive, mislabelled documents moved into uploads folder resulting in documents being allocated to Pt charts and inevitably shared with the Pt or another 3rd party provider.</i> <i>**Lead Receptionist responsible for reviewing all actions within Samatha to ensure uploaded and allocated documents are relevant.</i> <i>Unsure of cloud-storage of uploaded data, where located and for how long.</i> <i>**Must query provider for additional clarification.</i>	<i>Quarterly</i> <i>Jan 2026</i> <i>Practice Manager</i> <i>Insurance Policy reviewed XX/XX/XX to include the use of Tool.</i>