


A woman with long dark hair, wearing a white long-sleeved shirt, is sitting at a desk with a laptop. She has her arms raised in a celebratory gesture, with her fists clenched, and a wide, joyful smile on her face. The background is a vibrant, abstract splash of colors including blue, yellow, pink, and green. On the desk, there are some items like a pair of glasses, a smartphone, and some papers. The overall mood is one of success and achievement.

Mastering Efficiency

Automation vs. Augmentation: Tools and Rules in Private Practice



**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**



WWW.

Disclaimer

Search

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Why Deana?

Grad Cert Health Informatics, Dip Practice Management
CHM AFACHSM MAIDH MHIMSS CPM FAAPM FAAT MRCSA



Founder and CEO
VMORE

Virtual Practice
Management and
Remote Secretarial
Support

A digitally savvy, remote
workforce for healthcare
providers and practices

www.vmore.com.au



Women in
Technology (WiT)
Mentor
www.wit.org.au

Managing Director
The AM Group

Solo and Group
Practice Support for
Anaesthetists

www.amgservices.com.au

Board Director
Medical Software
Industry Association
(Volunteer Position)

www.msia.com.au

Advisory Board
Net-Health
www.net-health.com.au

Health Informatician

Grad Cert - Griffith

Gold Winner
Stevie Award
2020 - Female Executive of
the Year (Business Services)
11 to 2700 Employees

BAS Agent and
Bookkeeper
Tax Practitioners Board

Certified Practice
Manager
AAPM Fellow

Certified Health
Manager
ACSHM Member



WORK
~~HARD~~
SMART

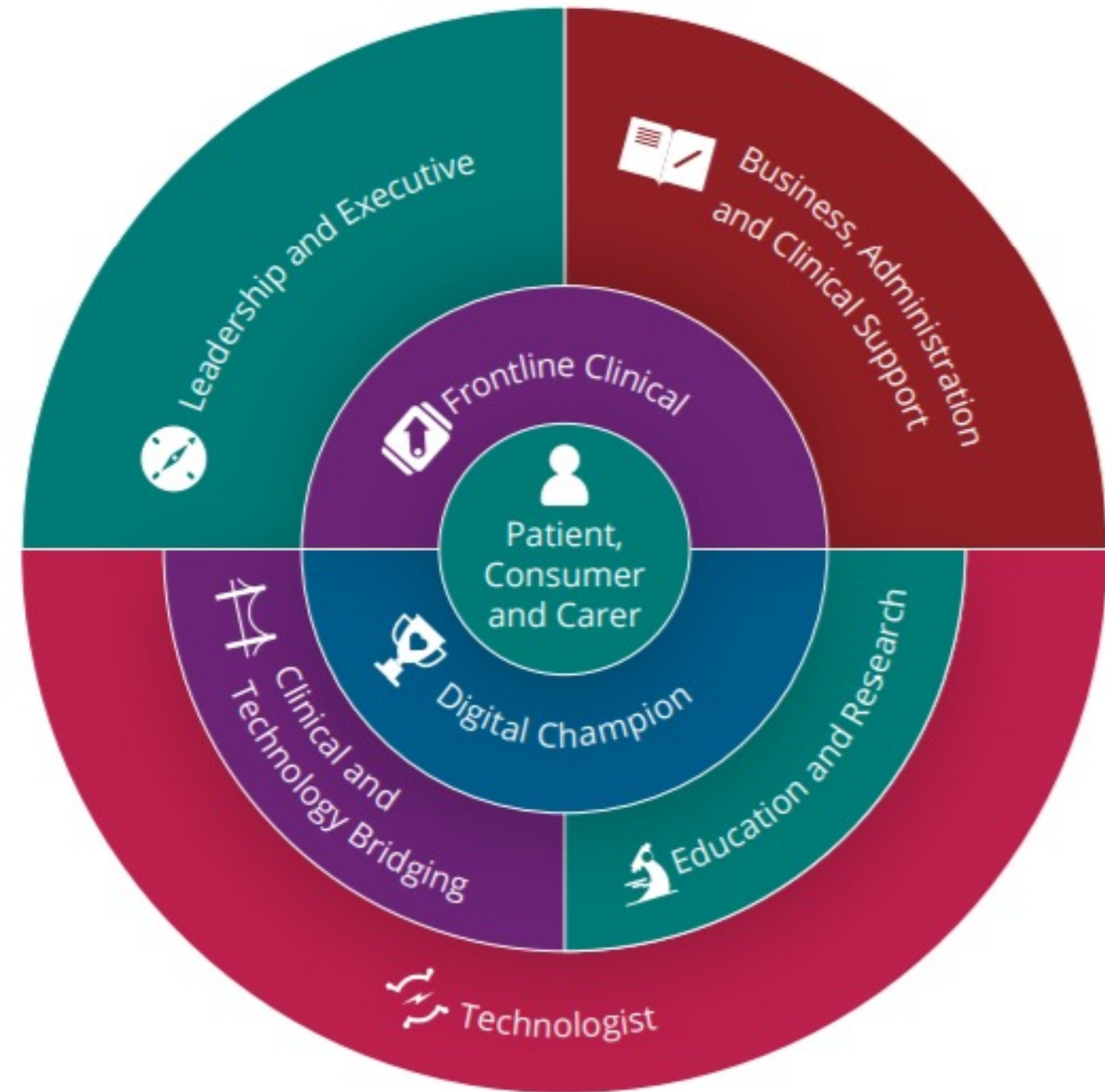
Agenda

- Future proofing your practice
- Cybersecurity and healthcare
- Automation and Augmentation: What is the difference?
- Starting your 'Stack'
- Case Studies
- Cognitive Overload
- Jump start your automation journey
- What's on the horizon
- Q & A
- Resources

Future proofing your practice

ADHA Digital Workforce Profiles

Copyright 2020 Australian Digital Health Agency
https://www.digitalhealth.gov.au/sites/default/files/2020-11/Workforce_and_Education-Snapshot.pdf

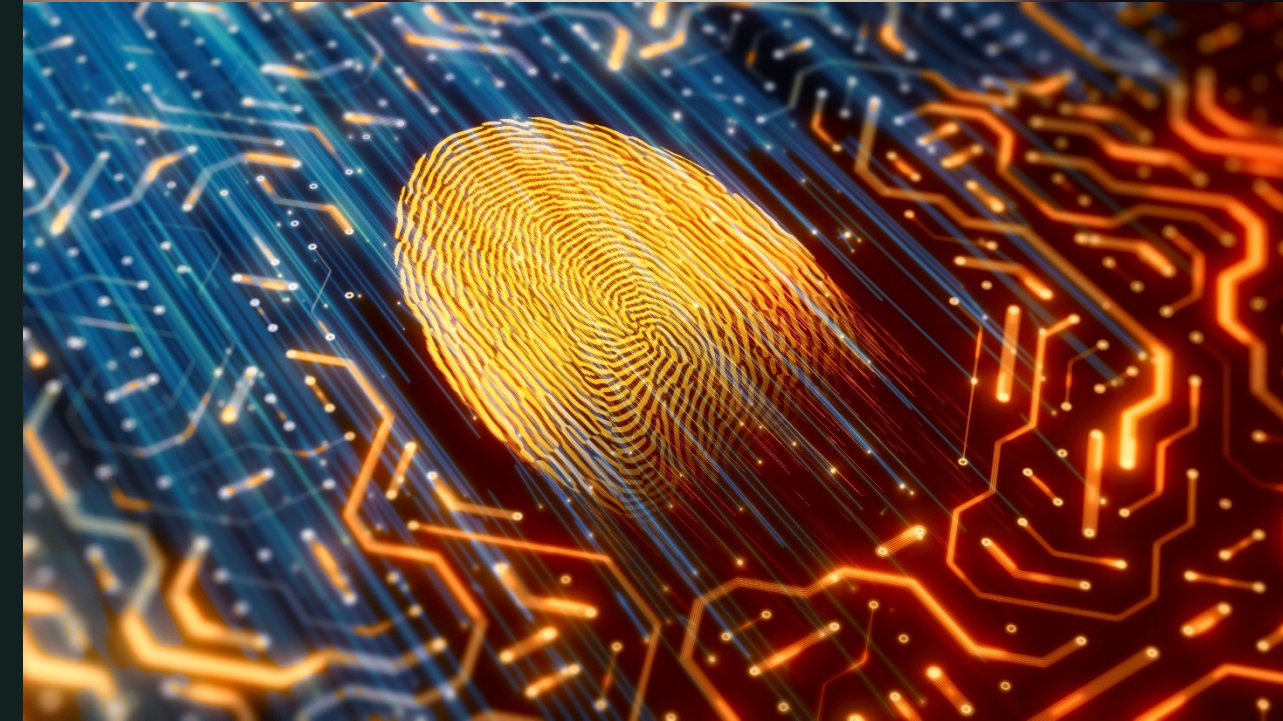


Keeping your practice and patient information safe

The importance of cybersecurity in healthcare

Health service providers have consistently reported the most data breaches compared to other industry sectors since the Notifiable Data Breach scheme began. [OAIC: Notifiable Data Breaches July-Dec 2020](#)

Take the OAIC Privacy Challenge!
<https://www.oaic.gov.au/s/privacy-challenge/>



How can I describe
automation simply?

- automation is where a machine takes over a human task

How does
augmentation differ to
automation?

- augmentation means that machines and humans collaborate to perform a task

How practices work **without** automation technology

- Longer time is spent on individual tasks.
- Communication more complex and tedious.
- Managing data done manually and involves a ton of paperwork.

How practices work **with** automation technology

- Automation tools enable work to be done faster and easier.
- Communicate no matter where someone is
- When everything is digital it is easier to file, retrieve or keep track of.

"The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency."

Bill Gates

Starting your Stack

Regardless of what area in medicine you work, HOW we work has changed significantly through technological advancements and as a result of COVID.

In just over 12 months we have adopted new technology and adapted to different models of work. My hope for today is that you will see the benefits for people and practices by implementing new technology without the 'big bang' of a pandemic!

Communication

Tools to support staff culture and patient satisfaction

Internal Platforms

External Platforms

Booking Engines and
Digital Workflows

Financial Management

Tools to assist with processing transactions, management and metrics

Accounting Software

Business Intelligence
Dashboards

Financial Transaction
Integrations

Clinical Record Keeping

Tools to assist with safer outcomes

Practice Management
Software

Telehealth Platform

Third Party Integrations



Mind the Cognitive Load

When more is not necessarily better.

Email Overwhelm

Statistics show that 121 business related emails are received each day by the average person!

This equates to an average of 15.5 hours a (16% of the work week)

55% of workers agree emails impact on their primary job duties

<https://prosperitymedia.com.au/how-many-emails-are-sent-per-day-in-2021/>



Employee Happiness

How tech tools make accomplishing
work easy and satisfying



Case Study #1

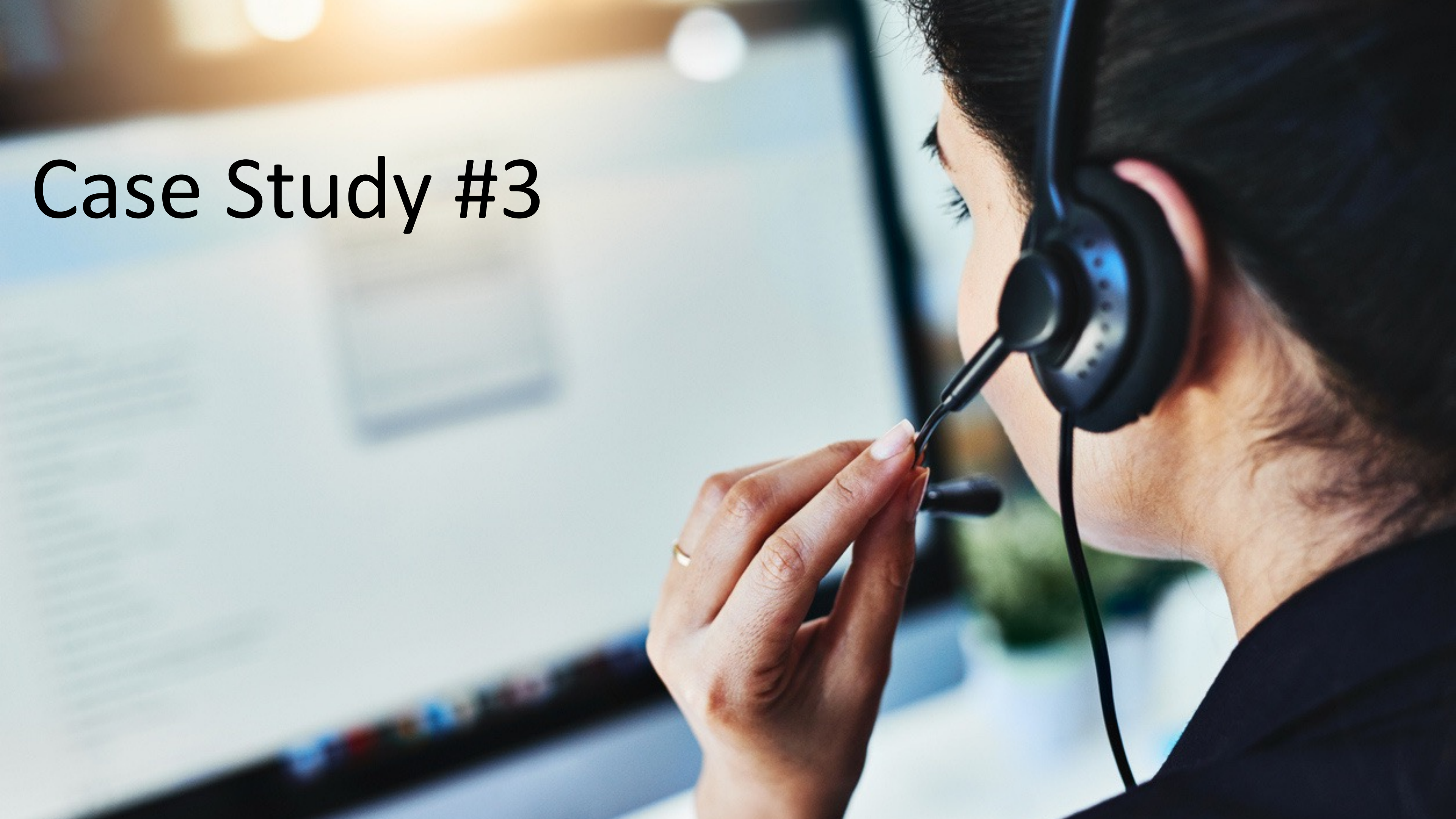
Fax

Search



Case Study #2



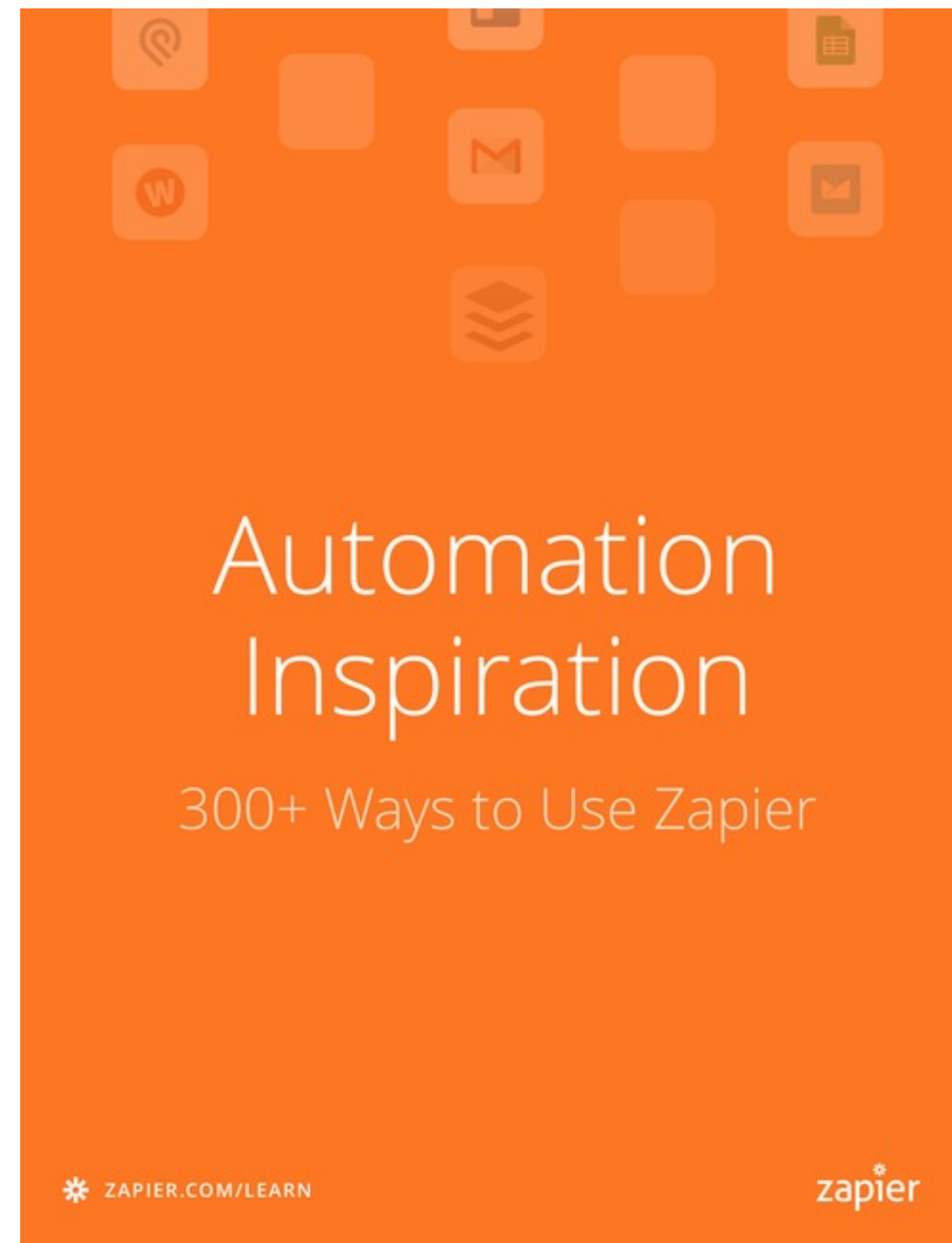


Case Study #3



**A year from now you'll wish
you had started today.**

Start with your
own individual
mini
automation
exercise.



<https://zapier.com/privacy>

What's Next ?

- Increased automation and use of AI through digital employees.
- Extra focus on high-value, patient-centric tasks.
- Vigilance and education in cybersecurity and security technology.
- Greater focus on mental health and cognitive overload
- Greater geographic distribution and representation of a digital workforce.



AMELIA[®]

HyperAutomation Platform

Automate with Conversational AI

With the Amelia HyperAutomation Platform, users interact with Amelia directly — through voice, chat, text, email, etc. — rather than contacting IT every time they have an issue or a question. Once users submit their requests, Amelia works in real time to fulfill them. No need to fill out forms or search drop-down menus—they can simply ask Amelia for service. She also can initiate system improvements via monitoring data thresholds or pre-scheduled tasks. It enables a new level of real-time support and service through Conversational AI, even if companies have existing ticketing, ITSM and IT Operations systems.

Amelia elevates automation far beyond single RPA instances or traditional IT management for new dimensions of speed and efficiency.

[**Learn More**](#)

The background is a dense, abstract composition of overlapping silhouettes of human heads in profile, facing right. The silhouettes are rendered in a wide range of colors, including shades of gray, white, black, blue, purple, pink, red, orange, yellow, green, and teal. The overlapping nature of the silhouettes creates a sense of depth and complexity, with some heads appearing more prominent than others. The overall effect is a vibrant, multi-colored mosaic of human profiles.

“It is not about technology;
it is about culture.”

- Lucien Engelen

Q

&

A

An illustration featuring several diverse characters. On the left, a Black female nurse in a green uniform with a stethoscope, a young man with red hair in a white t-shirt, and a young woman with blonde hair in a green shirt are reaching out towards the center. On the right, an elderly woman with white hair and glasses in a pink shirt, a woman with dark hair in a green nurse's uniform, and an elderly man in an orange sweater are also reaching out. In the center, there is a logo consisting of two hands holding a green heart, with the text 'for the love of Healthcare' next to it.

JOIN THE CONVERSATION



Deana will be available to answer any further questions via the **Hot Topic** post in our communities feed.

Join here <https://www.facebook.com/groups/fortheloveofhealthcare>

Resources



Government Resources and Links

Snapshot of Digital Workforce and Education Roadmap:

https://www.digitalhealth.gov.au/sites/default/files/2020-11/Workforce_and_Education-Snapshot.pdf

Examples of AI in Healthcare (2019)

PwC article "The computer will see you now: Six examples of AI in healthcare" <https://pwc.to/3flZvgx>

Practice PoC activity using Zapier

<https://go.zapier.com/zapier-101-on-demand-webinar/>

<https://zapier.com/privacy>

Privacy and Security

OAIC Notifiable Data Breach Report July-Dec 2020 : <https://bit.ly/3eXTiZg>

OAIC Cyber Security Challenge Link <https://www.oaic.gov.au/s/privacy-challenge/>

ACSC Annual Threat Report <https://www.cyber.gov.au/acsc/view-all-content/reports-and-statistics/acsc-annual-cyber-threat-report-july-2019-june-2020>

Medical Software Industry Association

<https://msia.com.au/meet-the-members/>

Digital Employees

AMELIA: <https://amelia.com/anz/>

UNEEQ: <https://digitalhumans.com/>

Soul Machines: <https://www.soulmachines.com/>

Interesting Sites for Healthcare 'Futurists'

<https://lucienengelen.com/>

<https://su.org/>

<https://johnnosta.com/>

<https://www.cathyhackl.com/>

General Interest

<https://thriveglobal.com/stories/microsteps-big-idea-too-small-to-fail-healthy-habits-willpower/>