

General Practice Support Services

Larter's general practice support services are practical and relevant to the day-to-day work of clinical and non-clinical staff in Australian general practices. Our services help practices to achieve best practice through quality improvement. Our consultants work with practice staff to improve the safety, efficiency, compliance, viability and quality of health service delivery and ultimately improve health outcomes for the community.

If you have other practice support needs we have not identified, please contact us to discuss how we can assist you.

Medicare Bites: Short, sharp Medicare training

Understanding Medicare item rules can be a headache, and practitioners struggle to find the time to read through the item descriptors for each Medicare item claimed against their provider number. Larter has developed Medicare Bites, 45 – 60 minute in-practice training sessions that can be delivered at lunch, after work or as part of a team meeting. More than just training, Medicare Bites sessions encourage staff to discuss and review whether and how practice processes are Medicare compliant. Category 2 RACGP points can be organised for one hour sessions.

Topics are negotiable and options include:

- Medicare for chronic disease management and allied health
- Medicare for mental health
- Medicare for health assessments and health checks
- What's new in the MBS?
- Medicare and the roles of nurses
- Medicare's compliance program

General practice business improvement service

Larter partners with chartered accountants, SBM Stavros, to provide business improvement services so that principals can enjoy their business while focusing on clinical practice.

Services include:

- Financial benchmarking against industry peers
- Strategic and business planning, and business succession planning
- Operational assessment including staff/contractor mix, reporting lines, policies and procedures, information management and technology, and patient flow
- Tax and compliance services, including corporate structure, salary packaging and fringe benefits, the funding of property, plant and equipment, and the taxation of employment and government grants
- Superannuation: Self-managed superannuation fund services

General practice revenue finder

The freeze on Medicare rebates is squeezing general practice revenue. It is important for practices to be confident that they are claiming all remuneration they are entitled to through Medicare before they consider increasing fees. Larter can audit practice actuals and billing profiles to identify additional revenue sources.

We consider:

- Mix of MBS items being claimed
- The practice's fees policy and bulk billing rates compared to regional averages
- Revenue through government incentives such as PIP and PNIP

Education

Larter offers practical, evidence-based education for health professionals to help meet their CPD requirements an industry standards. We have developed a number of face-to-face education workshops that can be tailored to individual practices' needs, and we can also create new content. Our current education topics include:

- Infection risk management
- Infection risk audits, including a review of policies and procedures
- Triage in general practice
- Customer service skills for reception staff
- Using practice data to improve health and business outcomes
- Mental health skills training and business model support
- Using effective communication to deal with aggressive behaviours

Medicare compliance mock audit

Each year Medicare Australia undertakes a substantial number of compliance audits with reference to a Compliance Program. Medicare is currently auditing care plans, health assessments, bulk billing incentive items, PIP and PNIP payments, prescribing patterns and more. Larter has developed a systematic method to audit de-identified patient notes and billing profiles to determine:

- How practitioners' billing patterns compare with industry peers
- Compliance against certain classes of MBS items
- Whether the practice has evidence that they are compliant, which can be helpful to substantiate claims if Medicare asks for evidence.



Contact Larter on:

1800 LARTER (1800 527 837) or larter@larter.com.au

About Larter.

Larter is an Australian company providing high quality consulting services to the health and community services sector. Our clients include general practices and community health services, governments, community sector organisations, peak bodies, and Primary Health Networks. We specialise in needs assessments, planning for local health services and systems, engaging stakeholders, designing and evaluating health programs and educating and training health professionals.

For more information about how we help meet your specific needs, contact us on:

1800 527 837 (1800 527 837) or
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