

# Doing business online

## Online claiming is quicker, better and error free

At the Tower Medical Centre in Kalgoorlie, Western Australia, staff have been using Medicare Australia's online claiming for just on two months now and believe the more they use it, the more beneficial it will be for patients and the practice.

Practice manager Keryn Wydra said the surgery, which bulk bills Health Care Card holders and children's immunisations, switched to online claiming in conjunction with a major computer system upgrade.

'We did it at the same time as we upgraded everything, but I think the \$1000 grant [from the Australian Government] was a good incentive,' she said.

'And I thought it was good to get rid of the paperwork.'

Mrs Wydra said there was very little training needed for staff to use the new system, only five or 10 minutes covering the additional steps required when finalising a patient's account.

The practice displayed posters and carried brochures explaining Medicare Australia's online claiming.

'We haven't really had many people use it because a lot find it's still quicker to go to Medicare because it's only a couple of blocks away,' Mrs Wydra said.

'It would be really good in a place where the Medicare office is hard to get to but even here it's good

'You can just get it done pretty much straight away because it's just there and you can go through and just send them.

'And the system is set up so you don't have to re-enter the details if there's a mistake, you can just resubmit it.'

Mrs Wydra said in addition to making claiming easier, the new online claiming system also provided some other benefits.

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for shift workers and people who can't get to the office during the day. People who go to work really like it.'

Mrs Wydra said using online claiming for bulk billing and private claims had reduced the office's paperwork load.

'We don't have to photocopy the claims anymore or wait to get them signed and we don't have to take them to the mail,' she said.

'I think the staff like that you can check a patient's Medicare card or check that they're eligible,' she said.

And she liked the fact that payments for bulk bill claims were now coming back within two days. 'The first day I couldn't believe how quick it was,' she said. 'We put it through and it was back the next day.'

'I think as we use it more and more it will be more beneficial.'

