

Software is a program or group of programs that performs specific functions, such as word processing, spreadsheet programs or clinical desktop systems that are stored and run by hardware. Software is important to a general practice as these programs will be used to store information and run your business. Below is a basic list of factors to consider when purchasing software for your practice, plus a number of links to helpful resources.

### Operating systems, software versions and licences

For example, Microsoft Windows, iOS(Apple), Android (Google), etc.

For information around software maintenance, refer to the RACGP's *Information security in general practice* resource, section 3.2 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

For information on keeping an assets register, refer to the RACGP's *Information security in general practice* resource, section 2.1 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

### Security software

For information on maintaining security software, refer to the RACGP's *Information security in general practice* resource, section 3.2 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

### Backup software

For information around information back-up, refer to the RACGP's *Information security in general practice* resource, section 2.3 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

For further information about information back, refer to the RACGP's *Guide to information backup in general practice* resource at <https://www.racgp.org.au/running-a-practice/security/managing-practice-information/guide-to-information-backup>

### Monitoring software

For more information around monitoring software, refer to the RACGP's *Information in general practice* resource, section 3.2 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

### Patch management software

For information on keeping an assets register, refer to the RACGP's *Information security in general practice* resource, section 2.1 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

<p><b>Remote access software and capability</b></p>	<p>For information on keeping an assets register, refer to the RACGP's <i>Information security in general practice</i> resource, section 2.1 at <a href="https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice">https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice</a></p> <p>For information around remote access controls, refer to the RACGP's <i>Information security in general practice</i> resource, section 1.3 at <a href="https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice">https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice</a></p>
<p><b>Remote monitoring software</b></p>	<p>For information around remote monitoring software, refer to the RACGP's <i>mHealth in general practice</i> resource at <a href="https://www.racgp.org.au/running-a-practice/technology/clinical-technology/mhealth-in-general-practice">https://www.racgp.org.au/running-a-practice/technology/clinical-technology/mhealth-in-general-practice</a></p>
<p><b>Functionality</b></p> <p>The software should support your business requirements.</p>	
<p><b>Compatible with hardware</b></p> <p>It is important to ensure you are obtaining and installing software that is compatible and will work with your hardware</p>	
<p><b>Compatibility with existing systems and other operating systems, for example:</b></p> <ul style="list-style-type: none"> <li>Clinical information systems</li> <li>Office software</li> <li>Practice management software</li> <li>Messaging software and secure messaging capability</li> <li>Accounting software</li> <li>Practice management systems, including claims and payments and online appointments</li> </ul>	<p>For information on keeping an assets register, refer to the RACGP's <i>Information security in general practice</i> resource, section 2.1 at <a href="https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice">https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice</a></p> <p>For information around remote access controls, refer to the RACGP's <i>Information security in general practice</i> resource, section 1.3 at <a href="https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice">https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice</a></p> <p>To assist you in determining the level of privacy and security required in order to use email for communication in general practice, refer to the RACGP's <i>Using email in general practice – privacy and security matrix</i> at <a href="https://www.racgp.org.au/FSD/DEDEV/media/documents/Running%20a%20practice/Security/Using-email-in-general-practice-privacy-and-security-matrix.pdf">https://www.racgp.org.au/FSD/DEDEV/media/documents/Running%20a%20practice/Security/Using-email-in-general-practice-privacy-and-security-matrix.pdf</a></p> <p>For guiding principles around using email in your general practice refer to the RACGP's <i>Using email in general practice</i> resources at <a href="https://www.racgp.org.au/running-a-practice/technology/business-technology/using-email-in-general-practice">https://www.racgp.org.au/running-a-practice/technology/business-technology/using-email-in-general-practice</a></p>

## Data conversion from existing software

Ascertain whether data from the existing clinical information system can be converted and migrated onto the new system.

## Document and archiving management

**Cloud services** – to back-up or store you practice information

**My Health Record connectivity** – My Health Record is Australia’s national eHealth record system. It is a repository for healthcare information that is accessed online by healthcare providers and healthcare consumers.

For information on remote access controls, refer to the RACGP’s *Information security in general practice* resource, section 1.3 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

For information on information backup, including advice and checklists, refer to the RACGP’s *Guide to information backup in general practice* at <https://www.racgp.org.au/running-a-practice/security/managing-practice-information/guide-to-information-backup>

For more information on My Health Record refer to RACGP’s resources at <https://www.racgp.org.au/running-a-practice/technology/clinical-technology/electronic-records/my-health-record-in-general-practice>

# Software in general practice checklist

Date of completion

Name of practice

When purchasing software for our general practice we have considered all aspects of software that may be needed from this checklist. We have consulted with an IT professional for further recommendations.

- |                                |                                       |
|--------------------------------|---------------------------------------|
| Operating systems              | Patch management software             |
| Software versions and licences | Remote access software and capability |
| Security software              | Remote monitoring software            |
| Backup software                | Functionality                         |
| Monitoring software            | Compatible with hardware              |

**Compatibility with existing systems and other operating systems, for example:**

- |  |  |
|--|--|
| Clinical information systems                       | Accounting software  |
| Office software                                    | Practice management systems, including claims and payments and online appointments |
| Practice management software                       | Data conversion from existing software   |
| Messaging software and secure messaging capability |  |

**Optional**

- |                                   |                  |
|-----------------------------------|------------------|
| Document and archiving management | My Health Record |
| Cloud services                    |                  |

## Notes

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We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.