



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 *Computer and information security standards (CISS)* Standard 11.8 at [www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/standard-11/](http://www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/standard-11/)

For an asset register template, refer to the CISS Template 2.13 at [www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf](http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf)

### Security software

For an asset register template, refer to CISS Template 2.17 at [www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf](http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf)

### Backup software

For information around information back-up, refer to the CISS Standard 7 at [www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/standard-7/](http://www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/standard-7/)

For an asset register template, refer to the CISS Template 2.19 at [www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf](http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf)

### Monitoring software

For an asset register template, refer to the CISS Template 2.19 at [www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf](http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf)

### Patch management software

For an asset register template, refer to the CISS Template 2.19 at [www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf](http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf)

### Remote access software and capability

For an asset register template, refer to CISS Template 2.19 at [www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf](http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf)

For a compliance matrix on remote access, refer to the CISS Standard 4 at [www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/standard-4/](http://www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/standard-4/)

For information on remote access in general practice, refer to the RACGP's Digital Business Kits Topic 2.4 at [www.racgp.org.au/digital-business-kit/connecting/](http://www.racgp.org.au/digital-business-kit/connecting/)

<p><b>Remote monitoring software</b></p>	<p>For an asset register template, refer to the CISS Template 2.19 at <a href="http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf">www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf</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> <p>Clinical information systems</p> <p>Office software</p> <p>Practice management software</p> <p>Messaging software and secure messaging capability</p> <p>Accounting software</p> <p>Practice management systems, including claims and payments and online appointments</p>	<p>For an asset register template, refer to the CISS Template 2.15 at <a href="http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf">www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf</a></p> <p>For an asset register template, refer to the CISS Template 2.14 at <a href="http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf">www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf</a></p> <p>For an asset register template refer, to the CISS Template 2.18 at <a href="http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf">www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf</a></p> <p>For information on remote access in general practice refer, to the RACGP's Digital Business Kits Topic 2.1 at <a href="http://www.racgp.org.au/digital-business-kit/business-tools/">www.racgp.org.au/digital-business-kit/business-tools/</a></p> <p>For a product list on different types of secure communications, refer to the RACGP's Secure communications in general practice – product list at <a href="http://www.racgp.org.au/download/Documents/e-health/Secure-communications-in-general-practice-product-list.pdf">www.racgp.org.au/download/Documents/e-health/Secure-communications-in-general-practice-product-list.pdf</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 Using email in general practice – privacy and security matrix at <a href="http://www.racgp.org.au/download/Documents/e-health/Using-email-in-general-practice-%E2%80%93-Privacy-and-security-matrix.pdf">www.racgp.org.au/download/Documents/e-health/Using-email-in-general-practice-%E2%80%93-Privacy-and-security-matrix.pdf</a></p> <p>For guiding principles around using email in your general practice refer to the RACGP Using email in general practice – guiding principles <a href="http://www.racgp.org.au/download/Documents/e-health/Guiding-principles-on-using-email-in-general-practice.pdf">http://www.racgp.org.au/download/Documents/e-health/Guiding-principles-on-using-email-in-general-practice.pdf</a></p> <p>For an asset register template, refer to the CISS Template 2.16 at <a href="http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf">www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf</a></p> <p>For an asset register template, refer to the CISS Template 2.14 at <a href="http://www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf">www.racgp.org.au/download/Documents/Standards/2013cisstemplates.pdf</a></p> <p>For information on remote access in general practice, refer to the RACGP's Digital Business Kits Topic 2.1 at <a href="http://www.racgp.org.au/digital-business-kit/business-tools/">www.racgp.org.au/digital-business-kit/business-tools/</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

**Personally Controlled Electronic Health Record (PCEHR) connectivity** – most GP clinical information systems connect to the PCEHR.

For information on remote access in general practice, refer to the RACGP's Digital Business Kits Topic 2.3 at [www.racgp.org.au/digital-business-kit/cloud-computing/](http://www.racgp.org.au/digital-business-kit/cloud-computing/)

For information on remote access in general practice, refer to the RACGP's Digital Business Kits Topic 1.5 at [www.racgp.org.au/digital-business-kit/national-ehealth-records-system/](http://www.racgp.org.au/digital-business-kit/national-ehealth-records-system/)

## 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	Personally Controlled Electronic Health Record (PCEHR) connectivity
Cloud services	

## Notes