



Case Study

WA Psychiatry and ADHD Clinic

Website, branding, business process optimisation





Content

ABOUT COMPUTING AUSTRALIA	04
AN INVITATION	05
ABOUT WA PSYCHIATRY AND ADHD CLINIC	07
THE BRIEF	08
THE OUTCOME	09
REFERRAL AUTOMATION	11
NEW WEBSITE	13
SCRIPT REQUESTS & TRAVEL LETTERS	15
STRIPE INTEGRATION	16
SMART SYSTEMS AUTOMATION	17

About Computing Australia

The Computing Australia Group was founded over 20 years ago, primarily delivering onsite IT services to Perth businesses. Fast forward to 2024 and we are one of Australia's largest Managed IT Service providers, with clients throughout Australia and the Asia Pacific Region.

CAG is made up of several teams that can provide a COMPLETE solution to your business – IT Management and Development, Rebranding, SEO, Hosting, App creation, AdWords – you name it and we'll get it done.

At CAG, Service Excellence is not a static milestone to be achieved. It is a journey that we undertake every day to invent ways to serve our clients better. It is a philosophy that permeates everything – from our processes to our people. That is why the CAG approach to service and development is exhaustive.

We invest heavily in understanding your business, products and services. Our teams will ensure your requirements are met and completed within the budget and time frame. We know how to make YOUR business succeed.

An Invitation

I invite you to experience The Computing Australia Group difference. As the Business Manager for CAG, I can help you get the right solutions to match your business objectives, at the right price.

In this case study brochure, you will learn about some of the services we provide to our clients and get an overview of a key project our team worked on. The WA Psychiatry and ADHD Centre is a progressive psychiatry practice based in Karringup and East Perth. They have invested in smart automations that streamline practice management.

In this case study, we will cover the various keynote projects we have undertaken on behalf of the client.

If you are interested in working with us, I would welcome an opportunity to meet you and discuss what CAG can do for your business.

Chris Karapetcoff

Business Manager

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WA PSYCHIATRY

& ADHD CLINIC

WA PSYCHIATRY

& ADHD CLINIC



WA PSYCHIATRY & ADHD CLINIC

WA Psychiatry and ADHD Clinic is a specialist private clinic offering outpatient psychiatric treatment for a range of mental health conditions. Their practitioners have advanced training in managing patients with addiction disorders, binge eating disorder, attention deficit hyperactivity disorder including those that may otherwise be deemed as “complex” presentations.

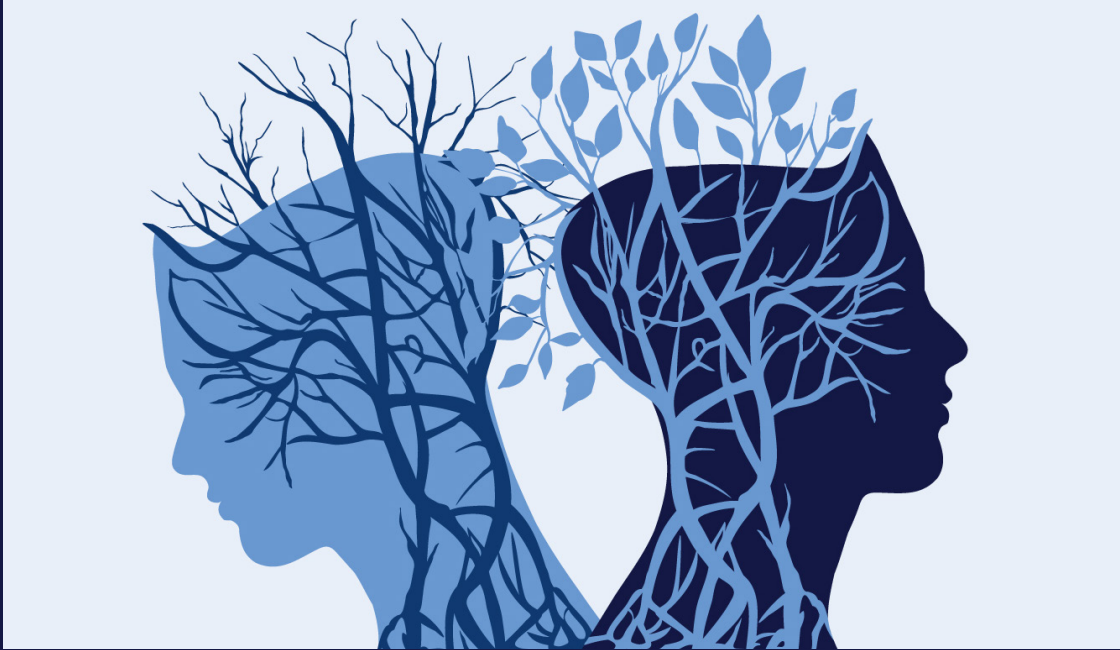
In addition to outpatient management, their practitioners are accredited at private psychiatric hospitals to offer day patient group psychotherapy programmes (such as DBT, CBT, Drug and Alcohol therapy, Art therapy) as well as inpatient psychiatric treatment. Repetitive Transcranial Magnetic Stimulation (rTMS) and esketamine are other novel treatment modalities for a range of mental health disorders on an outpatient basis.



THERE IS HOPE, EVEN WHEN
YOUR BRAIN TELLS YOU THERE ISN'T

JOHN GREEN

The Brief



The Computing Australia Group has worked with The WA Psychiatry and ADHD Centre since they opened their practice. The brief from the head doctors was to streamline repetitive tasks so that staff could focus on their duties and minimise stress. We worked with the client to conduct a full business process analysis and identified referral management, script requests and travel letters as being the best candidates for automation.

The Outcome

We estimate that the average medical practice loses thousands of hours per year handling repetitive tasks that can easily be automated. A recent survey we conducted indicated that patient calls often went unanswered as a result of the practice management team being too busy.

The team at The WA Psychiatry and ADHD Centre place a premium on customer service. Working in a mental health space underlines the importance of providing clients with fast feedback to their needs.

Our team worked on a range of automation tasks with the senior practice doctors to identify smart automations that would reduce bottlenecks in processing scripts, referrals and more. Like practice management staff, doctor time is at a premium so even shaving a few minutes off processing paperwork can lead to tangible benefits that benefit the practice and patient alike. Another important aim was to reduce the need for doctors to be at their computer to process paperwork.

We designed a series of automations that would allow the doctors and practice management team to streamline their workflows. Doctors can review and accept referrals on their mobile, using mobile optimised forms. The practice management team have dramatically cut down on the amount of interactions required between themselves and the medical team and the patients.

Patients love the new automated systems that provides them fast feedback on their needs like appointments and script requests.



*Reduce the strain
of repetitive tasks
by automating
the process*



HOW TO BOOK

New Patients

ALL new referrals MUST be submitted through the link below. The form can be used by patients and other health practitioners (i.e. General Practitioners). To begin the form please have the following ready:

- A valid GP referral form
- Medicare card details
- Name of the Psychiatrist you wish to book your appointment with

Once we have received your referral, you will receive a confirmation email from the clinic.

Please note that referrals sent through other avenues will not be actioned.

Approximate wait times for appointments are as follows (please note these are approximates only, due to a high number of referrals the timeframes can vary):

Patient Referral Form

First Name *

Last Name *

Date of Birth *

dd/mm/yyyy

Mobile Number *

Email *

Medicare number *

Medicare Card reference number *

Medicare Card Expiry *

Select the doctor your referral is directed to *

Select

Upload Referral letter *

Choose File

No file chosen

Accepted file types: pdf, docx, doc, jpg. Max. file size: 128 MB.

Submit

Referral Automation

Managing referrals is a common function of any practice management team. Our benchmarking indicates it can take an average of 30 minutes to process each referral request manually. We developed a fully automated system that allows patients to submit their referral requests and get quick feedback once a doctor accepts their referral. Our system provides the patient with the information they need about the practice and also processes their deposits automatically, without the need of the reception team being involved.

Imagine being able to streamline your practice management to the point that 90% of all formalities are automated. The savings are significant – it reduces stress on the practice management team so they can focus on core duties and it ensures that patients get a fast turn around on their needs.



SERVICES



General Psychiatry

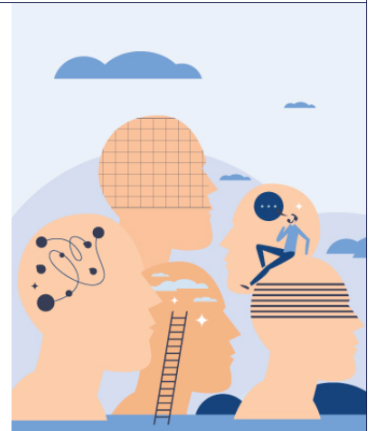
Psychiatrists are specialist medical doctors who undertake at least a further 5-6 years of additional training in the field of mental health following their basic medical education. Therefore, for most psychiatrists it is a 12-15 year pathway before achieving Fellowship as a Consultant Psychiatrist with the Royal Australian and New Zealand College of Psychiatrists (RANZCP).

Throughout their training, Psychiatrists rotate through various public and private hospitals, thereby gaining experience in the management of a wide range of mental health conditions. To this extent, WA Psychiatry and ADHD Clinic has a range of psychiatrists that provide specialist management of a vast array mental health disorders and does not necessarily exclude the management of any particular psychiatric condition.

ADHD

Attention Deficit Hyperactivity Disorder (ADHD) is a term that covers inattentive type (formerly known as ADD), hyperactive/impulsive type, and combined type (a combination of the other types) presentations.

The prevalence of ADHD is thought to be up to 5% in the adult population. Only a small fraction of these are actually diagnosed and treated. There are many adults pushing through their struggles for many years, who have finally realised that ADHD could explain their mental health journey.



New website

In the medical space, websites need to be concise and informative. Patients need to be able to access information to ensure they do not need to phone the practice for more information. Websites also offer an opportunity to provide tools that streamline and improve on common workflows. Smart forms and coding work together to automate many common tasks that would otherwise involve staff who are already under pressure to answer calls, process patients and more.

We took the opportunity a new website presented to help WA Psychiatry and ADHD Clinic evaluate how they could rationalise many client facing functions.

Checkout their website here - <https://wapsychiatry.com.au/>

It is a model of what a medical website should be. The automations built into the website streamlined hundreds of weekly client interactions and save thousands of dollars in staffing costs, while improving customer service at the same time.





Script Form

Name

First

Last

Email

Date of Birth

dd/mm/yyyy

Current doctor

Note to Doctor

Submit

Script Requests & Travel Letters

Script requests and travel letter requests are time consuming tasks that involve the receptionist / practice management team and the doctor. Coordinating these items can interfere with the workflow at the front counter. As anyone who has sat in a doctor's waiting room can attest, there is a steady flow of calls and patients to deal with and that impact the ability of staff to respond in a coordinated way.

Since the primary person at the centre of these requests is the doctor, we found a way of streamlining the process.

We implemented a smart form on the website to ensure that the patient presents the script request or travel request in a standard, uniform format. By removing the need of patients emailing or phoning these requests through, we were able to ensure the practice management team only had very minimal involvement in the process. This saves time but also preserves the all-important workflows, with minimal disruptions.

The end result is that patient requests are fulfilled quickly, and the practice also saved hundreds of hours a year.

If you are interested in discussing how a smart automation can streamline your own business processes, please contact Chris on 043 8855 884 or via email: chris.karapetcoff@computingaustralia.group



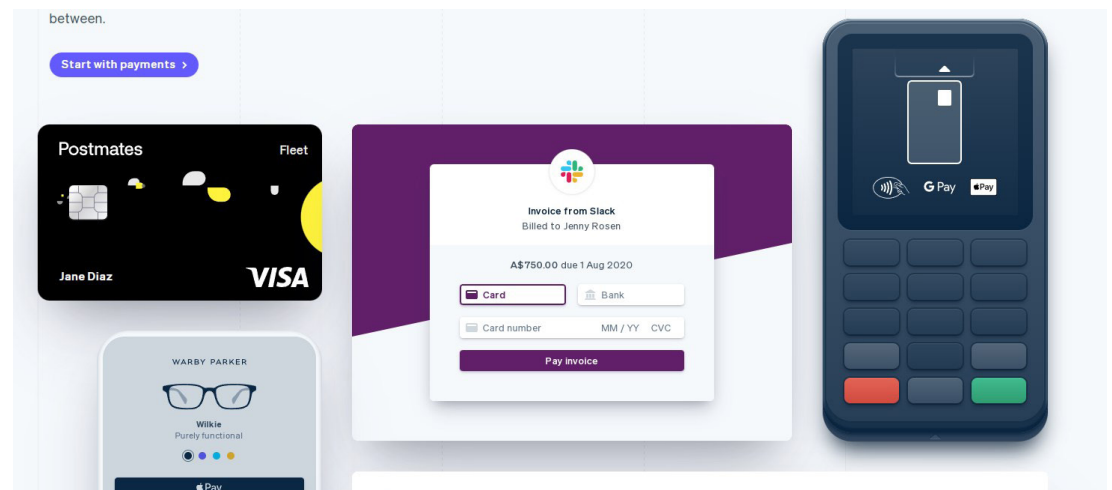
Stripe Integration

One of the more time-consuming aspects of practice management is payment reconciliations. There are different models for doctor payments, but it is common for each doctor to be paid directly by their patients.

Therefore, the challenge is to be able to process payments to each doctor as part of the automation, without the need for time consuming reconciliations. The Computing Australia Group are experienced at working with the APIs (Application Programming Interface) of most common payment gateway providers. We have worked extensively with Stripe, PayPal, Chargebee and many more.

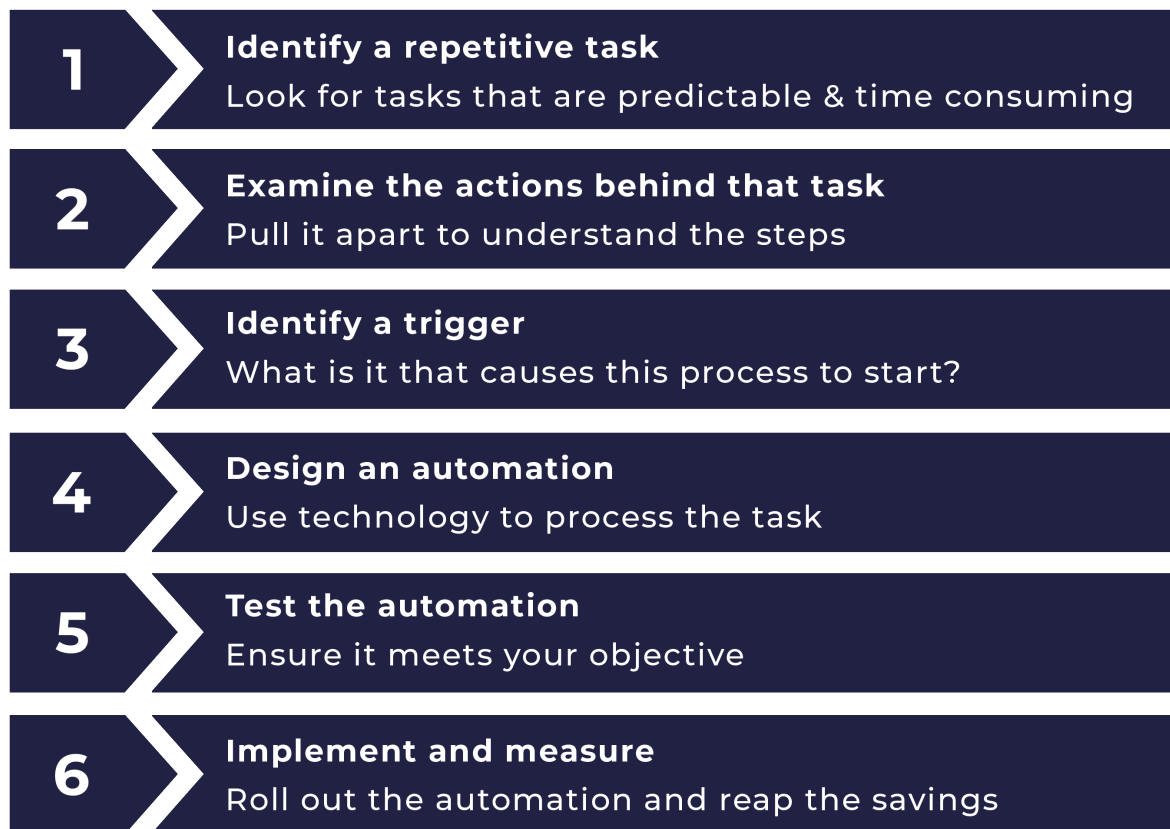
Our team can automate basic payment functionality like taking payments, processing refunds and more. We can provide common interfaces like single click buttons to handle what would otherwise be time consuming tasks.

For this client we leveraged our Stripe experience to radically simplify payments and created a custom report to make it easy for each doctor to reconcile their own payments in real time.



Smart Systems Automation

Do you find your staff unproductive, spending most of their time on menial and repetitive tasks? The Computing Australia Group specialise in using smart coding and artificial intelligence to streamline common workplace processes.





The Computing Australia Group offers a full in-house development team comprising design, content development, coding, SEO and hosting solutions.

computingaustralia.com.au