

PM Peer Connect

Managing Health Records in the Digital Age

Thursday 4 June 2026

The content in this session is valid at date of presentation

Acknowledgement of Country

North Western Melbourne Primary Health Network would like to acknowledge the Traditional Custodians of the land on which our work takes place, the Wurundjeri Woi Wurrung People, the Boon Wurrung People and the Wathaurong People.

We pay respects to Elders past, present and emerging as well as pay respects to any Aboriginal and Torres Strait Islander people in the session with us today.



Housekeeping



Sign in

- Please ensure you have signed in using the sheet at the door.



Emergency Exits

- All emergency exits are marked. In case of an emergency follow meeting organisers instructions.



Kitchenette

- During the meeting, help yourself to food, water, tea, and coffee in the kitchenette.



Toilets

- Follow the signs, down the hall, opposite to the kindergarten.

Speakers

Cheryl Wood -

Risk Manager - Member Advisory Services Medical Indemnity

Mishelle Vranesic FAAPM CPM

Practice Manager at Ranges Medical

Fellow of the Australian Association of Practice Management

Member of General Practice Expert Advisory Group NWMPHN

Agenda

12:00pm – 12:30pm

- Registration and networking

12:30pm – 12:35pm

- Welcome & Introduction

12:35pm – 1.45pm

- **Cheryl Wood** - Avant

1:45pm – 2:15pm

- **Mishelle Vranesic** – Communicating with Resident Aged Care Homes (RACH)

Practical strategies for General Practice

2:15pm – 2:30pm

- PHN summary & close

PM Peer Connect - Growing and Keeping Great Practice Teams

4 June 2026

Your Clinical Management and Referral Resource



Localised Clinical Pathways

(Evidence-based guidance adapted for Melbourne clinicians)



Referral Information

(Clear referral instructions for local health services and hospitals)



Regular Updates

(Pathways reviewed and updated regularly by Clinical Editors)



CPD Hours

(Track and record CPD activities directly through Pathway page)



Collaborative Development

(Created by GPs, specialists, allied health and other health professionals)



Easy Access

(Web-based platform, mobile-friendly for point-of-care use)



Streamlined Workflow

(Quick navigation with Assessment, Management and Referral sections all in one place)



Free for Clinicians

(No cost access for all health professionals in North Western and Eastern Melbourne PHN catchments)

HealthPathways Melbourne Homepage

Use search bar to **quickly locate** clinical pathways and conditions



The screenshot shows the HealthPathways Melbourne homepage. At the top left is the 'Melbourne' logo. Below it is a navigation menu for 'Community HealthPathways' with a sub-menu for 'Melbourne'. The 'Medical' category is highlighted, and 'Headaches in Adults' is selected. A search bar at the top right contains the text 'Headache'. The main content area features a banner image of a female doctor and the text 'Melbourne HEALTHPATHWAYS'. Below the banner are three columns: 'Latest News' with a 'Health.vic' alert, 'Pathway Updates' with several updates, and a sidebar with quick-access links like 'ABOUT HEALTHPATHWAYS', 'BETTER HEALTH CHANNEL', 'RACGP RED BOOK', 'USEFUL WEBSITES & RESOURCES', 'MBS ONLINE', 'NPS MEDICINEWISE', 'PBS', and 'NHSD'. A 'SEND FEEDBACK' button is located at the bottom right.

Use the left-hand menu to access clinical categories, **quick and easy** to navigate.

Essential quick-access links for latest updates, Pathway updates, clinical resources and MBS items

Click 'Send Feedback' to add comments and questions about this pathway.

Please Click on the link: [HealthPathways Optimal Care Pathways: better cancer care](#)

HealthPathways – Everything you need!

Infection Prevention and Control

Practice Incentive Programs

Vaccine Supply, Storage, and

Hospitals - Public

Fitness to Drive

Telehealth

Adverse Events Following Immunisation

Guide to MBS Items

Consent

COVID-19

Health Assessments

Chronic Condition Management Items

Influenza

Immunisation - Childhood

Voluntary Assisted Dying (VAD)

COVID-19 Practice Management

Advance Care Planning (ACP)

Certification for Return to Work

Emergency Department Referral

My Health Record

Notifiable Conditions in Victoria

Referral Forms and Templates

GP Mental Health Treatment Plan (MHTP)

General Practice Software

[Practice Management Resources](#)

Legal and Ethical

[Advance Care Planning \(ACP\)](#)

[ACP Documents and Forms](#)

[Certification of Death](#)

[Child or Family Information Sharing Scheme](#)

[Consent](#)

[Medical Certification for Return to Work](#)

Practice Incentive Programs

[eHealth Practice Incentives Program \(ePIP\)](#)

[Practice Incentives Program \(PIP\)](#)

[Practice Incentives Program Indigenous Health Incentive \(PIP-IHI\)](#)

[Workforce Incentive Program \(WIP\)](#)

MBS Items

[Guide to MBS Items](#)

[Telehealth](#)

[Electronic Prescriptions](#)

Infection Prevention and Control

[Infection Prevention and Control](#)

[Blood/Body Fluid Exposure](#)

[Hand Hygiene](#)

[Local Public Health Units \(LPHUs\)](#)

[Notifiable Conditions in Victoria](#)

Immunisation and vaccines

[Immunisation Services](#)

[COVID-19 Vaccination](#)

[Vaccines](#)

[Vaccine Supply, Storage, and Cold Chain Breaches](#)

Other :

[Action Plans](#) (Anaphylaxis, Asthma, Diabetes)

[Coding in General Practice Software](#)

[Interpreter and Translation Services](#)

[Useful Websites](#)

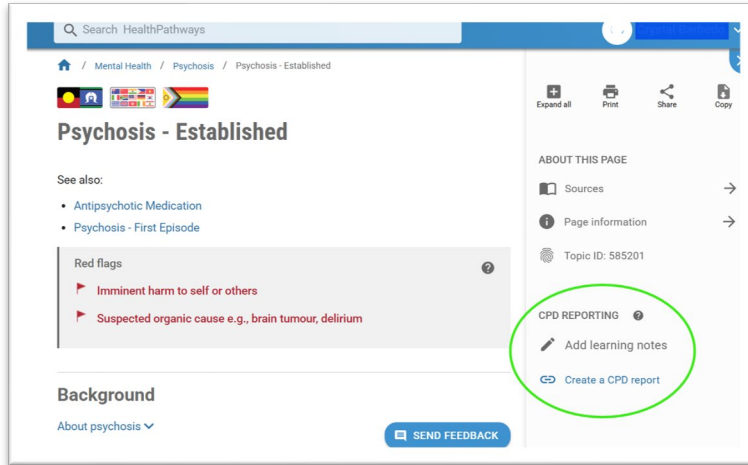
[Hospitals - Public](#)

[National Health Services Directory](#)

[Referral Forms and Templates](#) (Advanced Care Planning, HealthLink SmartForms, Mental health)

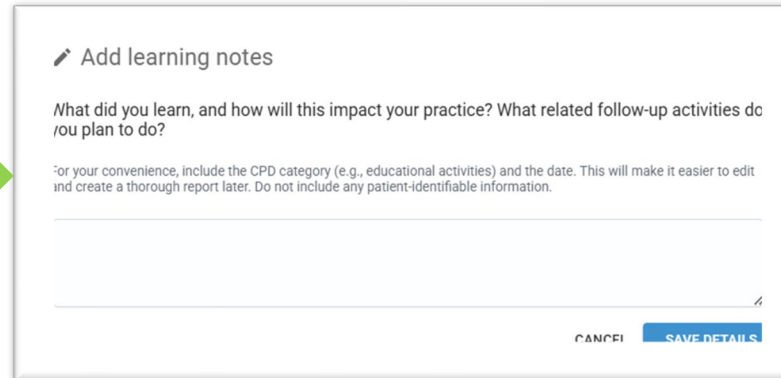
[CPD Hours for HealthPathways Use](#)

Log CPD Effortlessly with HealthPathways CPD Reporting



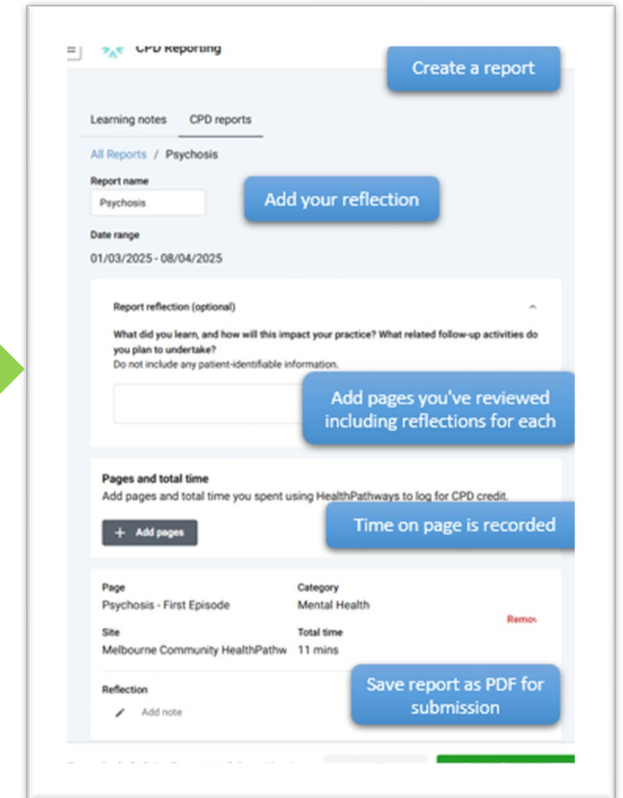
Step 1: Access a Pathway Page

- Navigate to a clinical pathway (e.g., *Psychosis – Established*).
- Click “Add learning notes” or “Create a CPD report” to begin tracking your CPD activity.



Step 2: Add Learning Notes

- Reflect on what you learned and how it will impact your practice.
- Include any planned follow-up activities.
- These notes are saved to your CPD record.



Step 3: Generate Your CPD Report

- Go to the **CPD Reporting** section.
- Add reflections, review pages, and confirm time spent.
- Export your report as a **PDF for submission**.

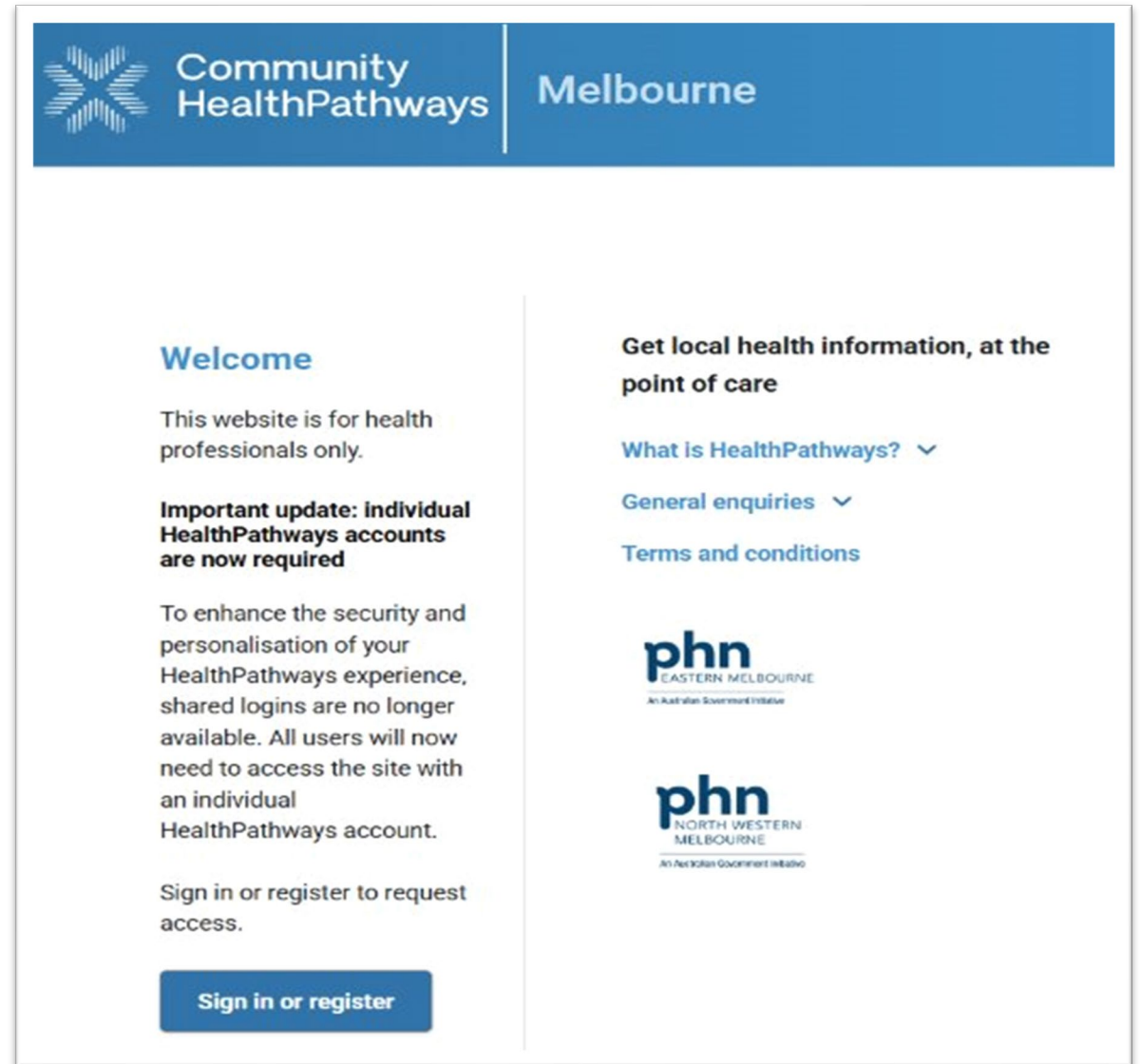
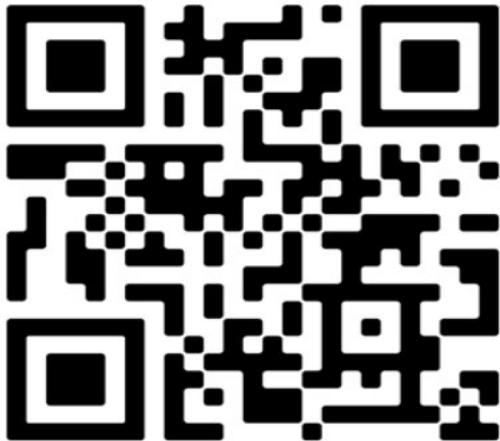
For further information on the CPD reporting tool, please see these videos:

- [How to create a CPD report](#)
- [How to add learning notes](#)

Access Now: Sign In or Scan to Register

Please click on the [Sign in or register](#) button to create your individual account or scan the QR code below.

If you have any questions, please email the team info@healthpathwaysmelbourne.org.au



The screenshot shows the top navigation bar with the HealthPathways Melbourne logo and name. The main content area is divided into two columns. The left column contains a 'Welcome' section with a message for health professionals, an 'Important update' about individual accounts, and a 'Sign in or register' button. The right column contains a 'Get local health information' section with links for 'What is HealthPathways?', 'General enquiries', and 'Terms and conditions'. At the bottom of the right column are logos for PHN Eastern Melbourne and PHN North Western Melbourne.

Community HealthPathways Melbourne

Welcome

This website is for health professionals only.

Important update: individual HealthPathways accounts are now required

To enhance the security and personalisation of your HealthPathways experience, shared logins are no longer available. All users will now need to access the site with an individual HealthPathways account.

Sign in or register to request access.

[Sign in or register](#)

Get local health information, at the point of care

[What is HealthPathways?](#) ▾

[General enquiries](#) ▾

[Terms and conditions](#)

phn
EASTERN MELBOURNE
An Australian Government Initiative

phn
NORTH WESTERN MELBOURNE
An Australian Government Initiative

***Cheryl Wood – Risk Adviser,
Avant Mutual***



Avant

By doctors for doctors

AI risk and Cybersecurity in private practice

North Western Melbourne PHN

Thursday 4 June, 2026



Cheryl Wood – Risk Adviser,
Avant Mutual



Acknowledgement of country

In the spirit of reconciliation, Avant acknowledges the Traditional Custodians of Country throughout Australia, and their connections to land, sea and community. As a national organisation, we pay our respects to Elders past and present, of the lands on which we gather and work, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

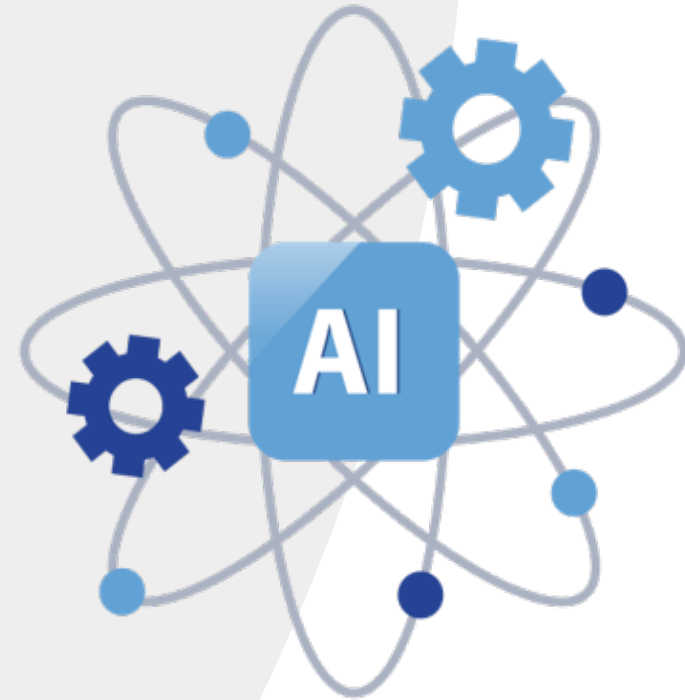


Agenda

- **Artificial Intelligence – AI Scribe**
- **Cybersecurity**

Artificial Intelligence – AI Scribe

- **Privacy**
- **Consent**
- **Accuracy**
- **Due diligence**

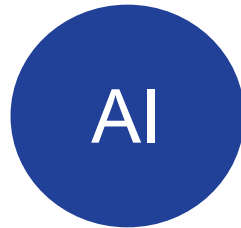


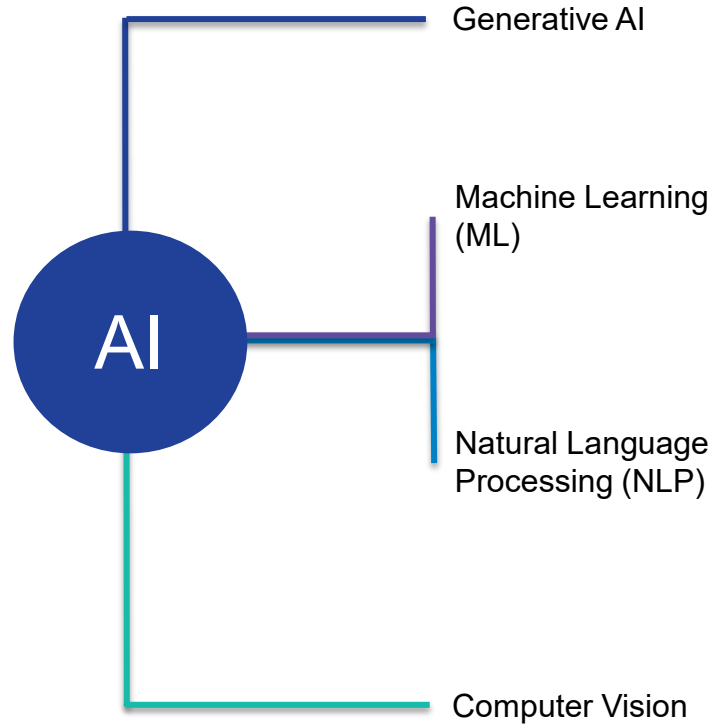
What is Artificial Intelligence (AI)?

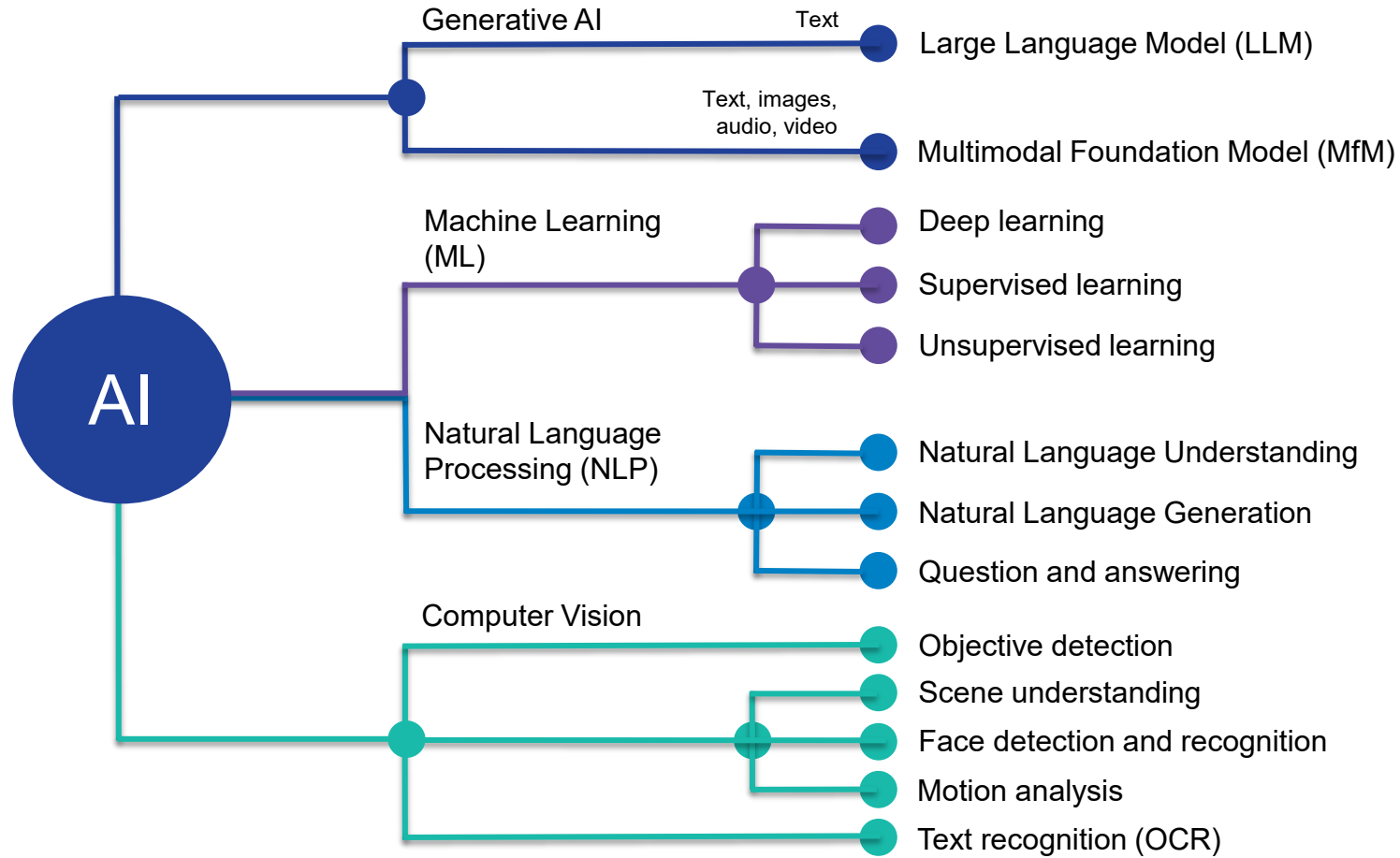
Artificial intelligence is a branch of computer programming that focuses on creating machines or software that can perform tasks typically requiring human intelligence. AI uses 'algorithms' which are step-by-step instructions or rules that use mathematic and statistical techniques to make predictions, provide recommendations and/or generate new content (outputs) based on the information provided (inputs). Inputs can be audio (such as a conversation between people), visual (such as images) or text (via keyboard and mouse). AI can operate at various levels of automation, and includes systems that:

- automate decision-making
- categorise complex data
- generate new content.







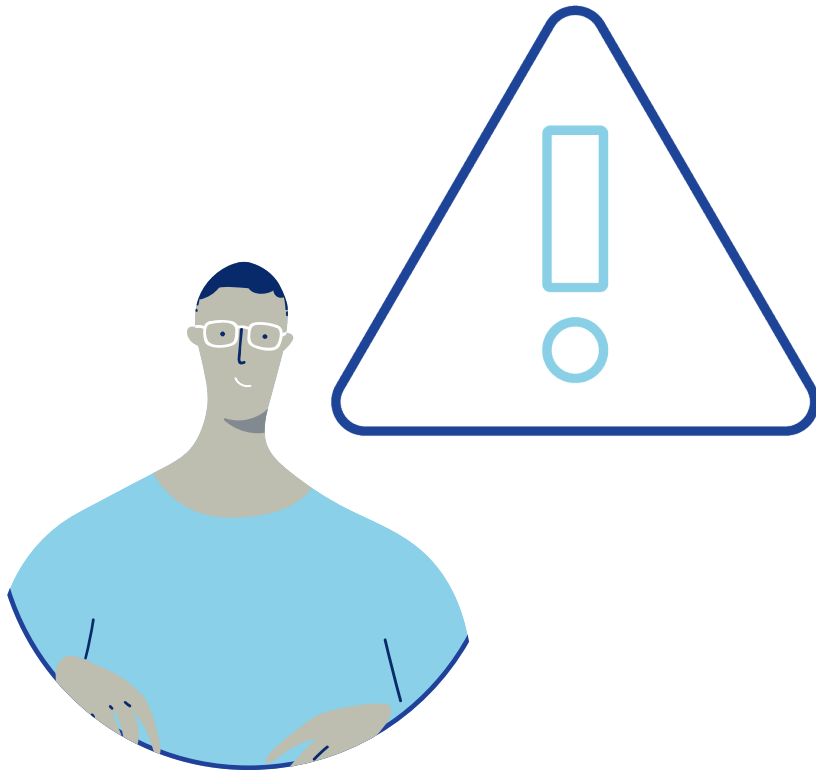


Potential benefits for patients and medical practitioners

- Improved patient communication through increased eye contact with patient
- Better patient understanding when you verbalise what you are doing during the examination so that it is recorded
- More detailed information in the patient record
- Improved decision making related to patient care with accurate, detailed and up-to-date patient records
- Reduced risk of transcription errors



AI potential risks



- Privacy and data security risks
- Errors/inaccuracies leading to patient harm
- Automation bias
- Loss of clinical skills
- Operation of surveillance devices legislation
- Accountability – who is responsible if something goes wrong, and how is liability apportioned

Responsibility and liability



- AI scribe tools are not regulated by the TGA
- If a doctor does not review and identify errors in records produced by an AI scribing tool, it is likely that the doctor will be accountable
- The government is currently considering regulation and legislation associated with the use of AI

Privacy and security

- Investigate the tool's privacy/confidentiality/data storage
- Look for a statement that the tool is compliant with Australian privacy law
- Is data collected or retained by the tool?
- If data is retained:
 - How long is it kept?
 - Is it encrypted?
 - Can you access it?
 - Is it stored on servers within Australia or overseas?
- OAIC - [Guidance on privacy and the use of commercially available AI products](#)



Consent when using AI for documentation

Consent from a privacy perspective to collect and use patient information

Consent to “listen” or record the conversation

Consent to use AI tool

Accuracy

Always review the record produced to ensure that it is accurate

Don't delay in reviewing the note!

The record should include observations and information you would normally include in a written medical record such as:

- Medical history
- Examination findings (and observations including incidental information and negative findings)
- Provisional/differential diagnosis
- Treatment plan

If you need to add additional information you can do so after the patient leaves the room.



Due diligence



- Is it fit for purpose?
- Medical grade?
- Do you understand the product you are using including the terms and conditions?

Prepare for the unexpected



- If you rely on AI tools you need to ensure that you can quickly and safely disengage if an unresolvable problem occurs
- You need to be able to discontinue use if a patient is not willing to consent to use of the AI tool

Issues to consider

- Privacy
- Consent
- Accuracy
- Product terms and conditions
- Quality and safety
- Due diligence and governance



AI assists, doctors assess



- It is important to remember that AI tools are there to support doctors, not replace them
- Before relying on AI, doctors should have baseline clinical skills to ensure that they are able to evaluate the output of the AI tool

Key Message

- Don't rush to adopt untested systems – do your due diligence first
- Consent – need to explain the system to patients, and then confirm each time and note in records – to give patients an opportunity to opt out
- Verbal consent is sufficient if noted in the records
- Must review the records produced – you are still the doctor
- AI supports you – it doesn't replace you



Cybersecurity

- What is Cybersecurity
- Why is it important
- Plan for When not If

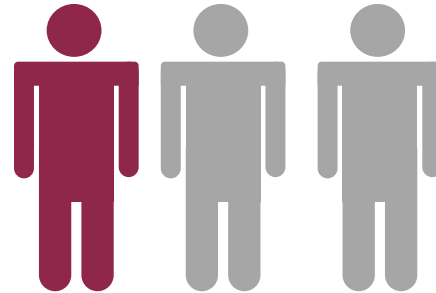


What is Cybersecurity?

- The protection of data and systems in networks that connect to the internet.
- This definition applies to any computer or other device that can transmit electronic health records to another device over a network connection, whether it uses the internet or some other network



Why cybersecurity

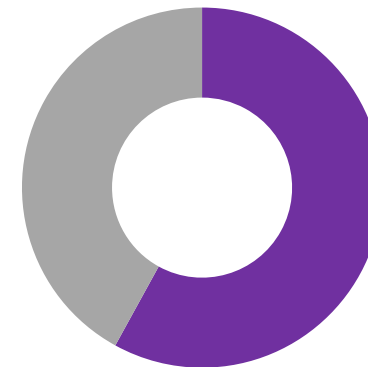


Only a third of Australian Healthcare organisations embed cyber security and awareness training into their policies and procedures



Cost in excess of 3
Billion dollars
\$3,500,000,000
<https://www.digitalhealth.gov.au/>

58%
Breached when
patch available



Types of cyber attacks



Australian Cyber Security Centre



The screenshot shows the ACSC website homepage. At the top, there are logos for the Australian Government and the Australian Cyber Security Centre. A navigation bar includes a 'Report' button, a search bar, and links for 'Select Language', 'Contact us', and 'Portal login'. Below the navigation, a main banner features the headline 'Use passphrases for better security' and a sub-headline 'Change your passwords to passphrases to keep your accounts and data secure.' An illustration shows a laptop with a password field and a speech bubble containing a passphrase. A 'Learn more' button is present. At the bottom of the banner, there are four icons representing: 'Get alerts on new threats', 'Report a cybercrime or cyber security incident', 'Become a partner', and 'Information Security Manual'.

Latest alerts and advisories

[View all alerts and advisories](#) →

<p>31 MAR 2023 Alert rating: Medium</p> <h3>Supply chain compromise of 3CX DesktopApp</h3> <p>The ACSC is aware of a reported supply chain compromise affecting the 3CX DesktopApp, allowing malicious actors to conduct multi-stage attacks against users of the legitimate software. Australian users of affected versions of 3CX DesktopApp should...</p> <p>→</p>	<p>29 MAR 2023 Alert rating: High</p> <h3>High Severity Vulnerability present in Microsoft Outlook for Windows</h3> <p>The Australian Cyber Security Centre (ACSC) is aware of a Microsoft Outlook for Windows vulnerability. All Australian organisations using all versions of Microsoft Outlook for Windows should apply the available patch immediately.</p> <p>→</p>	<p>20 MAR 2023 Advisory</p> <h3>2023-03: ACSC Ransomware Profile – Lockbit 3.0</h3> <p>The Australian Cyber Security Centre (ACSC) is aware of Lockbit 3.0 which is the newest version of Lockbit ransomware. It is used by cybercriminals to conduct ransomware attacks against multiple sectors and organisations worldwide, including Australia...</p> <p>→</p>
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Passwords

How Safe Is Your Password?

Time it would take a computer to crack a password with the following parameters

	Lowercase letters only	At least one uppercase letter	At least one uppercase letter +number	At least one uppercase letter +number+symbol
1	Instantly	Instantly	-	-
2	Instantly	Instantly	Instantly	-
3	Instantly	Instantly	Instantly	Instantly
4	Instantly	Instantly	Instantly	Instantly
5	Instantly	Instantly	Instantly	Instantly
6	Instantly	Instantly	Instantly	Instantly
7	Instantly	Instantly	1 min	6 min
8	Instantly	22 min	1 hrs	8 hrs
9	2 min	19 hrs	3 days	3 wks
10	1 hrs	1 mths	7 mths	5 yrs
11	1 day	5 yrs	41 yrs	400 yrs
12	3 wks	300 yrs	2,000 yrs	34,000 yrs

Source: Security.org



Preventing an attack



Essential 8 best practices (ACSC)

- 1** Application whitelisting
- 2** Patch applications
- 3** Configure Microsoft Office macro settings
- 4** User application hardening
- 5** Restrict administrative privileges
- 6** Patch operating systems
- 7** Multi-factor authentication
- 8** Daily back-ups

Human factors matter



Plan for the unexpected



Fire, flood, earthquake other disasters can strike at any time. Be prepared for this to happen at any time.

There are two parts to this process:

1. Have backup systems in place
2. Have a sound recovery plan

Policy and process documents - Cyber

Cyber Security Policy

- Set out best practice for cyber safety such as password management, use of devices off site
- Outlines education required for staff
- Requirements for back-up systems, how often they are backed up and tested
- Regulations about whitelisting apps
- Guidelines for administration privileges and staff access to which data

Cyber Response Plan

- Immediate actions if attack suspected
- Contact details for IT providers
- Roles of responsibilities for staff if attack confirmed
- Process for notification of patients
- Instructions on how and when to access back up data
- Contact details for media support, insurance etc

Policy and process documents – data breach

Privacy Policy

- > Outlines staff behaviour and training
- > Patient electronic communication guidelines
- > Storage of patient data

Patient Privacy Policy

- > Outlines collection, use and disclosure and security of patient information
- > Overview on how patients can access their medical records
- > How patient's can make complaints about their privacy

Data Breach Response Plan

- > Advice on containment and assessment of data breach
- > Process on how to assess for harm
- > Who to notify – contact information
- > Outline of the information required for the notification statement

How to recognise you are under attack

- Typical symptoms include:
 - system will not start normally (blue screen of death)
 - system repeatedly crashes for no obvious reason
 - internet browser goes to unwanted webpages
 - anti-virus software appears not to be working many unwanted advertisements pop up on screen
 - cannot use mouse



**This is the primary way attackers
compromise computers**

If you are attacked



Should we pay the ransom?



Generally, the advice is not to pay

After an attack



Cardiology group



HOME

CARDIOLOGY ▾

ABOUT

OUR TEAM

CONDITIONS

PROCEDURES

CONTACT US

HEART SPECIALISTS | MALVERN

25 February, 2019

Melbourne Heart Group wishes to advise all our patients that the cybersecurity incident we experienced in late January has been resolved. The data has been decrypted and our systems have been restored. Once again we would like to emphasise that patients' privacy has not been compromised or breached. No information left our computer system - it was encrypted so that no one could see it, even ourselves. We would like to thank all our patients for their understanding over this period.

Established over a decade ago, MELBOURNE HEART GROUP has the best cardiologists at your service.

Key Message

- Employ experts to help
- Policies and procedure
- You need ongoing vigilance and training



Questions?



Important notices

General disclaimer

The case discussed in this article/publication is based on a real case. Certain information has been de-identified to preserve privacy and confidentiality.

The information in this presentation is general information relating to legal and/or clinical issues within Australia (unless otherwise stated). It is not intended to be legal advice and should not be considered as a substitute for obtaining personal legal or other professional advice or proper clinical decision-making having regard to the particular circumstances of the situation.

While we endeavour to ensure that documents are as current as possible at the time of preparation, we take no responsibility for matters arising from changed circumstances or information or material which may have become available subsequently. Avant Mutual Group Limited and its subsidiaries will not be liable for any loss or damage, however caused (including through negligence), that may be directly or indirectly suffered by you or anyone else in connection with the use of information provided in this document.

Mishelle Vranesic

Communicating with Resident Aged Care Homes (RACH)

Practical strategies for General Practice

WELCOME

Presented by

Mishelle Vranesic FAAPM CPM

Practice Manager Ranges Medical

Fellow of the Australian Association of Practice Management

Member of General Practice Expert Advisory Group NWMPHN



Why communication with RACHs matters

- **Affects resident safety**
- **Support continuity of care**
- **Reduce delays and confusion**
- **Improves teamwork between providers**
- **Builds trust with the RACH and families**



The reality of RACH communication

- Urgent clinical concerns
- Routine review requests
- Medication queries
- Script requests
- Documentation of consults and care plan reviews
- Vaccinations
- Updated resident list



Common communication challenges

- **Urgent requests not clearly marked**
- **Incomplete medication lists**
- **Delays in getting back to the facility**
- **Different communication preferences across the facility**



Strategies for clear communication

Be clear and specific

Use consistent communication methods

Know who is responsible

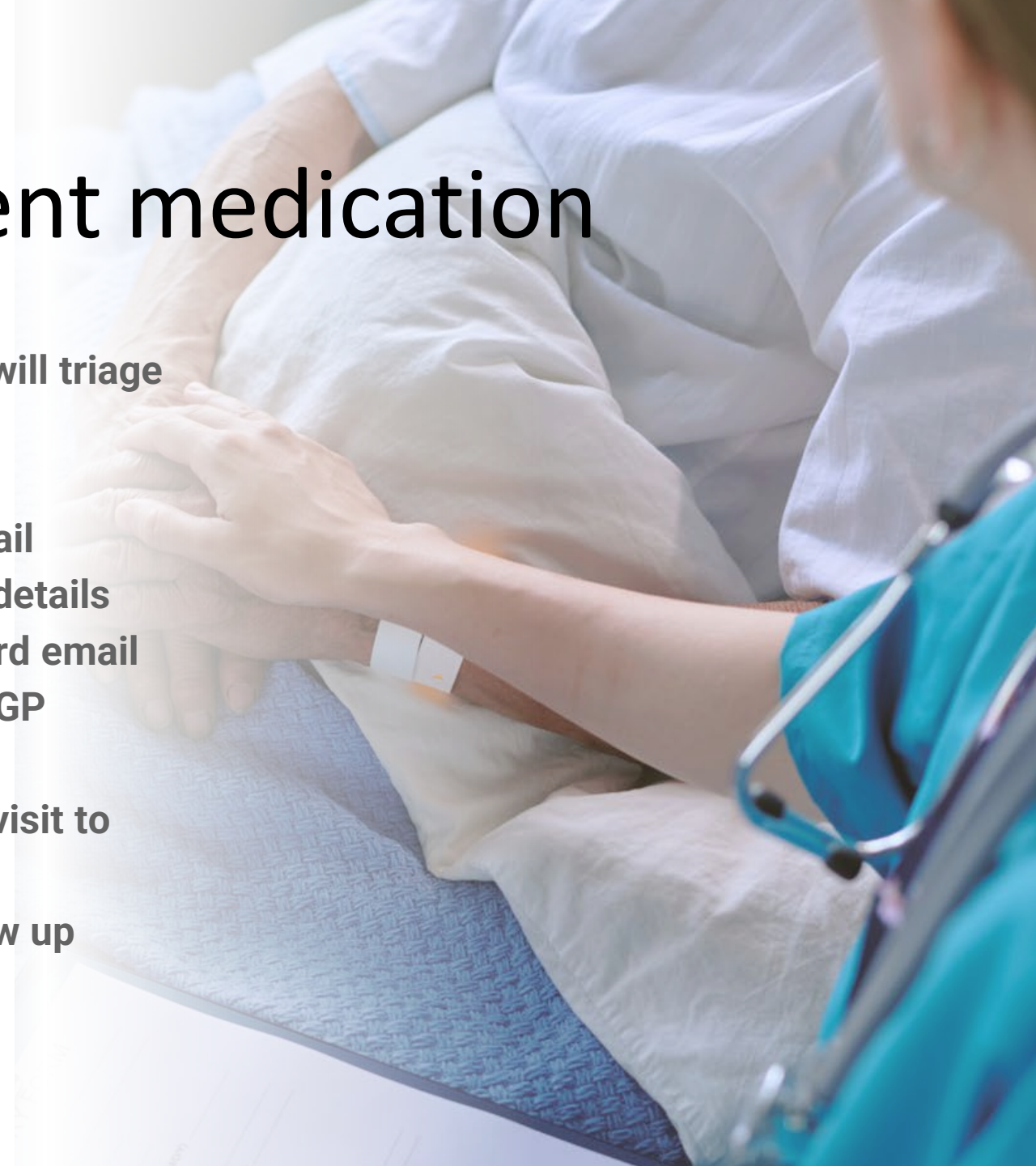
Document and follow up

Keep processes simple for staff



Senario: Resident requires urgent medication

- **Who triages it**
 - The registered nurse at Nexia Aged Care will triage IF the patient requires urgent medication
- **Who receives the message**
 - Nexia Aged Care registered nurse will email Ranges Medical with patient request and details
 - Ranges Medical reception staff will forward email to the GP AND send a BP message to the GP
- **Who follows up**
 - The GP will action by either call, email or visit to Nexia Aged Care
 - Nexia Aged Care registered nurse to follow up
- **Who documents the outcome**
 - Nexia Aged Care to document request
 - GP to document response in Lee Care



Build relationships and reduce reliance on memory

- Know the key contacts at each facility
- Keep contact details current
- Use respectful, consistent communication
- Avoid assuming someone else has handled it



Meet Our Team

At Nexia Aged Care, our strength lies in the people behind the care. Our leadership team brings decades of experience across aged care, retirement living, and community services, ensuring every resident and client receives the highest standard of person-centred care.

Davinder Kaur Khurana
Facility Manager
davinder.khurana@nexiaagedcare.com.au
0433 650 188

Gagandeep Kaur
Nurse Unit Manager
gagan.kaur@nexiaagedcare.com.au
03 5428 1348

Smriti Chalise
Nurse Unit Manager
smriti@nexiaagedcare.com.au
03 5428 1348

Rachel Groves
Client Services
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0427 888 373

Louise Allen
Lifestyle Coordinator
louise@nexiaagedcare.com.au
0488 038 393

Amandeep Kaur
Chef Manager
chefamandee@nexiaagedcare.com.au
03 5428 1348



Consulting doctors from
rangesmedical
182 Station Road, New Gisborne

Dr Jacques De Groot
MD, FRACGP

After working as a general practitioner at different locations in the Ranges for more than 10 years I am proud to be the Practice Principal at Ranges Medical in New Gisborne since its opening in December 2017. I completed my GP training in the Netherlands (Leiden) in 1999. A year later, I took the opportunity to move to my wife's home country, Australia, and we settled in the Macedon Ranges. Apart from practising in Woodend, Trentham, Kyneton and Riddells Creek, I have been working in various communities in the Northern Territory for short-term locum positions, which has been both an eye-opening and a humbling experience. In more recent years I enjoyed working sessions at the GP clinic at Royal Children's Hospital in Melbourne. Ranges Medical will also offer a stimulating learning environment for enthusiastic young doctors - be it as medical students and registrars. To enhance my role as teacher/supervisor for medical students and registrars, I previously completed a graduate certificate in health professional education at Monash University. With New Gisborne not far from home in Woodend you may find me arriving at work from time to time on my bicycle. The Macedon Ranges offers fantastic cycling opportunities and has several cycling communities that keep growing year by year.

Dr Roman Pathak
MBBS, PDSCM, MPH, MHA, MLM

Originally from Nepal, I completed my early medical training overseas before moving to Australia, where I have worked in both regional and metropolitan settings. Over time, I've come to appreciate the variety and continuity that general practice offers, and I'm excited to be joining Ranges Medical in Gisborne. My special interest is in skin cancer medicine, and I hold a Professional Diploma in this field. I particularly enjoy providing comprehensive skin checks and minor procedures, with a focus on early detection and prevention. Beyond this, I value all aspects of family medicine and the opportunity to support patients through different stages of life. Alongside my clinical work, I have completed a Master of Public Health, a Master of Health Administration, and a Master of Laboratory Medicine. I also enjoy teaching international medical graduates preparing for practice in Australia and creating educational videos on social media for both doctors and patients. While I like integrating technology into medicine, my main focus is always on delivering safe, evidence-based care in the consulting room. Outside of work, I love cycling, reading, coding and programming, and watching movies with my wife and two children. Music has always been part of my life, and I enjoy playing guitar or singing when time allows. Find out more at Learn Medicine

Dr Khola Sulahry
MBBS, ARANZCOG(P)

Dr. Khola Sulahry is a General Practice Registrar currently completing her GP training, with broad clinical experience gained across a range of Victorian hospitals. She has completed her Associate procedural training with the Royal Australian and New Zealand College of Obstetricians and Gynaecologists. She provides thoughtful, patient-centred care, with a focus on supporting women's health.

Dr New Poulter
GP

Dr New Poulter moved into the local area with his wife in 2017, and worked for a number of years in the area. He is currently working as a GP in the area, and we are looking forward to raising our family here, and spoiling my two greyhounds.

What works well

Clear roles

Reliable documentation

Prompt follow-up

Respectful relationships

Simple systems



Thank you for attending. What's next?

After this session you will receive:

- 1** *Slides and resources from this session within a week*
- 2** *Attendance certificate will be received within 4-6 weeks.*

- **Register for more Practice Manager Peer Connect education sessions here:**
nwmpfn.org.au/resources-events/events
- **Past education sessions can be found here:**
nwmpfn.org.au/resources-events/resources

Feedback - QR code

We welcome your feedback.
Let us know if you got what
you needed from this session.

