

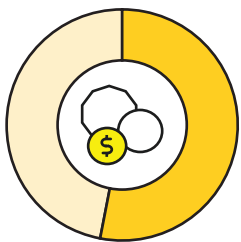


Enhancing the patient and practice experience

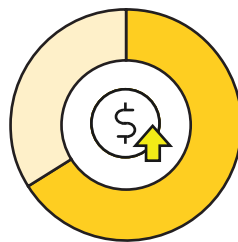
The latest CommBank GP Insights shows that patient demand is strengthening as the cost and capacity to deliver care are under pressure. With productivity in focus, and to deliver a better experience for patients and staff, most practices are lifting technology investment.

Under pressure to find efficiencies

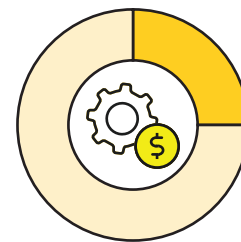
After a rebound in patient numbers in recent years, 50% of practices predict higher patient visits in the year ahead, and 41% expect it to be steady. Meanwhile, three in four say talent shortages are straining capacity and growth. In response, one avenue practices are turning to is digital solutions.



53%
of practices invested more than they budgeted for in 2021



66%
of practices plan to increase investment in the next 12 months



25%
of practices are prioritising investment in technology and systems in the next 12 months

Top areas for technology investment

Practices have prioritised investment into solutions that can help streamline operations and patient communication, with previous investment embedding core digital capabilities across the sector.

The technologies most used in the practice



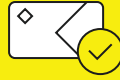
86%

High-speed internet to communicate and send large files



86%

SMS or email appointment reminders



82%

Payment solutions integrated with practice management systems



81%

Cyber security systems and protocols



78%

Practice websites allowing patients to book and manage appointments

Digital-first patients

Practices' technology adoption aligns well with patient preferences. As they seek convenient interactions with the practice, a preference for booking and managing appointments online over calling has emerged. Eight in 10 patients say it enhances their overall experience.

How patients would prefer to book if available



54%

Practice website, directory or mobile app



37%

Would use the telephone



5%

At the practice

Emerging technology adoption

The digitisation of the patient experience and practice processes is set to continue. The fastest growing areas of digital adoption support patient convenience, efficiency and patient care. Many practices also plan to strengthen the digital communications channels offered to patients.

Technologies most likely to be adopted in next two years



27%

Digital check-in for patients entering the practice



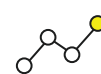
26%

Ability for GPs to monitor patient health using remote devices



25%

GPs using smart devices during consultations

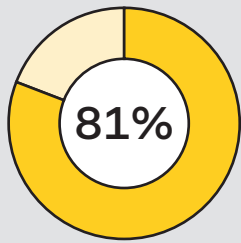


24%

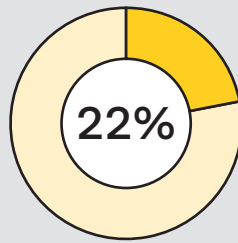
Data analytics solutions to help practices monitor performance

Cyber security in focus

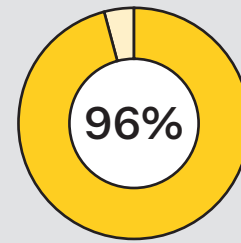
While most practices have initiatives to manage cyber threats, far fewer see it as a priority in the year ahead. Patients trust practices with their personal information and health records, the top area of satisfaction. Maintaining that requires vigilance amid ever-changing vulnerabilities and new technology adoption.



of practices have cyber security systems/protocols, and 10% will introduce within 2 years



of practices will prioritise upgrading cyber security systems/protocols in the next 12 months



of patients are satisfied with the way the practice manages their personal information and records

Patient perspectives on telehealth

Patients remain positive about telehealth, accounting for almost one on three consultations in the past 12 months. The majority were satisfied with the experience. However, while many value the time saving, fewer patients now see it as an avenue to reduce the costs of managing their health.

Patient views on aspects of telehealth



56%

of patients will continue using telehealth



53%

of patients say they value the time saved



44%

of patients say telehealth reduces costs of managing health

Read the full Dental Insights Report here for additional insights into the industry's financial and operational performance and outlook for the next 12 months.

Things you should know:

² Medicare is the claiming channel that helps practices lodged Medicare bulk bill and patient claims

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