

Cost benefit analysis of secure messaging Communication Costs for Allied Health working in Aged Care

**SEA-GP (Brisbane) Australian Better Health Initiative (ABHI)
 Change Management Working Group – November 2008**

Some of the benefits of secure email and secure messaging include:

Fast delivery - Messages / letters are received within a matter of seconds.

Easy look up of recipient's address - Only a matter of selecting the recipient in the email address book or Medical Objects database – 2 to 3 clicks.

Authentication - The message / letter is from who it says it's from.

Integrity - Messages / letters cannot be altered in any way between sending and receiving.

Confidentiality - Only the intended recipient can open the messages / letters

Savings	Total	Per report/Letter
1. Stationary (not including printer costs)		
Cost per ream of letterhead (500 sheets)	\$99.00	\$0.20
Cost of envelopes (2000 envelopes)	\$500.00	\$0.25
Postage cost per letter	\$0.55	\$0.55
Cost per fax		\$0.50
2. Estimate of Staff (administration) time savings		
Receive a report via Post – opening, scanning, filing paper, managing digital document, etc	10 min ~ @\$23/hour	\$3.80
Receive a report via fax – scanning / copying, forwarding document on, filing document, managing digital document, etc	10 min ~ @\$23/hour	\$3.80
Send a report via post – print, label envelope, fold and place in envelope, transport to post box, etc	7-10 min ~ @\$23/hour	\$2.70 - \$3.80
Send a report via fax – print, type cover letter, walk to / from fax machine, fax document, file/sort, send document	7-10 min ~ @\$23/hour	\$2.70 - \$3.80
Savings - Totals		
For reports sent and received via Post		
• Per letter sent		\$0.95
• Per letter sent and received including admin time	17 – 20 min	\$6.50 - \$7.60
Total saving (Post)		\$7.45 - \$8.55
For reports sent and received via Fax		
• Per letter faxed		\$0.70
• Per letter faxed and received including admin time	17 – 20 min	\$6.50 - \$7.60
Total Savings (Fax)		\$7.20 - \$8.30

Costs		Per report/letter
1. Stationary (not including printer costs)		
Cost per report sent via secure messaging		\$0.00
<i>No stationary required</i>		
2. Staff (administration and clinical staff) time		
	Time	Per report/letter
Time to send a report via secure messaging - only the time to open email program or Word Plug-in for Medical Objects, select the recipient and press send	30-60 sec per report / letter	\$0.18 - \$0.35
Time to receive a report via secure messaging – check email or delivery folder, attach directly to patient file if electronic, or print and place in patient file if hard copy	30-120 sec per report / letter	\$0.18 - \$0.70
<i>NB Depending on if printing is required</i>		
3. Costs of setting up secure email and Medical Objects		
	Time	Per report/letter
Training time – 15 minutes per person. The software is very easy to use, even for people with limited computer ability.		
<i>This is a one off cost of \$6.25 per person based on \$25.00 per hour</i>		
Costs - Total		
For reports sent and received via Secure Messaging	60-180 sec per report / letter	\$0.36 - \$1.05

Financial summary - Based on 100 reports sent and 100 reports received		
Savings - For reports sent and received via Post Or Fax		\$745.00 - \$855.00
Savings - For reports sent and received via Fax		\$720.00 - \$830.00
Costs - For reports sent and received via Secure Messaging		\$36.00 - \$105.00

Assumptions:

- 1. Computer hardware and broadband** - connection already present in most practices
- 2. No software costs** – costs covered by General Practice Queensland to June 2010
- 3. Time to install and set-up secure email and/or secure messaging** – installation and set-up is done by Medical Objects and IT support at local Division of General Practice. A few minutes is required to answer questions during installation
- 4. Template changes** – some formatting changes may be required for report/letter templates as some formatting is lost when documents are sent via Medical Objects

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