

Cost benefit analysis of secure messaging (Medical Objects) for Allied Health Professionals

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		Per report/letter
1. Stationary (not including printer costs)		
Cost per report sent via post = \$0.20 letter head + \$0.25 envelope + \$0.55 postage		\$1.00
Cost per report sent via faxed = \$0.20 letter head + \$0.50 fax		\$0.70
2. Staff (administration and clinical staff) time savings		
Time to receive a report via mail or fax – opening, scanning, filing paper, managing digital document, forwarding document on, etc	3-5 mins admin time	\$1.50 – 1.75
Time to send a report via post – print, label envelope, fold and place in envelope, transport to post box, etc <i>NB Depends largely on transport time to post box</i>	5-10 mins admin time	\$1.75 - \$3.50
Time to send a report via fax – print, type cover letter, fax document, file sent document	3-5 mins admin time	\$1.50 - \$1.75
Savings - Total		
For reports sent and received via Post	8-15 mins admin time	\$4.25 - \$6.25
For reports sent and received via Fax	6-10 mins admin time	\$3.70 - \$4.20

Costs		Per report/letter
1. Stationary (not including printer costs)		
Cost per report sent via secure messaging <i>No stationary required</i>		\$0.00

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 of 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		\$425.00 - \$625.00
Savings - For reports sent and received via Fax		\$370.00 - \$420.00
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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