



Designed to improve healthcare accessibility, Adjutant LTD's Your Intelligent Health Assessment system offers affordable assessments, supporting cash-strapped patients

## ESSENTIALS

- The Your Intelligent Health Assessment system by Adjutant LTD allows patients to do assessments online, saving time for GPs.
- The system includes assessments and reviews for ADHD, autism, asthma, chronic obstructive pulmonary disease, oral contraceptives, depression, anxiety, HRT, cardiovascular disease and diabetes.
- YIHA works outside PMS, reducing inbox burden and helping GPs manage workload.

GPs can speed up their workflow and reduce the time spent on assessments and reviews by using digital assessment tools.

That's the message from Hastings-based specialist GP and Adjutant LTD chief executive David Moeller.

The idea behind the company's Your Intelligent Health Assessment (YIHA) system is to help GPs and other health professionals to speed up their work and avoid getting bogged down, Dr Moeller says.

It includes assessments and reviews for ADHD, autism, asthma, chronic obstructive pulmonary disease, oral contraceptives, depression, anxiety, hormone replacement therapy, cardiovascular disease and diabetes. It can also be used for administrative tasks, such as repeat prescriptions, medical certificates, patient registrations and feedback.

When a practice or a patient requests a review or an assessment, the patient is sent a customised link, either using the practice website domain or a YIHA address.

The patient can then complete it online in their own time. Once completed, a PDF is emailed to a dedicated inbox for the practice to process.

"If someone completes an assessment or a review and their score is X, you flag it, but if they score Y, you don't," Dr Moeller says.

The results can then be processed by a nurse, and the GP can be notified of any flagged reviews or assessments. Because it's not attached to the practice's PMS, it doesn't add to the daily inbox burden.

With increased time constraints and clinical pressures, GPs need to find efficiencies, and reducing routine tasks is one way they can do that, he says.

Dr Moeller was born in Germany, where he trained as a senior emergency physician and family medicine consultant. He immigrated to New Zealand in 2019 and now works as a GP in Hawke's Bay. In 2013, Dr Moeller cofounded Adjutant LTD with UK-based specialist GP and web developer Calum Patrick.

Dr Moeller works at Tötara Health in Hastings, a Very Low Cost Access clinic with 16,000 patients.

His practice has found that through its use of the YIHA system, 80 per cent of patients who completed its asthma review didn't need an appointment, he says.

"So, it's a win for the patient, the clinician and the practice."

It also includes assessments for ADHD and autism. Dr Moeller says patients can pay \$100-plus for a private online ADHD assessment. But he thinks that might be a step too far for many cash-strapped families in an area like Hastings. The system's assessment tool makes it easier for those families to find out if their loved one has the condition.

"How many patients don't get screened [for these various conditions] because they can't book an appointment with their GP?"

The cost structure is based on the number of patients registered with each practice.

"At the moment, we're charging \$1.07 per patient per year. We're also offering practices a six-week free trial, and we can even set it up, so it looks like their practice's home page."

The RNZCGP *Te Rangahau Ohu Mahi The Workforce Survey 2022: Overview Report*, released in March, found that 79 per cent of GPs rate themselves as burnt out to some degree, while almost half (48 per cent) consider themselves to be burnt out.

The results showed that, on average, GPs were spending 24.4 hours consulting with patients a week, and the non-patient-facing activities such as paperwork, teaching, practice management and on-call work took up 11.5 hours a week, totalling 35.9 hours a week.

Specialist GP and technology advocate Richard Medicott says it could be a good thing if YIHA can speed up the process for GPs.

"It sounds interesting. I think it would be interesting to include that in telehealth and remote management."

But it is vital any new system doesn't add to the punishing workload GPs already face, Dr Medicott says.

"That's the risk. Through my inbox and portal, I'm getting 100 messages a day and it takes hours to sort through it. We are drowning in our inboxes.

"So, is it just creating more work? But if it decreases our workloads, that would be cool."



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