



Avant

Practice
Solutions

Efficiency for the modern practice

A suite of solutions designed to help streamline practice administration.



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Our suite of solutions supports you in optimising the day-to-day administration of your medical practice. Our team supports thousands of Australian doctors and their practices to unlock potential, minimise disruption and maximise opportunities, giving you time back to focus on what matters most – **your patients**.

Practice Management Consulting



Get the best out of your business with guidance from the experts

The team at Avant Practice Solutions can provide you and your practice manager support from top-tier practice management consultants to identify capability gaps, and help optimise and maintain management functions for your practice.

With our team, short term projects help identify and optimise performance of medical businesses, assist with accreditation or work with doctors to launch their new practice. Longer term engagement with our consulting team provides personalised support in practice management roles, such as:

- Human resource management
- Office management
- Business management
- Financial reporting

- Compliance and accreditation
- Quality assurance
- Strategy

Our team delivers turnkey solutions that adapt to your specific needs. We seamlessly integrate as an extension of your team, empowering you to focus on patient care while we support the business side as your practice manager or enhancing your on-site team by filling capability gaps.

From high-level strategic planning, in-depth performance measurement and financial analysis to HR management support, we can help you to define your vision, create a roadmap for sustainable growth and gain a deeper understanding of your practice's financial health.

As the experts in practice management, let us help you grow a thriving medical practice. [Speak to our consultants here to find out how.](#)



Virtual Administration and Reception Service



Improve efficiencies through outsourcing your reception duties

Our Australian-based medical administration teams can work as informed and engaged support to operate your practice remotely. We provide small, dedicated teams who can manage administration roles within your practice, including telephone and in-bound tasks, appointment bookings, patient paperwork, theatre list management, billing, patient messages, administration paperwork,

filing and chasing results as well as patient communications with accuracy and efficiency.

We work in your practice software and answer your own telephone number as 'your team' to assist your practice to project an efficient and professional image five days per week.

Call Overflow and Virtual Reception



Improve call handling and patient experience

Our bespoke offering reduces the strain on busy front-of-house staff and provides resilience to cope with unexpected leave, or surges in telephone activity.

Trained in the workings of your practice, our experienced medical secretaries can operate in perfect alignment with your on-site team, taking telephone calls on your phone number, managing questions and completing administration tasks.

Maximise practice efficiencies with a trusted offsite administration team. [Book a consult here to find out more.](#)



PracticeHub



Trusted by 1000+ healthcare and community organisations in Australia

PracticeHub was created for healthcare owners and managers to enhance efficiency in administration, risk management, and compliance, all from one convenient, centralised location accessible anytime, anywhere. It supports healthcare businesses with:

Management support

Access to a comprehensive library of expertly crafted resources to strengthen your administrative processes and procedures.

Risk management

Securely streamline and protect the management of policies, procedures, and documentation using our cloud-based platform.

Human resource management

Simplify team onboarding and induction processes, and effortlessly track compliance with legislative requirements.

Accreditation

Store evidence and demonstrate compliance with healthcare standards including the RACGP Standards for general practices.

PracticeHub also provides preferential pricing on a wide range of medical consumables and equipment with our partner, Team Medical.



One study has shown that practices using PracticeHub achieved 41% savings in risk management costs compared to non-PracticeHub users¹.



One study has shown that practices using PracticeHub achieved 30% savings in accreditation costs compared to non-PracticeHub users¹.

1. Larter Consulting Pty Ltd. Economic evaluation to ascertain the return on investment for general practices using PracticeHub. 2023. If you would like to view this report, please contact us at practicesolutions@avant.org.au.

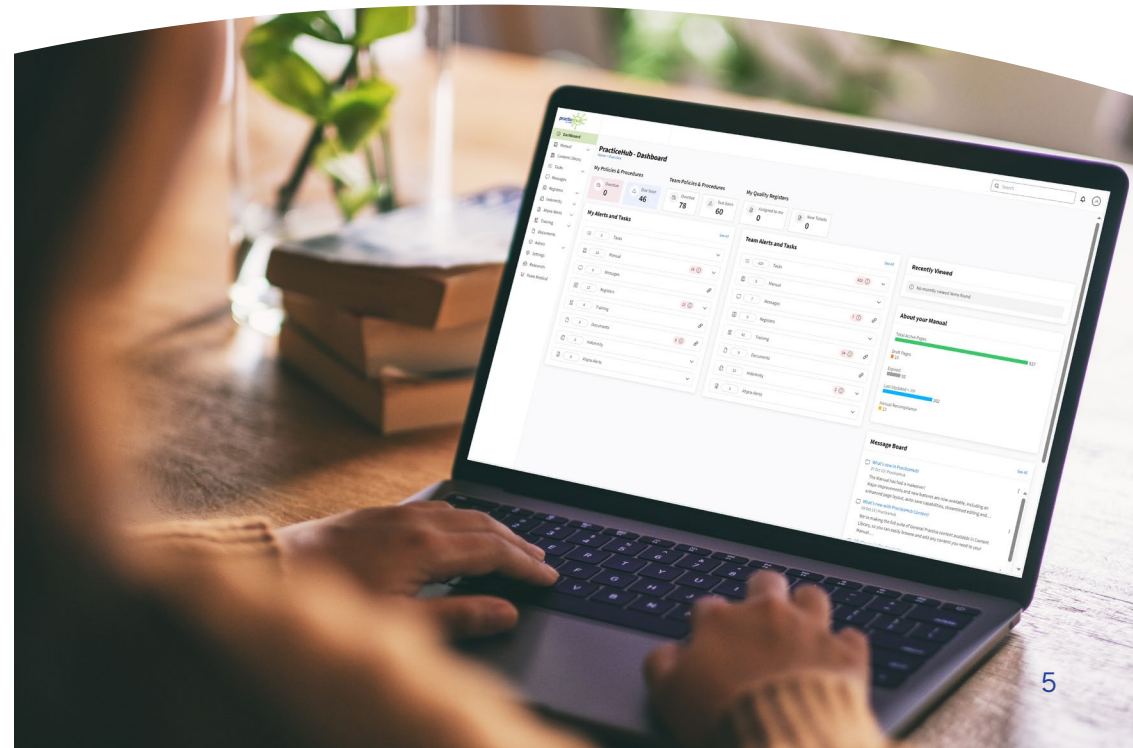


When you have contractors and casual or part-time staff one of the hardest things is being able to communicate the same message out to people and know everyone has access to it. Being able to access information in their own time from wherever they are, that's been a huge bonus.

Practice Manager, Tasmania

Scenarios in this publication are based on Avant claims experience to date. Certain information has been de-identified to preserve privacy and confidentiality.

See PracticeHub in action! [Book a demo here.](#)



Bookkeeping and Payroll



Trusted medical bookkeeping for your thriving practice

Is the burden of in-house bookkeeping and payroll hindering your practice's efficiency?

Whether you are a single doctor or a large practice, our BAS accredited bookkeeping and payroll team takes care of the financial details, empowering you to spend more time with your patients, and assisting your practice manager to focus on running your practice.

Along with mitigating risk and enhancing operational efficiency, our qualified team

provide a comprehensive service for medical practices, including:

- Reporting balance sheet, profit and loss, and other reports as required
- Reconciliation and verification of bank, loan, and credit card accounts
- Managing customer and supplier invoices profit and loss statements
- Payroll, including lodgement of single touch payroll (STP) and payroll reports
- Superannuation prepared quarterly for lodgement

Simplify the financial management of your practice. [Book a meeting here](#) to learn more.

Medical and Surgical Billings



Implement strategies to save time, regain lost revenue, and enjoy financial control

Our smartphone Billings+ App and expert Billings+ team provide end-to-end medical and surgical billing support, assisting you to reduce missed payments and boost income by managing unpaid invoices and claim rejections.

Along with assisting you to register with MyMedicare and Health Funds, we also submit your billings items to insurers for No Gap, Medicare Bulk Billings and DVA Billings.

Whether you are new to private billings, or have an established private practice, we

can bring you tailored expertise to optimise your in-patient billing processes, covering:

- Anaesthetics
- Surgeons
- Surgical assistants
- Psychiatrists
- Physicians
- Paediatricians
- Obstetrics and Gynaecology
- Procedural radiology

It's time to focus on patients, not payments. [Speak to our Billings+ team here](#) to sign up.



VoiceBox Intelligent Transcription



Technology assisted transcripts translated with a human touch

Our fully secure and data protected VoiceBox Intelligent Transcription platform assists you in creating and delivering medical correspondence, saving time and money. Our smartphone app is designed to record, edit, and rapidly format transcripts for your approval, deliver them through secure messaging and file them in your medical notes with ease.

With industry leading integrations, VoiceBox IT can significantly reduce your administration time!

Using smartphone-friendly speech recognition software, you can dictate and edit on the go, safe in the knowledge that our Australian-based medical transcription team can provide accurate, on-time transcripts.

There are no registration fees, no minimum usage, or lock-in contracts, so you can enjoy on-demand standardised recording and transcription, plus an easy in-App editing facility and approval process.

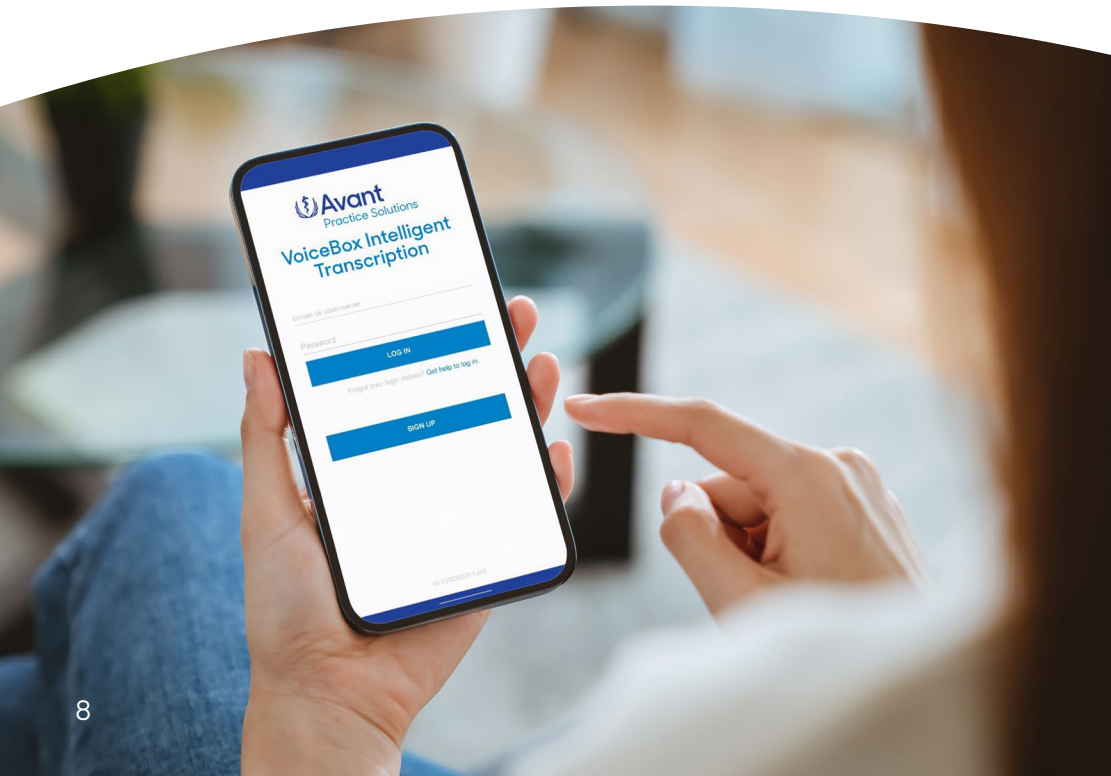
Are you ready to dictate anytime, anywhere and get accurate, on-time transcripts you can trust? [Book a meeting here.](#)

Avant Practice Solutions can help reduce the administration burden for practices of all sizes – from starting out to scaling up. **We are here to help.** Get in touch to find out how you can run an efficient and resilient practice by tapping into our expertise.

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avant.org.au/practice/practice-administration



Persons implementing any recommendations contained in this publication must exercise their own independent skill or judgment or seek appropriate professional advice relevant to their own particular practice. Compliance with any recommendations will not in any way guarantee discharge of the duty of care owed to patients and others coming into contact with the health professional or practice. Avant and Avant Practice Solutions are not responsible to you or anyone else for any loss suffered in connection with the use of this information. Information is only current at the date initially published.

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