



Aboriginal Health Council
of South Australia Ltd.

DEADLY SOUNDS COMMUNICARE AND MBS GUIDE

Communicare acknowledges the business intelligence and product development shared through respectful partnerships spanning more than 20 years in the Aboriginal Community Controlled Health and medical services sector and looks forward to evolving Communicare as the state of the art primary health care system in the national effort to reduce health inequality and close the gap in a generation.

www.communicaresystems.com.au

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COMMUNICARE

About the Deadly Sounds Communicare and MBS Guide

Deadly ear and hearing health is essential to us all; especially our children. Ensuring good ear and hearing health provides children with the foundation for a great start in life. Hearing helps us learn our languages, read and write, listen to stories, stay safe and more importantly, feel a part of our families and communities. Hearing is vital for children to achieve their early developmental milestones, which are the prerequisites to developing positive transitions into early childhood and school settings.

Middle ear infections (Otitis Media) are very common, especially in Aboriginal children, but they are easily treated when diagnosed at an early stage. If left undiagnosed and untreated, middle ear infections can have serious and detrimental effects on children's health and wellbeing that often lead to adverse health and wellbeing in adulthood.

The Deadly Sounds resource combines clinical, practical and technical information to compliment existing systems and best practice guides that assist in the identification, management and monitoring of middle ear conditions in primary health care settings.

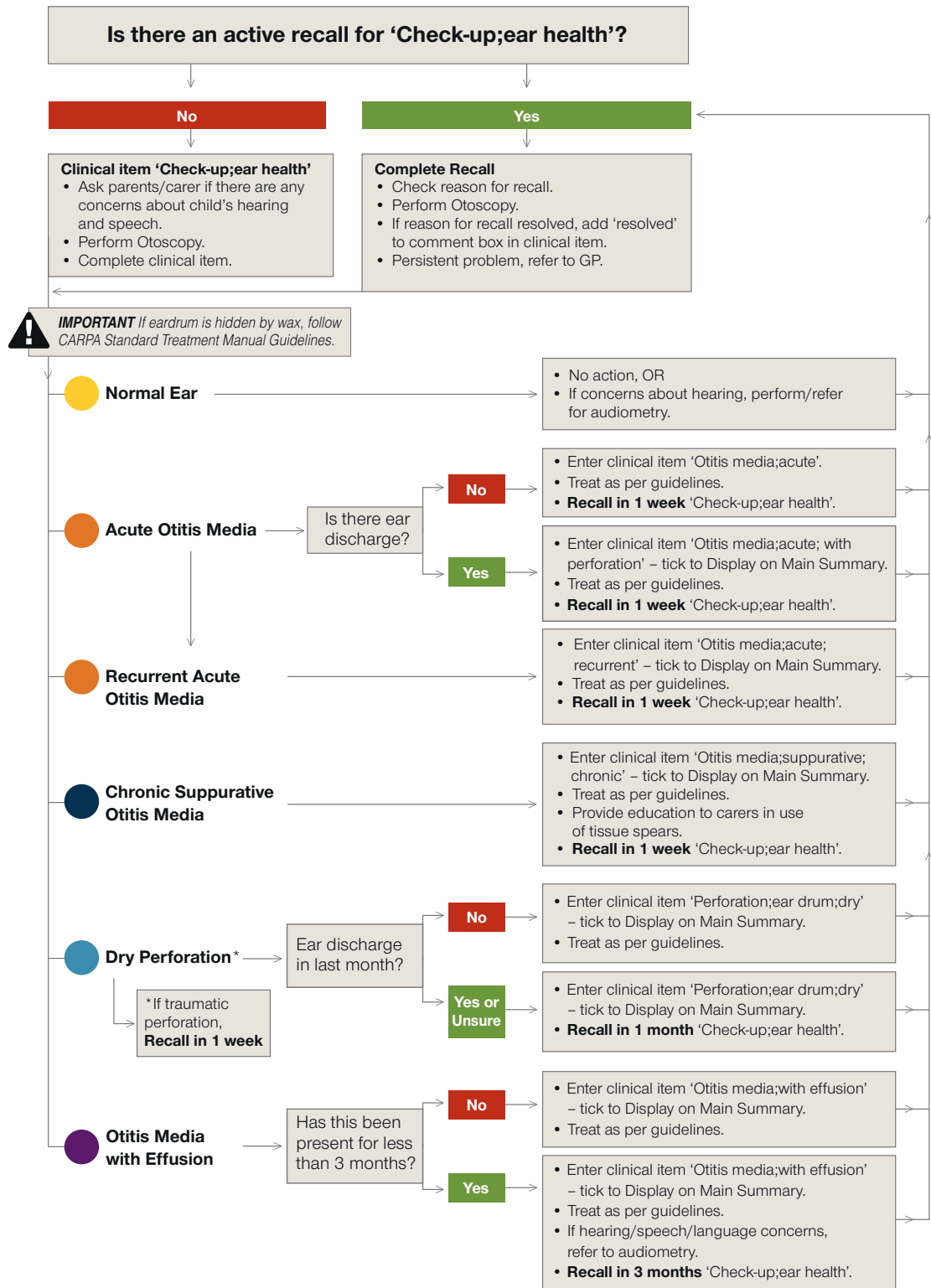
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AHCSA's Ear Health Program 'Deadly Sounds' aims to support Members to develop and deliver comprehensive primary ear and hearing health services to reduce the prevalence and incidence of otitis media in Aboriginal populations.

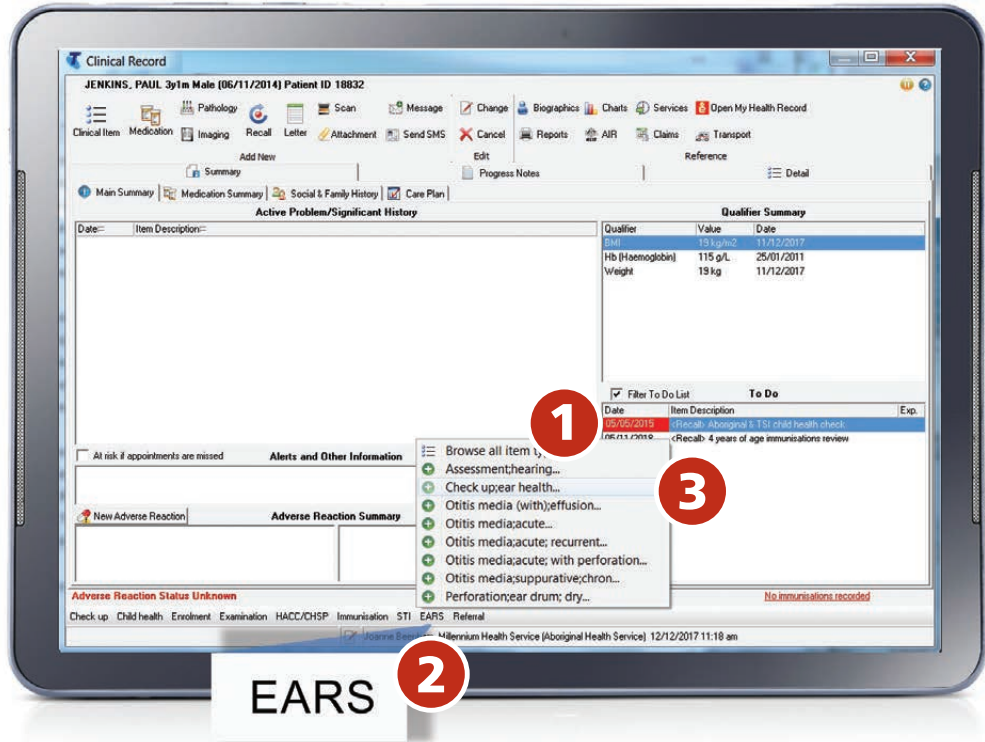
Ear Health Flowchart

All children aged 0-4 years presenting to the health service for any reason should have their ears checked. All children aged 5-14 years should have an ear check at least annually. This manual recommends the use of the Communicare **Check up;ear health** clinical item to guide the documentation of diagnoses and follow up of middle ear disease which can be completed by an Aboriginal Health Worker, Aboriginal Health Practitioner, Registered Nurse or a General Practitioner. The flowchart below should be used in conjunction with the CARPA STM and the Recommendations for Clinical Care Guidelines on the Management of Otitis Media in Aboriginal and Torres Strait Islander Populations.



No Recall Exists

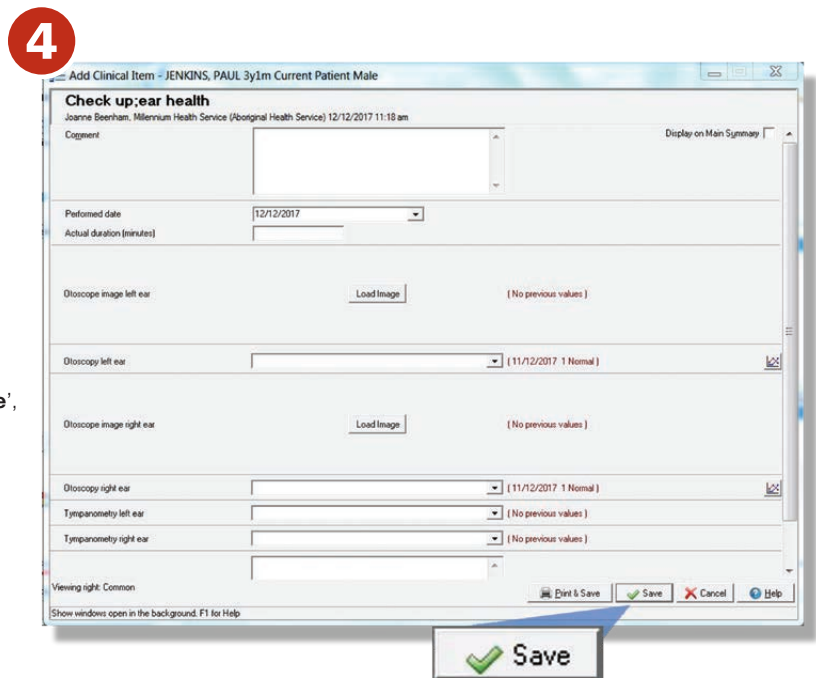
If client presents and there is no recall for Check up;ear health, follow the steps below:



No Recall for 'Check up;ear health':

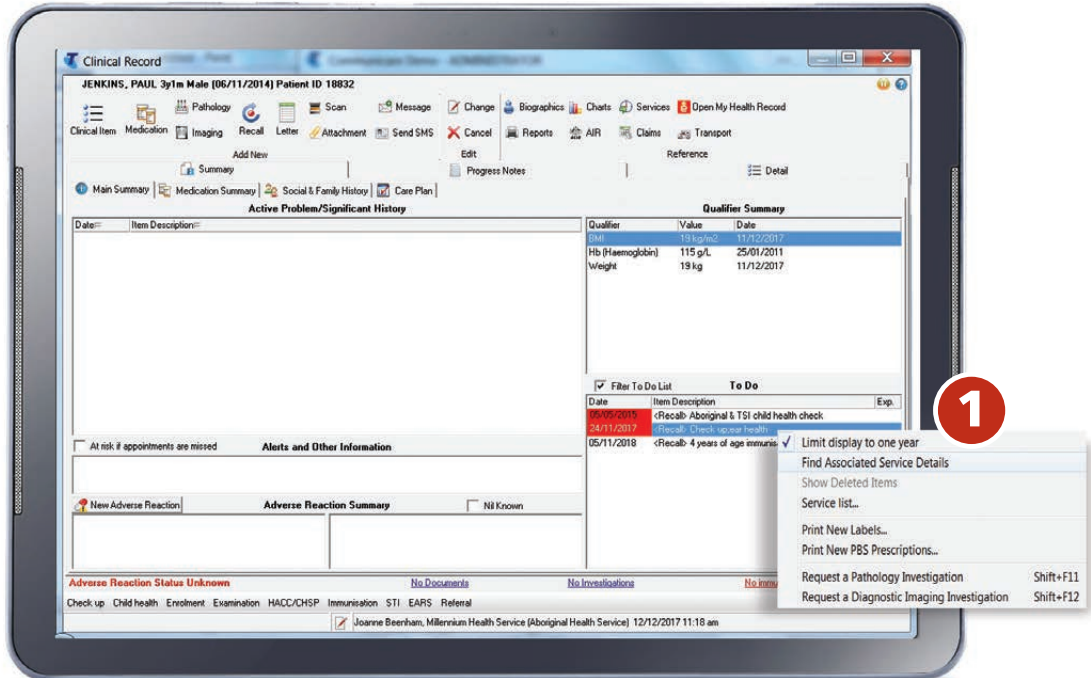
1. Check 'To Do' list for recall.
2. Proceed to the **EARS** tab at the bottom of the screen.
3. Select: '**Check up;ear health**'.
4. This clinical item will appear. If normal ear, enter data and select '**Save**'.
5. If **NOT** normal ear, enter data in same clinical item, select '**Save**', and go to **pages 7-13** for further actions required.

If concerned about hearing, arrange/perform audiometry (see page 14) and refer for further investigation.



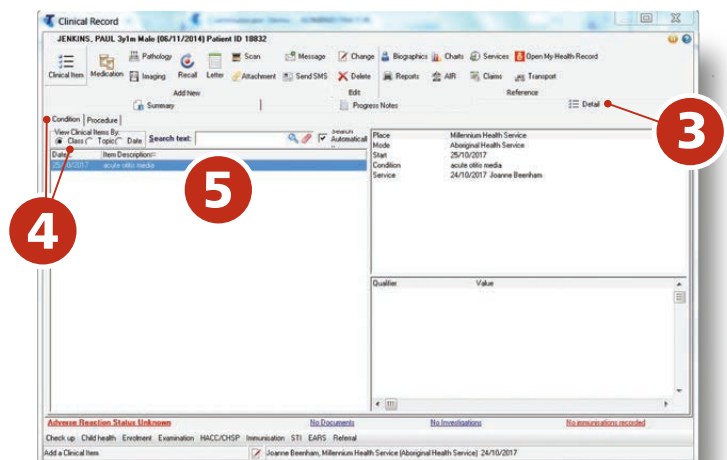
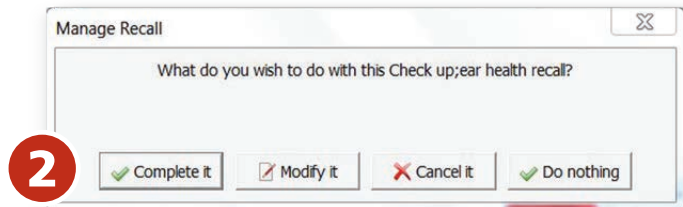
Recall Exists

If client presents and there is a recall for **Check up;ear health**, follow the steps below:



Recall for 'Check up;ear health':

1. Check the reason for the recall being set. Right click on the recall, and select **'Find Associated Service Details'**.
2. This will take you to the progress notes of the entry relating to the recall. Once you have checked the reason for the recall, double click on the recall and select **'Complete it'**. The **'Check up; ear health'** clinical item will appear. Complete as necessary and **'Save'**.
3. If the reason for the recall is resolved, on the Clinical Record, go to the **'Detail'** tab.
4. Ensure that **'Condition'** and **'Class'** filters are selected.
5. Highlight and double click the condition, and type **'resolved'** in the comment box. If the **'Main Summary'** box is ticked, **UNTICK**.



If the reason for the recall is not resolved, go to pages 7-13 as appropriate.

Documenting Otoscopy in Health Check (715)

When undertaking a health check, in addition to recording otoscopy in this clinical item, it is recommended the Check up;ear health clinical item is also completed.

The Check up;ear health clinical item is linked to reports relating to client follow up.

Complete Recall - JENKINS, PAUL 3y1m Current Patient Male

Check up;Aboriginal & TSI child

The Medicare item for **Aboriginal and Torres Strait Islander** people's health assessment should be claimed when this health assessment is complete.

Joanne Beerham, Millennium Health Service (Aboriginal Health Service) 24/10/2017

Comment Display on Main Summary

Planned date: 05/05/2015
Expiry date:
Responsibility:
Performed date: 24/10/2017
Actual duration (minutes):

Pre-check | **Mandatory Examination** | Optional Examination | Assessment of patient - Child

Mandatory Examination

In examining the patient, the practitioner should consider the following age appropriate matters.

Height	<input type="text"/>	cm	[No previous values]
Weight	<input type="text"/>	kg	[No previous values]
Click in the BMI box to automatically calculate from last recorded weight and height.			
BMI	<input type="text"/>	kg/m2	[No previous values]
Head circumference	<input type="text"/>	cm	[No previous values]
Otoscopy right ear	<input type="text"/>		[No previous values]
Otoscopy left ear	<input type="text"/>		[No previous values]

Viewing right: Common

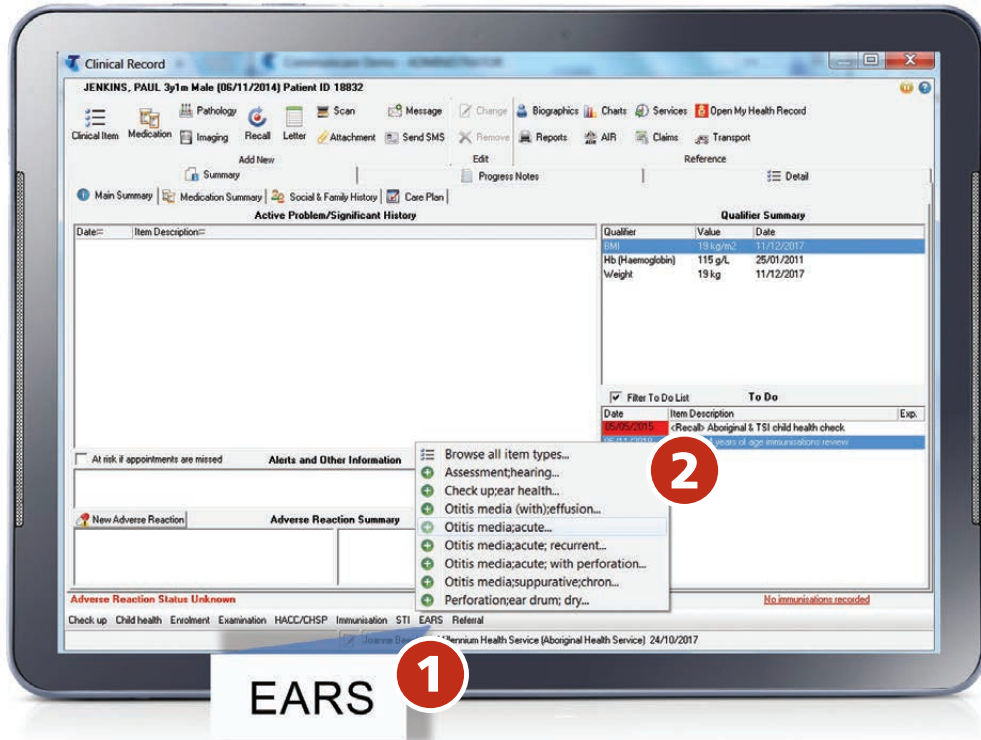
Save & Write Letter | Print & Save | Save | Cancel | Help

Show windows open in the background. F1 for Help

1. Otoscopy results are documented in the health check, for left and right ear.
2. Document otoscopy results in **Check up;ear health** clinical item. Refer to pages 4 or 5.

Acute Otitis Media

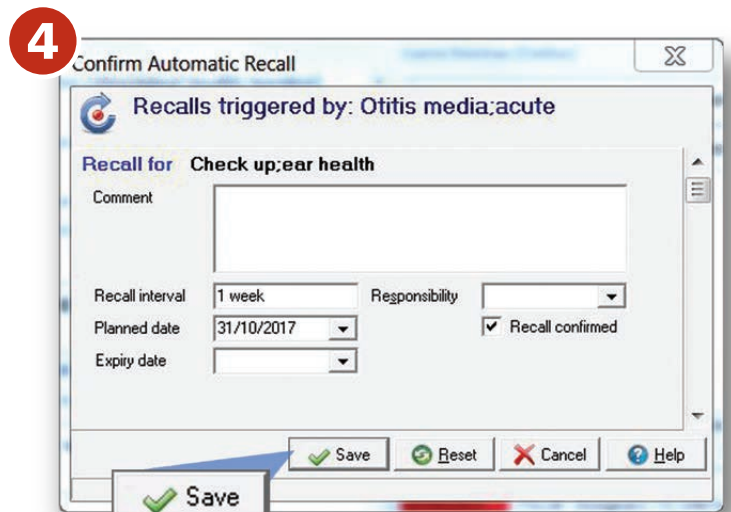
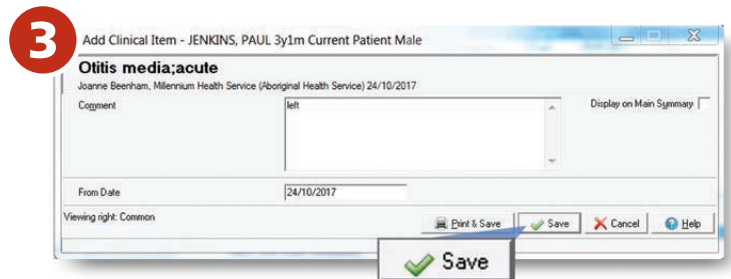
If client presents with Acute Otitis Media, follow the steps below:



Following completion of the 'Check up;ear health' clinical item, if Acute Otitis Media has been diagnosed:

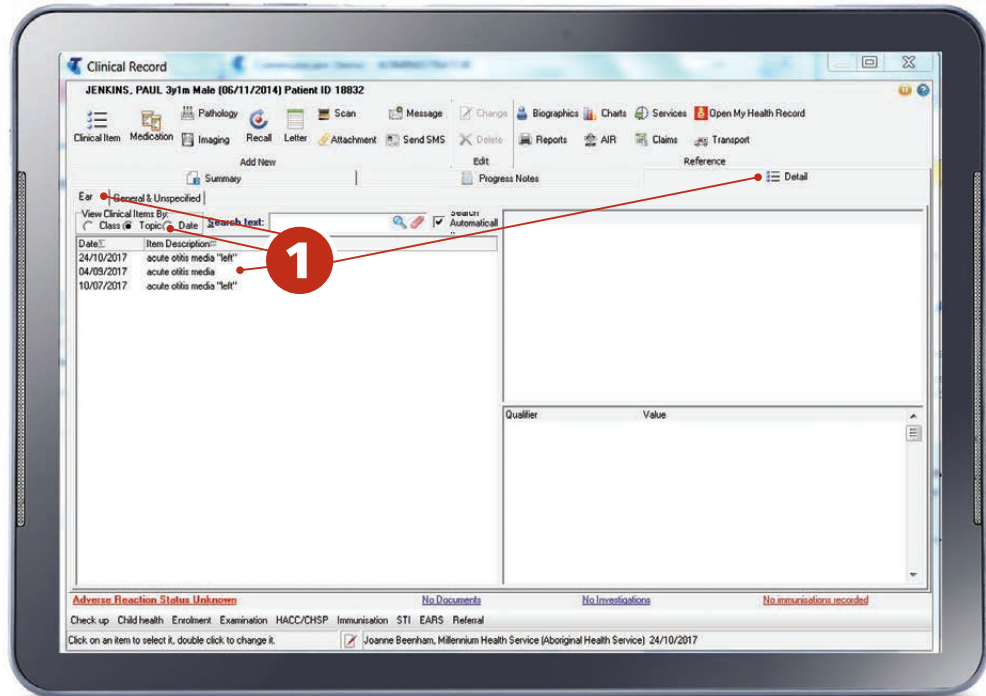
1. Proceed to the **EARS** tab at the bottom of the screen.
2. Select: '**Otitis media;acute**'.
3. The following clinical item will appear. Add to the Comment 'left/right/bilateral' for example, and select '**Save**'.
4. The '**Confirm Automatic Recall**' window will appear. Select '**Save**', and you will see a recall appear in the '**To Do**' list for 1 week's time.

Has this client had 3 episodes of Acute Otitis Media in the last 6 months, or 4 episodes in last 12 months? To check, follow the process outlined on page 8.



Recurrent Acute Otitis Media

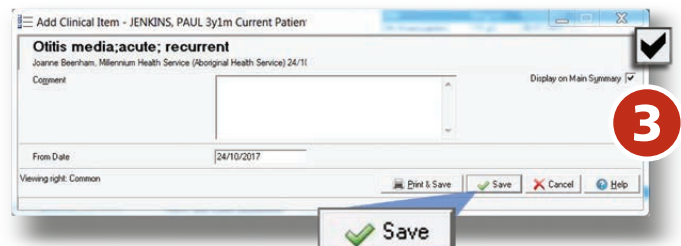
If client presents and has been diagnosed with Acute Otitis Media, follow the steps below:



Following diagnosis and documentation of Acute Otitis Media, check to see if the diagnosis is in fact Recurrent Acute Otitis Media.

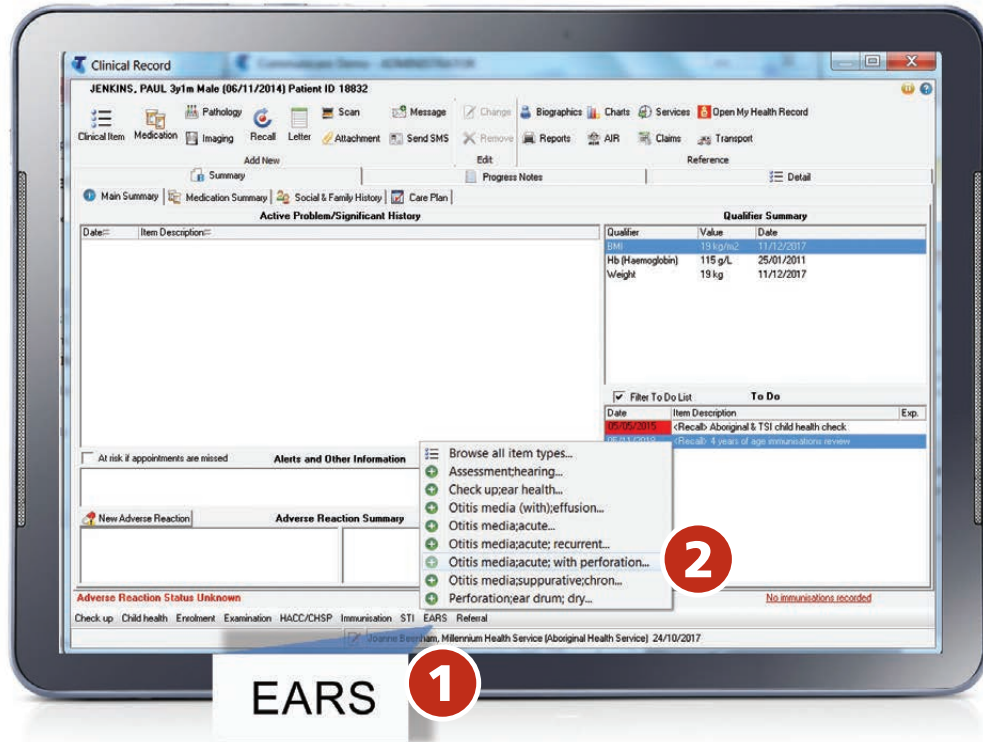
1. Select the 'Detail' tab, and go to 'view clinical items by Topic'. Select 'Ear' (if there are clinical items indicating there has been 3 episodes of Acute Otitis Media in the last 6 months, or 4 episodes in the last 12 months, the diagnosis should be **Otitis media;acute; recurrent**).
2. If the diagnosis is **Recurrent Acute Otitis Media**, go to the **EARS** tab at the bottom of the screen and select '**Otitis media;acute; recurrent**'.
3. The following clinical item will appear. Tick '**Display on Main Summary**', and '**Save**'.

Follow health service procedure to refer for medical consult and audiometry.



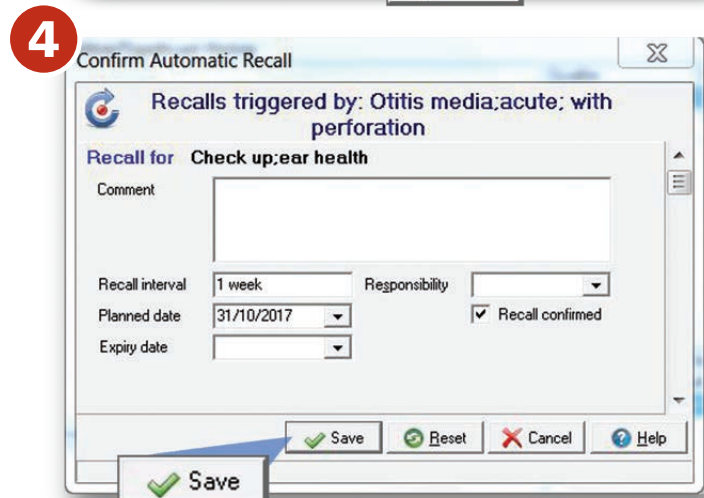
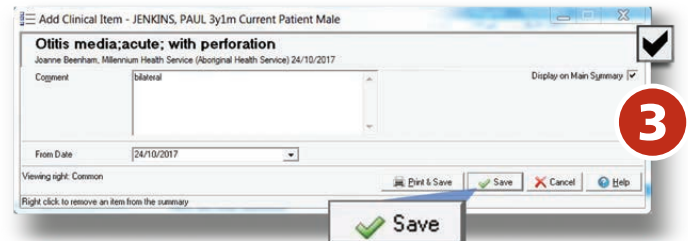
Acute Otitis Media with Perforation

If client presents with Acute Otitis Media with Perforation, follow the steps below:



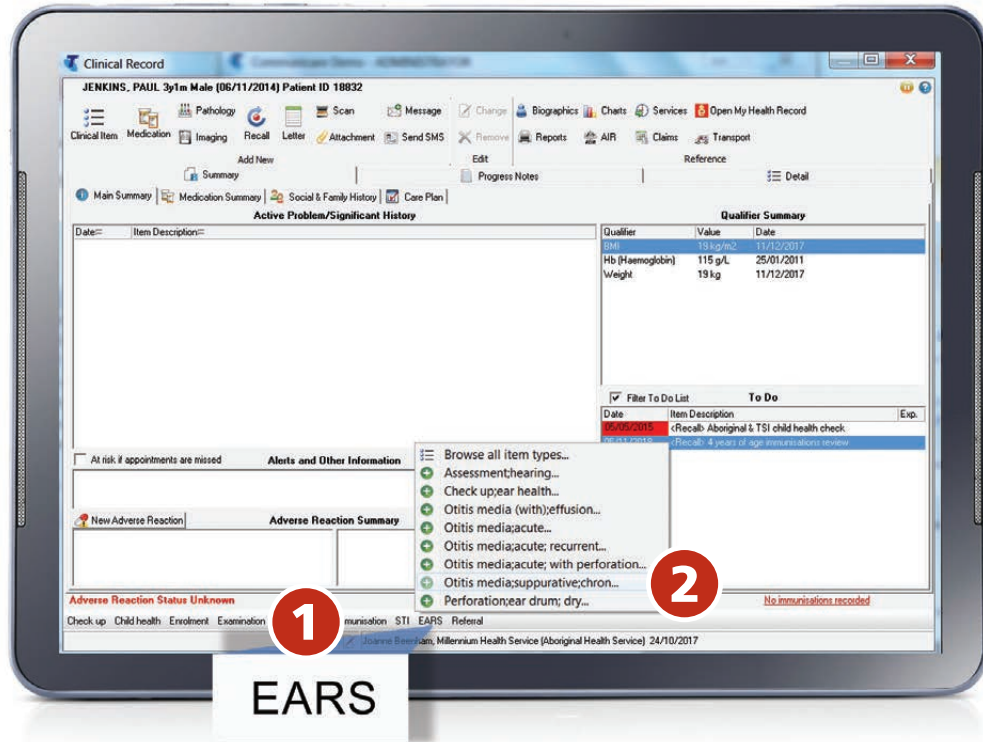
Following completion of the 'Check up;ear health' clinical item, if Acute Otitis Media with Perforation has been diagnosed:

1. Proceed to the **EARS** tab at the bottom of the screen.
2. Select '**Otitis media;acute; with perforation**'.
3. The following clinical item will appear. Add in the Comment left/right/bilateral for example, tick '**Display on Main Summary**', and '**Save**'.
4. The **Confirm Automatic Recall** window will appear. Select '**Save**'. You will see a recall appear in the '**To Do**' list for 1 weeks' time.



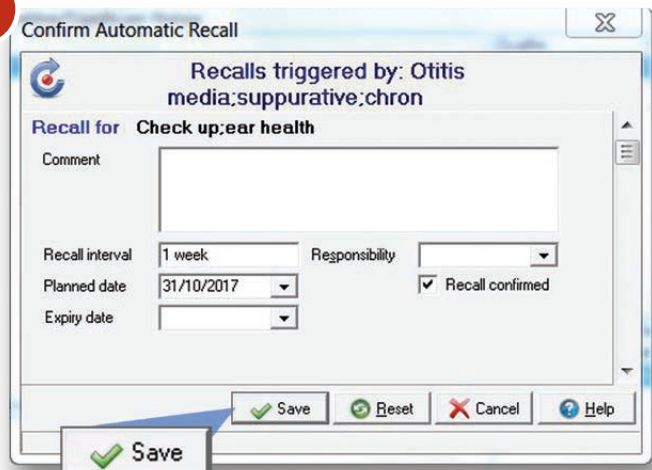
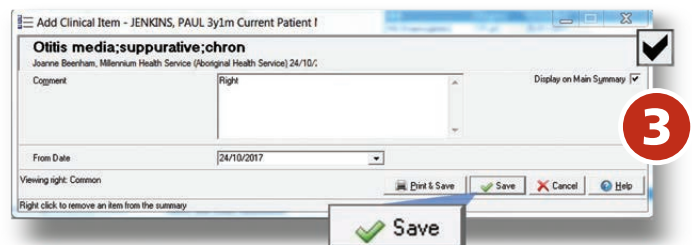
Chronic Suppurative Otitis Media

If client presents with Chronic Suppurative Otitis Media, follow the steps below:



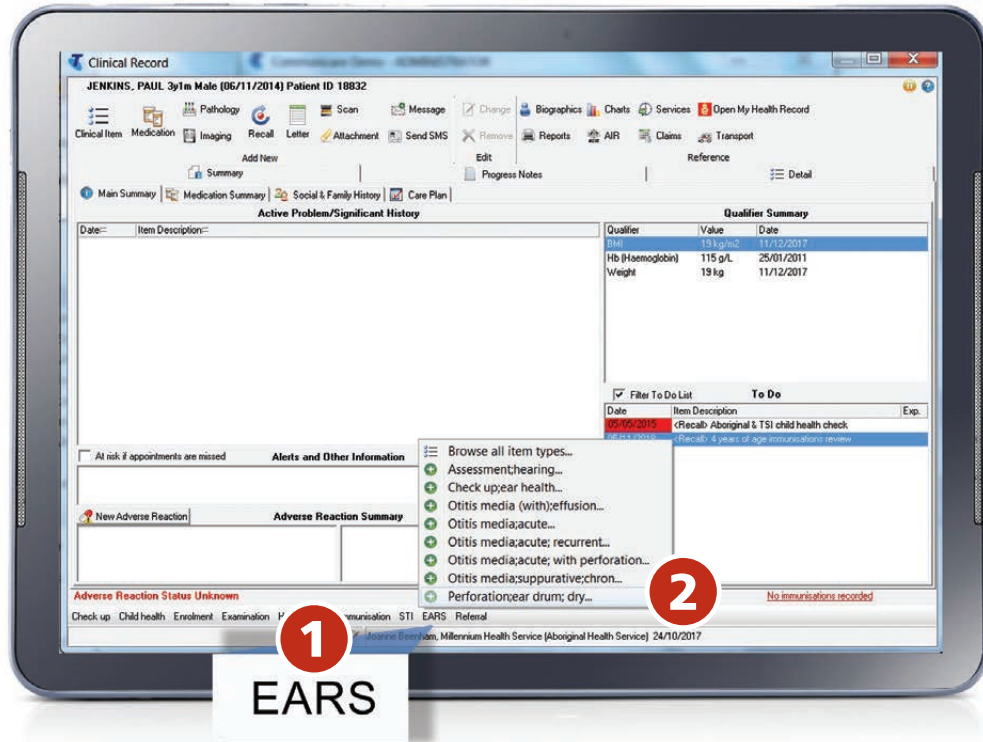
Following completion of the 'Check up;ear health' clinical item, if Chronic Suppurative Otitis Media has been diagnosed:

1. Proceed to the **EARS** tab at the bottom of the screen.
2. Select '**Otitis media;suppurative;chron**'.
3. The following clinical item will appear. Add to the Comment 'left/right/bilateral' for example, tick '**Display on Main Summary**', and '**Save**'.
4. The **Confirm Automatic Recall** window will appear. Select '**Save**', and you will see a recall appear in the '**To Do**' list for 1 week's time.



Dry Perforation

If client presents with a Dry Perforation, follow the steps below:

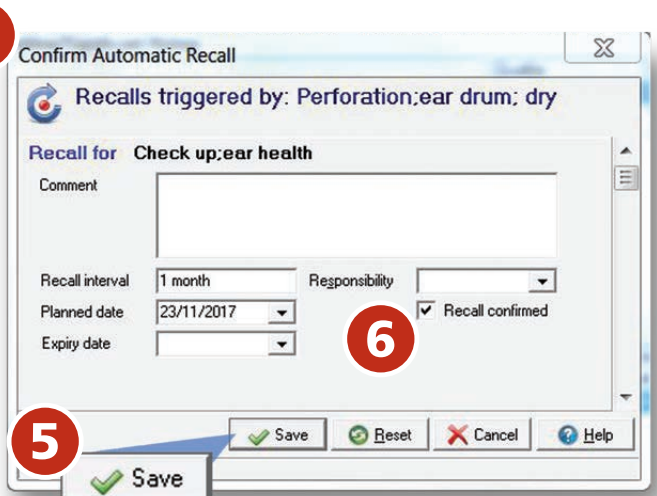
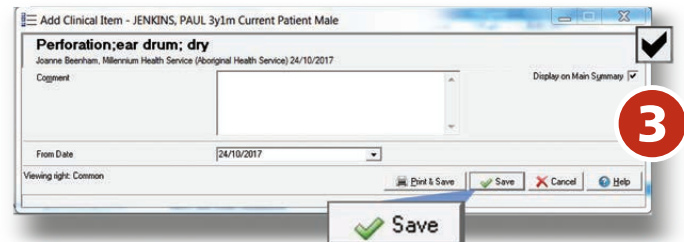


Following completion of the 'Check up;ear health' clinical item, if evidence in the last 3 months of recent Acute Otitis Media with discharge OR resolved Chronic Suppurative Otitis Media:

1. Proceed to the **EARS** tab at the bottom of the screen.
2. Select '**Perforation;ear drum; dry**'.
3. The following window will appear. Add to the Comment 'left/right/bilateral' for example, tick '**Display on Main Summary**', and '**Save**'.
4. The **Confirm Automatic Recall** window will appear.
5. Select '**Save**'.

OR

6. If there is no evidence of recent Acute Otitis Media with Perforation (hole in eardrum for more than 3 months), **UNTICK** the '**Recall confirmed**' box. Arrange for medical review and audiometry.



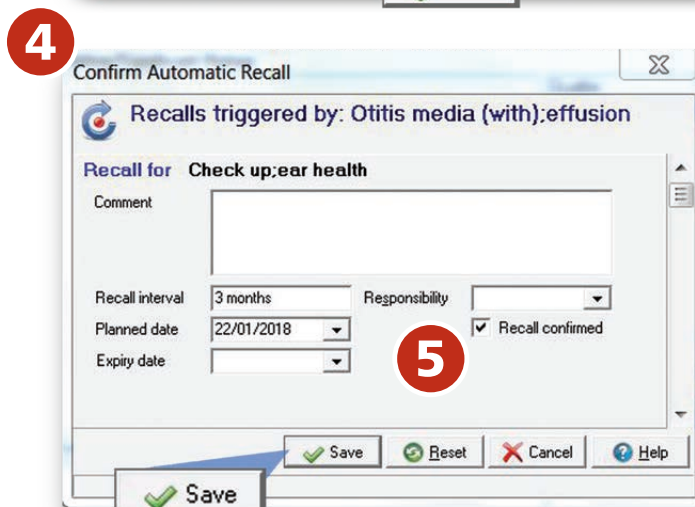
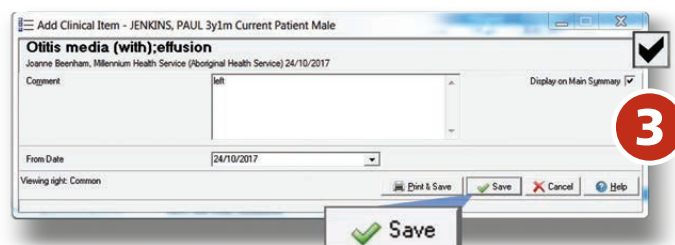
Otitis Media with Effusion

If client presents with Otitis Media with Effusion, follow the steps below:



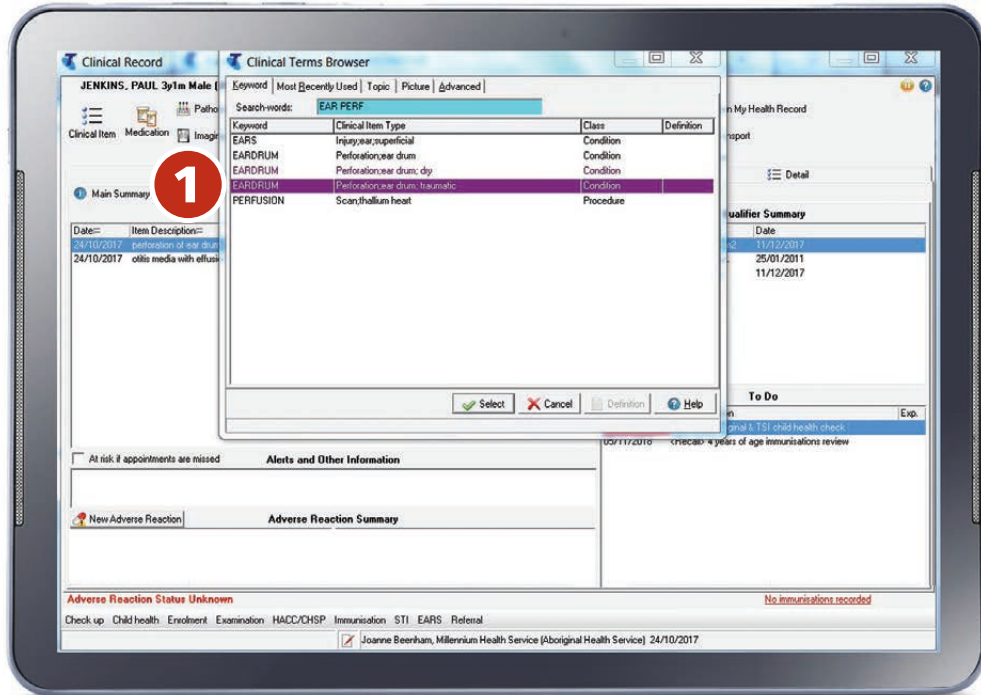
Following completion of the 'Check up;ear health' clinical item, if Otitis Media with Effusion has been diagnosed:

1. Proceed to the **EARS** tab at the bottom of the screen.
2. Select '**Otitis media (with);effusion**'.
3. The following clinical item will appear. Add to the Comment 'left/right/bilateral' for example, tick '**Display on Main Summary**', and '**Save**'.
4. If first diagnosis, select '**Save**'. You will see a recall appear in the '**To Do**' list for 3 months' time.
5. If **Otitis Media with Effusion** has been present for greater than 3 months, **UNTICK** the **Recall confirmed** box. Arrange for medical review and audiometry.
Discuss with family/school, strategies to improve child's hearing/language development.



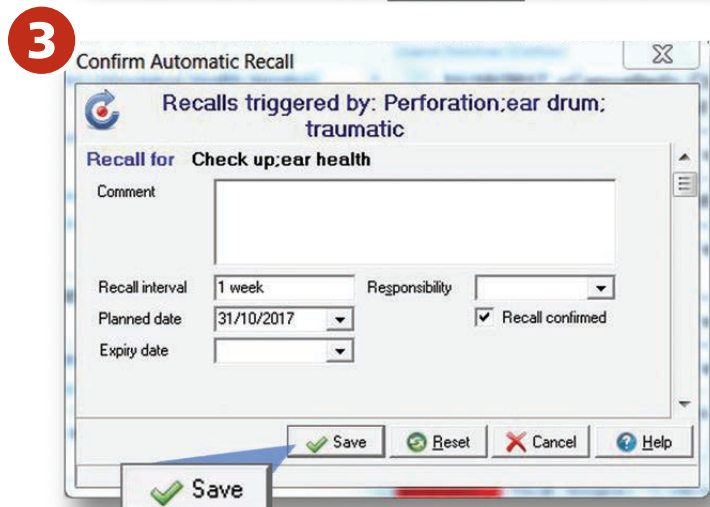
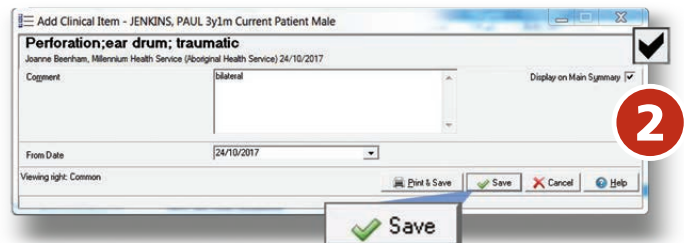
Traumatic Perforation

If client presents with a Traumatic Perforation, follow the steps below:



Following completion of the 'Check up;ear health' clinical item, if Traumatic Perforation has been diagnosed:

1. By selecting 'Clinical Item' and searching by keyword eg. ear perf, the clinical item of 'Perforation;ear drum; traumatic' can be found.
2. The following clinical item will appear. Add to the Comment 'left/right/bilateral' for example, tick 'Display on Main Summary', and 'Save'.
3. The **Confirm Automatic Recall** window will appear. Select 'Save', and you will see a recall appear in the 'To Do' list for 1 week's time.



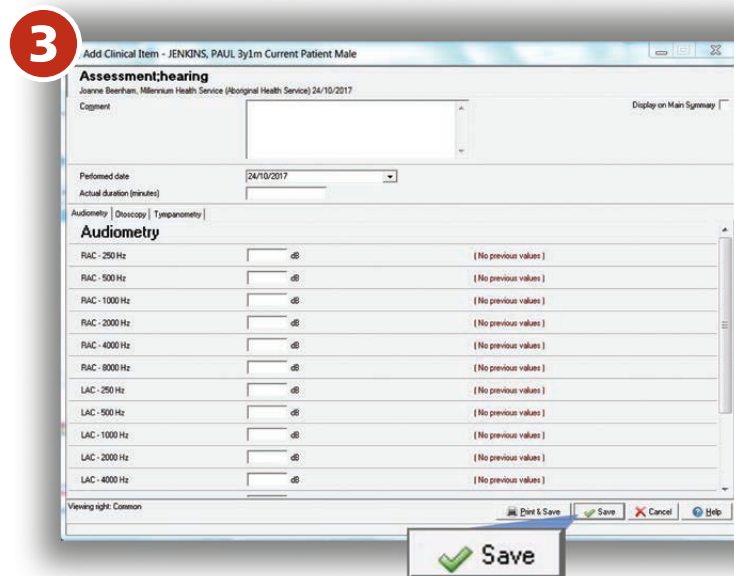
Recording Audiometry



Complete the following steps for assessing the client's hearing and recording the results:

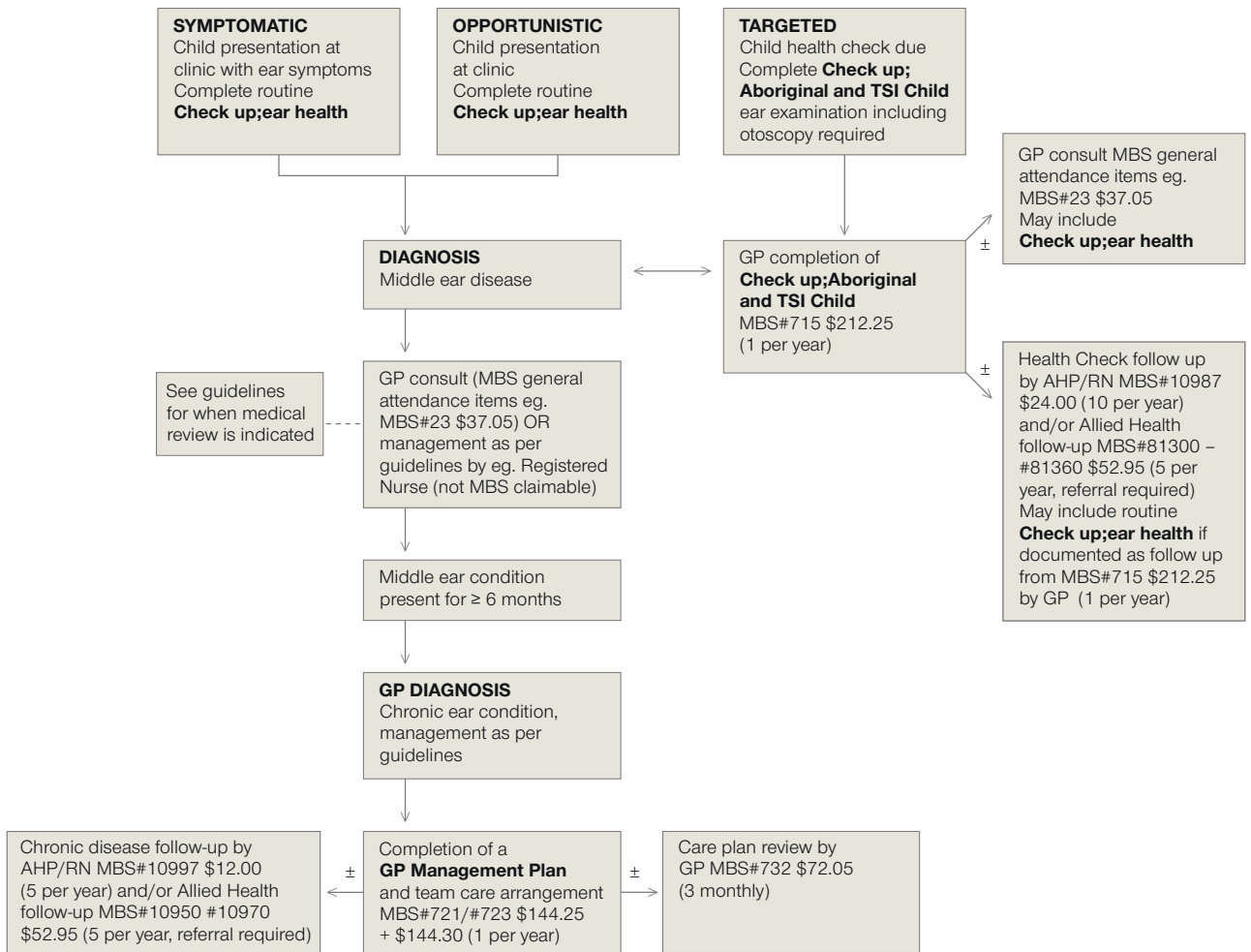
1. Proceed to the **EARS** tab at the bottom of the screen.
2. Select **'Assessment;hearing'**.
3. The following clinical item will appear. Complete the fields as appropriate, and select **'Save'**.

Refer to guidelines regarding appropriate follow up if test results abnormal.



MBS Flowchart

The flowchart below provides information to support Aboriginal Health Workers, Aboriginal Health Practitioners, Registered Nurses and General Practitioners to optimise Medicare Benefits Scheme revenue when providing care for children and young people with middle ear disease.



Cover Artwork Reference



YURI PAMANTHI Illustrated by Allan Sumner, the cover artwork is a visual story about AHCSA's Ear Health Program 'Deadly Sounds'. The title of the illustration is 'Yuri Pamanthi', a Kaurua word meaning 'to reach one's ear'. The artwork depicts the journey of how the AHCSA Program will assist and support the development and enhancement of ear health services and programs, ensuring that Member Services have the capacity to identify, monitor, manage and resolve middle ear conditions of clients. Our ultimate goal is to ensure that our children have good ear and hearing health, to meet their developmental milestones and educational potential.

1.



2.



3.



4.



5.



- 1. Cochlea** This symbol represents the sensitive cochlea located within the inner ear, to signify that it is a critical component for good hearing health.
- 2. Ear and Hearing Health** This symbol represents Aboriginal ear and hearing health and the significance to our people to learn languages, culture and stories to read and write well, which are strong foundations for healthy communities.
- 3. Working Together** This symbol represents a focused approach towards our communities and individuals, encircling the key organisations and staff, working together as multidisciplinary teams to provide better ear and hearing health outcomes for communities, families and individuals.
- 4. Aboriginal Ears** This symbol has dual representation; the unique communities, families and individuals as well as the types of middle ear conditions that are highly prevalent within our communities.
- 5. Hearing** This symbol represents that hearing health is just as important as ear health. It also illustrates that the service and efforts of good practices will have a positive ripple effect on communities, families and individuals.

