

BSO Ophthalmic Survey - Electronic Claims and Reporting

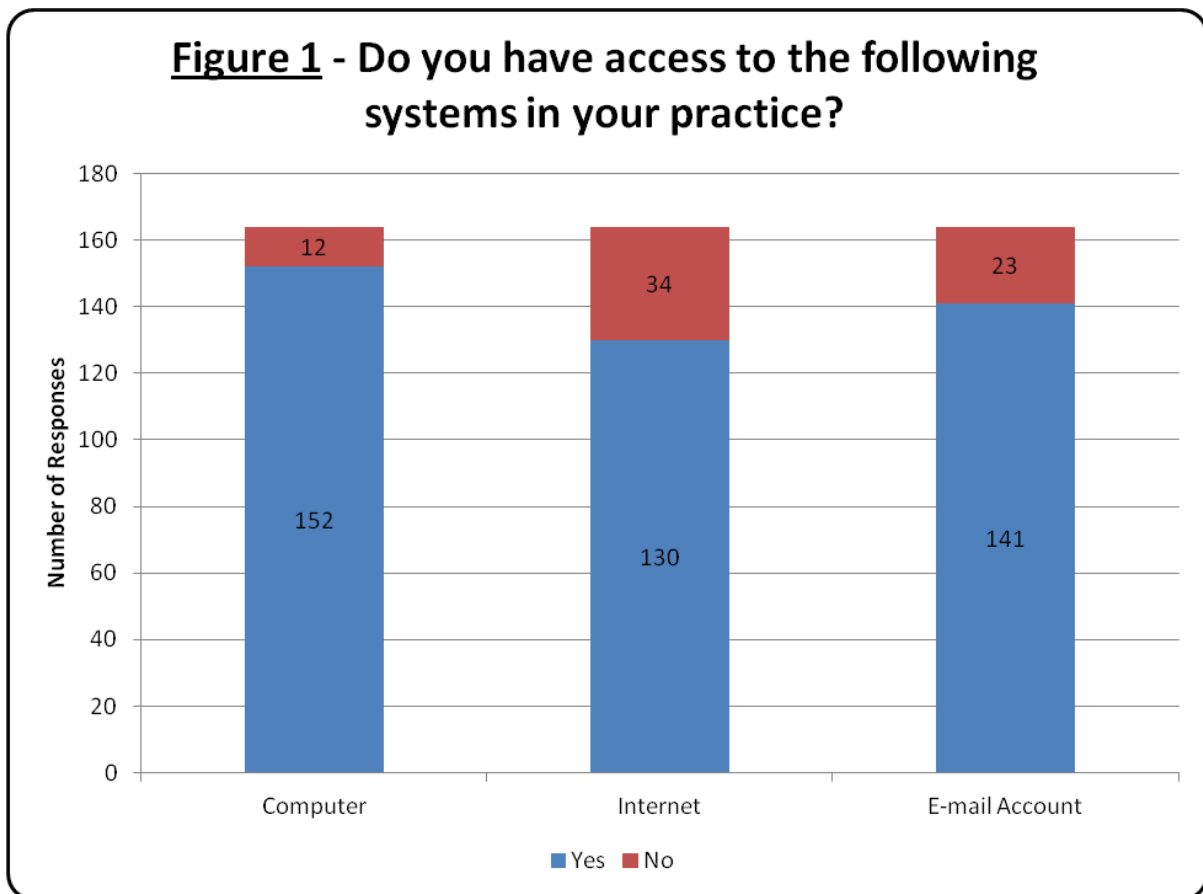
The survey was sent to all Optometry practices in Northern Ireland to assess the perceived advantages and disadvantages of electronic claims and reporting, and to assess the level of existing capability within practices for supporting such a system.

There were 164 respondents to the survey from 266 total practices, representing an uptake of approximately 62%.

Four respondents expressed a direct interest in participating in a pilot programme.

Q1. – Q3. Practices were asked to state if they had access to a computer, internet access and an e-mail account. The results are displayed in Figure 1.

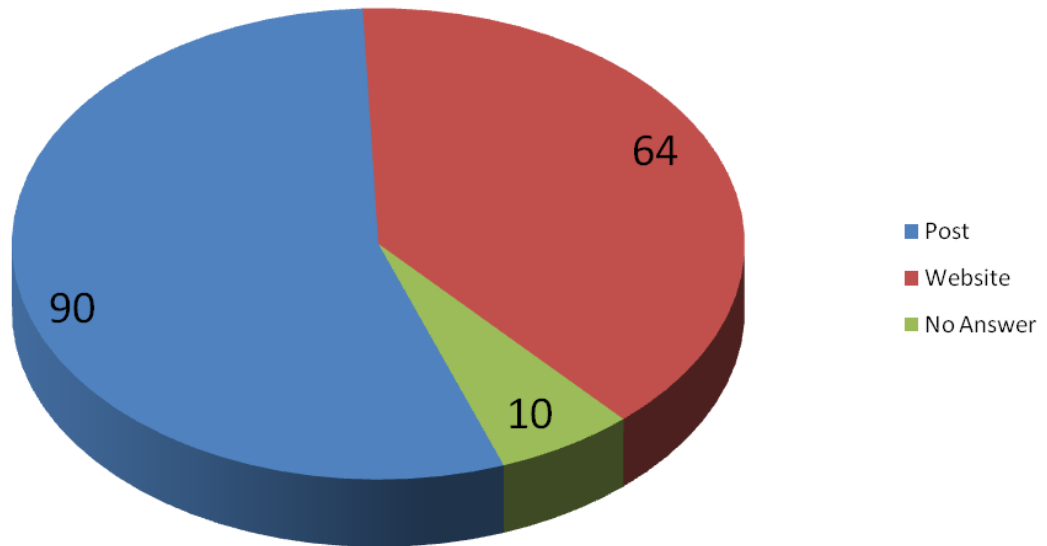
Note – 11 contractors who did not have internet access did state they had access to a personal e-mail address outside of the practice



Q4. Practices were asked for their preferred method of receiving information from BSO and HSCB. The results are displayed in Figure 2.

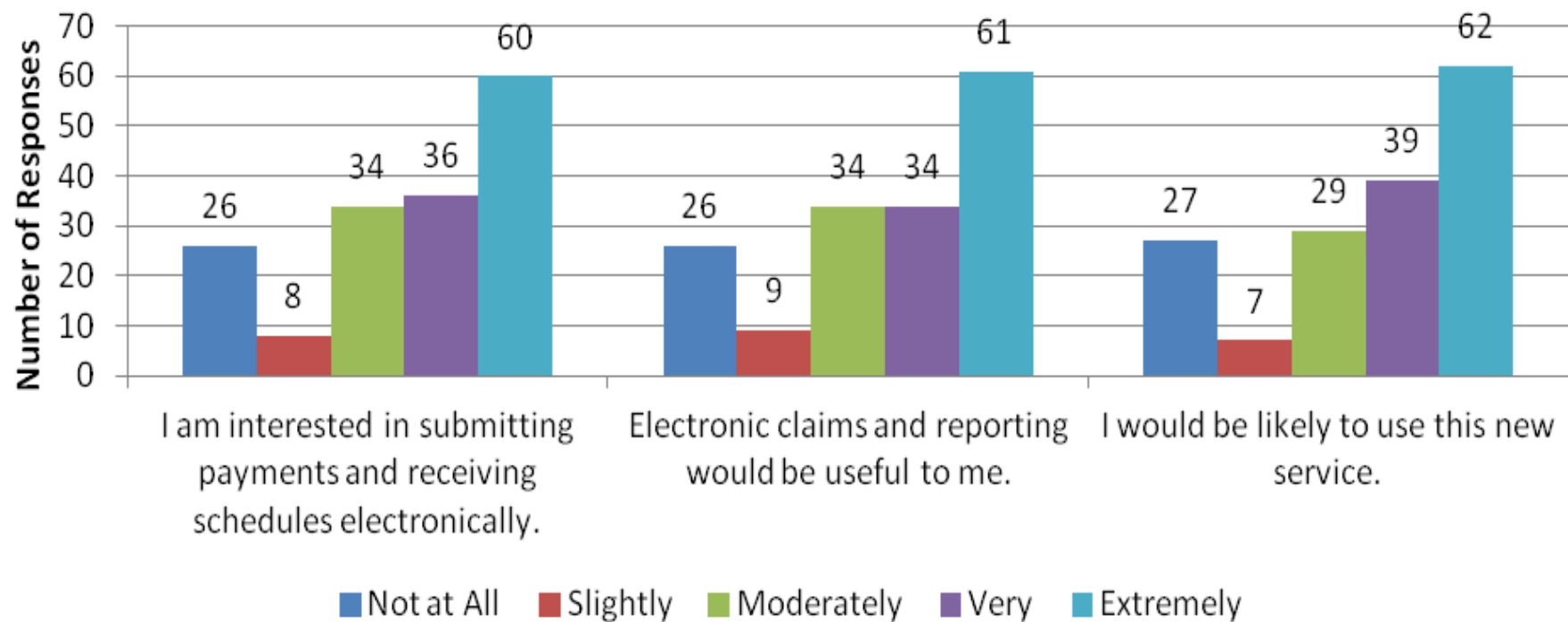
Of total respondents, 90 (54.9%) said they would prefer to be communicated with by post although a significant number of respondents (39.0%) would prefer using the BSO Ophthalmic website.

Figure 2 - What is your preferred method of receiving information from BSO and HSCB?



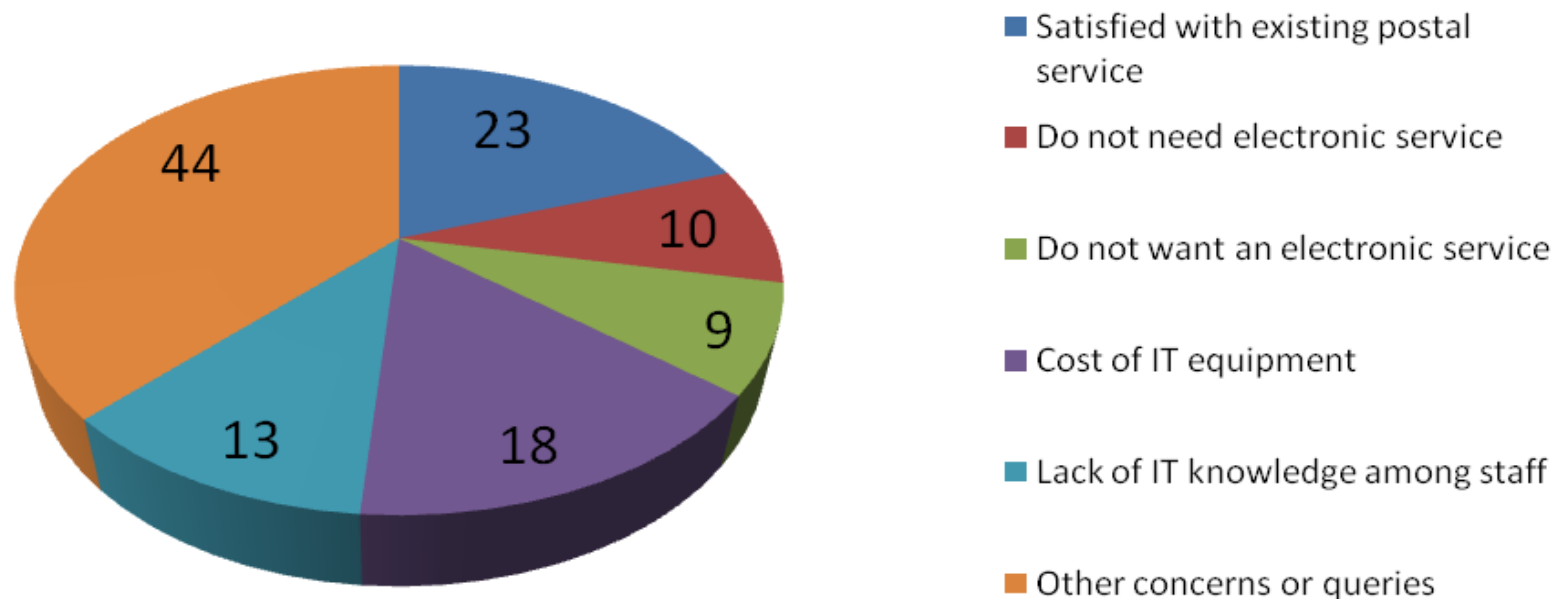
Q5. – Q7. Practices were asked to rate their levels of interest in an electronic system. The results are displayed in Figure 3.

Figure 3 - How strongly would you agree with the following statements regarding electronic schedules and claim submission?



Q8. Practices were asked: If you are not likely to use this new service, why not? The results are displayed in Figure 4.

Figure 4 - Summary of reported reasons for not wanting to use an electronic service



Q9. Practices were asked to list any further comments.

Discussions and Conclusions

The majority of respondents to this questionnaire have indicated that they would be interested in using a system that would facilitate electronic claims and reporting. However the questionnaire has revealed a number of issues that Community Optometrists have with the use of electronic claims.

Issues

- In hindsight we should have asked for practices to record their practice management system.
- Some companies manage claims centrally in a head office.