Alison Munro

Hi Alison,

Further to your request for information in relation to the Training & Support Materials accreditation requirement, I can advise that Medicare Australia is looking for the following:

- A Medical Practice User/Training Manual that, at a minimum:
    - outlines the scope of support provided by Tyro to medical practitioners
    - gives an explanation of the hardware/software
    - has detailed instructions on how to use the solution and process claims
    - outlines adminstrative functions
    - includes a troubleshooting section
    - contains definitions
    - outlines contacts/support details
    - explains any other information practices will need to know to use the Tyro solution.
    - A quick reference guide for practices to use with important summary information in line with above.

Medicare Australia has recommended to all Easyclaim participants that they develop draft documents and allow Medicare Australia to comment and provide feedback on them prior to scheduled submission of the requirement. This speeds up the process and assists in ensuring participants meet their scheduled timeframes.

This will also assist in ensuring the wording in the Tyro manual compliments any wording that Medicare Australia use in documentation relating to the Easyclaim initiative.

If you have any further queries in relation to any of the accreditation requirements, please let me know.

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