



MHAGIC 4 – User Comments
from
ACT (Australian Capital Territory)
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"...As a MHAGIC fan I'm happy to do this.
I like the way records don't get lost and can be accessed from both the hospital and different community settings. This is great for cognitively impaired patients who can't tell you all the details.
It is a relatively painless method of recording occasions of service.
It is legible.
I like the forms we have put in like the OPMHS GP letter pro-forma. The good thing has been that you John have been here to maintain it and fine tune it according to our whims, and it has helped enormously that you are a clinician yourself...."

Raymond, Judy

"As Chief psychiatrist fantastic opportunity to review files from my office especially when queries arise under the MHA. Legible for court presentations etc.

One stop shop for continuity of care info

Strong medication history section

Capable of following order history"

Owen, Cathy - Chief Psychiatrist

"MHAGIC is the best clinical file I have used in thirty years of practice.

I particularly like the availability of a whole clinical record including past history, it is very user friendly, the availability of all the forms pertinent to a record and the amount of data that can be retrieved.

MHAGIC assists a clinician to ensure their documentation is appropriate and assists in professional note taking. It also provides a Manager the ability to audit the quality of the documentation and act on improving the standard when necessary.

MHAGIC also has wizards that save typing time.

I could keep going but don't have time."

Waller, Christine - Quality Improvement Manager

"I think MHAGIC is a great data base that has evolved over many years of clinical application and the best application I've seen for mental health staff to use in practice.

I particularly like the assessment format (as this is what I use the most) and being able to use a combination the wizard facility to expedite completion where this is convenient and my own words in assessments where greater clarity is required from a clinical input perspective.

There is no doubt that MHAGIC has provided a significant benefit to the speed and accuracy of access of patients' clinical history and this allows sharing across the entire service (with appropriate access to each client set for individual clinicians). This must reduce the possibility of providing inappropriate or duplication of care and treatment.

I would recommend MHAGIC to any mental health facility."

Davis, Robert

"It is easy to use.
Records are easily accessible.
Training is not really necessary as it is easy to learn as you go.
Overall MHAGIC is magic"

Wade, Bev

"Far easier to use than other systems (e.g. Chyps - DECS)

Most things are at your fingertips and you don't have to open a number of windows to get into the areas you want (less use of the mouse and associated RSI)

The MHAGIC system itself appears to be designed to minimise the time it takes to enter data into the system and enhances time management.

Just impressed by how the MHAGIC system is able to continue to grow and adapt to include more functions (eg including diary and MHACT policies and other resource literature"

Lewis, Barbara

"I have very few problems with MHAGIC now, and it is certainly an excellent data set."

Drew, Les - Consultant Psychiatrist.

"MHAGIC makes my job easier, i.e.: access to files, outcome measures, management plans etc. It does save time.

MHAGIC is user friendly. As a computer novice I can actually use MHAGIC easily and competently.

Paper files were often not in the place they were supposed to be, MHAGIC is always in the same place, regardless of location."

Bond, Lewis

"I cannot talk for other psych registrars but from my perspective, MHAGIC is magic!

It allows immediate access to important clinical info (as long as it is accessible on computer e.g. Emergency Dept sometimes) and prevents many potential errors in medication when clients are seen in various offices e.g. Emergency dept, then ward, then OPD. This is especially so when patients forget doses or when they were last reviewed.

When on the CATT service, it was invaluable, as decisions often need to be made quickly, and it was comforting to know that as long as I put info on, even in a draft abbreviated form, if that client phoned or turned up after hours, some-one would have the advantage of reading my assessment.

I think it is too easily accessed, but on the other hand when I am logged in as one of my many roles, I sometimes see the warning note, which I have to ignore. Not a big issue from my perspective. In any case I believe that your response to requests for changes has demonstrated that you listen to clinical advice.

I have seen many improvements since arriving 2 yrs ago. It is simple to learn to use.

Congratulations"

Edgar, John

"I find MHAGIC extremely good to use. It has gone through a review process and has become increasingly user friendly and useful as a tool over the time I have used it.

Incredible to have so much information available and well organised. There are periodic frustrations eg if it goes off line but these are minor and temporary.

There is a lot of potential to increase its usefulness even further.

[What I like include...] Proformas, ability to sort notes in varying ways, by date, author etc., Message function, Alert function, Ability to add new features. That it can be a teaching tool as well as for documentation.

[Impact on the way I work...] ...speeds up documentation.

I would recommend it to another service."

Kneebone, Sophie

"MHAGIC is excellent
It keeps on getting better particularly the word processing

It helps us to keep in touch with GPs more efficiently

I don't like the new limit of 3 days on the writing of notes especially if you only work two days per week with a packed schedule.

I don't like the messages that come up warning you about reading someone's notes. Many of us share clients particularly if a group is being run. I find the message a bit insulting and I think most people realise the importance of respecting privacy. Etc.

Other than that it is great."

Reay, Rebecca

"MHAGIC promoted continuity of care.

It makes clinical review of clinical loads easy.

It makes notes legible which is sometimes an issue with written notes.

It is a wonderful tool and the thought of using a paper file is now unthinkable"

Blume, Penelope - Team Leader

"[MHAGIC is] a way to integrate information and keep it up to date.

Quick access on latest issue if everyone involved in the patient care cooperates.

Mental Health used to be known as a black hole, now it can be more accountable.

I really like the Summary button as it allows for a quick history, same with the "view plan" button."

Spinocchia, Peter