

## EXECUTIVE SUMMARY: MARK UNDERWOOD, Software Developer

Mark Underwood is an experienced software developer with a 30 year history in the successful design and delivery of extensive administration systems and integrations with other software and services. He comes from a strong business and legal background, and his products are consistently designed with the end-user in mind.

### OVERVIEW

- design and long-term ownership and management of PPMP (Physiotherapy Practice Management Program) - sold to the current owners in 2002
- expansion of PPMP to accommodate Hospitals and University Therapies Departments
- development of the first online and direct communication through modem-based connections for WorkSafe, Victoria's Workers' Compensation Body
- provision of an interface for Queensland Health Department's medical database
- integration of SMS services to numerous allied health and other types of administration software packages

### RELATIONSHIPS

Existing relationships include long-standing partnerships with the current owners of PPMP and the software developer of HearAid for Audiology Clinics. He is a paid-up Development Partner of MYOB.

### EXPERIENCE IN DETAIL

#### 1. PPMP (Professional Practice Management Program)

PPMP was a key product which he developed first in the early '80s and which he continued to develop over a number of years, selling it to its current owners 13 years ago.

PPMP is an extensive system for appointment scheduling, practice administration including financials, and medical record keeping for, in particular, private medical and allied health businesses.

Over time it grew from its origins of use within physiotherapy (physical therapy) practices to where it was adopted by some Australian Universities to train/expose their students to such systems, and was used by these University departments to manage their own clinics.

A number of the larger hospitals adopted an enlarged version to manage their outpatient areas.

Because of the nature of the product and the markets it expanded into, it inevitably involved integration with, and communication with other systems including options like drug prescription tools; exercise and other information/handout systems; computer-linked credit card and private health insurance terminals; systems to receive X-rays; systems to send and receive reports with other medical professionals.

#### 2. WorkSafe (Victoria's workers' compensation body)

In partnership with WorkSafe he created their first online and direct communication through modem-based connections.

It was in the early days of the internet being used commercially, and direct modem links were cheaper to access for users who didn't want an internet connection at their business. The system provided billing, receipting, and claim management service access. It allowed for the direct exchange of relevant information relating to patients of practices between our packages and their systems, and importantly, provided the ability for practices to check on a new patient's claim status before treatment.

Our responsibility in this development was the clinician/practitioner side, and this was then made available to other developers.

### 3. Queensland Workers' Compensation

He created a heavily modified version of PPMP to service the State of Queensland's Workers' Compensation primary rehabilitation centre in Brisbane.

Physically a large and diverse centre equipped to rehabilitate the more serious work accident patients from around the state, they provided services for almost all medical disciplines on site.

They replaced their own government-provided and managed system with ours to improve the sophistication of their management tools and reliability, and to complete the exercise, we had to interface with the Queensland Health medical database - to keep it up to date, and to save double data entry of patient information.

### 4. SMS Service

His SMS message gateway was created as a tool to deliver appointment reminders for PPMP packages. Since then, he has created a stand-alone desktop package and provides a service that can be used by other developers.

### 5. Other

Amongst other projects he worked with Job Quest (the US company that originated the Transferable Skills systems/industry using the US government DOT (Dictionary of Occupational Titles) database) to transition to a new database called the Onet - around about the year 2000.

Related to the Job Quest interaction he worked with the News Corporations IT department here in Australia.