



# Digital capability in general practice

## What is digital capability?

Digital capability is the ability to use information and communication technology to complete tasks. This includes any task that requires you to interact with digital systems, with some examples being:

- The general use of computer hardware and software
- Your general practice's clinical software
- e-mails and instant messaging software.
- Appointment's and booking software.
- Productivity tools such as MS Word and Excel
- Web browsing and security features.

'Digital health' refers to the use of information and communication technologies for health care including treating patients, conducting research, educating the health workforce, tracking diseases and monitoring population health.

Innovations that assist with healthcare provision may be referred to as digital health tools which can include:

- My Health Record
- Electronic prescribing
- Telehealth
- Electronic requests
- Secure messaging

## Why build digital capability?

Australia's health system faces many challenges, including an ageing population, increasing consumer expectations, a move away from hospital-focused care, and the threat of unpredictable and persistent infectious diseases. The benefits of a digitally capable workforce include:

- Improved operational efficiencies
- Enhanced clinical workflows
- Reduced administrative burden
- Improved ability to manage health conditions
- Improved population health management
- Improved responses to crisis
- Reduction in clinical risk
- Improved patient experience of healthcare
- Improved workforce experience of healthcare delivery

## Your digital capability journey

Everyone has had a different level of exposure to digital technologies, including health workers. The resources listed on the next page contain content that are tailored to people's level of experience from foundational to more focused digital health applications for general practice and population health.

For specific guidance on the implementation a digital health tools into general practice please refer to the specific sections of the digital health toolkit.

After reviewing what the resources offer you may consider discussing a learning and development plan with your management that is aligned with your goals and the needs of your general practice.



## Digital Health Toolkit

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### Resources

#### The State Library of WA

- Access online and face to face modes of learning for a variety of foundational computer skills.

[View library offerings](#)

#### Be Connected | eSafety Commissioner

- Foundational computer and mobile device skills, online security, apps and wearable technology, MyGov set up and linked services

[View course list and printable guides](#)

#### Linked-in Learning

- Increase digital literacy and explore working with operating systems, and productivity applications. Subscriptions may be required.

[Access the course](#)

#### Microsoft 365 Training

- Access Microsoft's training page for focused learning about their suite of applications

[Access training](#)

#### RACGP

- Information about using technology for your general practice, including guidance on using emails and online appointment booking systems.

[View guidance](#)

#### Australian Digital Health Agency

- Security awareness and digital health tool training modules for consumers and a for a range of health professions and settings, including general practice and aged care.

[Access training](#)

- Repository of standards for digital systems used in health. Provides an overview of systems and digital health terminology

[View standards for digital health systems and technology](#)

#### Australasian Institute of Digital Health

- Consider one of many online courses to develop and apply digital health knowledge.

[Access courses](#)