

From Data to Decisions: Who Qualifies for Screening & Better Access?



HOSTED BY



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aapm
Australian Association of
Practice Management
excellence in healthcare management

AAPM Approved 2025
5 CPD Points

Thur 30th October
12:30pm AEDT

In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



Housekeeping

-  This session is being recorded & will be sent to you 4-6 hours after this session has concluded along with the resources.
-  Use the Q&A tool on your screen to submit a questions through the session & we will address at the end.
-  In the “related content” you’ll find our further feedback form.
-  Your certificate of attendance will be accessible at the 40 min mark, you can access via the  certificate icon on your console.
-  Have a play around with the console/ icons on your screen for an interactive experience.
-  Please take some time to complete our feedback survey to let us know what you thought of today’s session.

Hello!



Wendy O'Meara
Practice Management Educator



Jessica Harrison
Practice Support Officer - Cubiko

Learning Objectives

By the end of this session, participants will be able to:

- Identify key data points for wound consumables and lung cancer screening eligibility.
- How Practice data supports accurate patient identification.
- Using data to improve patient access and equity.
- Apply data insights to enhance patient engagement and access.

Recap of Session One



Chronic Wound Consumables Scheme

- The scheme provides eligible patients with fully subsidized wound care products to help manage chronic wounds.
- Primarily aimed at Patients with diabetes with a chronic wound who are:
 - over 65 or
 - A first Nations Person aged 50 years or over
- To enrol:
 - Be AHPRA registered
 - Complete online training module (Monash Uni)
- To order:
 - Online ordering of consumables via PRODA

Chronic Wound Consumables Scheme

Patients will **not** be eligible to participate if they are receiving funding from:

- Department of Veterans' Affairs programs including the RPBS.
- Government-funded aged care services
- National Disability Insurance Scheme (NDIS)
- Public wound clinics or hospitals
- Residential Aged Care Homes (Govt funded)
- Community Home Support Program (My Aged Care funded)

Lung Cancer Screening

Eligibility for Free low Dose CT Scan

- Aged between 50 and 70 years
- show no signs or symptoms of lung cancer
- currently smoke or have quit smoking in the past 10 years
- Have a history of tobacco cigarette smoking of at least 30 pack-years. (see next slide)
- Healthcare providers to determine eligibility based on above criteria.
 - For example, being able to lie down flat to complete a low-dose computed tomography (low-dose CT) scan.

Lung Cancer Screening

- Definition of “Pack-Years” is a way of measuring the number of cigarettes a person has smoked in their lifetime.
- Pack-years are calculated by multiplying the number of cigarette packs smoked per day by the number of years the person has smoked.
- For example, 1 pack-year is equal to smoking 20 cigarettes (1 pack) per day for 1 year = 1 Pack year.
- 1 pack per day for 10 years= 10 pack years
- (online calculators available to assess pack years)

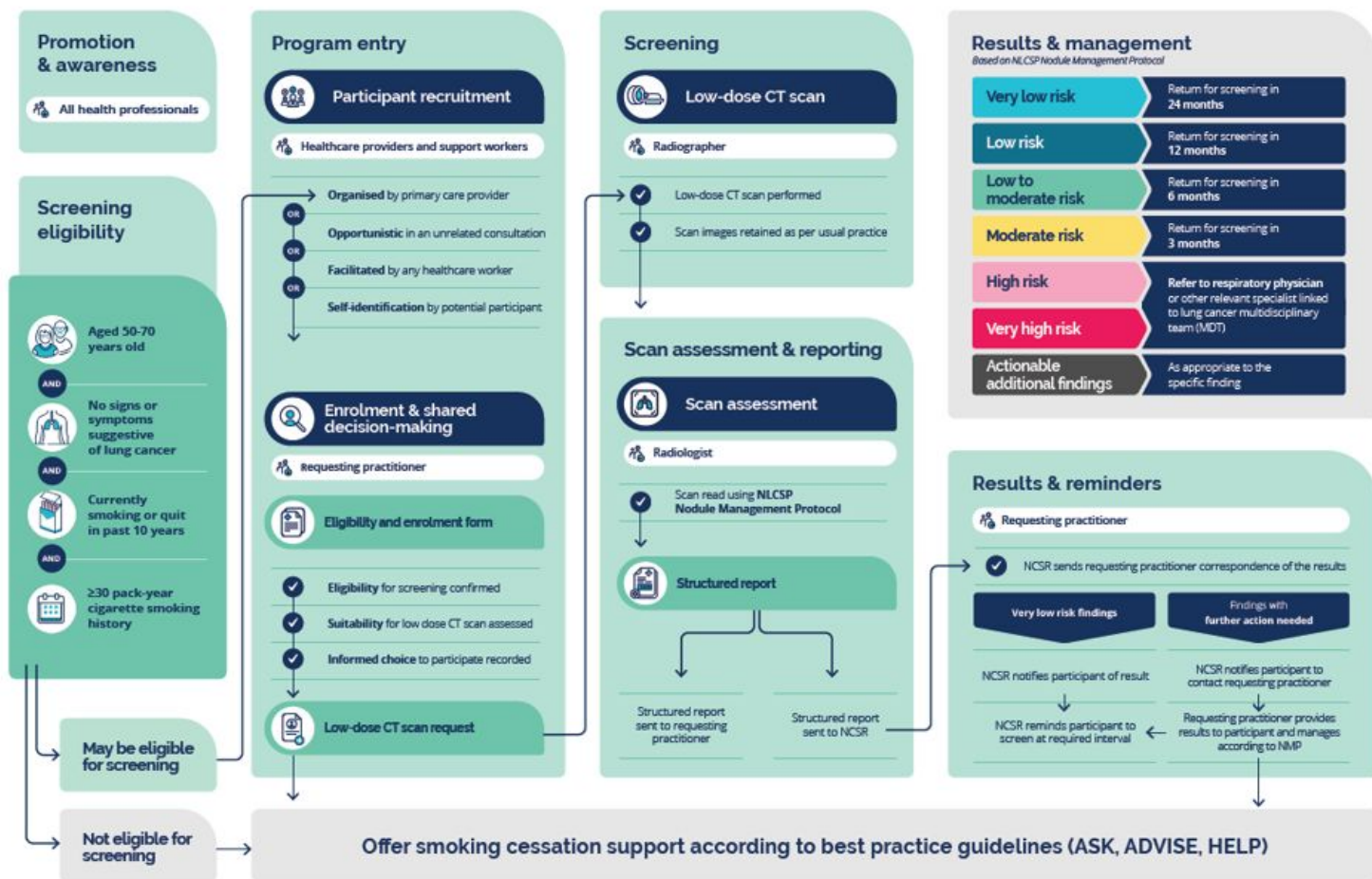
Lung Cancer Screening

- Patients can continue to screen even if they stopped smoking more than 10 years ago.

Eligible to continue in the program until:

- age out (turn 71)
- become unable to undergo a low-dose CT scan (which may be temporary e.g. unable to lie flat)
- have findings on scans that mean further intervention
- Patients do not have to quit smoking to participate in the program.

Figure 1: National Lung Cancer Screening Program screening and assessment pathway



Changes To Better Access Initiative

From November 1st 2025

- Mental Health plan items remain.
- Mental health **treatment plan review and mental health consultation items will be removed from 1 November 2025. (2712/2713)**
- GPs will use general attendance items to provide these services and claim the most appropriate item based on the amount of time spent.

Changes To Better Access Initiative

A list of impacted items is at **Table 1**.

Table 1. Impacted MBS items

Category	MBS item
Review of mental health treatment plan	2712
	92114
	92126
	277
	92120
	92132
Ongoing management of patient with a mental disorder	2713
	92115
	92127
	279
	92121
	92133

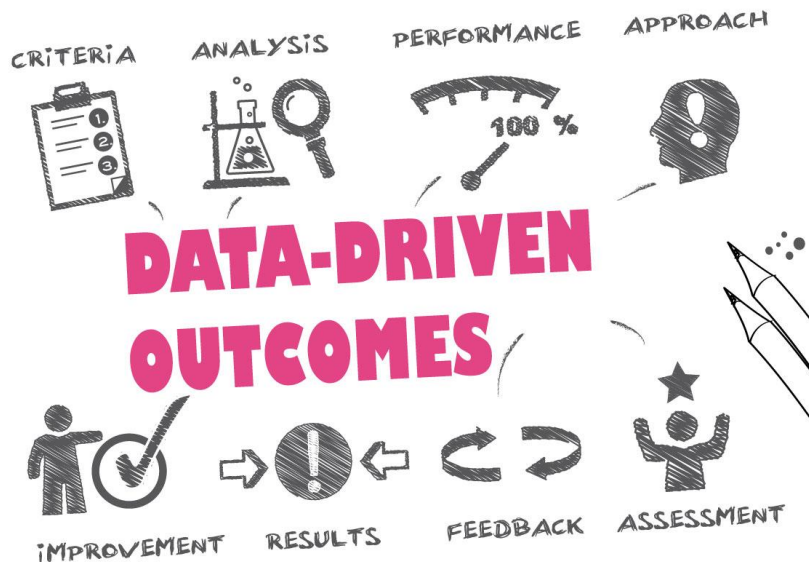
Changes To Better Access Initiative

- There are no changes to -
 - the number of sessions in a course of Better Access treatment.
 - Referral process
 - Number of services the patient can access

Changes To Better Access Initiative

- From 1 November 2025, a patient can only be referred for treatment by:
- Their regular GP at the practice where they are registered with for MyMedicare.
- or
- Their regular GP who provides Mental Health services, even if this GP is at another practice, where they are not registered.

How collecting Data improves Patients outcomes



Why Data Matters

- Effective data collection in general practice plays a critical role in improving patient care, safety, and overall health outcomes.
- By systematically gathering and analysing clinical and administrative data, practices can:
 - make informed decisions
 - identify care gaps, and deliver proactive, patient-centred care.

Why Data Matters

Early Identification and Prevention

Data helps identify patients at risk of

- chronic diseases (e.g. diabetes, cardiovascular disease) or
- eligible for screening (e.g. cervical, bowel, or lung cancer).

Preventive Care:

- Automated recall and reminder systems ensure timely:
 - immunisations,
 - health assessments,
 - chronic disease reviews.

Why Data Matters

Patient Engagement and Self-Management

- Personalised Care: Data allows tailored discussions around risk factors and progress, empowering patients to participate in their care.
- Digital Access: Sharing results and care plans through My Health Record or patient portals fosters transparency and trust.

Why Data Matters

Supporting Quality Improvement (QI) and PIP QI Reporting

- Data enables practices to meet Practice Incentives Program Quality Improvement (PIP QI) measures by tracking indicators such as:
 - smoking status,
 - BMI, and
 - blood pressure recording.
- Benchmarking performance against regional or national data helps drive continuous improvement.

Why Data Matters

Enhanced Quality and Safety

- **Clinical Audits:** Analysing data helps practices review adherence to evidence-based guidelines and identify areas for improvement.
- **Error Reduction:** Accurate and up-to-date records reduce:
 - medication errors,
 - duplication of tests, and
 - missed follow-up appointments.

Why Data Matters

Improved Chronic Disease Management

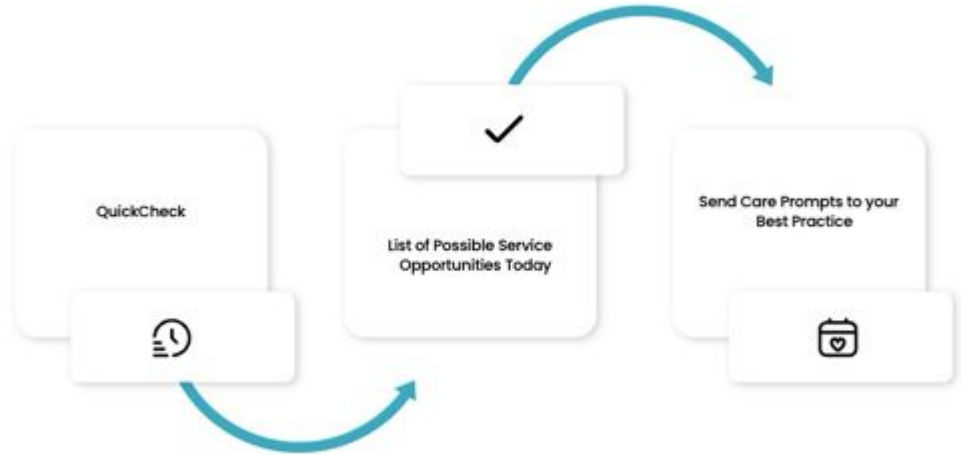
- **Tracking Progress:** Regular collection of clinical measures (e.g. HbA1c, blood pressure, BMI) allows clinicians to monitor disease control and adjust treatment plans.
- **Team-Based Care:** Shared data supports coordinated care between GPs, nurses, and allied health providers through structured management plans (e.g. GPCCMP)

Why Data Matters

- Data drives quality, safety, and better health outcomes.
- Accurate data helps identify care gaps and eligible patients.
- Informs funding, accreditation, and PIP QI activities.
- Data tells the story of how we care for our community

Checking Patient eligibility with Cubiko

- ✓ Identifying patients coming in for an appointment who may be eligible to book services such as Chronic Condition Management & Health Assessments, etc.
- ✓ Running QuickCheck to confirm eligibility with Medicare for CCMP & MHTP items
- ✓ Sending patient opportunities using CarePrompts back to Best Practice



Possible service opportunities

To navigate to this metric, go to **Clinic Insights** > **Today's clinic metrics** > **Possible service opportunities today**

The screenshot displays the Cubiko dashboard interface. At the top, there's a search bar and a user profile for 'Demo BP (MB) Roslyn H'. The main content area is divided into several sections:

- Let's get started.** Plan and perform at your best for every patient, every day.
- Consulting utilisation last week:** 43%
- Last week's billings:** \$74,444
- Patients per consulting hour last week:** 3.9
- New patients last week:** 64
- DNA rate last week:** 6.5%
- Doctor hours per Nurse hours next week:** 10.0
- Suggested Cabinets:** A list of three items: 'Possible service opportunities today', 'Past clinic metrics', and 'Touchstone', each with a brief description and a right arrow.
- Recently Viewed:** A list of three items: 'Possible service opportunities today', 'Today's clinic metrics', and 'MyMedicare CDM and CCMP patients', each with a brief description and a right arrow.
- News and Announcements:** Two articles: 'Everything practices need to know about the new Chronic Condition Management Announcements' and 'Dr Bruce Willett Joins Cubiko as Clinical Director', each with a thumbnail image and a right arrow.

At the bottom, there's a navigation bar with tabs: Summary, Clinic Insights (selected), Clinic Optimisation, Financial Insights, Integrations, Industry Updates, and QuickCheck. Below the navigation bar, there are six cards:

- Summary of billings at the Practice:** A summary of billings at the Practice to help you quickly gain financial insights.
- Practice operations summary:** A summary of the practice's operations to help you gain actionable insights.
- Healthy practice indicators:** A set of metrics to determine the practice's health.
- My Cubiko:** Access for Practitioners to their individual dashboard.
- Practice Heartbeat:** The top metrics that matter for a healthy practice.
- Practice summary:** Insights on how the practice is performing.

Possible service opportunities

The Possible service opportunities table lists appointments within the next 2 weeks with patients who are potentially eligible for a service opportunity.

Eligibility is based on patient demographics and previous billings of face-to-face, telehealth, telephone and non-VR item numbers at your practice.

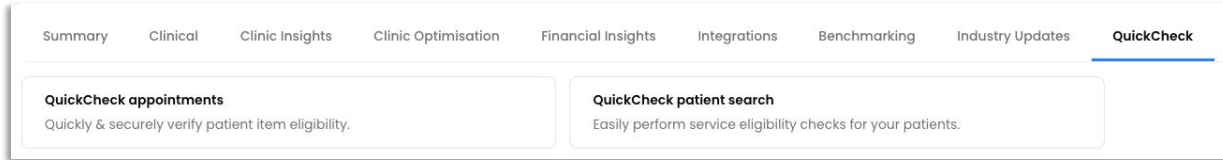
Vaccine eligibility is based on the immunisation history in the patient's file at your practice.

This metric looks at the following service opportunities:

- ✓ Chronic Condition Management Plans
- ✓ Nurse items
- ✓ Health Assessments (701, 703, 705, 707, 715, 699, 695)
- ✓ Mental health care treatment plans
- ✓ Medication management reviews
- ✓ DVA CVC program
- ✓ Vaccines – Flu + Shingles

QuickCheck

- QuickCheck is an add-on feature for existing Cubiko customers. It enables practices to directly confirm patient item eligibility with Medicare for Chronic Condition Management Plans and Mental Health Treatment Plans in bulk.
- When checking eligibility for a CCMP item, QuickCheck will also flag if a patient is potentially registered for MyMedicare at another practice. This allows practices to perform CCMP items with greater confidence in billing success.
- The QuickCheck tab also allows you to run individual patient searches for those without a booked appointment.



The screenshot shows the 'Check patient eligibility' form. It has the following fields and options:

- Search patient:** A text input field containing 'surname 1128, firstname 7813 (38yrs - city 5852)' with a clear (X) button.
- Select practitioner:** A dropdown menu showing 'firstname 1123 surname 4228 - providernumber 1939 - locationname 4763' with a downward arrow.
- Select date:** A date picker showing '14 Jul 2025'.
- Select items:** A multi-select field containing three items: 'Item 965' (red background), 'Item 967' (blue background), and 'Mental Health Treatment Plan (VR)' (green background). There is a clear (X) button on the right.
- Run Eligibility Check:** A blue button at the bottom right of the form.

QuickCheck appointments: Service Opportunities Today

Once you have navigated to Possible Service Opportunities Today, you will see a list of patients who may be eligible for services, including items you can run through QuickCheck. (CCMP + MHTP)

Upcoming appointments with service opportunities ⓘ 0 filters applied

Open in new window ↗ ↕ ↺ Re

86 appointments selected. Run QuickCheck Send

	☒	QC today? ⌵ ⌵ ⌵	Appt date ⌵ ⌵ ⌵	Appt time ⌵ ⌵ ⌵	Appt with ⌵ ⌵ ⌵	Patient ⌵ ⌵ ⌵	Opportunities ⓘ View legend ⌵ ⌵ ⌵
1	☒	 No	27/10/2025	07:00:00	Dr Sandra GONZALEZ	BROWN, H (6yrs - Fortitude Valley)	Potential new CCMP, Check MyMedicare, Item 715
2	☒	 No	27/10/2025	07:00:00	Dr Linda HUGHES	JOHNSON, I (78yrs - Fortitude Valley)	Potential new CCMP, Item 715, 75+ Health Assessment, Item 699, Flu vaccine, Recommended or Considered COVID-19 Booster
3	☒	 No	27/10/2025	07:15:00	Mr Sarah WARD	DAVIS, N (44yrs - Mogill)	Potential new CCMP, Check MyMedicare, Mental Health Treatment Plan Review, Flu vaccine, 2nd dose Shingrix, Recommended or Considered COVID-19 Booster
4	☒	 No Items	27/10/2025	07:15:00	Mr Sharon LOPEZ	LEWIS, P (35yrs - Fortitude Valley)	Menopause HA (695)
5	☒	 No	27/10/2025	07:15:00	Dr Linda HUGHES	MARTIN, S (17yrs - Mogill)	Potential new CCMP, Check MyMedicare
6	☒	 No Items	27/10/2025	07:30:00	Mr Debra RUIZ	ROBERTS, J (31yrs - Mogill)	Menopause HA (695)
7	☒	 No	27/10/2025	08:00:00	Mr Sharon LOPEZ	WILLIAMS, R (58yrs - Ashgrove)	Potential new CCMP, Check MyMedicare, Mental Health Treatment Plan Review, Item 699, Menopause HA (695)

QC today? ⌵ ⌵ ⌵

 No

 No Items

 Yes

Select the patients you wish to run a check on by clicking the top checkbox or selecting individual patients. You can determine whether QuickCheck has been run today by checking the QC Today column.

"No items" will be displayed if a patient has services other than CCM or MHTP items that are potentially eligible but cannot be verified via QuickCheck.

After selecting the patients you wish to run through QuickCheck, you will now be able to press 'Run QuickCheck'.

Run QuickCheck

Once you select this, you will need to agree with the disclaimer to continue running the check – the same as you would for a PRODA check

Upcoming appointments with service opportunities ⓘ 0 filters applied

Open in new window ↗ 🔍 ⌂ Reset 📄 ⬇️ ⋮

Select appointments to run QuickCheck or send Care Prompts.

Run QuickCheck Send Care Prompts

		QC today? ⌵ ⋮	Appt date ⌵ ⋮	Appt time ⌵ ⋮	Appt with ⌵ ⋮	Patient ⌵ ⋮	Appt type ⌵ ⋮	May be eligible for ⓘ	View list
3	☐	No	11/07/2025	07:15:00	Kenneth PEREZ	ROBINSON, T (35yrs - Fortitude Valley)	Procedure	Move CDM to CCMP (965), Item 10997, CVC Program, Mental Health Treatment Plan Review, Item 699, 2nd dose Shingrix, Recommended or Considered COVID-19 Booster	
4	☐	No	11/07/2025	07:15:00	Sharon LOPEZ	CHAVEZ, G (55yrs - Mogill)	New patient	Potential new CCMP, Check MyMedicare, Item 699, Flu vaccine, Recommended or Considered COVID-19 Booster	
5	☐	No	11/07/2025	07:30:00	Sharon LOPEZ	ROGERS, K (27yrs - Mogill)	Telehealth	Potential new CCMP, Check MyMedicare	
6	☐	No	11/07/2025	07:30:00	Joshua GRAY	PHILLIPS, M (54yrs - Mogill)	Removal of sutures	Potential new CCMP, Check MyMedicare, Item 699, Flu vaccine, Recommended or Considered COVID-19 Booster	
7	☐	No Items	11/07/2025	07:30:00	Anthony GOMEZ	JIMENEZ, I (58yrs - Fortitude Valley)	Flu vaccine	Item 699	
8	☐	No Items	11/07/2025	07:30:00	Sandra GONZALEZ	WALKER, K (68yrs - Mogill)	New patient	Item 699, Flu vaccine, 2nd dose Shingrix, Recommended or Considered COVID-19 Booster	
9	☐	No	11/07/2025	07:30:00	Anthony GOMEZ	HOWARD, W (18yrs - Fortitude Valley)	New patient	Potential new CCMP, Check MyMedicare, Item 715, Flu vaccine, Recommended or Considered COVID-19 Booster	
10	☐	No	11/07/2025	07:30:00	Jessica WATSON	MORGAN, X (47yrs - Mogill)	Short appt.	Potential new CCMP, Check MyMedicare, 40-49 diabetes health assessment, 45-49 assessment, Item 699, Flu vaccine, Recommended or Considered COVID-19 Booster	
11	☐	No	11/07/2025	07:45:00	Anthony GOMEZ	LONG, P (54yrs - Fortitude Valley)	Telehealth	Potential new CCMP, Mental Health Treatment Plan Review, Item 699, Recommended or Considered COVID-19 Booster	

Page Size: 50000 1 to 76 of 76 < > Page 1 of 1 > >

Your request will only take between 30-60 seconds to complete depending on the size of your list.

You will receive a box informing you that the QuickCheck run was successful, and you will be able to see the verified as eligible and the verified as ineligible (following the legend) within your column.

✓ QuickCheck successful

Submitted at 15/07/2025 10:00pm

You have successfully checked 4 appointments with Medicare.

Upcoming appointments with service opportunities ⓘ

0 filters applied

4 appointments selected.

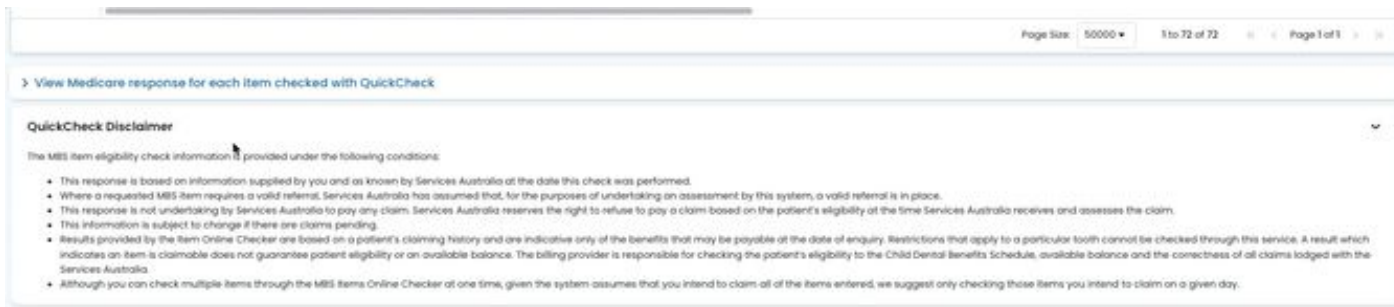
		QC today?	Appt ID	Internal ID	Record no.	May be eligible for ⓘ	Appt date
1		Yes	57124	331	331	Potential new CCMP, Item 699, Recommended or Considered COVID-19 Booster	15/07/2025
2		Yes	48473	2044	2044	Potential new CCMP, Item 699, Flu vaccine, Recommended or Considered COVID-19 Booster	15/07/2025
3		Yes	12805	3451	3451	Potential new CCMP, Item 715, Flu vaccine	15/07/2025
4		Yes	69251	3015	3015	Potential new CCMP, Item 731, Check MyMedicare, Flu vaccine	15/07/2025

Legend

- Bold** Verified as eligible
- ~~Strike-through~~ Verified as ineligible
- Standard May be eligible based on billing history

Medicare responses

Review the patient's eligibility to claim column via the table underneath
"View Medicare responses for each item checked with QuickCheck".



The screenshot shows a web interface with a top navigation bar containing "Page Size: 50000", "1 to 72 of 72", and "Page 1 of 1". Below the navigation bar is a breadcrumb trail: "> View Medicare response for each item checked with QuickCheck". The main content area is titled "QuickCheck Disclaimer" and contains a paragraph: "The MBS item eligibility check information is provided under the following conditions:". This is followed by a bulleted list of six conditions regarding the accuracy and limitations of the MBS item eligibility check.

- This response is based on information supplied by you and as known by Services Australia at the date this check was performed.
- Where a requested MBS item requires a valid referral, Services Australia has assumed that, for the purposes of undertaking an assessment by this system, a valid referral is in place.
- This response is not undertaken by Services Australia to pay any claim. Services Australia reserves the right to refuse to pay a claim based on the patient's eligibility at the time Services Australia receives and assesses the claim.
- This information is subject to change if there are claims pending.
- Results provided by the Item Online Checker are based on a patient's claiming history and are indicative only of the benefits that may be payable at the date of enquiry. Restrictions that apply to a particular tooth cannot be checked through this service. A result which indicates an item is claimable does not guarantee patient eligibility or an available balance. The billing provider is responsible for checking the patient's eligibility to the Child Dental Benefits Schedule, available balance and the correctness of all claims lodged with the Services Australia.
- Although you can check multiple items through the MBS Items Online Checker at one time, given the system assumes that you intend to claim all of the items entered, we suggest only checking those items you intend to claim on a given day.

MyMedicare Column

QuickCheck now supports eligibility checks for CCMP items linked to the MyMedicare program.

When running an eligibility check for CCMP items, QuickCheck confirms whether a patient is already registered for MyMedicare with another practice.

Registered in Bp

Patient is **marked as registered with the practice** in BP record. Last updated DD/MM/YYYY

Not registered in Bp

Patient is **not marked as registered with the practice** in BP record. Last updated DD/MM/YYYY

Not eligible

Patient is **not eligible to be registered for MyMedicare** at this location.

Registered at other location

Medicare response indicates the patient is **potentially registered at another location**.

Care Prompts: Send key care opportunities to your Best Practice appointment book

The Care Prompts feature allows you to instantly send key care opportunities directly to your Best Practice appointment book—no paper, no delays.

Key Features

- ✓ Send key care opportunities directly to your Best Practice appointment book with a few clicks.
- ✓ Provide the whole team instant access to care opportunities in Best Practice.
- ✓ Verified Medicare eligibility with QuickCheck.
- ✓ Reduce admin time by eliminating manual data entry.

Appointment details

Dr Basil Basington
Main surgery

Thursday 11/09/2025
8:30 am

Mr Smith James 29/04/2001
68 Test Road
Brisbane 4000

View details

Appointment type: Standard appt. Long appt. New patient Extension Procedure Cervical screening Immunisation

Appointment length: 10mins Urgent

Booked on 11/09/2025 by: Dr B. Basington Ms CDM Clinic Dr A. Johnson Ms P. O'Leary Mr P. O'Leary

Details: Cubiko item eligibility - Confirmed CCMP, MHTP, Possible 10997

The Medicare number, Medicare line number, Medicare card expiry date fields have not been completed.

☐ Recurrent appointment
☐ Add to waiting list for cancellation
☐ Still see any provider for cancellation
☐ Send reminder 11/09/2025

Save changes Cancel

8:30 am	Smith James - (Cubiko item eligibility - Confirmed CCMP, MHTP, Possible 10997)
8:45 am	
9:00 am	
9:15 am	John Jones - (Cubiko item eligibility - Confirmed CCMP, Possible 699, 75+ HA)
9:30 am	
9:45 am	
10:00 am	Emma Test - (Cubiko item eligibility - Confirmed MHTP, Possible 715)
10:15 am	
10:30 am	

Patient	R.	Scheduled	Arrived	Waiting	Lat...	Type	Details	Location
Smith James		8:30 am	5:14 am	0m		Standard appt.	H(Cubiko item eligibility - Confirmed CCMP, MHTP, Possible 10997)	Main surgery
John Jones		9:15 am	5:14 am	0m		Standard appt.	H(Cubiko item eligibility - Confirmed CCMP, Possible 699, 75+ HA)	Main surgery
Emma Test		10:00 am	5:14 am	0m		Standard appt.	H(Cubiko item eligibility - Confirmed MHTP, Possible 715)	Main surgery

From the same table, set desired table data using Cubiko sidebar filters:

1. Select the Practitioner and service items you wish to send.
2. Select appointment rows or choose all rows by selecting the top box.
3. Click 'Send Care Prompts'
4. Confirm you would like to write back to BP.

Send Care Prompts

Please note that Care Prompts requires Best Practice Drug Data update March 2025 onwards. You can check your current drug data update in Best Practice via Help > About.

This will send item eligibility information for the 1 selected appointments to Best Practice. It will be displayed in the 'Details' section of the appointment book.

☒ I confirm that I want Cubiko to write data to BP. In rare cases, this may overwrite data set by other 3rd party integrators or BP users currently editing the field.

Cancel

Confirm

Submitting appointments to Bp...

This may take several minutes.

Send Care Prompts

Upcoming appointments with service opportunities 0 filters applied

Open in new window

Reset

Send Care Prompts

Run QuickCheck

Select appointments to run QuickCheck or send Care Prompts.

	☐	QC today?	Appt date	Appt time	Appt type	May be eligible for	MyMedicare registered status	# of com
6	☐	No	14/07/2025	07:30:00	Covid Appointment	Potential new CCMP, Recommended or Considered COVID-19 Booster	MyMedicare registered	1
7	☐	No	14/07/2025	07:30:00	New patient	Potential new CCMP, Check MyMedicare, 40-49 diabetes health assessment, Item 699, Recommended or Considered COVID-19 Booster	MyMedicare eligible	0
8	☐	No	14/07/2025	07:45:00	Removal of sutures	Potential new CCMP, Check MyMedicare, Item 715, Flu vaccine	MyMedicare eligible	2
9	☐	No Items	14/07/2025	07:45:00	Telehealth	Item 715, Item 699, Flu vaccine	MyMedicare eligible	3
10	☐	No	14/07/2025	07:45:00	Covid Appointment	Potential new CCMP, Check MyMedicare, 75+ Health Assessment, Item 699, Medication Management Review, Flu vaccine, 1st dose Shingrix, Recommended or Considered COVID-19 Booster	Not MyMedicare registered or eligible	3
11	☐	No	14/07/2025	07:45:00	Procedure	Potential new CCMP, Check MyMedicare, Mental Health Treatment Plan Review, Item 699, Flu vaccine, 1st dose Shingrix, Recommended or Considered COVID-19 Booster	MyMedicare eligible	3
12	☐	No	14/07/2025	07:45:00	Covid Appointment	Potential new CCMP, Check MyMedicare, Mental Health Treatment Plan Review, Recommended or Considered COVID-19 Booster	MyMedicare eligible	5
13	☐	No	14/07/2025	08:00:00	Standard appt.	Potential new CCMP, Check MyMedicare, Item 715, 75+ Health Assessment, Item 699, Flu vaccine, 1st dose Shingrix, Recommended or Considered COVID-19 Booster	Not MyMedicare registered or eligible	0

Dates

Patients with upcoming appointments

Appointments today

Practitioners

Role

Role...

Practitioner

Search...

Patients

Opportunities

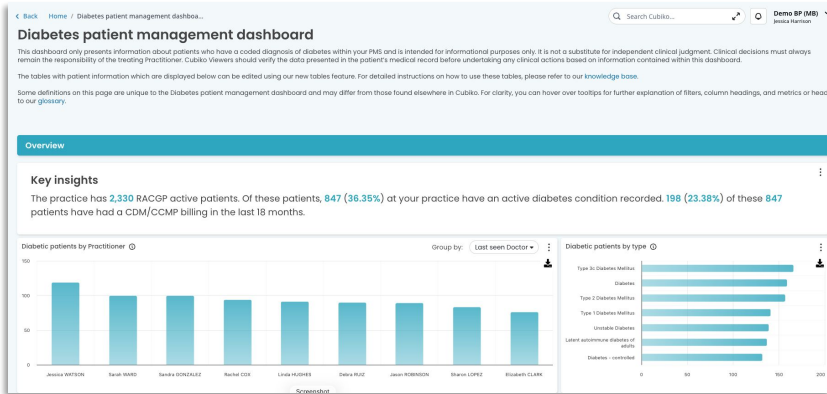
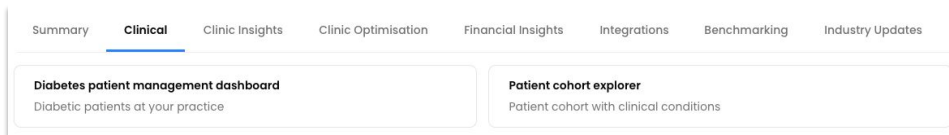
Opportunities...

Once successfully submitted, you will receive a successful notification.

CarePrompts will now appear in your BP appointment book, waiting room & patient details



NEW! Clinical Metrics



Patient cohort explorer

This page provides a clinical view of patients at your practice.

Please note this page is part of a beta preview. We're testing data quality and designs over the coming weeks, so things may shift. Please use this as a guide only while we keep building.

List of patients

Name	Allergies	Fluoro this season	Smoking record date	Alcohol record date	Active conditions	Active observations
1 ADAMS, B (30yrs - Fortitude Valley)	No allergies/ACR recorded	Not vaccinated	22/10/2023	22/10/2023	Latent autoimmune diabetes of adults	BMI, Diabetes, Diox
2 ADAMS, D (30yrs - Mtgill)	No allergies/ACR recorded	Not vaccinated	16/11/2023	16/11/2023	Oligomenorrhoea, Post menopausal bleeding, Premature Ovarian Insufficiency	Keep, Systolic
3 ADAMS, D (30yrs - Mtgill)	No allergies/ACR recorded	Vaccinated	16/10/2025	16/10/2025	Amenorrhoea - secondary, Menopause Hormone Therapy	No active observ
4 ADAMS, H (30yrs - Mtgill)	No allergies/ACR recorded	Not vaccinated	10/03/2025	10/03/2025	Amenorrhoea - post pB, Menopause, Pregnancy	Weight
5 ADAMS, J (30yrs - Mtgill)	No allergies/ACR recorded	Not vaccinated	01/11/2023	01/11/2023	Angina, Post menopausal bleeding	Keep, Systolic
6 ADAMS, J (30yrs - Ashgrove)	No allergies/ACR recorded	Vaccinated	01/11/2024	01/11/2024	Dysmenorrhoea - secondary	No active observ
7 ADAMS, K (30yrs - Fortitude Valley)	No allergies/ACR recorded	Vaccinated	01/04/2025	01/04/2025	Type 2 Diabetes Mellitus	Weight
8 ADAMS, L (30yrs - Mtgill)	No allergies/ACR recorded	Not vaccinated	22/02/2024	22/02/2024	Diabetes, Latent autoimmune diabetes of adults	Weight
9 ADAMS, L (30yrs - Mtgill)	No allergies/ACR recorded	Not vaccinated	16/10/2025	16/10/2025	Myocardial Infarction, Pregnancy	Systolic, Weight
10 ADAMS, S (30yrs - Fortitude Valley)	No allergies/ACR recorded	Vaccinated	16/04/2025	16/04/2025	Menorrhagia, Oligomenorrhoea	BMI, Pulse
11 ADAMS, U (30yrs - Ashgrove)	No allergies/ACR recorded	Not vaccinated	30/04/2025	30/04/2025	Type 2 Diabetes Mellitus	No active observ
12 ADAMS, U (30yrs - Fortitude Valley)	No allergies/ACR recorded	Vaccinated	17/03/2024	17/03/2024	Amenorrhoea - post pB, Dysmenorrhoea - primary, Menopause	BMI, Diastolic, Del

The **Diabetes patient management dashboard** gives your practice visibility into patients with an active diabetes condition. It supports both whole-of-practice quality improvement and individual practitioner care by bringing together **clinical, demographic, and billing information** into one place.

The new **Patient cohort explorer** dashboard makes it easy to identify and track groups of patients across your practice. Use filters to find patients by conditions, results, demographics and risk factors, and quickly spot gaps in care.

Using data for eligibility for Chronic Wound Consumable Scheme



Using Data for the CWCS

Data Sources:

- Clinical software
- Cubiko
- PenCS or Polar
- Care plan registers.
- Progress notes and nurse documentation.

Using Data for CWCS

Identify Eligible Patients

Use clinical software searches to find patients with:

- Chronic wounds (present for ≥ 8 weeks)
 - Diagnosed conditions such as venous leg ulcers, diabetic foot ulcers, or pressure injuries related to diabetes.
-
- Review diagnosis codes, care plan data, and wound assessment notes.
 - Cross-check for patients with MyMedicare registration, as eligibility often links to continuity of care.

Using Data for CWCS

Use Digital Tools to Support Data Review

CUBIKO or PenCS/POLAR

- Identify patients with wound diagnoses or dressing billing items.
- Track patients due for wound reviews or dressing changes.
- **Clinical software** (e.g., Best Practice, Medical Director):
 - Run reports on chronic wound diagnoses and duration.
 - Generate recall lists for patients requiring review.

Using Data for CWCS

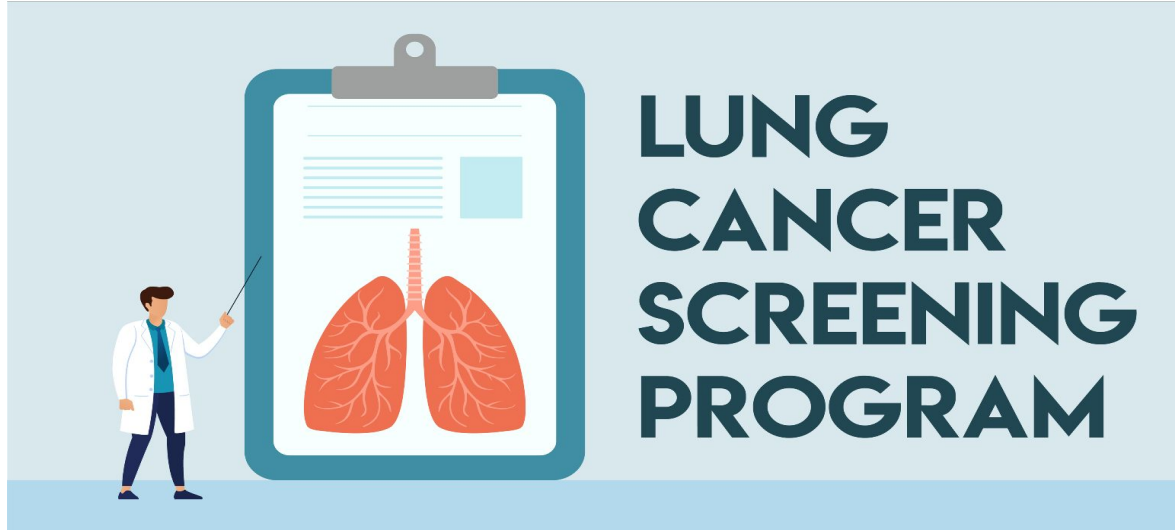
Review Eligibility Criteria

- Confirm the wound type meets program definitions (e.g., non-healing, chronic).
- Visits for wound care or consumable use
- Ensure the patient has an active GPCCMP
- Check if the patient is eligible under relevant MBS item numbers associated with chronic disease management.

Practical Example

- Run report: “patients with active wound diagnoses or regular dressing visits”
- Review eligibility for the scheme.
- Enrol eligible patients.
- Track consumable use and outcomes through regular reviews.
- **Outcome:** Improved wound care access and reduced patient cost burden.

Using data for NLCSP



Using Data for NLCSP

General practices play a vital role in increasing participation in the National Lung Cancer Screening Program (NLCSP).

By using accurate, up-to-date data, practices can identify:

- eligible patients,
- initiate proactive outreach, and
- support informed decision-making.

Using Data for NLCSP

Key Data Points:

- Age range (50–70 years).
- Smoking history (current, former, pack years).
- CT scan history or screening gaps.

Collect Data by using:

- Software filters and recall lists.
- Smoking status audits.
- Preventive health templates.

Changes To Better Access Initiative

Identify Eligible Patients

- Use clinical software searches and CUBIKO dashboards to filter patients by:
 - Age (50–70 years)
 - Smoking history (current or significant former smokers)
 - Risk factors (family history, chronic respiratory disease, occupational exposure)
 - Chronic Respiratory Conditions
- Maintain accurate smoking status documentation in patient records.

Using Data for NLCSP

How to Use Practice Data

- Extract data through clinical software, CUBIKO or PenCS/Polar filters
- Cross-check Health Record for smoking status and relevant history
- Flag eligible patients for GP review and shared decision-making
- Outcome
- Targeted identification, improved screening uptake, and early detection

Using data for Better Access Changes



Using Data for Better Access

Data helps practices **analyze current service patterns** to see how the upcoming Better Access changes will affect patients and clinicians e.g.

- Which demographics (age, gender, socioeconomic status, rurality) access mental health services most or least.
- Whether priority groups (e.g. Aboriginal and Torres Strait Islander peoples, rural patients, or those with complex chronic disease) are receiving care in line with intended policy goals.

Using Data for Better Access

Cubiko/PenCS or POLAR to identify all patients who:

- Have a Mental Health diagnosis and:
 - Do **not** had mental health plan or
 - Have **not** had a mental health plan **review**
- Identify patterns such as increased visits for stress-related issues
- Review medications history to identify eligible patients

Using Data for Better Access

Data systems (e.g. Best Practice, Cubiko, PenCS) can:

- **Generate patient lists** for recall/reminder systems (e.g. MHTP reviews due).
- Help proactively contact patients who may lose eligibility or need updated referrals post-change.
- Monitor **no-shows and cancellations** to improve access and continuity.

Aligning Data with Quality Improvement



Using Data for Quality Improvement

Improving Data Quality

- Record and regularly update smoking status or wound care
- Code conditions correctly (use SNOMED/ICPC codes).
- Ensure wound diagnoses are linked to care plans.
- Clean and verify data before running reports.

Using Data for Quality Improvement

- Align with Practice Incentive Program (PIP) Quality Improvement measures.
- Incorporate lung screening promotion into chronic disease and preventive health reviews.
- Record and monitor screening participation through data dashboards.

Using Data for Quality Improvement

Continuous Quality Improvement

- Review screening data regularly to track uptake and missed opportunities.
- Share results with the team to refine engagement strategies.
- **Outcome**
 - Increased patient awareness and participation
- Earlier detection and improved outcomes
- Demonstrated commitment to prevention and equity in care

Using Data for Quality Improvement

Both programs support **PIP QI measures**.

- QI ideas:
 - Increase % of patients with updated smoking status.
 - Track wound care outcomes.
 - Increase eligible patient participation in screening.
- Demonstrates measurable improvement in care.

In Summation

- Collecting and using data in general practice transforms routine care into evidence-based, proactive, and coordinated care.
- It enhances decision-making, supports quality improvement, and ultimately leads to better patient outcomes and healthier communities.
- When we use that data wisely, we create opportunities for better care, better access, and better outcomes.

Resources

- https://cwcs.guroo.academy/enrol/cwcs_2025
- <https://www.health.gov.au/resources/publications/chronic-wounds-consumable-sc-heme-product-list>
- <https://www.health.gov.au/our-work/cwcs>
- <https://www.health.gov.au/resources/publications/better-access-redesign-from-1-november-2025?language=en>
- [https://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/650f3eec0dfb990fca25692100069854/a6bbccd4e1519234ca258d0f00120c7e/\\$FILE/PDF%20Version%20-%20MBS%20changes%20to%20the%20Better%20Access%20Initiative.pdf](https://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/650f3eec0dfb990fca25692100069854/a6bbccd4e1519234ca258d0f00120c7e/$FILE/PDF%20Version%20-%20MBS%20changes%20to%20the%20Better%20Access%20Initiative.pdf)
- <https://www.health.gov.au/our-work/nlcsp>
- <https://lungfoundation.com.au/protect-your-lungs/national-lung-cancer-screening-program/>
- <https://www.health.gov.au/our-work/nlcsp/about>
- [https://www.ncsr.gov.au/lung-program.html#:~:text=The%20National%20Lung%20Cancer%20Screening%20Program%20\(NLCSP\)%20commenced%201%20July,once%20enrolled%20in%20the%20program](https://www.ncsr.gov.au/lung-program.html#:~:text=The%20National%20Lung%20Cancer%20Screening%20Program%20(NLCSP)%20commenced%201%20July,once%20enrolled%20in%20the%20program)



Right Care, Right Time: Triage Skills for General Practice Staff



HOSTED BY
Wendy O'Meara
Primary Care Consultant

aapm
Australian Association of
Practice Management
excellence in healthcare management

AAPM Approved 2025
5 CPD Points

Thur 13th November
12:30pm AEDT



INTRODUCING THE NEW

Medicare Hub

- The MyMedicare Hub is your all-in-one workspace for managing MyMedicare registrations directly from the HotDoc Dashboard.
- Empower your team to register patients more efficiently, reduce manual work, and stay compliant while improving the patient experience.

Learn more via the flyer in the 'related resources' section or access the hub via your dashboard.

Have a Question?



Thank You!

