eLearning Courses available

Course	Topic with learning objectives
1.	**Pracsoft for new receptionists** 1. Make an appointment 2. Enter and update patient details 3. Develop an understanding of bulk billing & online claiming processes (including resolving exceptions) 4. Use features related to private billing (including Institutional Billing) 5. Generate reports **Focus areas: workflow, billing, payments, online claiming, resolving exceptions, add patients, edit patient details, manage appointments book, waiting room, reports**
2.	**Bp Premier for new receptionists** 1. Make an appointment 2. Enter and update patient details 3. Develop an understanding of direct billing & online claiming processes (including resolving exceptions) 4. Use features related to private billing (including Institutional Billing) 5. Generate reports **Focus areas: workflow, billing, payments, online claiming, resolving exceptions, add patients, edit patient details, manage appointments book, waiting room, reports**
3.	**Improving effective use & data quality using MedicalDirector** 1. Update patient demographic data to meet RACGP standards 2. Mark patient records as inactive or deceased. 3. Code diagnoses, clean up the past history and medication lists. 4. Clean up lists including contacts and document types. 5. Improve effective use of actions, reminders and results. **Focus areas: clinical coding, patient verification, RACGP Standards data quality, data cleansing tools and options, Cleansing CAT**
4.	**Improving effective use & data quality using Bp Premier** 1. Update patient demographic data to meet RACGP standards 2. Mark patient records as inactive or deceased. 3. Code diagnoses, clean up the past history and medication lists. 4. Clean up lists including contacts and document types. 5. Improve effective use of actions, reminders and results. **Focus areas: clinical coding, patient verification, RACGP Standards data quality, data cleansing tools and options, Cleansing CAT**

5.	**Essential Clinical Data Entry using MedicalDirector**
	1. Enter essential clinical data to meet RACGP general practice and digital health standards
	2. Develop an understanding of the importance of entering clinical data to facilitate extraction of patient and practice population data
	Focus areas: health summary data, clinical coding, clinical note-taking, observations and results, clean up recalls.
6	**Essential Clinical Data Entry using Bp Premier**
	1. Enter essential clinical data to meet RACGP general practice and digital health standards
	2. Develop an understanding of the importance of entering clinical data to facilitate extraction of patient and practice population data
	Focus areas: health summary data, clinical coding, clinical note-taking, observations and results, clean up reminders
7.	**Recalls reminders and screening using Medical Director Clinical**
	1. Develop an understanding of systematic preventive health management/screening.
	2. Design an effective recall and reminder system.
	3. Use actions for preventive health activities.
	4. Add, view and modify patient recalls and reminders.
	5. Generate patient recall and reminder lists
	Focus areas: recall protocol, preventive health, actions, recalls and reminders, follow up recalls and reminders, audit contacts, SMS and consent, recall data cleanup.
8.	**Recalls reminders and screening using Bp Premier**
	1. Develop an understanding of systematic preventive health management/screening.
	2. Design an effective recall and reminder system.
	3. Use actions for preventive health activities.
	4. Add, view and modify patient recalls and reminders.
	5. Generate patient recall and reminder lists.
	Focus areas: reminder protocol, preventive health, actions, recalls and reminders, follow up recalls and reminders, audit contacts, SMS and consent, reminder data cleanup.
9.	**Improving quality and revenue using PEN CAT4 and Top bar**
	1. Develop skills to improve data quality
	2. Use Pen Clinical Audit Tool (CAT4) to: -improve patient care -meet practice accreditation requirements -identify additional revenue opportunities
	3. Use Top Bar for continual improvements
	4. Optimise use of MBS item numbers
	5. Enable customised prompts
	Focus areas: CAT4, Top bar, CAT Plus prompts, clinical coding, Accreditation standards, data quality dashboard, analyse and filter datasets, decision support, MBS item # optimisation

10.	**Change management. How to train practice staff for quality and lead into a digital future.**
	1. Learn strategies for leading change.
	2. Discuss SWOT analysis to identify opportunities for improvement.
	3. Identify ways to improve team engagement.
	4. Understand rapid CQI (adapting to new ways of working and doing things instantly on some occasions) and the importance of whole team approach to quality improvement.
	5. Create a culture of improvement.
	6. Use data to engage practice teams in continual quality improvements.
	My Health Record, Patient centre care, innovation, quality improvements, care planning tools, My Health Record, clinical coding, digital era, data quality, change champions, change management process, measurement**, data quality, change management process.**
11	**Towards a Paperless Practice using MedicalDirector**
	1. Use Secure Messaging to send and receive documents
	2. Scan and import correspondence into patient files or the holding file (efax)
	3. Access, upload and save documents using My Health Record
	4. Use SMS messaging for patient reminders and recalls
	5. Improve efficiency of patient education with online tools
	Focus areas: Secure Messaging, Scanning and importing files, My Health Record, SMS messaging, patient education tools, third party providers
12	**Towards a Paperless Practice using Bp Premier**
	1. Use Secure Messaging to send and receive documents
	2. Scan and import correspondence into patient files or the Inbox (efax)
	3. Access, upload and save documents using My Health Record
	4. Use SMS messaging for patient reminders
	5. Improve efficiency of patient education with online tools
	Focus areas: Secure Messaging, Scanning and importing files, My Health Record, SMS messaging, patient education tools, third party providers
13	**Accreditation** **Part 1: Changes to RACGP 5th standards and Practice Incentive Changes**
	1. Understand the changes to the 5th edition RACGP standards
	2. Learn how to read and interpret the format of the standards
	3. Differentiate between mandatory and optional indicators
	4. Understand the new aspirational indicators
	5. Access further information to help understand impact of 5th edition changes.
	Focus areas: RACGP Standards, 5th edition changes, interpret standards, criterion numbering system, mandatory and optional indicators
	Part 2: Tips for Accreditation success
	1. Discuss tips for achieving accreditation success
	2. Identify methods to help preapre for accreditation audits
	3. Develop a focused approach for Health IT improvements to meet accreditation standards.
	4. Access additional learning resources to assist with achieving practice accreditation.
	Focus areas: QI Activities, Vision, Business planning, PDSA's, measurement for improvement, data quality, PEN CAT4, recall protocol, correspondence management protocol, clinical records

14	**Privacy, Confidentiality and risk using Medical Director**
	1. Understand Australian Privacy Principles
	2. Discuss Privacy and Consent in relation to MedicalDirector clinical software
	3. Implement protocols to minimise risk
	Focus areas: Privacy vs confidentiality, definitions, APP's, Privacy policy templates, accreditation standards, record ownership, software permissions, message tracking (SMD), secure messaging, use of email, recalls, collecting consent, social media, My Health Record, cyber security, notifiable data breaches, systems and protocols
15	**Privacy, Confidentiality and risk using Bp Premier**
	1. Understand Australian Privacy Principles
	2. Discuss Privacy and Consent in relation to Best Practice software
	3. Implement protocols to minimise risk
	Focus areas: Privacy vs confidentiality, definitions, APP's, Privacy policy templates, accreditation standards, record ownership, software permissions, message tracking (SMD), secure messaging, use of email, recalls, collecting consent, social media, My Health Record, cyber security, notifiable data breaches, systems and protocols
16	**Results management using Medical Director**
	1. Design a results management system
	2. Order tests
	3. View and action incoming results
	4. Follow up results
	5. Track results not marked as notified
	Focus areas: correspondence management protocol, tracking contact attempts, manual entry, screening results, notify results, patient follow up, track outstanding results
17	**Results management using Bp Premier**
	1. Design a results management system
	2. Order tests
	3. View and action incoming results
	4. Follow up results
	5. Track results not marked as given
	Focus areas: correspondence management protocol, tracking contact attempts, manual entry, screening results, mark as given, patient follow up, track outstanding results
18	**Managing Compliance with Digital Health**
	1. Describe how to use the My Health Record system accurately and responsibility in accordance with the My Health Records Act.
	2. Understand the legal obligations for organisations and individuals using the system, and the consequences of breaching these obligations.
	3. Develop policies and procedures for using My health Record and ePIP that comply with legislative requirements.
	Focus areas: My Health Record, On Demand training environment, policies and procedures, compliance, legislation, change management, security, clinical governance, practice management

19	**Digital Health and My Health Record using Medical Director Clinical**
	1. Discuss current progress with Digital Health and My Health Record.
	2. View My Health Record via MedicalDirector Clinical Software.
	3. Upload a shared health summary and an event summary
	4. Upload an eReferral and specialist letter to My Health Record
	5. Understand other clinical documentation available in My Health Record
	6. Verify Health Identifiers in MedicalDirector
	7. Learn how to connect to My Health Record and access learning resources
	8. Maintain data quality
	9. Understand consent and consumer access controls in relation to My Health Record
	10. Assist a patient to register for My Health Record
	11. Maintain Health Identifiers and PKI certificates in HPOS
	12. Access digital health and ePIP reporting
	13. Learn how to connect to My Health Record and access learning resources.
	Focus areas: View & upload to My Health Record, On Demand training environment, Medicines preview, Pathology and diagnostic imaging, patient portal, connecting apps, data quality, patient education
20	**Digital Health and My Health Record using Bp Premier**
	1. Discuss current progress with Digital Health and My Health Record.
	2. View My Health Record via Best Practice Clinical Software.
	3. Upload a shared health summary and an event summary
	4. Understand other clinical documentation available in My Health Record
	5. Verify Health Identifiers in Bp Premier
	6. Learn how to connect to My Health Record and access learning resources
	7. Maintain data quality
	8. Understand consent and consumer access controls in relation to My Health Record
	9. Assist a patient to register for My Health Record
	10. Maintain Health Identifiers and PKI certificates in HPOS
	11. Access digital health and ePIP reporting
	12. Learn how to connect to My Health Record and access learning resources.
	Focus areas: View & upload to My Health Record, On Demand training environment, Medicines preview, Pathology and diagnostic imaging, patient portal, connecting apps, data quality, patient education
21	**Data driven quality improvement with POLAR**
	1. Develop skills to improve data quality
	2. Filter and analyse data / reports
	3. Build & save queries for ongoing use (Bookmarks)
	4. Search, generate patient lists & export data
	5. Review data quality reports & build customised queries
	Focus areas: Data quality, apply filters, customised queries, standard reports, Bookmarks, patients lists, exporting data, confluence, walkthroughs
22	**Secure Messaging in MedicalDirector**
	1. Understand the current state of Secure Messaging in Australia.
	2. Setting up your address book/contacts

	3. Sending an eReferral 4. Check for sent messages 5. Discuss use of email for medical practices **Focus areas: address book set up, eReferrals, sent messages, using email, ePIP compliance, message tracking**
23	**Consent and communicating with patients in the Digital Era (including SMS and email)** 1. Discuss consent requirements relevant to technology in the medical practice. 2. Define consent in relation to sms contact. 3. Review current progress with secure messaging and email. 4. Increase understanding of consent in relation to My HealthRecord. **Focus areas: consent definition, recording consent, SMS recalls, secure messaging and patient consent, message tracking, email usage, consent and My Health Record, privacy settings, digital literacy, multi- languages**
24	**Secure Messaging in Bp Premier** 6. Understand the current state of Secure Messaging in Australia. 7. Setting up your address book/contacts 8. Sending an eReferral 9. Check for sent messages 10. Discuss use of email for medical practices **Focus areas: address book set up, eReferrals, sent messages, using email, ePIP compliance, message tracking**
25.	**Cancer Screening / Preventive Health using MedicalDirector** 1. Develop a systematic approach to preventive health management and cancer screening. 2. Use actions for preventive health management 3. Manage recalls and reminders 4. Enter breast, bowel and cervical screening results **Focus areas: prevention protocol, actions, recalls and reminders, enter screening results, reminder protocol, recall generation, audit trail, patient follow up process**
26	**Cancer Screening / Preventive Health using Bp Premier** 1. Develop a systematic approach to preventive health management and cancer screening. 2. Use actions for preventive health management 3. Manage recalls and reminders 4. Enter breast, bowel and cervical screening results **Focus areas: prevention protocol, actions, recalls and reminders, enter screening results, reminder protocol, recall generation, audit trail, patient follow up process**
27	**Reporting & advanced searches with MedicalDirector (and Pracsoft)** 1. Generate financial reports using Pracsoft 2. Discuss the importance of collecting and analysing data for measuring practice efficiency and improvements. 3. Develop an understanding of inbuilt searches with MedicalDirector clinical. 4. Explore additional data extraction tools including MD Insights. 5. Design a practice system for data analysis and planned improvements. **Focus areas: financial reporting, database searches, data collection, data quality and analysis, Quality Improvement, QI PIP, MD Insights, CAT4, Cleansing CAT, Top bar, POLAR, tracking performance**

28	**Reporting & advanced searches with Bp Premier**
	1. Generate financial reports using Bp Premier – Management reporting
	2. Discuss the importance of collecting and analysing data for measuring practice efficiency and improvements.
	3. Develop an understanding of inbuilt searches with Bp Premier
	4. Explore additional data extraction tools
	5. Design a practice system for data analysis and planned improvements.
	Focus areas: financial reporting, database searches, data collection, data quality and analysis, Quality Improvement, QI PIP, MD Insights, CAT4, Cleansing CAT, Top bar, POLAR, tracking performance
29	**Chronic Condition Management using MedicalDirector**
	1. Build chronic condition registers
	2. Enter and analyse data to track improvements
	3. Use customised chronic condition templates
	4. Implement follow-up process using actions or recalls
	Focus areas: diabetes register, clinical coding, cleanup diagnosis, recording diabetic data, diabetes assessment, GPMP, CAT4, Cleansing CAT, Top bar, POLAR, MD Insights, templates, shortcuts, CDM item no's
30.	**Chronic Condition Management using Bp Premier**
	1. Build chronic condition registers
	2. Enter and analyse data to track improvements
	3. Use, modify and import templates
	4. Use autofill shortcuts to minimise typing
	5. Implement follow-up process using actions or reminders
	Focus areas: diabetes register, clinical coding, cleanup diagnosis, recording diabetic data, diabetes assessment, GPMP, CAT4, Cleansing CAT, Top bar, POLAR, MD Insights, templates, shortcuts, CDM item no's
31	**Diabetes management using MedicalDirector Clinical software**
	1. Update patient health summary
	2. Code diagnosis and generate diabetes register
	3. Record diabetic data / screening
	4. Create Management Plan
	5. Recall for review
	Focus areas: patient health summary data, diabetes register, clinical coding, cleanup diagnosis, recording diabetic data, diabetes assessment, GPMP, CAT4, Cleansing CAT, Top bar, MD Insights, Cycle of care, recalls
32	**Diabetes management using Bp Premier software**
	1. Update patient health summary
	2. Code diagnosis and generate diabetes register
	3. Record diabetic data / screening
	4. Create Management Plan
	5. Recall for review
	Focus areas: patient health summary data, diabetes register, clinical coding, cleanup diagnosis, recording diabetic data, diabetes assessment, GPMP, CAT4, Cleansing CAT, Top bar, MD Insights, Cycle of care, reminders

33	**Bp Premier Management – maximise revenue, minimise exceptions**
	1. Meet new RACGP standards
	2. Understand Medicare billing rules to minimise exceptions
	3. Resolve exceptions
	4. Generate financial and data reports
	5. Develop a team and improvement culture
	Focus areas: OPV check, Medicare billing rules, online claiming, bulk billing, resolve exceptions, finance reports, data improvements, Top bar MBS app, measure improvements, data analytic tools, business planning, improvement culture, team based approach
34	**Pracsoft – maximise quality, minimise exceptions**
	1. Meet new RACGP standards
	2. Understand Medicare billing rules to minimise exceptions
	3. Resolve exceptions
	4. Generate financial and data reports
	5. Develop a team and improvement culture.
	Focus areas: OPV check, Medicare billing rules, online claiming, bulk billing, resolve exceptions, Pracsoft reports, data improvements, Top bar MBS app, measure improvements, data analytic tools, business planning, improvement culture, team- based approach
35	**Item no's, MBS billing and maximising revenue using Pracsoft**
	1. Generate reports from within Pracsoft to analyse practice billing.
	2. Use 3rdparty products to enhance analysis of practice billing and services.
	3. Discuss ways to minimise Medicare exceptions.
	4. Implement a systematic approach to care planning and screening to maximise revenue and improve patient outcomes.
	5. Discuss available resources for continual improvements
	Focus areas: Pracsoft reports, claim status, minimise exceptions, resolve exceptions, CAT4, MBS Item No's, PRODA & HPOS, Diabetes COC, Analyse data, Set & track KPI's, clinical coding, Data analytics tools
36	**Item no's, MBS billing and maximising revenue using Bp Premier**
	1. Generate reports from within Bp Premier to analyse practice billing.
	2. Use 3rd party products to enhance analysis of practice billing and services.
	3. Discuss ways to minimise Medicare exceptions.
	4. Implement a systematic approach to care planning and screening to maximise revenue and improve patient outcomes.
	5. Discuss available resources for continual improvements
	Focus areas: Financial reports, claim status, minimise exceptions, resolve exceptions, CAT4, MBS Item No's, PRODA & HPOS, Diabetes COC, Analyse data, Set & track KPI's, clinical coding, Data analytics tools
37	**Clinical Governance & Health IT Risk Assessment using MedicalDirector**
	1. Understand clinical governance and how it is applied in healthcare
	2. Learn ways to apply clinical governance in everyday practice
	3. Describe the key components of a Health IT Risk Assessment
	4. Identify IT risks and how to evaluate them

	5. Implement strategies to minimise IT risks
	Focus areas: Clinical governance definition and framework, risk management, recalls and reminders, systems and protocols, RACGP Standards, Cyber security, IT risk assessment, CISS standards, data breaches, email, SMS, social media, practice websites, privacy
38	**Clinical Governance & Health IT Risk Assessment using Bp Premier** 1. Understand clinical governance and how it is applied in healthcare 2. Learn ways to apply clinical governance in everyday practice 3. Describe the key components of a Health IT Risk Assessment 4. Identify IT risks and how to evaluate them 5. Implement strategies to minimise IT risks **Focus areas: Clinical governance definition and framework, risk management, recalls and reminders, systems and protocols, RACGP Standards, Cyber security, IT risk assessment, CISS standards, data breaches, email, SMS, social media, practice websites, privacy**
39	**Increasing use of clinical tools and diagrams in MedicalDirector** 1. Create & view diagrams 2. Use inbuilt tools 3. Generate assessments eg K10 4. Create customised assessment templates 5. Access patient educational tool **Focus areas: Access diagrams, clinical images, photos, tools and assessment, customised templates, patient education, custom handouts**
40	**Increasing use of clinical tools and diagrams in Bp Premier** 1. Create & view diagrams 2. Use inbuilt tools 3. Generate assessments eg K10 4. Create customised assessment templates 5. Access patient educational tool **Focus areas: Access diagrams, clinical images, photos, tools and assessment, customised templates, patient education, custom handouts**
41	**MedicalDirector Clinical for practice nurses** 1. Record clinical data 2. Build chronic condition registers. 3. Timesaving tips relevant to Practice Nurses 4. Enter Cancer Screening results 5. Use data analytic tools for improvements **Focus areas: immunisations, diabetes data, health summary data, shortcuts, screening and prevention, entering results, data quality, CAT4, Top Bar, MD Insights, POLAR, data analytic tools**
42	**Bp Premier for practice nurses** 1. Record clinical data 2. Build chronic condition registers.

	3. Timesaving tips relevant to Practice Nurses
	4. Enter Cancer Screening results
	5. Use data analytic tools for improvements
	Focus areas: immunisations, diabetes data, health summary data, shortcuts, screening and prevention, entering results, data quality, CAT4, Top Bar, POLAR, data analytic tools
43	**Cervical Screening/Womens Health using MedicalDirector**
	1. Enter Cervical Screening results and implement a reminder system
	2. Enter mammogram and bowel screening results.
	3. Follow-up results.
	4. Implement a systematic preventive health care system
	5. Record obstetric patient data
	Focus areas: obstetric tab, recording pregnancies, antenatal visits, path results, pregnancy list, cytology request, cervical screening, systems and protocols, actions, recalls and reminders
44	**Cervical Screening/Womens Health using Bp Premier**
	1. Enter Cervical Screening results and implement a reminder system
	2. Enter mammogram and bowel screening results.
	3. Follow-up results.
	4. Implement a systematic preventive health care system
	5. Record obstetric patient data
	Focus areas: obstetric tab, recording pregnancies, antenatal visits, path results, pregnancy list, cytology request, cervical screening, systems and protocols, actions, recalls and reminders
45	**Letters and templates using MedicalDirector**
	1. Use templates to create letters
	2. Modify templates
	3. Create practice letterheads
	4. Import templates
	5. Use auto-text shortcuts
	Focus areas: data toolbar, database fields, letterhead, download, modify and import templates, autotext, shortcuts
46	**Letters and templates using Bp Premier**
	1. Use templates to create letters
	2. Modify templates
	3. Create practice letterheads
	4. Import templates
	5. Use autofill shortcuts
	Focus areas: data toolbar, database fields, letterhead, download, modify and import templates, autofill, shortcuts
47	**Advanced Tips & Timesaving Shortcuts using MedicalDirector**
	1. Improve efficiency of MedicalDirector
	2. Minimise risk
	3. Improve clinical documentation

	4. Save time 5. Improve systems **Focus areas: Options, LetterWriter, Progress Notes, Document Management, Pathology & Radiology, Recalls, Actions, My Health Record, Patient Education, MD Insights, Data improvements**
48	**Advanced Tips & Timesaving Shortcuts using Bp Premier** 1. Improve efficiency of Bp Premier 2. Minimise risk 3. Improve clinical documentation 4. Save time 5. Improve systems **Focus areas: Options, LetterWriter, Progress Notes, Document Management, Pathology & Radiology, Tips & Shortcuts, Data cleansing, My Health Record, Patient Education, Data Improvements.**
49	**E-Prescribing in MedicalDirector** 1. Discuss the use of the token model and patient impact of changes to electronic prescribing. 2. Learn about the changes in the prescribing process in MedicalDirector. 3. Explore ideas for improved use of My Health Record for medication management. **Focus areas: e-Prescribing in MedicalDirector, My Health Record, token model, eRx, Medisecure, medication list, Active Script List, medication management, QR code, eScript, owing scripts, Prescription delivery service, HI Service, PDSA.s / QI Activities, Bp Premier, PEN CS, PRODA, FAQ's**
50	**E-Prescribing in Bp Premier** 1. Discuss the use of the token model and patient impact of changes to electronic prescribing. 2. Learn about the changes in the prescribing process in Bp Premier. 3. Explore ideas for improved use of My Health Record for medication management. **Focus areas: e-Prescribing in Bp Premier, My Health Record, token model, eRx, Medisecure, medication list, Active Script List, medication management, QR code, eScript, owing scripts, Prescription delivery service, HI Service, PDSA.s / QI Activities, Bp Premier, PEN CS, PRODA, FAQ's**
51	**PIP QI – Implementing quality improvements** **- using Bp Premier, Pen CS & Polar** 1. Understand changes to the Practice Incentives Program 2. Explain the new PIP QI. 3. Identify specific practice quality improvement activities. 4. Design an improvement plan to meet eligibility for PIPQI & create an improvement culture. 5. Develop further understanding of data systems (MedicalDirector, Pen CS and/or Polar) in relation to PIPQI.

	Focus areas: PIPQI, 10 improvement measures, data quality, data extraction, submission tools, tracking measures, preparation checklist, PDSA.s / QI Activities, Bp Premier, PEN CS, PRODA, FAQ's
52	**PIP QI – Implementing quality improvements** **- using MedicalDirector Clinical, Pen CS & Polar** 1. Understand changes to the Practice Incentives Program 2. Explain the new PIP QI. 3. Identify specific practice quality improvement activities. 4. Design an improvement plan to meet eligibility for PIPQI & create an improvement culture. 5. Develop further understanding of data systems (Bp Premier, Pen CS and/or Polar) in relation to PIPQI **Focus areas: PIP QI, data quality, data extraction, submission tools, tracking measures, preparation checklist, PDSA.s / QI Activities, MedicalDirector Clinical, PEN CS, PRODA, FAQ's**
53	**Telehealth** 1. Prepare your technology tools for telehealth efficiency 2. Understand telehealth and telephone item numbers and changes to incentive payments. 3. Use clinical software to identify 'vulnerable patients 4. Implement a planned approach for preventive health for patients at risk **Focus areas: Telehealth, team based care, searches, QI activities, MedicalDirector, Bp Premier**
54	**Advanced Telehealth for Specialists & Allied Health Professionals** 1. Discuss telehealth for Specialists 2. Prepare for team-based care using case conferencing. **3.** Explore benefits of My Health Record for specialists **Focus areas: Telehealth, team based care, Specialists, Allied Health**
55	**Access online services using HPOS and PRODA** 1. Understand and access HPOS and PRODA 2. Use authority delegations 3. Maintain Health Identifiers and PKI certificates 4. Manage PIP program information 5. Verify patient Medicare details, concessional status and eligibility for services 6. Access and update the Australian Immunisation Register (AIR) via HPOS **Focus areas: HPOS, PRODA, authority delegations, Adding OMO's, PIP Program, MBS Online checker, Health Identifiers, My Health Record, Medicare, PKI Certificates**
56	**Aboriginal Health using MedicalDirector** *– currently offline for development* 1. Understand the importance of Health Assessments and a proactive preventive health approach. 2. Incorporate data driven improvements and engagement to help keep people well. 3. Improve Recalls, Reminders and Chronic condition management 4. Develop further understanding of the variety of reporting and measurement systems 5. Use PRODA and HPOS for PIP **Focus areas: Health Assessments, nKPI reporting, PIP program, Aboriginal PIP, HPOS, PRODA, MDExchange, PEN CAT4, data submission tools, PIPQI, eHealth PIP, Aboriginal PIP, OSR Reporting, recalls and reminders**

57	**Aboriginal Health using Bp Premier -** – currently offline for development
	1. Understand the importance of Health Assessments and a proactive preventive health approach.
	2. Incorporate data driven improvements and engagement to help keep people well.
	3. Improve Recalls, Reminders and Chronic condition management
	4. Develop further understanding of the variety of reporting and measurement systems
	5. Use PRODA and HPOS for PIP
	Focus areas: Health Assessments, nKPI reporting, PIP program, Aboriginal PIP, HPOS, PRODA, PEN CAT4, data submission tools, PIPQI, eHealth PIP, Aboriginal PIP, OSR Reporting, recalls and reminders
58	**Patient Reported Measures -** – currently offline for development
	1. Develop an understanding of Patien Reported Experience Measures (PREMs) and Patient Reported Outcome Measures (PROMS) and how they can be used for practice improvement
	2. Describe validated Patient Reported Measures (PRM's) and relevance to healthcare
	3. Explain current RACGP standards in relation to patient feedback
	4. Develop an understanding the importance of data quality and data analysis
	5. Manage and document practice improvements
	Focus areas: Patient Reported Measures (PRM's), PREM's, PROM's, RACGP standards 5th edition, validated surveys, practice improvements, PDSA's, QI Activities,
59	**Immunisations in Bp Premier** – currently offline for development
	1. Enter immunisation data for adults and children using Best Practice Clinical software.
	2. Report immunisation encounters directly to the Australian Immunisation Register (AIR) through Bp Premier.
	3. Implement a systematic approach to immunisation coverage through improvements to your recall and reminder system.
	4. Develop further awareness of proactive searches and quality improvement strategies to assist with improving immunisation rates.
	5. Quickly access previous immunisation data via My Health Record.
	Focus areas: Australian Immunisation Register, My Health Record, recalls and reminders, prevention, national immunisation schedule, practice improvements, PDSA's, QI Activities
60	**Immunisations in MedicalDirector** – currently offline for development
	1. Enter immunisation data for adults and children using MedicalDirector Clinical software.
	2. Report immunisation encounters directly to the Australian Immunisation Register (AIR) through MedicalDirector
	3. Implement a systematic approach to immunisation coverage through improvements to your recall and reminder system.
	4. Develop further awareness of proactive searches and quality improvement strategies to assist with improving immunisation rates.
	5. Quickly access previous immunisation data via My Health Record.
	Focus areas: Australian Immunisation Register, My Health Record, recalls and reminders, prevention, national immunisation schedule, practice improvements, PDSA's, QI Activities

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