



Clinical e-Audits: Management of hypertension CVD risk and lipid-modifying therapy

Frequently Asked Questions

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Completing data collection

Do I need to complete all 10 patients' data at once?

No. You can complete your data collection over any number of sessions. On restarting Clinical e-Audit, select the patient who needs their data to be completed.

Do I need to complete each patient's data collection before exiting Clinical e-Audit?

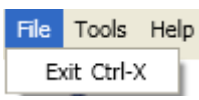

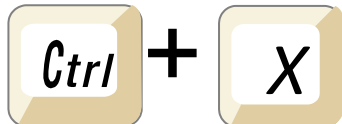
No. You can complete your data collection over any number of sessions. On restarting Clinical e-Audit, select the patient(s) from the Patient list who needs their data to be completed.

Is my Clinical e-Audit data automatically saved?

During data collection the information you enter is saved each time you press the 'Continue' button at the bottom of each page.

How do I exit Clinical e-Audit?

You have 3 options:

1	2	3
		

After exiting, your data is automatically saved and can be resumed at any time.

Can multiple people enter data?

Clinical e-Audit is designed to create an NPS folder on the local drive into which data files are saved. This folder is linked to the Windows login on the computer. So, multiple GPs can participate in the Clinical e-Audit on the same computer provided they each log in using their unique Windows login.

Changing patient details/data

Can I edit a patient's name?

Yes, but the change needs to be made in the *Initial phase* Patient list by selecting the patient and using the 'Edit Name' button at the top of the Patient list. The corrected name will now appear in both the *Initial phase* and *Review phase* Patient lists.

Can I delete a patient?

Yes, but the change needs to be made in the *Initial phase* Patient list by selecting the patient and using the 'Delete patient' button at the top of the Patient list.

Can I change data after it is entered?

You can change data at any time BEFORE submission. Changes cannot be made to *Initial phase* or *Review phase* data collection after submission.

Submitting data

Will I be reminded to submit my data?

You will receive a reminder to submit your data via email 8 weeks and 16 weeks after you have started your *Initial phase* and a final email reminder 6 weeks before the final closing date of the Clinical e-Audit or annual QPI cycle.

You will also receive a reminder to complete the *Review phase* 12 weeks after submitting your initial data collection.

Once I submit, can another GP delete the 10 patients and re-submit with 10 new patients?

No. This will override your patient data that is required for you to complete the *Review phase*. Another GP can complete the Clinical e-Audit on the same computer by logging in with a different Windows login.

Will my submitted patients be identified by anyone else?

No. The patients' names are stored locally - using your logged-in Windows login - and will only be identified in the audit tool on your computer. So, patients will only be identified by someone with access to your computer and your data files.

Completing Review phase data collection

Why are some patient names presented in grey with 'No review required' against them in the Review phase?

Only those patients who require a change in practice to be implemented - to meet at least one of the clinical indicators - are presented as active (blue) within the *Review phase*. Patients whose management already meets the clinical indicators to be reviewed are displayed in grey with 'No review required' in the *Review phase*.

When do I complete the Review phase?

An email notification will be sent to you within one week of submitting your *Initial phase* data. You will then be able to access the *Review phase*. Changes to individual patient's management can then be recorded in the *Review phase* either as you implement the changes or all at one time. Once the second data collection is completed for all patients, complete the feedback and submit your data.

Can I do the Review phase data collection on a different computer?

Initial phase and *Review phase* data collection should be done on the same computer. If you need to do *Review phase* data collection on a different computer, you will need to:

1. Copy the contents of 'C:\NPS\Clinical e-Audit.NET\Data' from your current computer to a USB drive or CD.
2. Install Clinical e-Audit from the original installation CD you received from NPS onto the second computer.
3. Copy the 'C:\NPS\Clinical e-Audit.NET\Data' folder from your USB drive or CD onto the second computer.
4. If your Windows login name is different on the second computer then you will need to rename your data file(s) in order to see your patients:
 - Open the folder 'C:\NPS\Clinical e-Audit.NET\Data'.
 - Rename <old username>-lipids.xml to <new username>-lipids.xml.

Note: If you have both hypertension and lipids and wish to be able to access both sets of data on the new computer, you need to rename the hypertension files as well:

- Rename <old username>-hypertension.xml to <new username>-hypertension.xml.

If necessary, you can contact NPS to arrange to have your de-identified data sent to you.

General

Are there any costs for the software and any related services?

No. Clinical e-Audits are one of the education and quality assurance activities provided free of charge to Australian GPs by NPS.

Who has developed the software?

Clinical e-Audit has been developed in-house by NPS.

How secure is data transmission and to whom does it go?

Data submission uses Public Key Infrastructure (PKI) encryption to transmit the data to NPS only. This is a recommended encryption method for sensitive data, such as personal health information. PKI prevents any party apart from NPS from decrypting the data.

Is it integrated with prescribing systems?

No. Clinical e-Audit is a stand-alone application.

Technical

What are the minimum system requirements?

This product has been designed to function with the following minimum specifications:

1. Windows XP Service Pack 3 or Vista operating system
2. 1GHz 32-bit (X86) processor
3. 1GB RAM
4. 40MB hard disc space
5. CD ROM drive (only if installing from CD)
6. Internet access
7. Local administrator rights (contact your network administrator)
8. Screen resolution of 1024 x 768 pixels.

This software has not been developed for and therefore will not work on Apple Macintosh computers.

Will it run on Windows terminal server?

Yes, you can install and run Clinical e-Audit through Windows terminal server.

Does it work on Windows Vista?

Yes, you can install and run Clinical e-Audit on Windows Vista.

Have there been conflicts with any other systems?

No. Clinical e-Audit is a stand-alone application and does not interfere with your pre-installed software in any way.

Can I copy data from one computer to another?

Yes, you can transfer your data from one computer to another computer, please follow the following steps.

1. Copy the contents of 'C:\NPS\Clinical e-Audit.NET\Data' from your current computer to a USB drive or CD.
2. Install Clinical e-Audit from either the downloaded file or from the original installation CD you received from NPS onto the second computer.
3. Copy 'C:\NPS\Clinical e-Audit.NET\Data' from your USB drive or CD onto the second computer.
4. If your Windows login name is different on the second computer then you will need to rename your data file in order to see your patients:
 - Open the folder 'C:\NPS\Clinical e-Audit.NET\Data'.
 - Rename <old username>-lipids.xml to <new username>-lipids.xml.

Note: if you have both hypertension and lipids and wish to be able to access both sets of data on the new computer, you need to rename the hypertension files as well:

- Rename <old username>-hypertension.xml to <new username>-hypertension.xml.

How can I backup my data?

Clinical e-Audit data is stored locally on your computer in the folder C:\NPS\Clinical e-Audit.NET\Data. If you wish to backup your data, include this folder in your backup routine.

Who do I contact for technical support if I have a question?

Telephone: (02) 8217 8700 and select option 2

Email: info@nps.org.au

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National Prescribing Service Limited | ABN 61 082 034 393 | Level 7/418A, Elizabeth St, Surrey Hills NSW 2010
Phone: 02 8217 8700 | Fax: 02 9211 7580 | Email: info@nps.org.au | web: www.nps.org.au