

# GP prompts and alerts

Real-time clinical decision support at point-of-care (medications and care-gaps).

## What they cover

- **Medication safety alerts** – triggered when a GP is prescribing a high-risk medication or a medication in a specific clinical context (e.g. interactions, lack of required pathology/monitoring).
- **Care prompts/patient-care prompts** – during a consult when the patient file is opened, prompts may display indicating risk-stratification (e.g. complexity score, hospital risk) and gaps in care (e.g. overdue assessments) for at-risk patients.

## Key features and workflow

- Alerts appear within seconds of initiating prescribing (for medications) and include rationale, links to further information, and patient-specific data.
- When a prompt appears, the GP can select an action: e.g., “Appropriate – I will take action”, “Appropriate – but I want to override”, “Inappropriate – wrong for this patient”, “Remind me again when I repeat this prescription”, “Not relevant to me”. An action other than “remind me next time” will disable the alert for that GP and that patient for 12-months.
- Prompts track and accrue interaction time which may be used for CPD (continuing professional development) by the GP.
- GPs can **opt-in/opt-out** of specific prompts or alerts via the settings tab.

## Example of GP alerts/prompts you might find

- Prescribing a medication without required baseline testing or monitoring (e.g. prescribing azathioprine without a TPMT test).
- High-complexity patient (via ACG® bands) flagged for follow-up or missing a review.
- Preventive health gap (e.g. overdue risk assessment) when the patient’s file is open.

## Cheat-sheet summary for GPs

- When a patient file opens → watch for an on-screen prompt in Primary Sense desktop.
- When prescribing → watch for a medication safety alert pop-up.
- Choose action promptly. If an action other than “remind me next time” is shown, the alert/prompt will suppress for 12 months for that patient and the GP.
- Ensure you are opted-in to receive relevant prompts.



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