Glossary of terms

Term	Definition/description
Primary Sense	A population health tool that extracts coded data from clinical software (e.g. Best Practice, Medical Director) to support quality improvement, preventive health, and chronic disease management.
Data extract/data refresh	The process by which Primary Sense pulls updated data from the clinical information systems (usually nightly). This ensures alerts, reports, and queries are based on the latest information.
Alerts	Automated lists that identify patients who meet specific eligibility criteria or may need care. E.g. patients eligible for a GPMP, overdue for health assessments, no recent HbA1c.
Clinical Audit Queries (CAQs)	Customisable searches that allow you to find specific cohorts of patients based on conditions, demographics or clinical indicators. Useful for quality improvement (QI), recalls, and accreditation evidence.
Reports	Pre-set population health summaries and dashboards that give a high-level view of practice performance against key clinical indicators (e.g. RACGP measures).
Population health measures	Indicators used to assess the health of a patient population, often aligned with RACGP clinical or PIP QI measures.
Practice Incentives Program – Quality Improvement (PIP QI)	A funding initiative encouraging practices to use data (e.g. through Primary Sense) to drive improvements in patient outcomes and report on national indicators.
MyMedicare eligibility	A flag showing patients who are eligible for MyMedicare registration but not yet enrolled – often surfaced through alerts of CAQs.
General Practitioner Management Plan (GPMP)	A structured care plan (MBS item 721) for patients with chronic conditions. Primary Sense can help identify patients who are eligible but not currently on a plan.
Team Care Arrangement (TCA)	A plan involving multiple providers (MBS item 723). Often paired with GPMP eligibility in alerts and CAQs.
Cardiovascular Risk Assessment (CVRA)	An assessment for eligible patients (often flagged by alerts) to support preventative care.

ISO 9001 QUALITY

Glossary of terms (continued)

Term	Definition/description
Coding/coded data	The structured entry of diagnoses and clinician information using recognised codes (e.g. ICPC2+, SNOMED). Accurate coding is essential for Primary Sense to correctly identify patients.
Clinical Information System (CIS)	The software used by the practice to manage patient records (e.g. Best Practice, Medical Director). This is where Primary Sense extracts data from.
Index date	A reference date used in queries to define timeframes (e.g. within the last 12-months from the index date).
Eligibility criteria	The set of clinical and demographic rules Primary Sense uses to determine which patients appear in alerts or queries.
Recall list	A list of patients exported for follow-up (e.g. phone calls, letters) based on alerts or CAQ outputs.
Patient list	The group of patients returned by an alert, CAQ, or report – can be filtered, exported, or actioned.
Export to Excel	Function allowing users to download lists from alerts, CAQs, or reports to work on recalls or audits outside of Primary Sense.
User permissions	Access levels that determine what different staff can view or run in Primary Sense (e.g. some may not have CAQ access).
Data quality	How accurate, complete, and well coded he practice's data is. High data quality results in more accurate alerts, reports, and queries.
NSQHS Standards (Action 1.28)	National standards requiring health services to use data for monitoring and improving safety and quality – Primary Sense supports this action.
RACGP Standards	Clinical and organisational standards used or accreditation. Primary Sense data supports meeting several indicators.
Custom query	A clinical audit query built manually by trained users for very specific data extraction needs beyond standard library queries.
Library query	A pre-built CAQ available in the Primary Sense library (e.g. Eligible for GPMP, diabetes with no recent HbA1c).
Session timeout	When you are logged out automatically after a period of inactivity – simply log back in to continue.