

Frequently Asked Questions

What is the cost to the practice?

There is no direct cost to the practice. POLAR GP is fully subsidised by EMPHN, and there will be no ongoing product costs. An agreement to provide de-identified practice data to EMPHN is required for the use of the tool.

How will POLAR GP benefit patient care?

POLAR GP will support internal operations including patient-centred care and quality improvement activities. For example, on POLAR GP, your practice can identify at-risk patients on a range of clinical indicators, audit appropriate medications and immunisations, track patient and practitioner outcomes and improve data quality. This in turn will aid identification of service needs, education requirements and provision of care to your patient population.

How does POLAR GP work?

POLAR GP is a highly intuitive and user-friendly platform that requires very little training for use, resulting in a decrease in the time spent auditing. Filters are applied in an easy and intuitive manner allowing practices to determine what information is required. POLAR GP also allows practices to review their MBS revenue and investigate potential MBS revenue. In addition, it enables mapping of GP free text diagnoses to internationally recognised diagnoses codes.

How will the privacy of our patients and providers be protected?

Privacy concerns are a top priority. At no point does any identified patient data leave your practice. At your practice the data extraction tool de-identifies the data and sends the encrypted data securely to the POLAR Data Warehouse.

Who has the right to use this data?

Your PHN can use the de-identified aggregated practice data through a secure web portal. Privacy is further protected in this portal with geographical information concerning patients disappearing once patients drop below a count of 20 people. Aggregated de-identified patient data may be used for PHN approved research that will benefit the community and service system. It will not be shared with any commercial entities (i.e. pharmaceutical companies).

How is EMPHN going to use the aggregated de-identified patient data?

De-identified patient data that is extracted from practices will be used alongside state data sets to improve population health planning and provide better patient outcomes across the region. This will include providing education and training in areas of need,

identification of service gaps, commissioning and incentivising of new services and evaluating program outcomes. This data will also assist in bench-marking your practice across the region to inform and highlight areas of value in your practice.

How is POLAR GP installed?

The installation process will be carried out by the PHN, however the process has been purposely designed to allow people with minimal IT experience to install the application, and some practices may wish to do it themselves. Remote Installation can be conducted in most cases.

What training will be provided for POLAR GP?

Training can be provided face to face upon installation of POLAR GP, through EMPHN staff and through support videos in the POLAR GP tool.

What reporting can POLAR GP provide?

[Practice Data Quality Reporting](#) is now available! A hard copy report that demonstrates practice performance against benchmarks, this report can lead to better patient outcomes and identify areas of improvement in your practice.