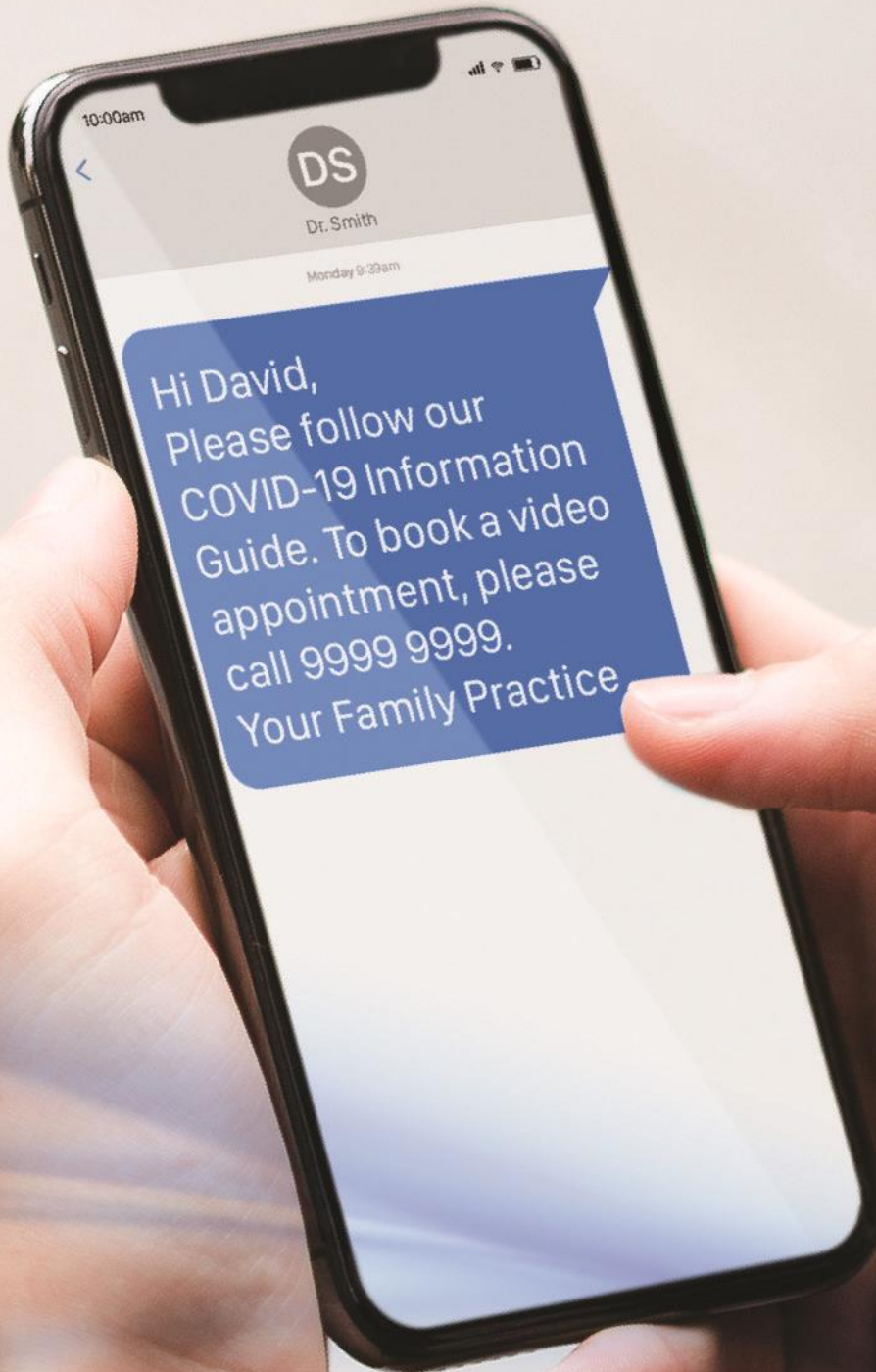




# COVID-19

Patient Advice and Guidance  
for Practices



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## About this Guide

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This COVID-19 guide contains CAT4 recipes to help you identify high-risk patients in your practice.

These recipes are not intended to be used for recalling patients who are at risk, but rather provide you with an idea on how many high risk patients in the different categories are in your current patient population.

**The reports/lists of patients can be used to send out SMS or Voice Messages to patients at risk, providing information about testing, quarantine or other relevant items.**

By finding COVID-19 high-risk patients, these CAT4 recipes can then assist with:

- Resource and workforce planning
- Population health
- Sharing COVID-19 patient information via SMS text/voicemail (Recall CAT)
  - Targeted notifications for at risk patients
  - Sending symptom checks, practice advice and guidance to patients

High-risk patients may include<sup>1</sup>:

- Indigenous patients over 50 with two or more chronic conditions
- Older patients with two or more chronic conditions
- Patients over 70 years of age
- Patients with a cancer diagnosis
- Patients with chronic diseases

*These are intended to be suggestions for CAT4 searches, not the official risk groups only.*

### **Additional Steps – Recall CAT:**

Using the CAT4 reports created for the at risk patients above, send SMS and Voice Messages from Recall CAT to provide notifications and patient information to these patients.

### Additional COVID-19 Resources

Please check the relevant websites for up-to-date information on COVID-19:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-news-and-media>

Pen CS has put together a Coronavirus National Guidance Topbar App, which contains key links and information from across the nation, states and territories, and PHNs. This can also be accessed here:

<https://www.pencs.com.au/coronavirus-national-guidance/>

Additional filters can be added to make the recipes more specific, for example only those patients who have visited in the last 12 months or only active (three visits in two years) patients. Full details on the available filters can be found here: [DATA FILTERING](#)

### **National Coronavirus Helpline**

Call this line if you are seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week.

[1800 020 080](tel:1800020080)

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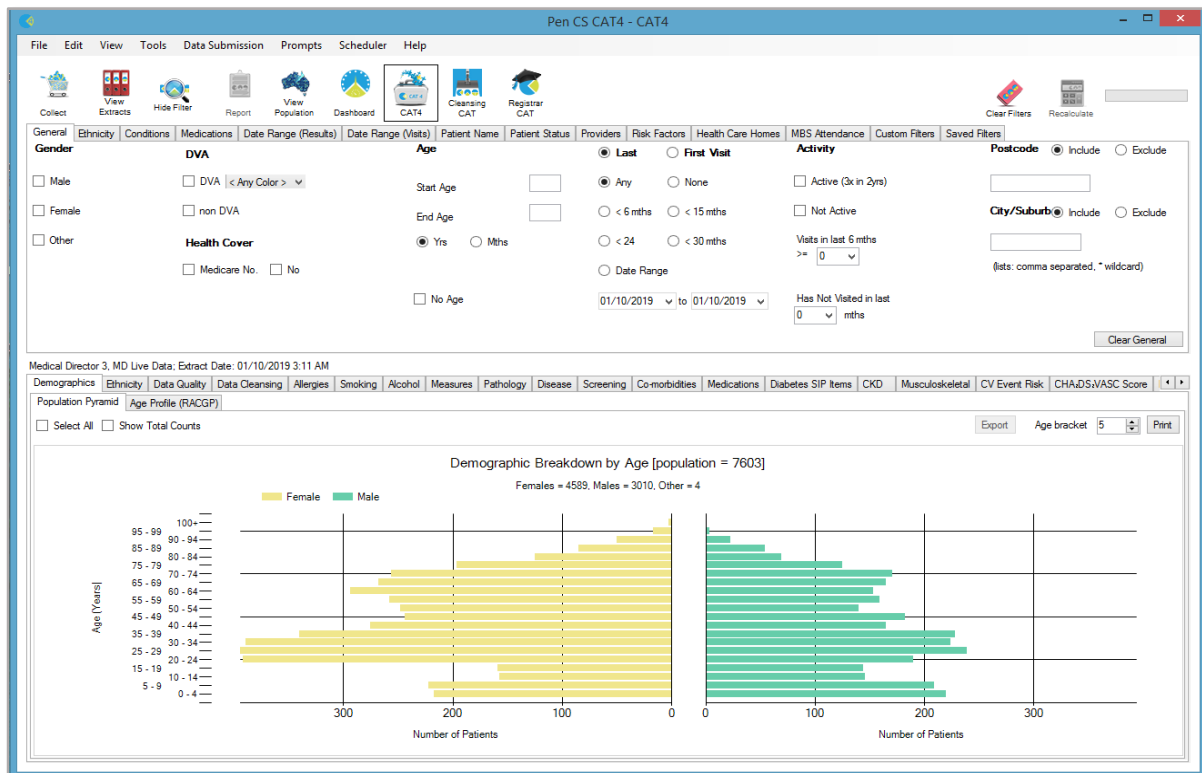
<sup>1</sup> Source: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#who-is-most-at-risk>  
<https://ama.com.au/gp-network-news/covid-19-mbs-telehealth-items>

## COVID-19 CAT4 Recipes for High-Risk Patients

Identify Indigenous patients over 50 with two or more chronic conditions

Recipe Name:	Identify Indigenous patients over 50 years of age with two or more chronic conditions.
Rationale:	Indigenous patients are at higher risk of chronic conditions and for COVID-19. This recipe will show you how to identify your high risk Indigenous patients.
Target:	Indigenous patients over 50 years of age with two or more chronic conditions.
Recipe Limitations:	This report relies on the patient ethnicity being coded correctly in the patient record.
CAT Starting Point:	<ol style="list-style-type: none"> <li>CAT open – CAT4 view (all reports) loaded</li> <li>Population Extract Loaded and Extract Pane “Hidden”</li> </ol>

### CAT4 Starting Point:



### Filter Steps:

General | Ethnicity | Conditions | Medications | Date Range (Results) | Date Range (Visits) | Patient Name | Patient Status | Providers | Risk Factors | Health Care Homes | MBS Attendance | Custom Filters | Saved Filters

**Gender**  
 Male  
 Female  
 Other

**DVA**  
 DVA <Any Color>  
 non DVA

**Health Cover**  
 Medicare No.  No

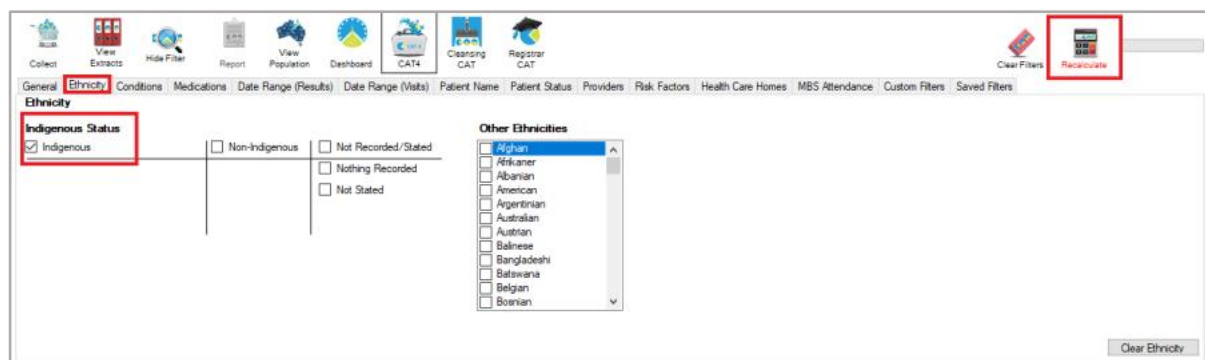
**Age**  
 Start Age:   
 End Age:   
 Yrs  Mths  
 No Age

**Activity**  
 Last  First Visit  
 Any  None  
 Active (3x in 2yrs)  
 Not Active  
 Visits in last 6 mths >=   
 Date Range: 01/10/2019 to 01/10/2021  
 Has Not Visited in last  mths

**Postcode**  Include  Exclude  
  
 City/Suburb  Include  Exclude  
  
 (lists: comma separated, \* wildcard)

Clear General

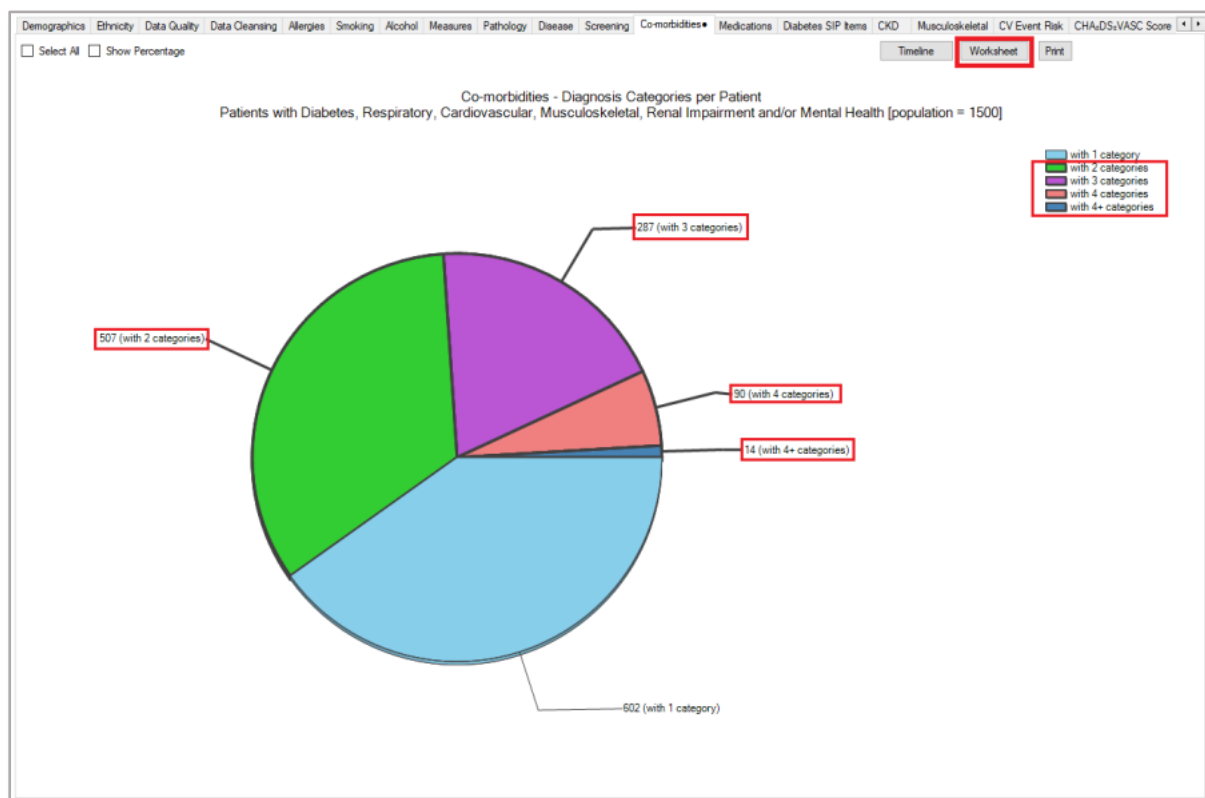
1. On the “General” tab, enter the Start Age = 50
2. On the “Ethnicity” tab, select Indigenous check box



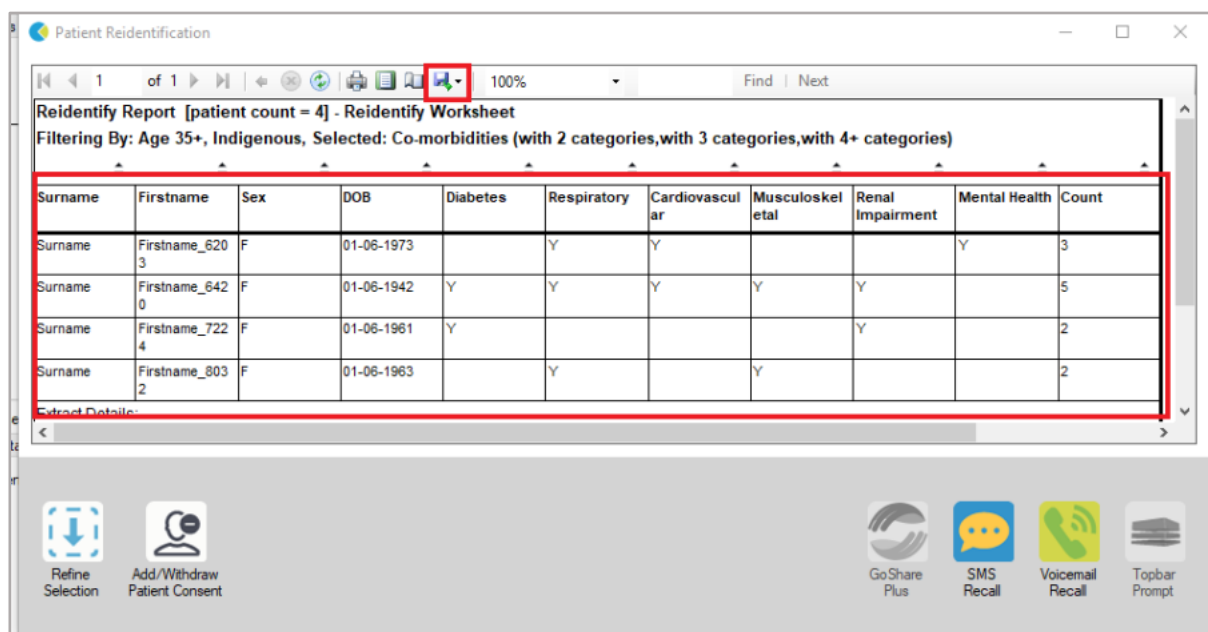
3. Click “Recalculate”

**Report Steps**

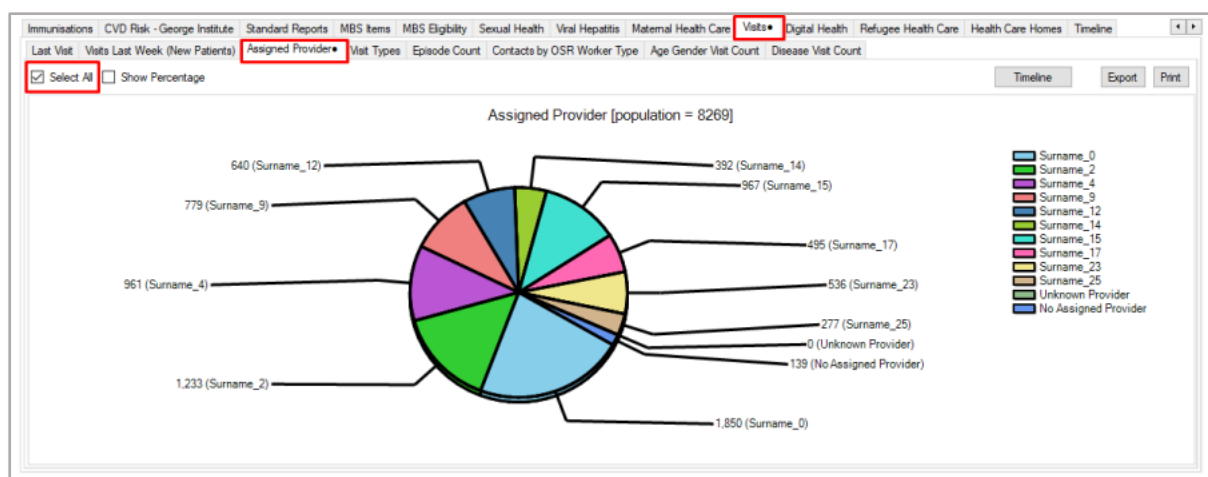
1. Click on the “Co-morbidities” report tab
2. Select the graph slice with 2 and/or more categories



3. Click “Worksheet” to see the list of patients selected



- OPTIONAL: To add the assigned providers to your patient list, open the 'Visits' tab and select the 'Assigned Providers' report tab and tick 'Select All'.



- Click "Report" to add the assigned providers to your list of patients

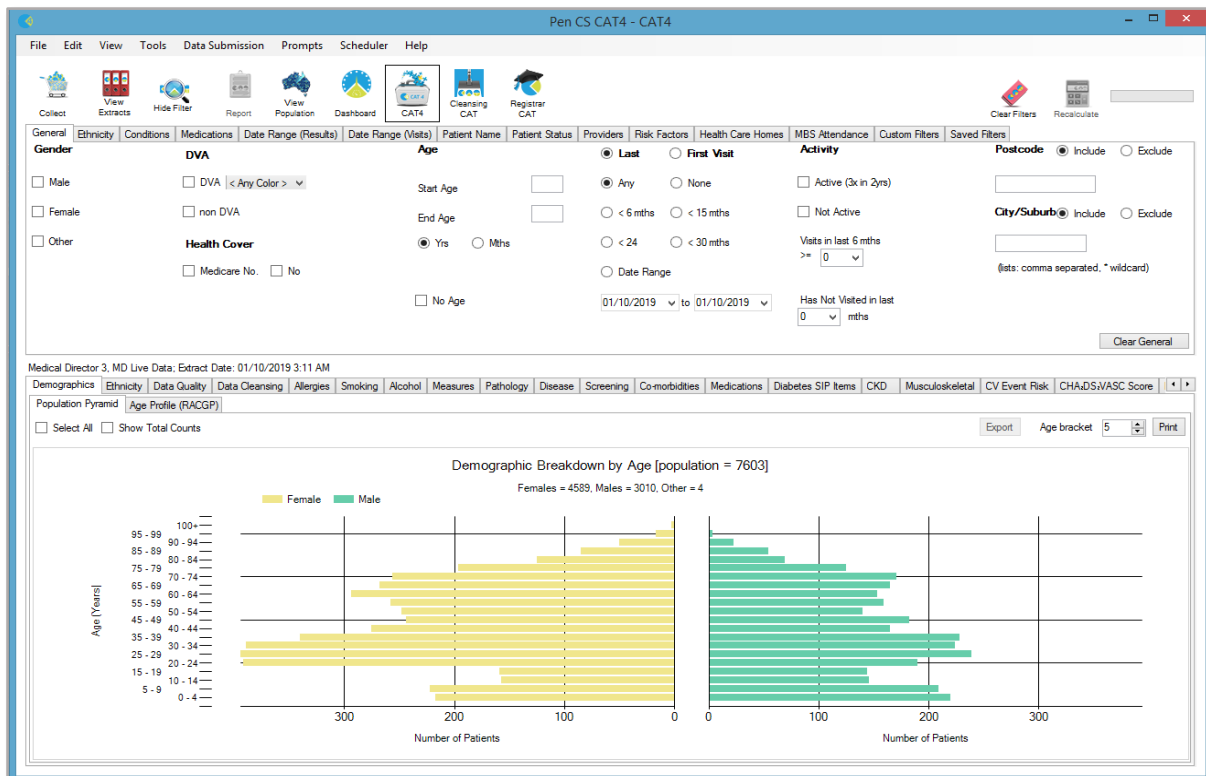


For more information on Cross Tabulation – Next Level Reporting visit <https://help.pencs.com.au/display/CR/Cross+Tabulation+-+Next+Level+Reporting>

Identify older patients with two or more chronic conditions

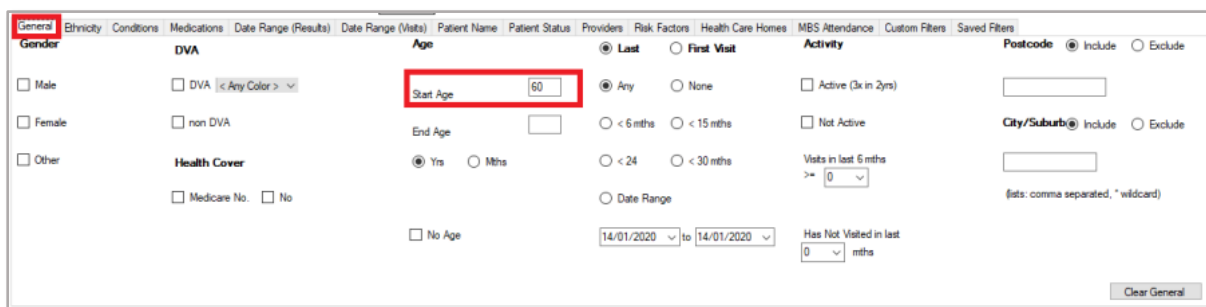
Recipe Name:	Identify patients over 60 years of age with two or more chronic conditions.
Rationale:	Older patients are at a higher risk of chronic conditions and COVID-19. This recipe will show you how to identify your high risk patients.
Target:	Older patients over 60 years of age with two or more chronic conditions.
CAT Starting Point:	<ol style="list-style-type: none"> <li>1. CAT open – CAT4 view (all reports) loaded</li> <li>2. Population Extract Loaded and Extract Pane “Hidden”</li> </ol>

**CAT4 Starting Point:**



**Filter Steps:**

1. On the “General” tab, enter the Start Age = 60

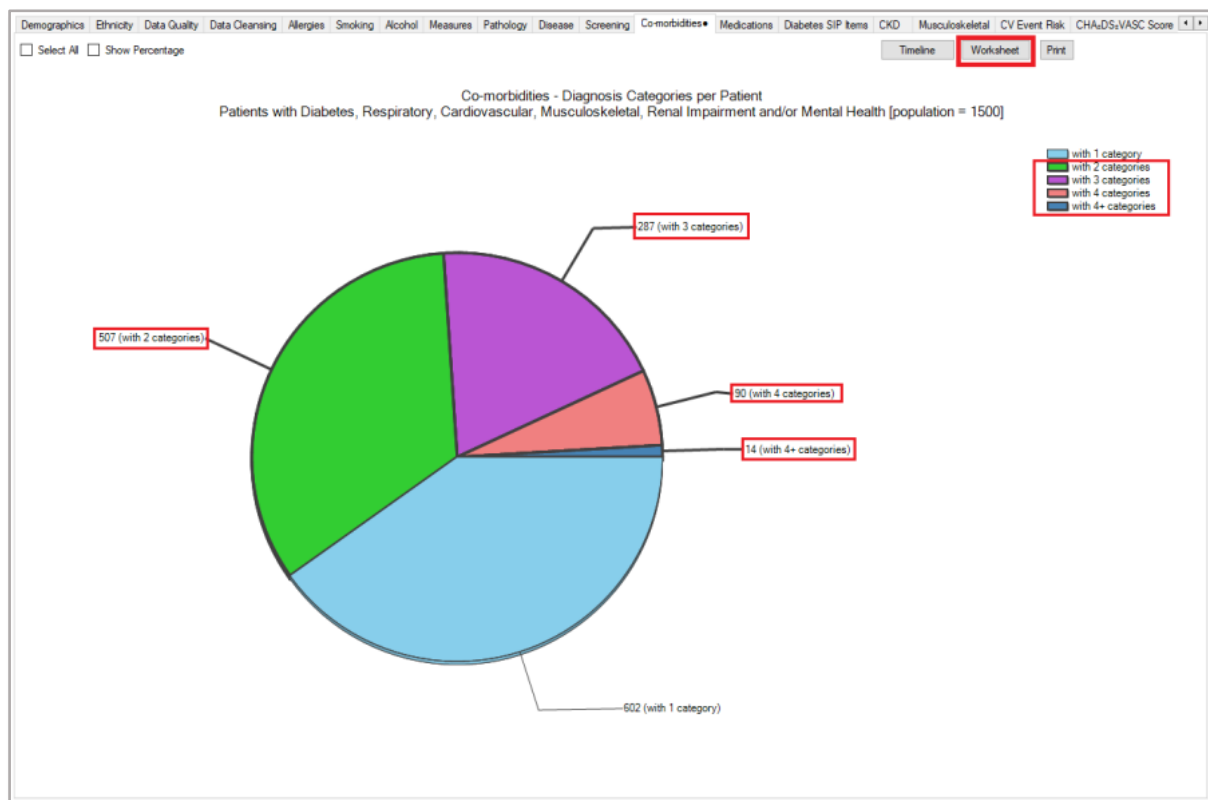


2. Click “Recalculate”
3. Click “Hide Filters”



**Report Steps:**

1. Click on the “Co-morbidities” report tab
2. Select the graph slice with 2 and/or more categories



3. Click “Worksheet” to see the list of patients selected

Patient Reidentification

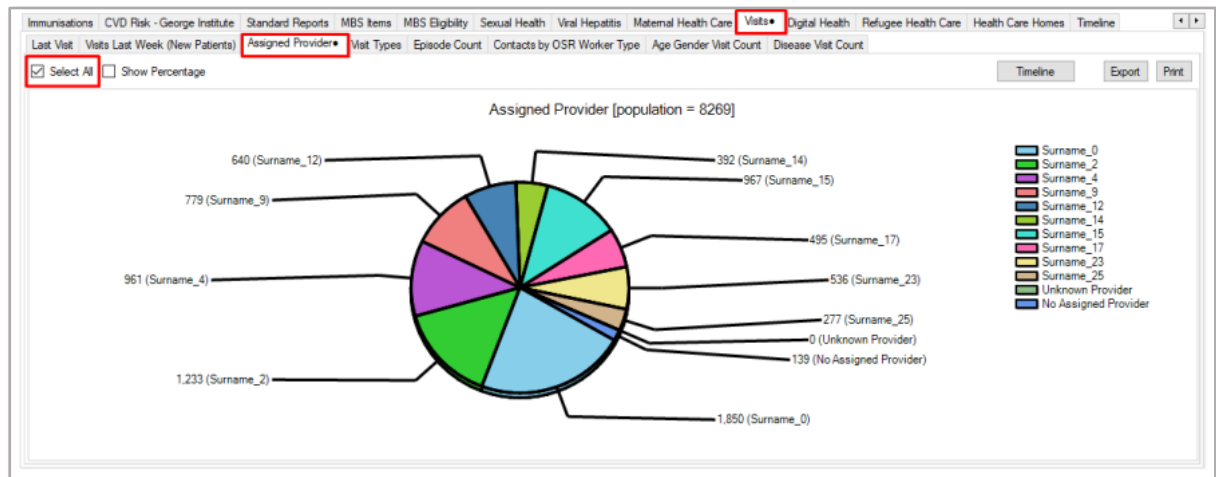
Reidentify Report [patient count = 898] - Reidentify Worksheet

Filtering By: Age 60+, Selected: Co-morbidities (with 2 categories, with 3 categories, with 4 categories, with 4+ categories)

Surname	Firstname	Sex	DOB	Diabetes	Respiratory	Cardiovascular	Musculoskeletal	Renal Impairment	Mental Health	Count
Surname	Firstname_2	F	01-06-1944	Y	Y	Y			Y	4
Surname	Firstname_3	M	01-06-1942		Y	Y	Y	Y		4
Surname	Firstname_5	M	01-06-1951	Y		Y			Y	3
Surname	Firstname_10	M	01-06-1956			Y	Y		Y	3
Surname	Firstname_44	M	01-06-1946	Y		Y			Y	2
Surname	Firstname_45	F	01-06-1947			Y			Y	2
Surname	Firstname_54	M	01-06-1940		Y	Y	Y		Y	4
Surname	Firstname_92	F	01-06-1938			Y	Y		Y	3
Surname	Firstname_114	F	01-06-1939			Y	Y		Y	3
Surname	Firstname_125	M	01-06-1939		Y	Y				2

4. OPTIONAL: To add the assigned providers to your patient list, open the “Visits” tab and select the “Assigned Providers” report tab and tick “Select All”





5. Click “Report” to add the assigned providers to your list of patients

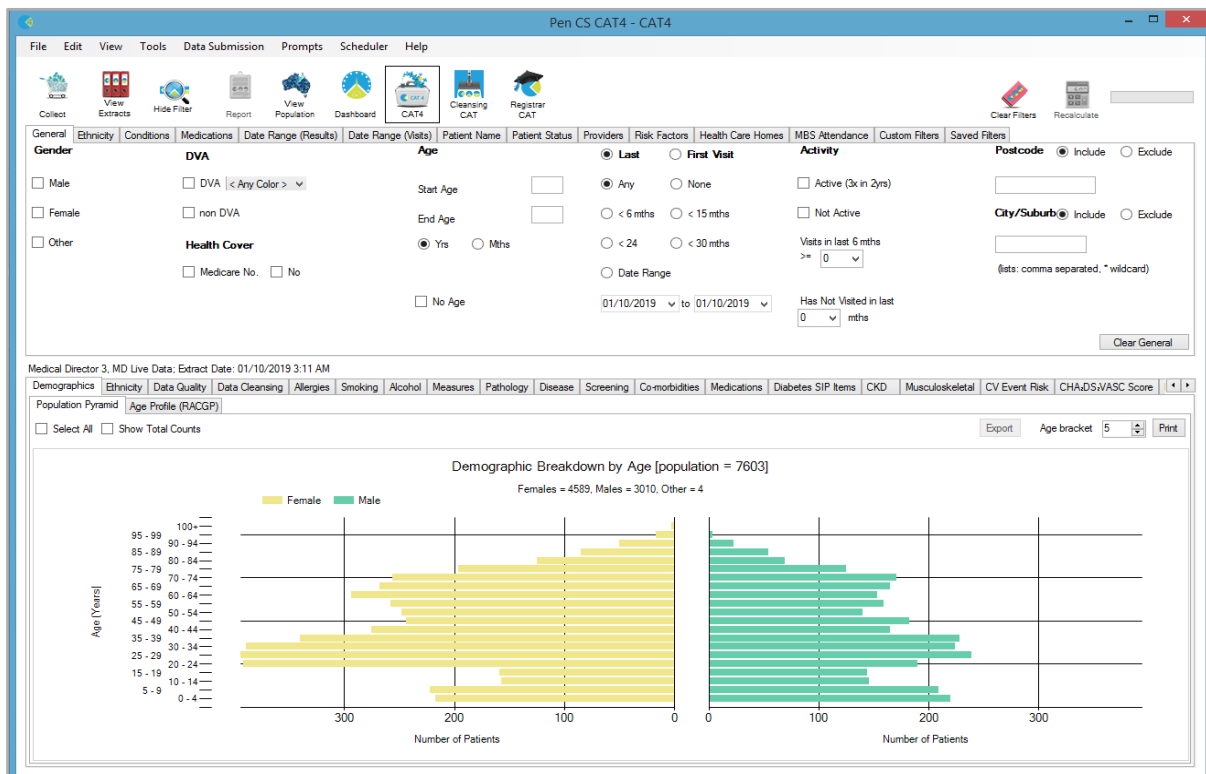


For more information on Cross Tabulation – Next Level Reporting visit <https://help.pencs.com.au/display/CR/Cross+Tabulation+--+Next+Level+Reporting>

Identify patients over 70 years of age

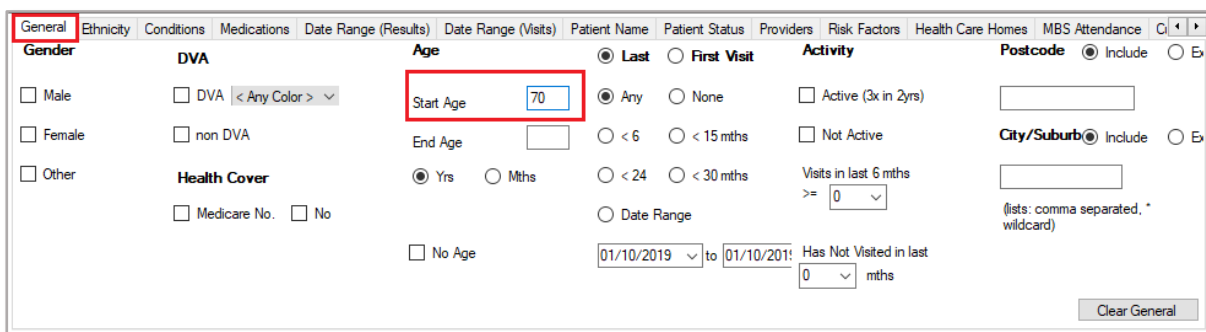
Recipe Name:	Identify patients over 70 years of age.
Rationale:	Patients older than 70 years are at high risk of COVID-19. This recipe will show you how to identify those patients at your clinic.
Target:	Patients over 70 years of age.
CAT Starting Point:	<ol style="list-style-type: none"> <li>1. CAT open – CAT4 view (all reports) loaded</li> <li>2. Population Extract Loaded and Extract Pane “Hidden”</li> </ol>

CAT4 Starting Point:



Filter Steps:

1. On the “General” tab, enter the Start Age = 70



2. Click “Recalculate”
3. Click “Hide Filters”



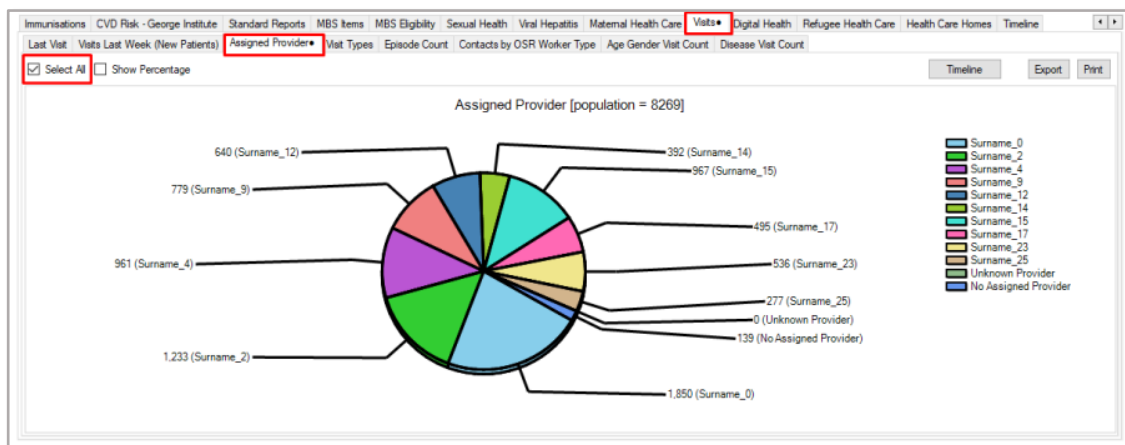
**Report Steps:**

1. Click on “View Population” to see the list of patients selected

**Reidentify Report [patient count = 1178]**  
Filtering By: Age 70+

ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI
5637	Surname	Firstname_1	Firstname_1	F	01/10/1944 (75)	12 John St	Suburb Town	3487	H:07 50505050 W:07 50509999	1234999999	1234123412 34	
5731	Surname	Firstname_2	Firstname_2	M	01/10/1941 (78)	12 Jogger St	Suburb Town	4851	H:07 50505050 W:07 50509999	1234999999	1234123412 34	
1443	Surname	Firstname_39	Firstname_39	M	01/10/1945 (74)	12 Jogger St	Suburb Town	4342	H:07 50505050 W:07 50509999	1234999999	1234123412 34	
7473	Surname	Firstname_40	Firstname_40	F	01/10/1947 (72)	12 John St	Suburb Town	3916	H:07 50505050 W:07 50509999	1234999999	1234123412 34	
4900	Surname	Firstname_49	Firstname_49	F	01/10/1949 (70)	12 John St	Suburb Town	3422	H:07 50505050 W:07 50509999	1234999999	1234123412 34	
5641	Surname	Firstname_50	Firstname_50	M	01/10/1940 (79)	12 Jogger St	Suburb Town	4333	H:07 50505050 W:07 50509999	1234999999	1234123412 34	
69	Surname	Firstname_63	Firstname_63	F	01/10/1934	12 John St	Suburb	3268	H:07	1234999999	1234123412	

2. OPTIONAL: To add the assigned providers to your patient list, open the “Visits” tab and select the “Assigned Providers” report tab and tick “Select All”



3. Click “Report” to add the assigned providers to your list of patients

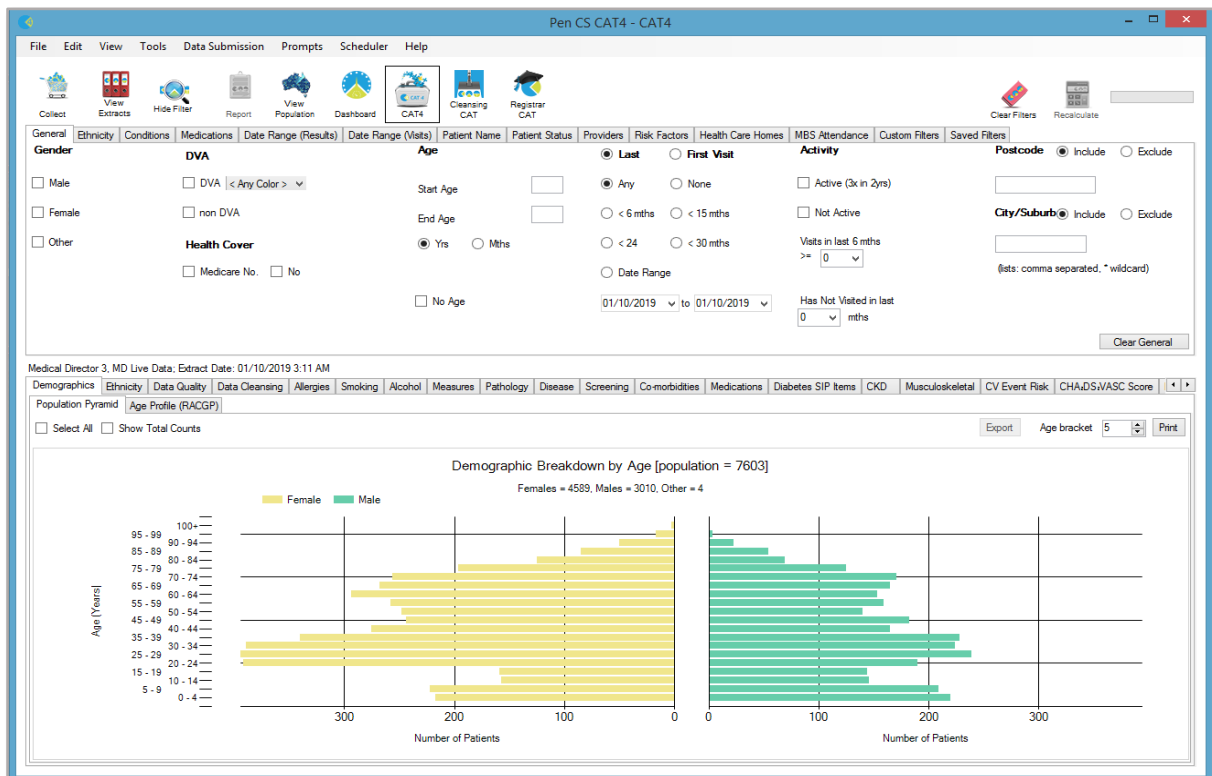


For more information on Cross Tabulation – Next Level Reporting visit <https://help.pencs.com.au/display/CR/Cross+Tabulation+-+Next+Level+Reporting>

Identify patients with a cancer diagnosis

Recipe Name:	Identify patients with a cancer diagnosis.
Rationale:	Patients with cancer have been identified as high risk for COVID-19. This recipe will help you in identifying those patients.
Target:	Patients with a cancer diagnosis.
Recipe Limitations:	The cancer diagnosis needs to be coded in the patient record and 'active'.
CAT Starting Point:	<ol style="list-style-type: none"> <li>1. CAT open – CAT4 view (all reports) loaded</li> <li>2. Population Extract Loaded and Extract Pane “Hidden”</li> </ol>

**CAT4 Starting Point:**

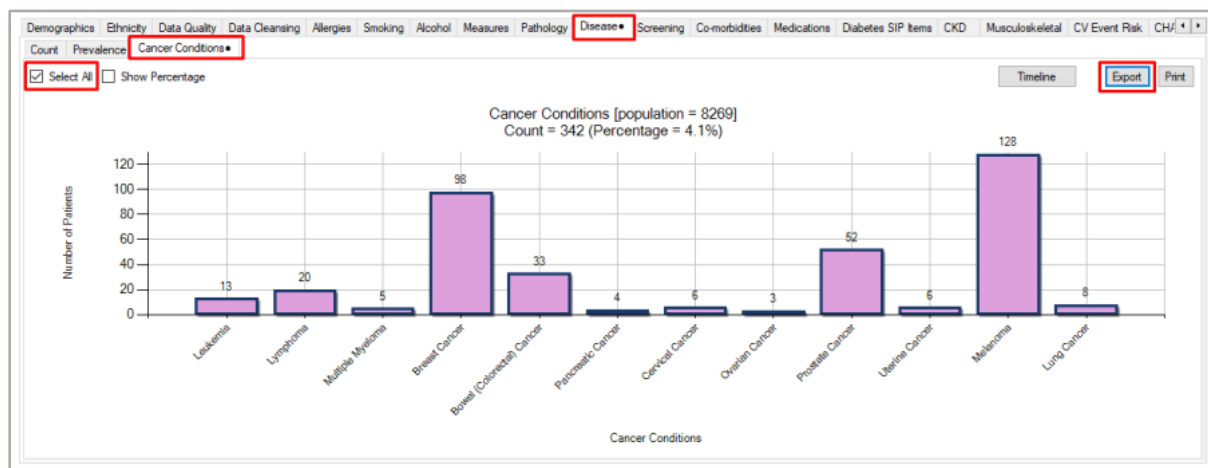


**Filter Steps:**

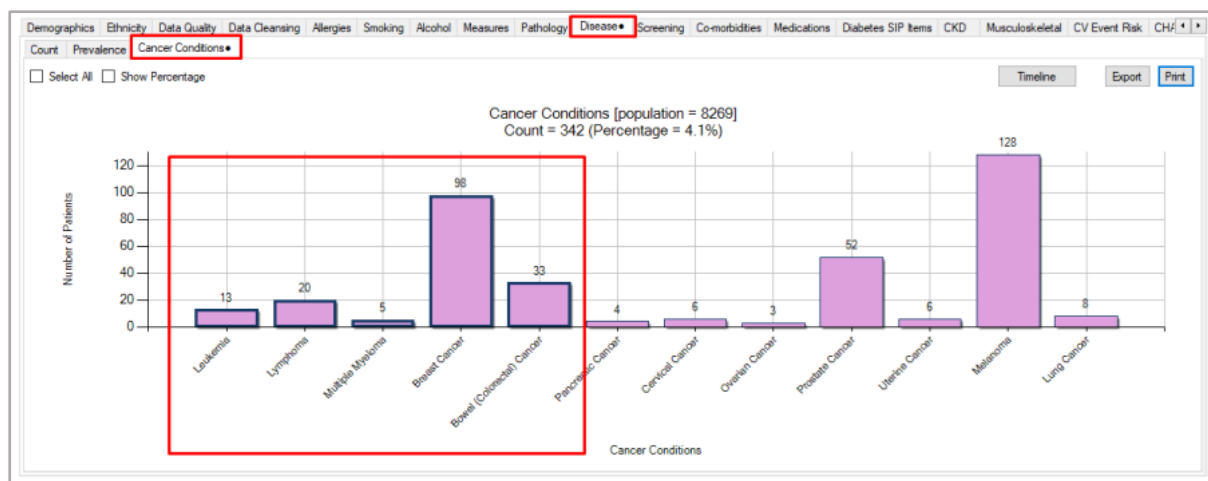
No filter steps required.

**Report Steps:**

1. Click on the “Disease” report tab and select the “Cancer Conditions” report
2. Tick “Select All” to output a list of patients diagnosed with cancer



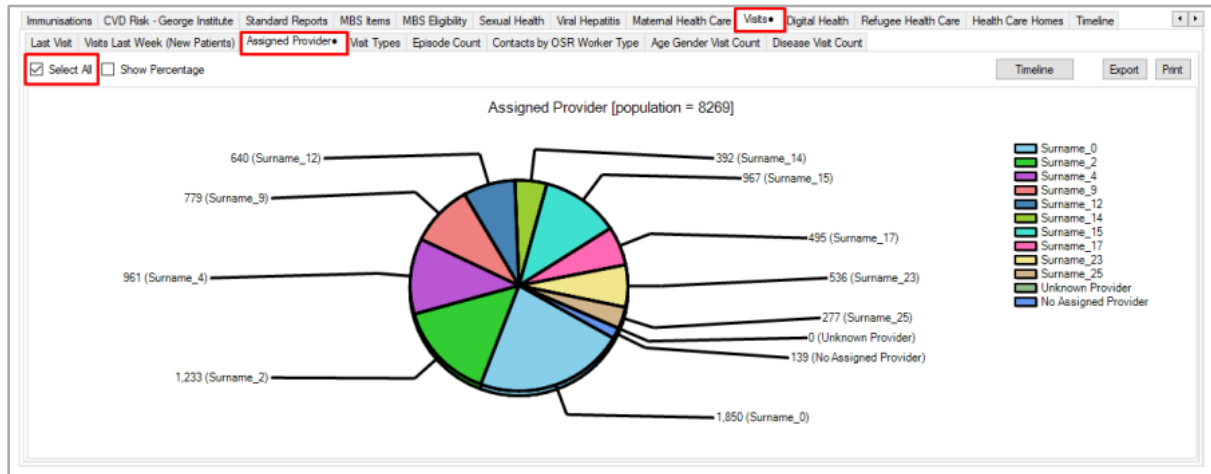
3. OPTIONAL: Alternatively, select the cancer condition(s) individually by clicking on the labels describing the cancer condition



4. Click "Export" to see the list of patients selected

ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI	Cancer Conditions
8138	Surname	Firstname_5	Firstname_5	M	01/06/1951 (68)	12 Jogger St	Suburb Town	4845	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Prostate Cancer
5547	Surname	Firstname_54	Firstname_54	M	01/06/1940 (79)	12 Jogger St	Suburb Town	3145	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Prostate Cancer

5. OPTIONAL: To add the assigned providers to your patient list, open the "Visits" tab and select the "Assigned Providers" report tab and tick "Select All"



6. Click “Report” to add the assigned providers to your list of patients

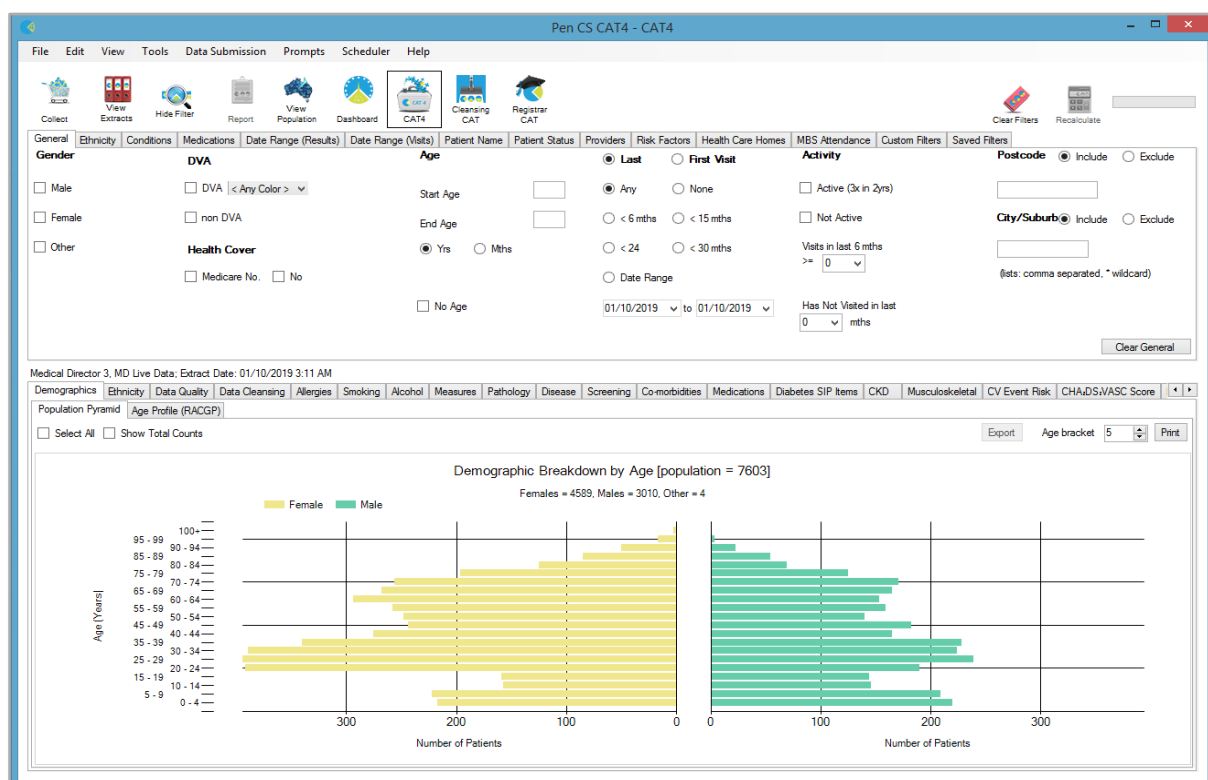


For more information on Cross Tabulation – Next Level Reporting visit <https://help.pencs.com.au/display/CR/Cross+Tabulation+-+Next+Level+Reporting>

Identify patients with specific chronic disease

Recipe Name:	Identify patients with a chronic disease diagnosis of diabetes, asthma, COPD, CHD, heart failure, stroke, renal impairment and CKD.
Rationale:	Patients with chronic diseases are at high risk of COVID-19. This recipe will show you how to identify these patients.
Target:	Patients with diabetes, asthma, COPD, CHD, heart failure, stroke, renal impairment and/or CKD.
Recipe Limitations:	This report relies on coded diagnoses in the patient record. As this is a requirement for accreditation and is also relevant for PIP QI, we recommend to improve coding of conditions for all clinicians. Here are some helpful links: <ul style="list-style-type: none"> <li>• <a href="#">Data Cleansing Report Details</a></li> <li>• <a href="#">Bulk clean up of free text diagnosis - BP users</a></li> <li>• <a href="#">Bulk clean up of free text diagnosis - MD users</a></li> </ul>
CAT Starting Point:	<ol style="list-style-type: none"> <li>1. CAT open – CAT4 view (all reports) loaded</li> <li>2. Population Extract Loaded and Extract Pane “Hidden”</li> </ol>

CAT4 Starting Point:



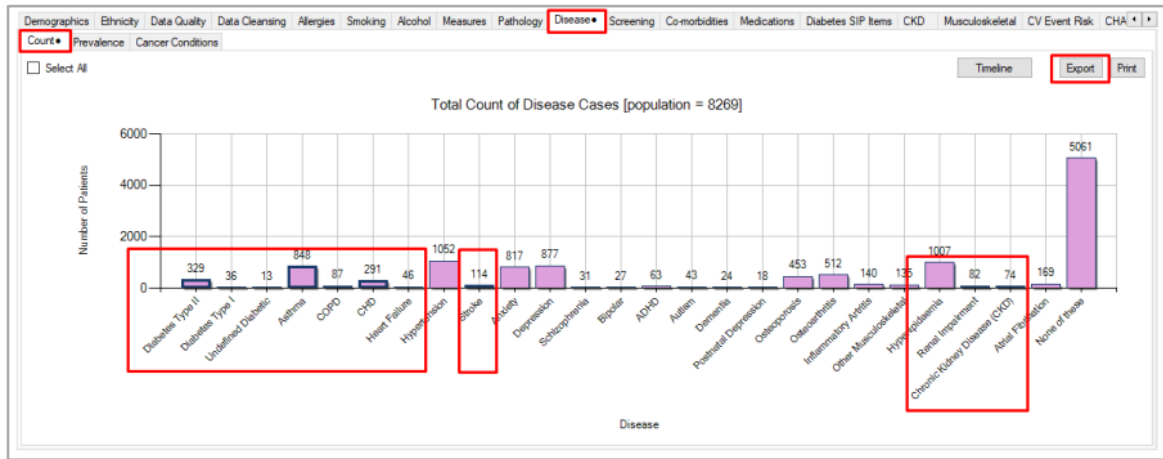
Filter Steps:

No filter steps required.

Report Steps:

1. Click on the “Disease” report tab and select the “Count” report
2. Click the condition labels to select “Diabetes I”, “Diabetes II”, “Undefined Diabetes”, “Asthma”, “COPD”, “CHD”, “Heart Failure”, “Stroke”, “Renal Impairment” and “CKD”

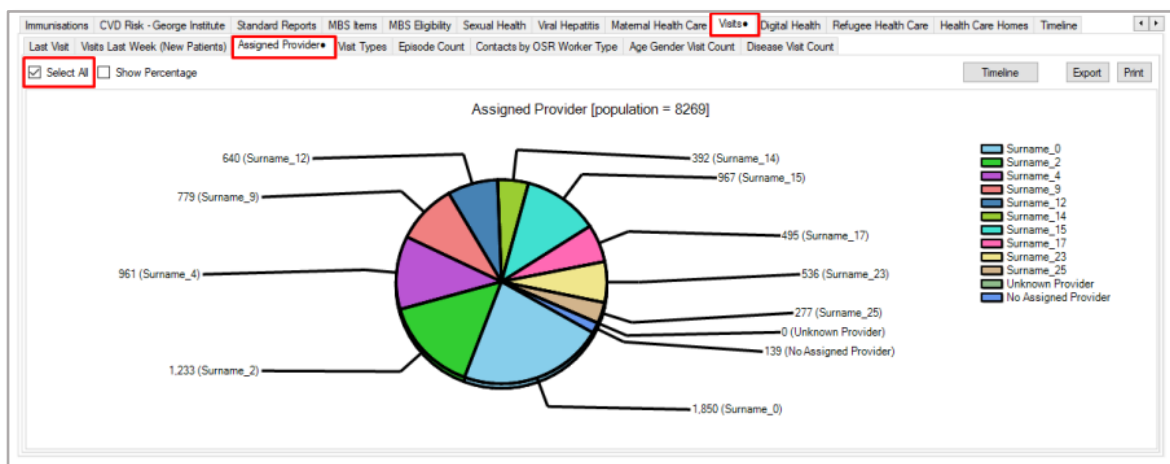
3. OPTIONAL: Select any other chronic conditions from the report to add them



4. Click "Export" to see the list of patients selected

ID	Surname	First Name	Known As	Sex	DOB (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI	Disease
5711	Surname	Firstname_2	Firstname_2	F	01/06/1944 (75)	12 John St	Suburb Town	3127	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Undefined Diabetic, Asthma
3835	Surname	Firstname_3	Firstname_3	M	01/06/1942 (77)	12 Jogger St	Suburb Town	4015	H:07 50505050 W:07 50509999	1234999999	1234123412 34		Asthma, CHD, Renal Impairment, Chronic Kidney Disease

5. OPTIONAL: To add the assigned providers to your patient list open the "Visits" tab and select the "Assigned Providers" report tab and tick "Select All"



6. Click "Report" to add the assigned providers to your list of patients



For more information on Cross Tabulation – Next Level Reporting visit <https://help.pencs.com.au/display/CR/Cross+Tabulation+-+Next+Level+Reporting>



## Additional Steps – Recall CAT

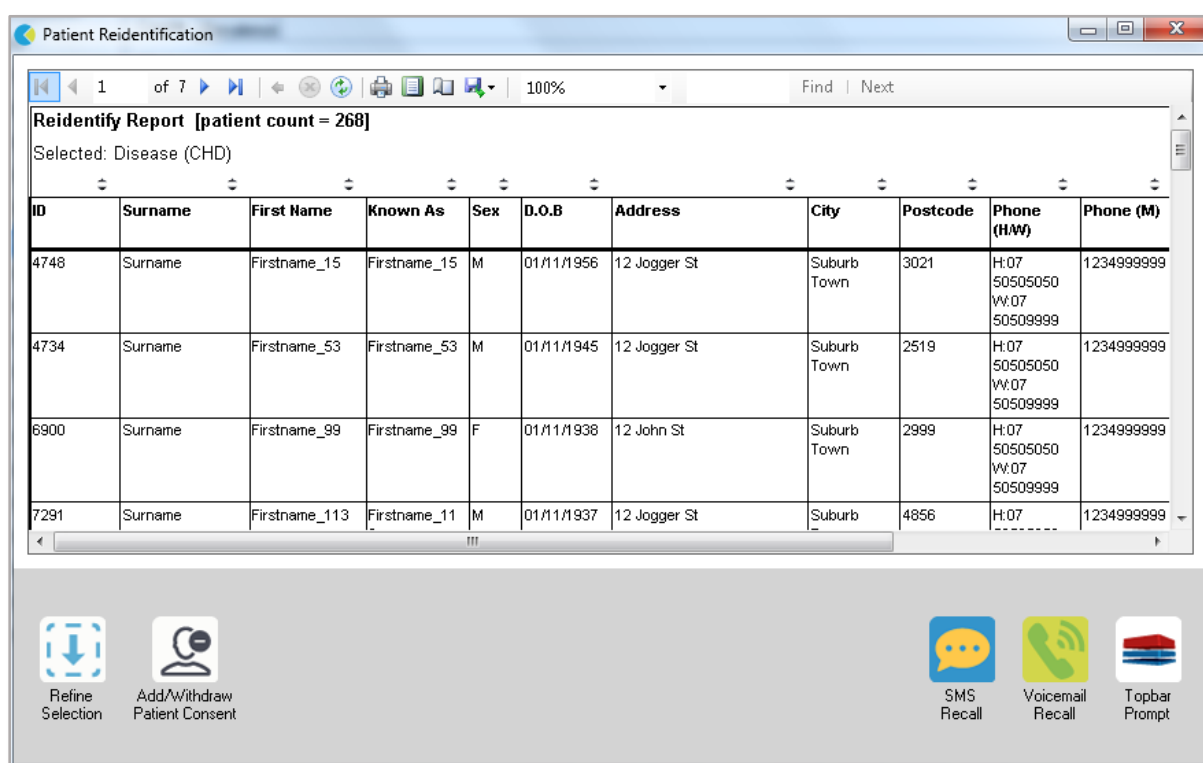
### Use Recall CAT SMS and Voice Messages for Patient Notification

After you have applied one or more filters and/or cross tabulations and have selected the group of patients of interest, you will see the choices for SMS Recall and other options at the bottom of the patient reidentification report. This can be applied to all our [CAT Recipes](#) or any custom search you want to perform.

Full details can be found at [Recall CAT](#).

#### CAT Starting Point:

The Patient Reidentification window displays your list of filtered patients



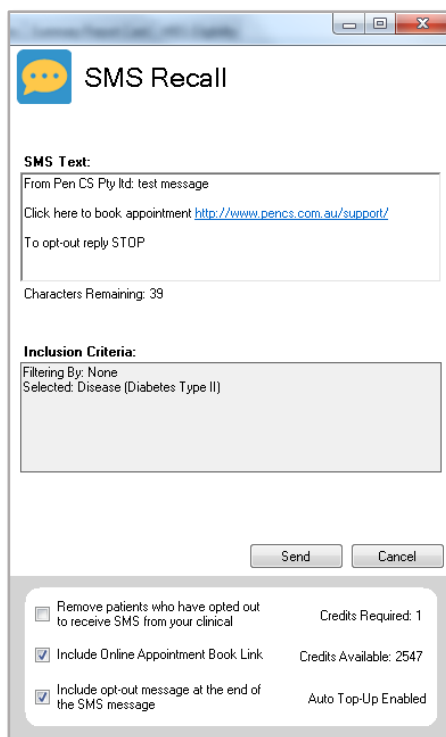
#### Customising Steps:

1. You can refine the selection manually by clicking the “Refine Selection” button.

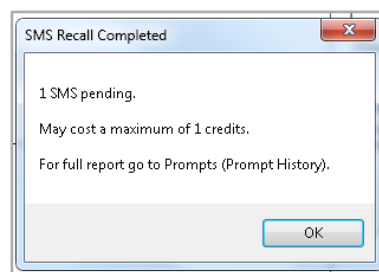
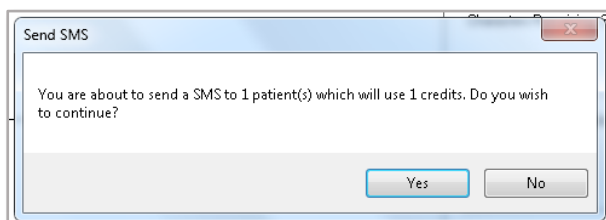


2. If you click on “SMS Recall”, the “SMS Recall” window will be displayed with the name of your clinic. Enter a message that relates to the purpose of the notification. There are a number of options under the inclusion criteria:
  - Patients who have opted out of receiving SMS from your clinic are removed by default
  - Linked your online booking system to the SMS Recall
  - Include the opt-out message in the SMS for patient to “STOP” receiving SMS notifications sent through CAT4

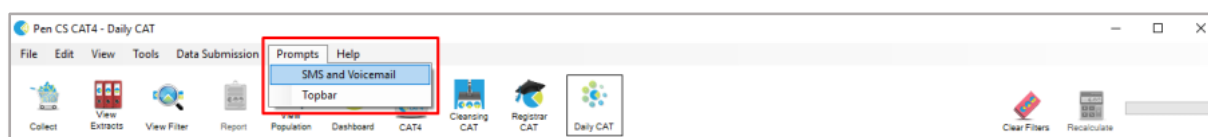
- Clicking on “Send” will send the message to all patients with a valid mobile phone number in their record. A confirmation message will prompt you with the number of messages to be sent and the required credits. Click “Yes” to send the SMS Recall.



- After sending a SMS or Voice Message you will see a message like this one (for SMS):



- For full details on the prompt history, click on “Prompts” and select “SMS and Voicemail”



More information on Recall CAT – Message History: <http://help.pencs.com.au/display/CG/Recall+CAT+-+Message+History>

## Pen CS Resources

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[General Practice Resources Portal](#)

[Upcoming Webinars](#)

[Video Library](#) – featuring previous webinars and user guides

[Help.pencs.com.au](http://help.pencs.com.au) – user guides, recipes and releases

### **Pen CS Support**

For any questions, or to book an installation, please contact Pen CS Support on the following details:

<https://www.pencs.com.au/support/>

Phone: 1800 762 993

Email: [support@pencs.com.au](mailto:support@pencs.com.au)