

Health Care Homes Risk Stratification Tool FAQs

What do I do not get the HCH if my patient doesn't get a pop-up to start HCH assessment?

The patient may not meet the selection criteria for current Predictive Risk Model (see below)

*The patient needs to be Age ≥ 45 years AND \geq two chronic diseases recorded AND have visited the practice in the last two years
or
The patient is aboriginal/Torres Strait Islands AND Age ≥ 35 years AND have at least two chronic disease AND visited practice in the last two years.*

To start the assessment anyway, click **Start HCH Assessment** from the Precedence Connector menu.

OR

The Start Assessment pop-up will only occur once per GP per patient, and may have already occurred. To start the assessment click **Start HCH Assessment** from the Precedence Connector menu.

How do I find out if patient has had an assessment completed in the past?

You can run the Patient with Certificates report to obtain a list of patient who have had a HCH certificate completed.

Note: Only patients with a HARP score greater than give will be eligible for a certificate.

1. Click on the Precedence Connector icon (located in your task bar next to the date and time) and select **Extensions**
2. Click **Patients with Certificates**. Select a location to store the CSV file of patients with certificates and the scan will begin.
Please note this may take some time. The extension will show the progress.
3. Once complete, the CSV file can now be opened in Excel and will show the list of patients the practice that have received a HCH Certificate.

Note: User credential must be configured in this extension before generating the report

What do I do if my patient does not have the option to create HCH assessment?

The patient may be registered at another practice. Please call Precedence Support for assistance with the health record transfer process.

OR

Your Precedence logon may need to be configured to the Health Care Home program. Please call Precedence Support for assistance.

Why is the Risk score only 1 or 0?

The current selection criteria for the HCH returns values that they are either '1', which indicates the patient met the criteria. When the final predictive risk model (PRM) is developed this score will have a numeric value not fixed to 1.

How can I report a fault without sharing patient information?

Patient privacy is important, and Precedence does not need patient information to resolve any issues with the Risk Stratification Tool. When you request assistance from Precedence Support to help isolate an issue, no patient names should be provided. However, a de-identified screen shot may be requested, removing name and address information but showing the patient has been seen by the practice in the last two years, age, and active conditions. Confirmation the patient has a Medicare number will also be requested.

How does a practice get their usernames and passwords?

When the HCH Registration Form is returned to Precedence Support, the users are registered in the system. The login details will be sent by email to the Practice Managers following standard practice regarding passwords. The Practice IT will need to obtain passwords from the Practice Manager if they are completing the installation and set up.

Once a patient is enrolled, will they still appear on the CSV list of potentially eligible patients?

The ability to identify potentially eligible patients will list all patients who are eligible, including those who have already been assessed or enrolled. You can compare and exclude patients with certificates using spreadsheet functions (e.g. 'VLOOKUP' in Microsoft Excel). Please refer to the [Health Care Homes Matcher User Guide](#)

Why am I seeing cdmNet care plan pop-ups?

This may be due to a configuration issue. Please contact the Precedence Support.

What do I do if my certificate is not downloaded to practice software?

Please allow 10-15 minutes for certificate to appear in your practice software. The length of time a document takes to be available in the GP system depends on the GP clinical software.

- Best Practice: certificate appears in the Inbox
- Medical Director: certificate appears in the Holding Folder
- Zedmed: certificate appears in laboratory result inbox

Please refer to [Installation Guide](#) Page 18 to ensure configuration is in place. If you are still having trouble with document download, please contact precedence support for troubleshooting.

Do I need to install HealthCare Home Risk Stratification Tool (Precedence Connector) on every computer?

- If your practice software is running on Server/Client mode, the tool must be installed on the server and each workstation.
- If your practice software is running on terminal server/virtual desktop, the tool must be installed on the terminal server for all user profiles.

Do I need to configure the import path for all computers?

- For Best Practice users, the download path should only be configured on server with the option "shared document folder" ticked in the Connector Settings: Clinical Software.
- For Zedmed users, no action is required
- For Medical Director users, the download path does NOT need to be configured on the server. It must be configured for each Medical Director account on each client computer and can be linked to the same network shared folder.

Please refer to [Installation Guide](#) Page 18 to ensure configuration is in place.

Do I need to configure the HCH Extension on each client machine?

The HCH Extensions configuration provides access to run the two reports. Configuration is only required for staff who are responsible for report generation, eg: practice manager or principle GP. The Precedence credentials entered into the Extension must be that of a staff member with access to ALL the clinical software records.

Do I need to enter the username and password configuration for each workstation?

- If you are running the Precedence Connector in server/client mode, you need to only enter the user credentials on the server. These credentials will then be picked up by any instance that is set up as a client
- If you are running the Precedence Connector in standalone mode, you must enter the user credentials for each instance

Is a restart required after installation?

No, the installation does not require the computer to be restarted.

How do we know the system is up to date?

Click on the **Precedence Connector** icon and select **About** to view the version number. Precedence Support will communicate version numbers to the PHN facilitators to ensure they know the correct version number and any functional changes.

How do I upgrade Precedence Connector when a new version is available?

- The Precedence Connector is set up to automatically upgrade when a new release is made. Auto update CANNOT occur if URL <https://cdm.net.au/cdmnetdesktop/updates/updateInfo.xml> is blocked by the firewall.

- If a manual update is required, download latest installer from <https://cdm.net.au/cdmnetdesktop/download.html> and run installer on both server and all client machines.

How do I un-install Precedence Connector

1. Go to your Control Panel
2. Click Add or Remove Program
3. And then uninstall cdmNet Desktop

What is the recommended browser?

- Google Chrome version 39 (or higher) – recommended
- Firefox Version 34 (or higher)
- Safari
- Internet Explorer version 10 (or higher)

Do I require an internet connection while doing installation?

The internet is NOT required during installation. The Risk Stratification Tool requires an Internet connection for the completion of each Patient Eligibility Certificate.

Precedence Support

For further assistance or technical support please contact the Precedence Help Desk.

Phone: 1300 236 638 between 8.30am and 8pm (AEST) Monday to Friday

Email: support@precedencehealthcare.com