pencs

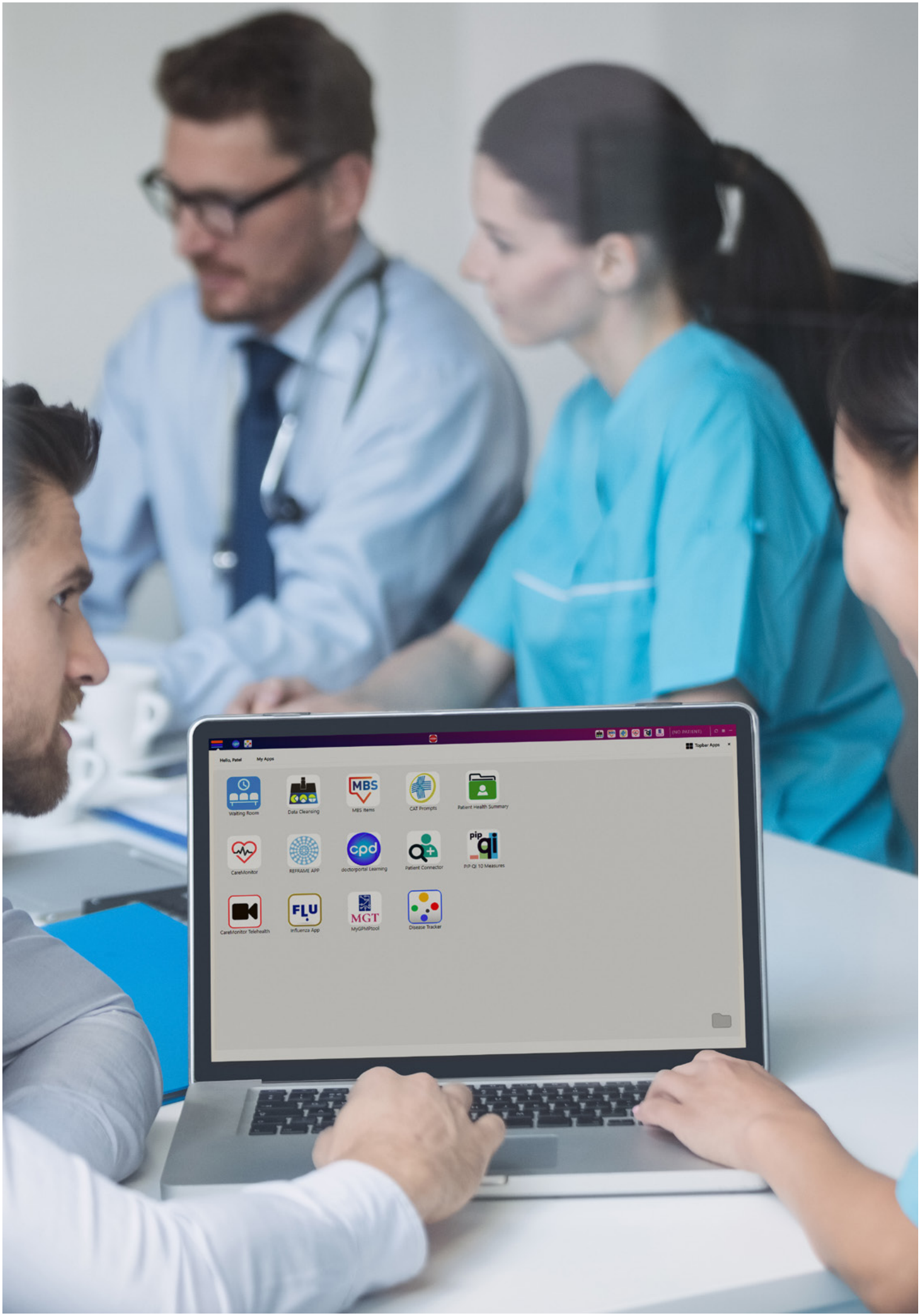
CAT Plus health informatics software
for quality improvement in General Practice
and Aboriginal Medical Services

Using patient data is vital to improve health and care for everyone.

Pen CS, building a healthy Australia since 1993.

CAT4 topbar

pencs.com.au


Hello, Patel
My Apps
Topbar Apps
Waiting Room
Data Cleansing
MBS
MBS Items
CAT Prompts
Patient Health Summary
CareMonitor
REFRAME APP
cpd
doctorportal Learning
Patient Connector
pip qi
PIP QI 10 Measures
CareMonitor Telehealth
FLU
Influenza App
MGT
MyGPMPtool
Disease Tracker

Founded in 1993, Pen CS is Australia's market leader in health informatics software for patient to population health management, in primary care.

The Pen CS ecosystem facilitates secure healthcare data sharing of more than 22 million patient records per month from over 14,000 doctors and 6,000 general practices and Aboriginal Medical Services, across Australia. We enable healthcare providers to use data insights to improve patient outcomes and drive quality improvement.

We work with Primary Health Networks (PHNs), Aboriginal Community Controlled Health Organisations (ACCHOs), Government, research institutes, private and not-for-profit organisations.

Our mission is to advance the health of all Australians, by delivering data empowered technology solutions that connect the healthcare system and support healthcare providers to improve patient outcomes.

Our vision is to build a healthy Australia.

Pen CS Divisions

Pen CS Population Health is Australia's market leader in providing patient to population health informatics, in primary care. We deliver software applications that enable secure healthcare data sharing, privacy preserving data linkage, clinical decision support, research, healthcare provider engagement and activation, patient activation and data insights for continuous quality improvement across the healthcare system.

Pen CS General Practice delivers software applications, Topbar (clinical decision support) and CAT (Clinical Audit Tool), to support healthcare providers to practise data-driven improvement. This suite supports doctors, practice managers, practice nurses and practice teams to optimise billing efficiency, CPD management and accreditation; increase provider satisfaction; improve patient outcomes and participate in population health programs, including PIP QI.

Pen CS Research provides products and services to facilitate secure healthcare data sharing; general practice engagement and patient activation including planned and opportunistic care; research study design solutions for both quantitative and qualitative analysis; and real world evidence and life sciences.

Pen CS Health Promotion provides products and services to facilitate notifications to healthcare providers in general practice; patient engagement and activation via planned and opportunistic care; SMS recall to patients; healthcare provider education in general practice; and population health promotion at scale.

Pen CS Data Linkage enables on-demand privacy preserving data linkage, in your environment, to link your data set with the data set from a consenting party.

Pen CS Life delivers technology solutions that empower real world evidence and life sciences to collaborate with GP-led research and securely access consented general practice data, to progress medical research and support evidence-based decisions. We work across adverse event monitoring, epidemiological surveillance, clinical trials and post market surveillance.

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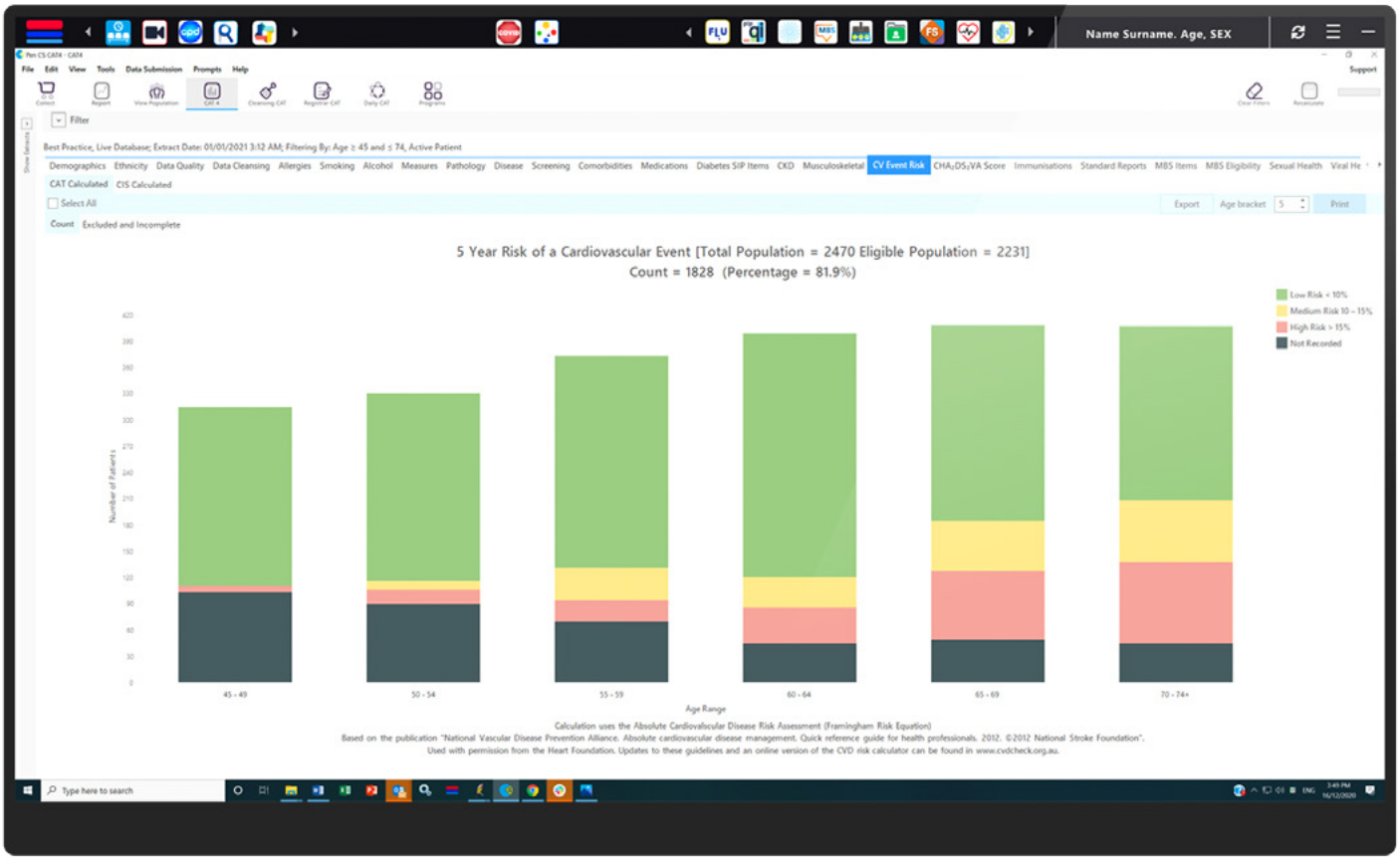
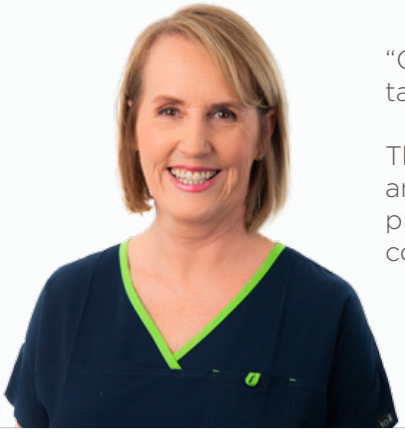
CAT Plus

CAT Plus is the most advanced, integrated and automated data sharing, analysis and quality improvement solution available to Australia's primary healthcare sector.

It is a combination of market-leading technologies that support planned and opportunistic care, for the Practice (CAT) and the Patient (Topbar).

CAT Plus is a complete solution designed around patient-centred care.





"CAT is our periodic tool to define patient populations that we can target to enhance patient care and improve our clinical processes.

The overall result is better measurable health outcomes for patients and enhancement of the team approach that we have adopted in our practice to ensure all team members can achieve to their best and continue to learn and grow."

Dr Margaret Bryce, Practice Principal,
Bennelong Medical Clinic

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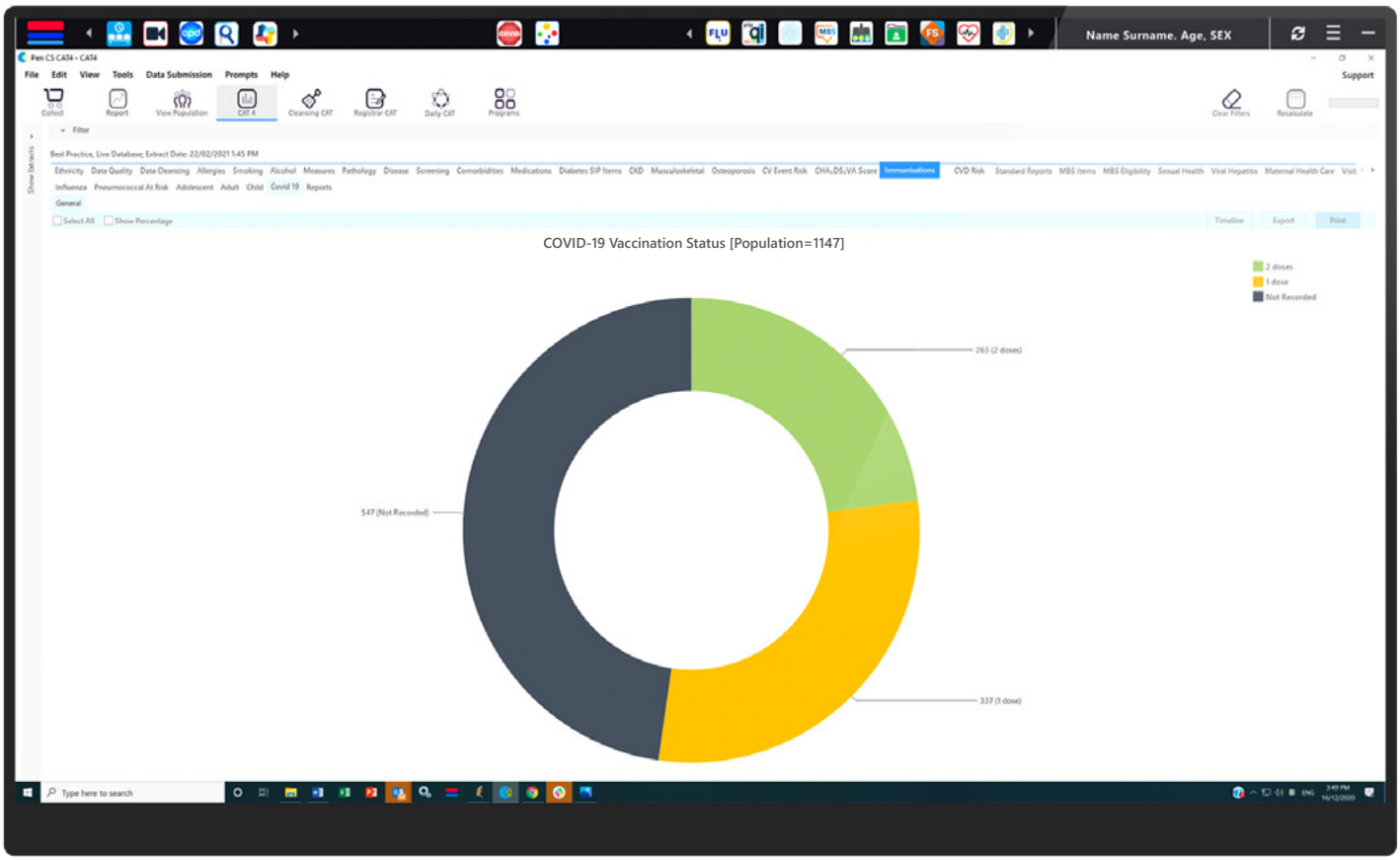
CAT

The Pen CS Clinical Audit Tool (CAT) supports data-driven quality improvement in primary care, providing over 150 essential practice population health graphs, charts and reports. Commonly used by practice managers, practice owners and practice nurses, CAT gives you a view of your practice population which is easily converted into actionable insights.

CAT is compatible with over 12 patient management systems including Best Practice, Medical Director, Communicare, Zedmed, Profile, The Practice, Medinet, MedTech, practiX, Stathealth, Specialist Complete and Genie.

Benefits:

- In-depth reporting and analysis of chronic conditions including Diabetes, Asthma, Chronic Obstructive Pulmonary Disease (COPD), Chronic Kidney Disease, Cardiovascular Disease and Osteoporosis
- Improve data quality and integrity
- Find at risk patients and eligible patients e.g. screening programs and GPMP/TCA
- Recall patient cohorts using SMS text and multilingual voice messages
- Increase billing efficiency by finding unclaimed MBS items
- COVID-19 vaccine administration and management reports
- Accreditation reports
- Practice Incentive Program Quality Improvement (PIP QI) reports
- Secure healthcare data sharing with your PHN or ACCHO
- Bulk-coding of patient records



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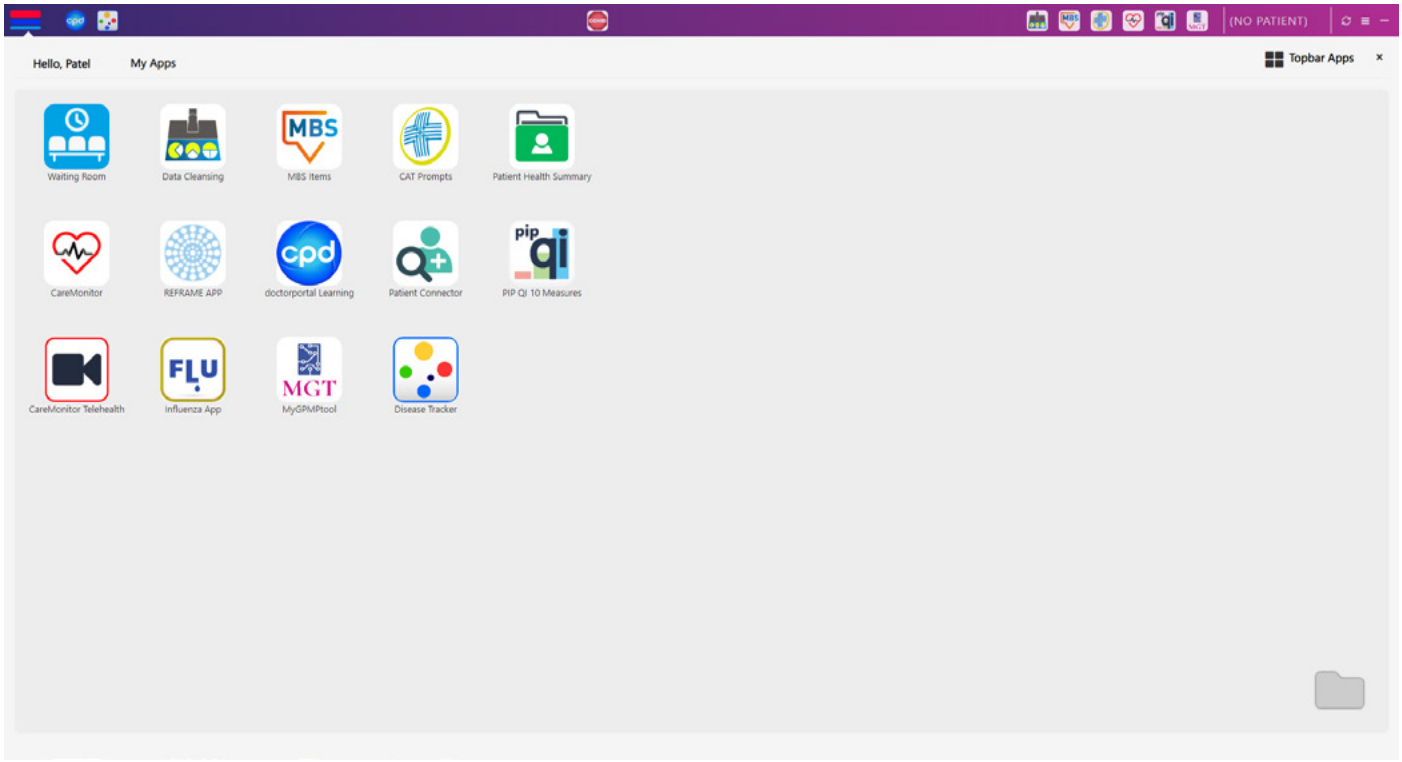
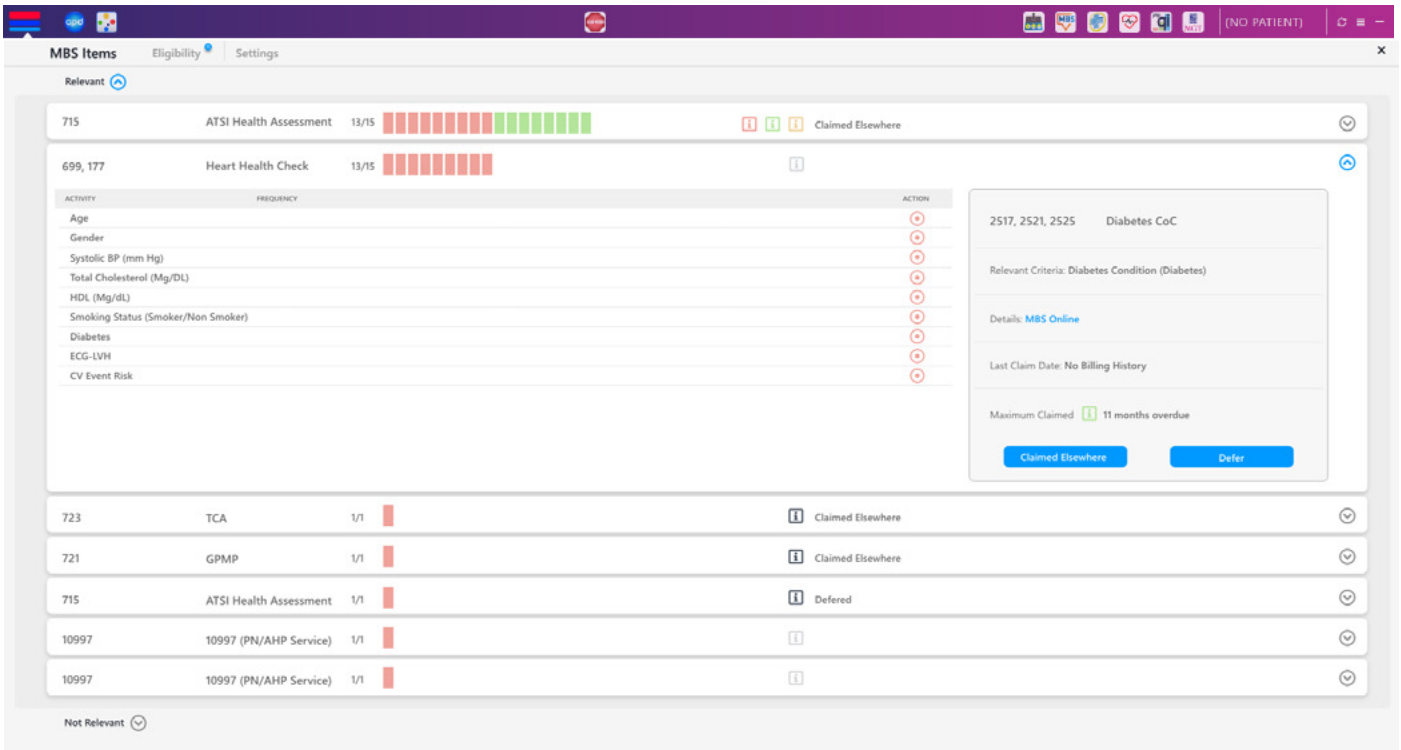
Topbar

Topbar provides clinical decision support at point of care. It serves patient-specific advice and guidance, matched to clinical guidelines and quality improvement. Topbar Apps may be customised by each healthcare provider.

Topbar is compatible with Medical Director, Best Practice and Zedmed.





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Topbar Apps

Developed by Pen CS and their accredited Topbar partners, Topbar Apps provide clinical decision support at point-of-care. Healthcare providers can choose which apps are the most appropriate to complement their workflow.

Benefits:

- Optimises workflow for healthcare providers, especially doctors
- Saves doctors time and money
- Supports accreditation, billing efficiency, continuous professional development and other administrative requirements for general practice staff and doctors

Data Cleansing App, developed by Pen CS, enables healthcare providers to quickly identify and update missing demographic and clinical information, for your patient. The App also indicates missing diagnoses for Chronic Kidney Disease, COPD, Diabetes, Mental Health and Osteoporosis, matched to clinical information contained in the patient record.

MGT App, developed by Modern Innovations, makes CDM plans easy, efficient, more Medicare compliant and financially sustainable. Covering over 120 chronic disease the MGT App delivers unlimited care plans, TCAs, reviews and Health Assessments.

PIP QI App, developed by Pen CS, supports data quality for PIP QI's '10 Improvement Measures'. The PIP QI App is part of the CAT Plus PIP QI Solution for general practice.

MBS App, developed by Pen CS, increases billing efficiency by finding unclaimed MBS items.

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Brain analysis

Data Governance, Privacy and Security

Pen CS Data Governance Framework provides transparency around how Pen CS securely collects, stores and uses consented data. Pen CS Data Governance Framework is available on request.

Pen CS Privacy policies inform our technology platform design and development, to ensure that the safety, integrity and security of patient data is compliant with The Privacy Act 1988, Privacy Amendment Act 2012, the Privacy Regulation Act 2013 and all amendments thereafter. Pen CS supports the Government Information (Public Access) Act 2009 (GIPA Act).

Pen CS Security uses secure data centres that are compliant with the relevant provisions of the Australian Government Protective Security Policy Framework (PSPF) and Information Security Manual (ISM). We work with Microsoft Azure, which supports HIPAA compliance. Pen CS follows the Security Development Lifecycle (SDL), which consists of a set of practices that support security assurance and compliance requirements. Pen CS uses the SDL to build more secure software by reducing the number and severity of vulnerabilities in software.

Patient Opt Out ensures that all patients who have withdrawn consent for their data to be shared outside their clinic are automatically removed.

Clinical Governance

Pen CS Clinical Governance follows nationally accepted industry guidelines including RACGP 5th Edition Guidelines and NSQHS standards. Pen CS works with a Clinical Advisory Group that includes a core team of general practitioners, practice owners and medical advisors.

The Topbar Steering Committee has been established to oversee the Topbar Accreditation Guidelines that outline how third parties develop applications that sit on Topbar. The Topbar Steering Committee includes a team of doctors, technology experts and advisors.

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Training and Support

Pen CS' full service model includes a customised, comprehensive training program in addition to free and easily accessible webinars and user guides, which can be found 24/7 at pencs.com.au and help.pencs.com.au.

Additional workshops and training sessions may be customised for doctors, practice managers, practice staff, PHN and ACCHO teams, on request.

National Support and Customer Help Desk

Pen CS Customer Help Desk, located in Sydney, Australia, provides Level 1, 2 and 3 Support during regular business hours across Australia.

Free call: 1 800 762 993

Email: support@pencs.com.au

Pen CS Communication

Pen CS' GP eNewsletter is a monthly publication for healthcare providers on the latest health news and technology announcements from Pen CS. Contact Pen CS Support to subscribe to the GP eNewsletter.

Customer Feedback

Pen CS welcomes feedback and questions to **support@pencs.com.au.**

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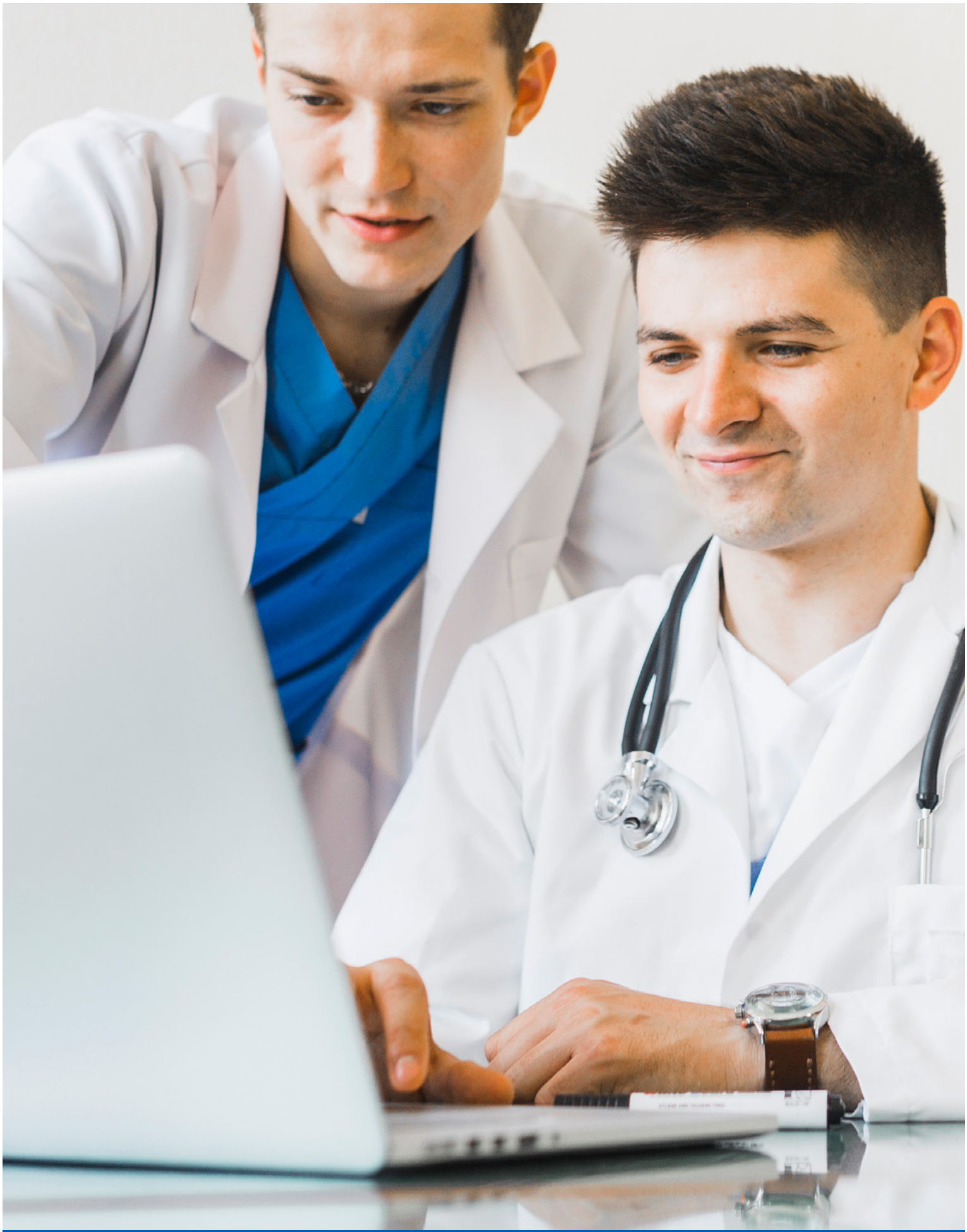

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