

# PrimaryCare Sidebar®

## Frequently Asked Questions v1.2

2011-12 RACGP early bird membership guide



**RACGP**  
**OXYGEN**

Delivering e-health

**RACGP Oxygen Pty Ltd**  
College House, 1 Palmerston Crescent  
South Melbourne, VIC 3205  
T 03 8699 0327 F 03 8699 0400  
[www.racgpoxxygen.com.au](http://www.racgpoxxygen.com.au)  
ABN 68 147 560 638

## Company Contacts

### RACGP Oxygen Pty Ltd

College House, 1 Palmerston Cres  
SOUTH MELBOURNE VIC 3205

T +61 3 8699 0327  
F +61 3 8699 0400  
E [enquiries@racgpoxxygen.com.au](mailto:enquiries@racgpoxxygen.com.au)  
W [www.racgpoxxygen.com.au](http://www.racgpoxxygen.com.au)

## RACGP Oxygen Help Desk

**FREECALL** 1800 253 057  
**Email** [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)  
**Hours** Monday to Friday, 8.30am – 5pm (Australian Eastern Time)

## Update Required? Question not answered?

**Contact:** **Yin Huynh**  
Customer Services Manager

**Phone:** +61 2 9635 8955  
**Mobile:** 0413 468 371  
**Email:** [yin.huynh@pencs.com.au](mailto:yin.huynh@pencs.com.au)

## Document Control

Version	Date	Modified By	Description
1-0	16 Aug 2011	Yin Huynh	Document creation
1-1	17 Aug 2011	Yin Huynh	Minor changes
1-2	23 Aug 2011	Yin Huynh	Additional FAQs added

---

### Need more information?

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

# Frequently Asked Questions (FAQs)

## 1 General

### **Note:**

*RACGP members who renew before July 1, 2011 will receive a 12 month license to PrimaryCare Sidebar® RACGP Standard.*

### **1.1 What is PrimaryCare Sidebar®?**

PrimaryCare Sidebar® sits alongside your GP Clinical Software and can read the open patient record. It gives you access to a range of decision support tools and resources, that can save you time and assist in delivering better patient outcomes.

### **1.2 I already have PrimaryCare Sidebar® (purchased or received it as the early bird offer last year)**

You will receive a full 12 months license to PrimaryCare Sidebar® RACGP Standard if you take up this early bird offer. You will also receive additional features such as MBS Prompts & cdmNet 90 day free access which is part of our free early bird offer.

### **1.3 How does this member incentive of PrimaryCare Sidebar® differ to what I received last year (2010)?**

Building on what you received last year, this year's PrimaryCare Sidebar® RACGP Standard includes:

- Insurance Medical Requests
- eTG complete
- cdmNet
- NPS Clinical e-Audits
- Dynamed
- MBS Prompts
- Additional assessments
- New user interface (look and feel)

### **1.4 Can I add other products to the PrimaryCare Sidebar® Quick Links?**

This can be performed by our RACGP Oxygen Help Desk who are contactable on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

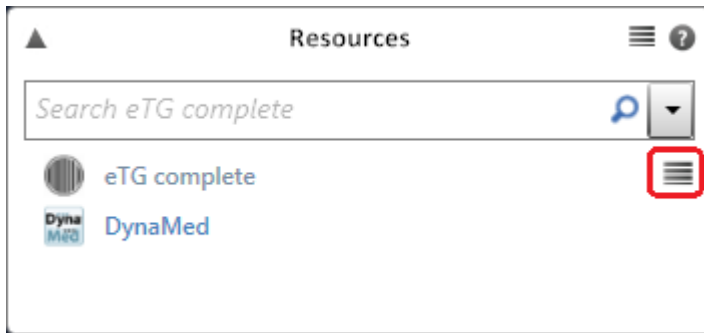
### **1.5 I am not a Registrar or New Fellow. Can I receive the eTG complete and/or AMH Online?**

Yes, the RACGP Oxygen Help Desk can assist you with your AMH Online subscription. You can contact them on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au). To set up your eTG complete subscription, click on the eTG complete 'action' link in your resources panel and follow the links to sign up.

---

### **Need more information?**

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)



Alternatively, you can contact Therapeutic Guidelines on 1800 061 260.

### 1.6 How can I purchase PrimaryCare Sidebar®?

We can email you the 'Order Form' to you or you can contact the RACGP Oxygen Help Desk on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

### 1.7 How much will it cost me and is it a one off fee?

The PrimaryCare Sidebar® is free however you may need to pay to gain access to subscription based resources such as eTG complete, AMH Online. If you are a member of the RACGP some of these resources are included in your membership or are heavily discounted.

Would you like me to email or fax you the order form which outlines the costs?

### 1.8 Why would my Practice Manager/Nurse use it?

With PrimaryCare Sidebar® your Practice Manager or Nurse can create and action targeted patient prompts using CAT and Sidebar. They can also administer your cdmNet care plans and insurance medical requests leaving you more time with your patients.

### 1.9 Which clinical desktop systems is PrimaryCare Sidebar® compatible with?

PrimaryCare Sidebar® is currently compatible with Medical Director 2 & 3 and Best Practice.

### 1.10 I don't have Medical Director or Best Practice. Can I still use PrimaryCare Sidebar®

Yes you can however functionality is limited with applications which require PrimaryCare Sidebar® to read the patient record eg. Assessment forms will not be prepopulated with patient information.

### 1.11 I need help with installing PrimaryCare Sidebar® - can someone help me?

Yes, please contact the RACGP Oxygen Support Team on 1800 257 053 for assistance or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

### 1.12 I am a Registrar/New Fellow and have already purchased a subscription to eTG complete. Can I get a refund?

Unfortunately the subscription is non-refundable.

---

### Need more information?

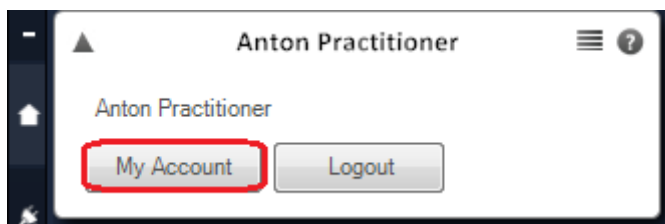
RACGP Oxygen Help Desk **FRECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

### 1.13 I am a GP and have already purchased a subscription to eTG complete. Can this now be added to PrimaryCare Sidebar®?

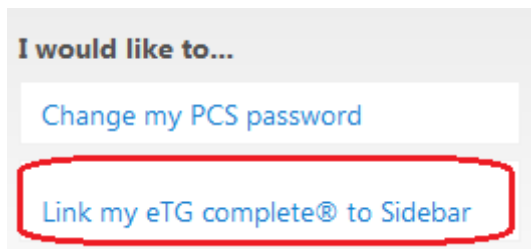
You can access and use eTG complete through your PrimaryCare Sidebar®. To do so, you must provide your eTG complete username and password when you complete the PrimaryCare Sidebar® Registration Wizard. The PrimaryCare Sidebar® will remember your eTG complete username and password so you will not have to re-enter it every time you open your PrimaryCare Sidebar®.

### 1.14 I have an eTG complete subscription but I did not provide my eTG complete login details during the PrimaryCare Sidebar®. Registration Wizard process.

Go to the PrimaryCare Sidebar 'My Account' page via the login panel



On the 'My Account' click on 'Link my eTG complete® to Sidebar' and enter your eTG complete username and password



### 1.15 I'm not a registrar or New Fellow. Can I receive access to eTG complete through PrimaryCare Sidebar®?

Yes. Have you ever had a subscription to eTG complete?

**No** – If you have never subscribed to eTG complete before, the PrimaryCare Sidebar® provides you with a free 90 day trial that allows you to obtain first hand experience of how helpful this resource will be in practice. After your 90 day free trial has ended, you will be provided with an option to purchase an annual eTG complete license. Once you have purchased the license, you can continue to access eTG complete through PrimaryCare Sidebar® at any time. When your annual eTG complete subscription is due for renewal, you'll see a prompt on the PrimaryCare Sidebar® that will let you know you need to renew.

If you would like to purchase an eTG complete license, we can arrange to set up a subscription for you at our discounted member rate.

**Yes** – You can access and use eTG complete through your PrimaryCare Sidebar®. To do so you must provide your login details when you complete the PrimaryCare Sidebar® Registration Wizard.

---

#### Need more information?

### 1.16 I would like to subscribe to eTG complete

Sure, I can arrange for TGL to set up this 12 month subscription for you. TGL will email you with the eTG complete instructions/installation pack.

RACGP member: new subscription rate = \$280.00, RACGP member/Non member renewal rate = \$190

Confirm the practice address, user's email address, telephone number

### 1.17 I'm a registrar, and I would like access to eTG complete but am not able to user/don't want to use PrimaryCare Sidebar®. Can I receive a separate complimentary eTG complete subscription if I join/renew by June 30?

No sorry, our early bird offer is a package, which means that as a registrar early bird member, you receive eTG complete & AMH online as part of the PrimaryCare Sidebar® along with other features which provide a range of tools at your fingertips during point of care

### 1.18 What are MBS Prompts?

MBS Prompts provides a visual intuitive traffic light alert to notify you of chronic disease management MBS activities that are eligible for claiming against the open patient record.

### 1.19 What is cdmNet?

cdmNet is a web based service that assists healthcare providers to optimize treatments for chronically ill patients. Unlike other software support for chronic disease management (such as care plan templates), cdmNet automates the entire process of care from end to end.

### 1.20 What are eAssessments?

eAssessments conveniently provides a selection of formerly paper based assessments in an electronic format and prepopulates them with information from the open patient record.

### 1.21 What are PCS Prompts?

Prompts are generated from target patient lists generated by searches in the PCS Clinical Audit Tool® (CAT). PCS Prompts® recognises the open patient record in Medical Director or Best Practice and displays any prompt that has been previously set in CAT for that patient. The user can then 'Complete', 'Cancel' or 'Reschedule' the prompt.

### 1.22 What is DynaMed?

Dynamed provides comprehensive evidence based information about the diagnosis, prognosis and treatment of both common and less common ailments, along with integrated drug information.

A quick link to DynaMed will be included as part of the PrimaryCare Sidebar® to enable users easy access to this resource at the point of care.

---

## Need more information?

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

**1.23 I am not allowed to install software in our practice. Can I get another offer instead?**

There are a few practices who are in the same situation as you. Are we able to arrange for a member of our RACGP Oxygen Help Desk to contact your Practice Manager/ Practice Owner?

**1.24 Who is RACGP Oxygen?**

RACGP Oxygen, owned by the RACGP is an e-health company that supplies and deploys a range of products and services such as the PrimaryCare Sidebar® and PCS Clinical Audit Tool®

**1.25 Who is a RACGP New Fellow member?**

A New Fellow is a Fellow who has been ratified by the RACGP Council between 1 July 2010 and June 30 2011. They are also a current financial member of the RACGP

**1.26 Who is a RACGP Registrar member?**

A general practice registrar enrolled with an approved regional training provider, who is a current financial member of the RACGP

**1.27 Does the patient information displayed on the PrimaryCare Sidebar® get sent out to any other 3<sup>rd</sup> party?**

No, it only picks up and displays information that is already entered in your GP Clinical software and does not send out any information without your consent. Eg. Insurance Medical Requests

**1.28 Will any changes made in the PrimaryCare Sidebar change information already entered in my GP Clinical software?**

No, the PrimaryCare Sidebar® does not currently write back to your GP Clinical software. This is a feature that will be implemented in the future.

**1.29 Do you offer training?**

Yes, please contact the RACGP Oxygen Help Desk on 1800 257 053 who can give you over the phone training at a time that suits you.

Alternatively, you can attend an online webinar. Details can be found at [www.primarycaresidebar.com.au](http://www.primarycaresidebar.com.au)

**Don't have the answer to a question?**

I don't have the answer to this specific question but it is something our RACGP Oxygen Help Desk can help you with – You can contact them on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

---

**Need more information?**

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

## 2 Deployment Enquiries

### 2.1 When will I get my Sidebar?

The Sidebar CD distribution has commenced, and your nominated practice contact will receive it in the coming weeks. Can we confirm the practice contact and delivery address you need it sent to so we can ensure it is sent to correct location.

### 2.2 Why should I install Sidebar?

PrimaryCare Sidebar® provides valuable clinical information and resources at the point of care, targeted and specific to the open patient record. It enables you as to instantly access information on preventative health, chronic disease care, MBS claiming opportunities and CAT prompts relevant to your practice population. You also get 'one click' access to resources such as eTG, AMH and Dynamed and commonly used assessments are now quick and easy with pre-populated clinical and demographic information directly from your GP Clinical Software.

### 2.3 I installed Sidebar last year, is this CD the same?

No, it is not the same CD. This CD contains the latest version of PrimaryCare Sidebar which will give you access to even more tools and resources, including cdmNet, Insurance Medical Requests, eTG and soon MBS Prompts. We have redesigned the software to a large degree and have added additional functionality and user options.

---

### Need more information?

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

## 3 Installation

### **Note**

Most installation issues occur when the PC environment does not meet the minimum specifications. For this reason PCS have built a prerequisite checker that will be initiated when the installer is launched.

### **3.1 How do I install it?**

The installation guide enclosed with the CD outlines the 3 steps to a successful PrimaryCare Sidebar installation. If you experience any issues, you can get assistance from the RACGP Oxygen Help Desk on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

### **3.2 What do I need to install the CD?**

You will need a CD/DVD drive on your PC. For further technical specification information, please visit [www.primarycaresidebar.com.au/techspecs](http://www.primarycaresidebar.com.au/techspecs)

### **3.3 Can I get assistance installing Sidebar?**

Yes, the RACGP Oxygen Help Desk can login to your PC remotely and install it for you. You can contact them on 1800 257 053.

### **3.4 What system requirements are needed to install PrimaryCare Sidebar®?**

Please refer to the minimum technical specifications found at:

[www.primarycaresidebar.com.au/techspecs](http://www.primarycaresidebar.com.au/techspecs)

### **3.5 Will it work with Zedmed/Genie/practiX/xxx?**

Yes however functionality will be limited with applications which require Sidebar to read the patient record

### **3.6 Can I install it on my iPad?**

No, PrimaryCare Sidebar will not work on the iPad or other tablet computers

---

### **Need more information?**

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

### 3.7 The PrimaryCare Sidebar® installation will not launch or errors are appearing during install?

The PrimaryCare Sidebar® requires Administrator privileges to install. If you require assistance installing the software, contact your IT Administrator or the RACGP Oxygen Help Desk on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

### 3.8 The prerequisite checker has informed me that my PC does not have the right requirements. What will happen if I install the PrimaryCare Sidebar®?

The performance of the PrimaryCare Sidebar® may not be optimal if you choose to install it on a PC that does not meet the minimum system requirements

### 3.9 The PrimaryCare Sidebar® installed successfully but it seems to have disappeared?

Left-click on the PrimaryCare Sidebar® icon in the taskbar to bring it up as it may be minimised.

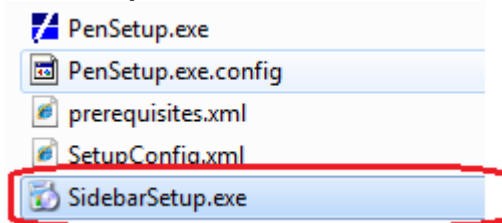


### 3.10 My CD Installer did not auto start?

Go to your 'Start Menu' > 'My Computer' and double click on your CD/DVD drive



To start PrimaryCare Sidebar installation, double click on 'SidebarSetup.exe'



### 3.11 Is PrimaryCare Sidebar® compatible with Windows 64 bit Operating Systems?

Yes, PrimaryCare Sidebar® has been tested and successfully functions in Windows 64 bit Operating Systems

---

#### Need more information?

### **3.12 Do I need to install PrimaryCare Sidebar® on every computer in my practice if I use different computers?**

Yes, it will need to be installed on every computer that you access in your practice. If you are using Terminal Services please call RACGP Oxygen Support on 1800 257 053 for assistance.

On computers that contain multiple user accounts, the PrimaryCare Sidebar® only needs to be installed once and will be available to all users. Note that the account used to install PrimaryCare Sidebar® must have 'Administrator' rights.

Access to the PrimaryCare Sidebar® can however be restricted to a selection of user accounts on the computer by editing each individual users profile & removing the PrimaryCare Sidebar® shortcut from the 'Startup' menu.

### **3.13 Can other GP's in my practice install it from the same CD?**

Yes they can. If they did not sign up for the RACGP early bird member incentive they will need to contact the RACGP Oxygen Help Desk and fill in an order form so we can create their a user account.

Would you like me to email or fax you the order form?

### **3.14 Can my Practice Manager/Nurse install it?**

Yes they can. They will need to contact the RACGP Oxygen Help Desk on 1800 257 053 and fill in an order form so we can create their user account.

Would you like me to email or fax you the order form?

### **3.15 Can I use a browser other than Internet Explorer to install PrimaryCare Sidebar® from the URL?**

Microsoft Internet Explorer is required to successfully install PrimaryCare Sidebar®. If Internet Explorer is not your default browser, you can start it by selecting 'Run' from the Start Menu and typing 'iexplore'

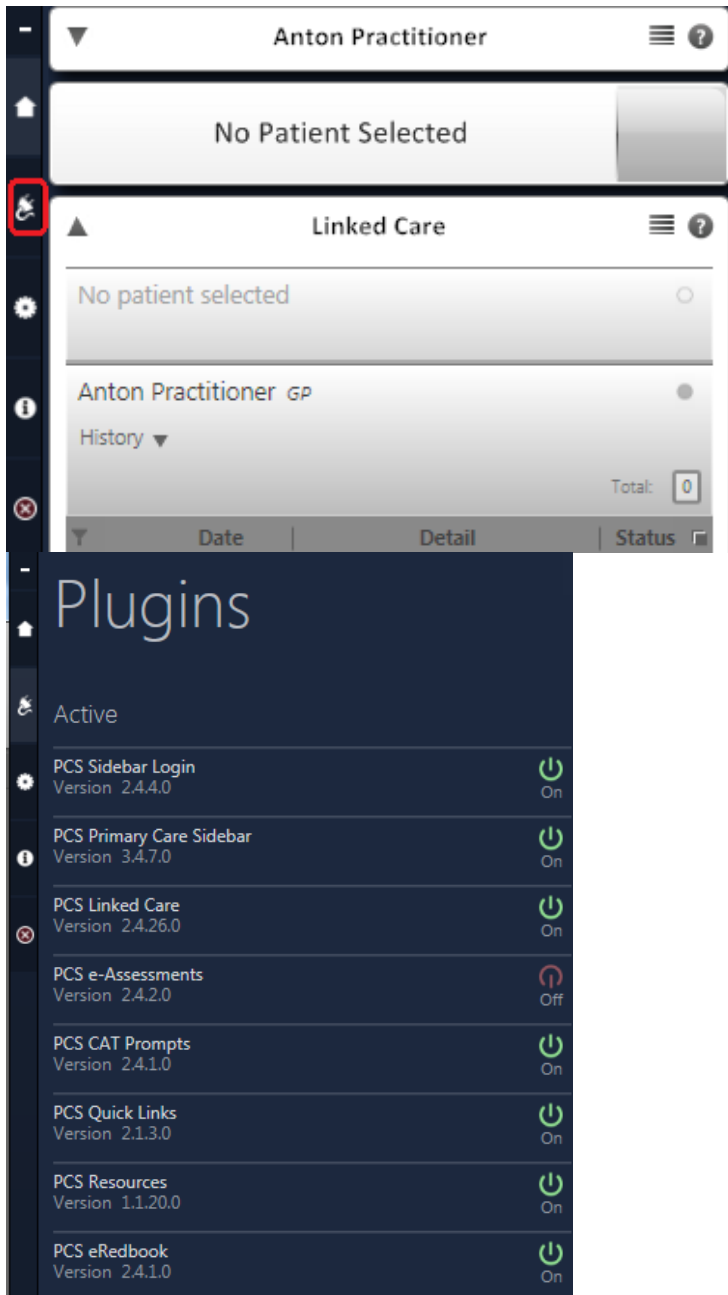
### **3.16 Can I hide or turn off panels that I do not use?**

Yes, the panels in the PrimaryCare Sidebar® can be turned off by going into the 'plugin' settings. You can select to turn panels 'on' or 'off'

---

#### **Need more information?**

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)



### 3.17 One of the panels in the PrimaryCare Sidebar® is missing?

Click on the plugin icon and turn on the missing panel. If that does not fix the issue, please contact our RACGP Oxygen Help Desk on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

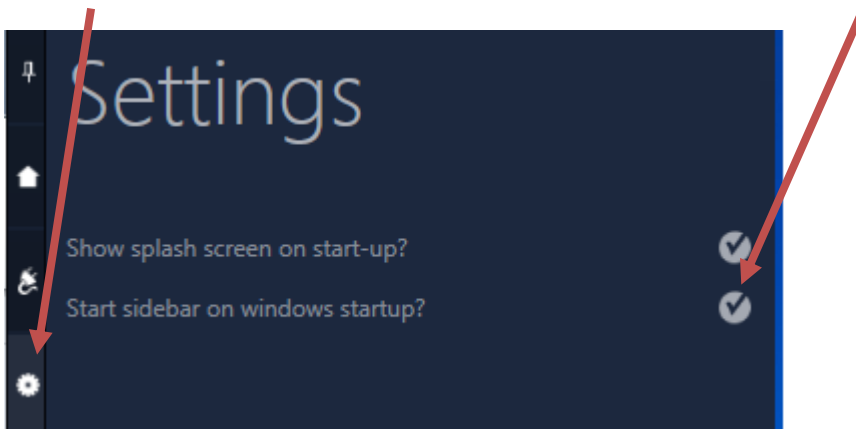
### 3.18 I am an unhappy customer – who can I speak to?

We are disappointed to hear your experience with PrimaryCare Sidebar has not been pleasant. Please leave your name and contact details and I will arrange for an RACGP Oxygen Representative to be in touch with you shortly.

### Need more information?

RACGP Oxygen Help Desk **FRECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

If you would like to stop using the PrimaryCare Sidebar until your problems have been resolved you can change the settings in Sidebar to prevent it from starting with Windows. Click on the settings icon and then change the startup settings by clicking on the tick box.



---

### Need more information?

RACGP Oxygen Help Desk **FRECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

## 4 Registration

### Note

When the PrimaryCare Sidebar® is installed, users must 'register' before they can login.  
(This will only apply to users who took up the 'RACGP Early Bird' membership Renewal Incentive. Other users will have their logins created upon purchase of the software)

#### 4.1 I clicked on register but the web page wont load?

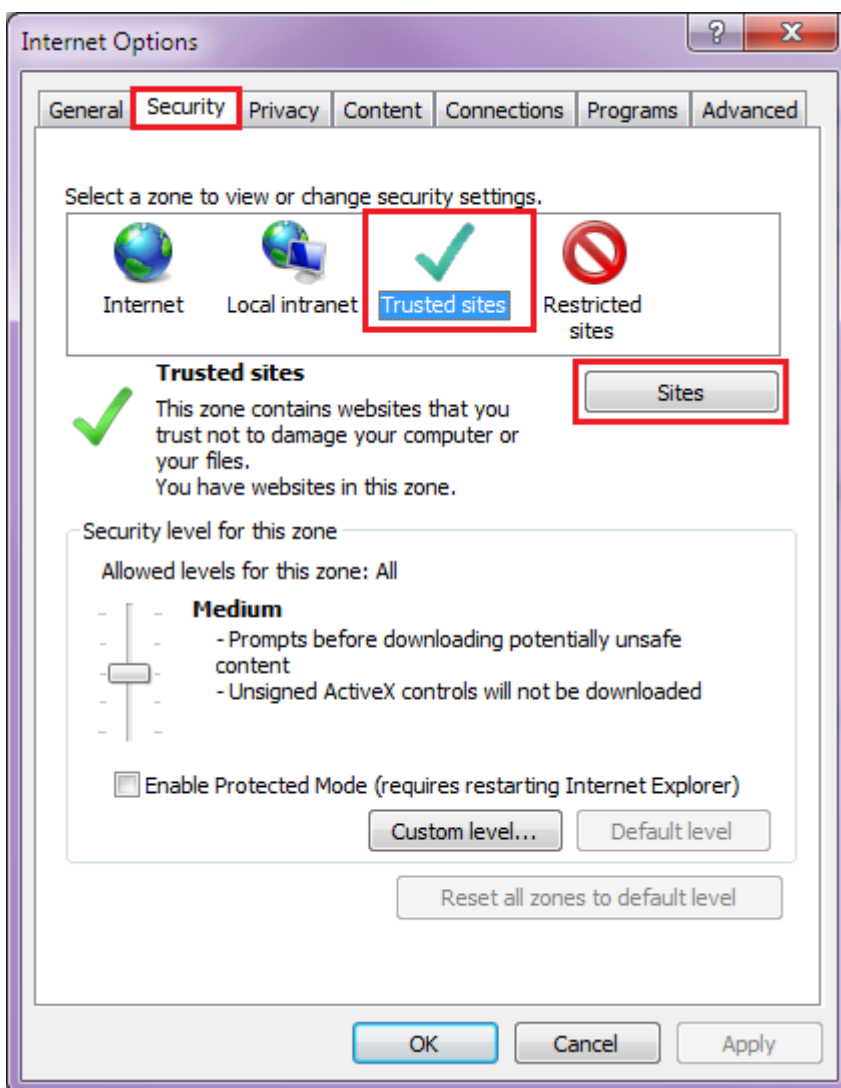
Internet access is required to access the registration page.

To confirm there is an active internet connection, ask user to browse to 'www.google.com'.

If this page loads, then internet is active and it may be a security issue.

In Internet explorer, click on Tools > Internet Options > Security > Trusted Sites > Sites

Add \*.pencs.com.au to the list and untick 'https'



### Need more information?

RACGP Oxygen Help Desk **FRECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

#### 4.2 I am trying to register my details but it will not let me create my account?

Check that all fields have been filled in correctly and that your RACGP membership # is 6 digits long. Each surname/member # can only be used once

#### 4.3 Are my login details case sensitive?

Your password is case sensitive

#### 4.4 Why are there two options on the account creation page? What is a CAT account?

If you have a Clinical Audit Tool login, you can register with these details which will allow you to access both CAT and the PrimaryCare Sidebar® with the same set of credentials. If you don't register with your CAT details the prompts functionality in CAT might not be activated, as it is linked to your PrimaryCare Sidebar® account. Please make sure to find out if you already have a login for CAT before registering PrimaryCare Sidebar®

---

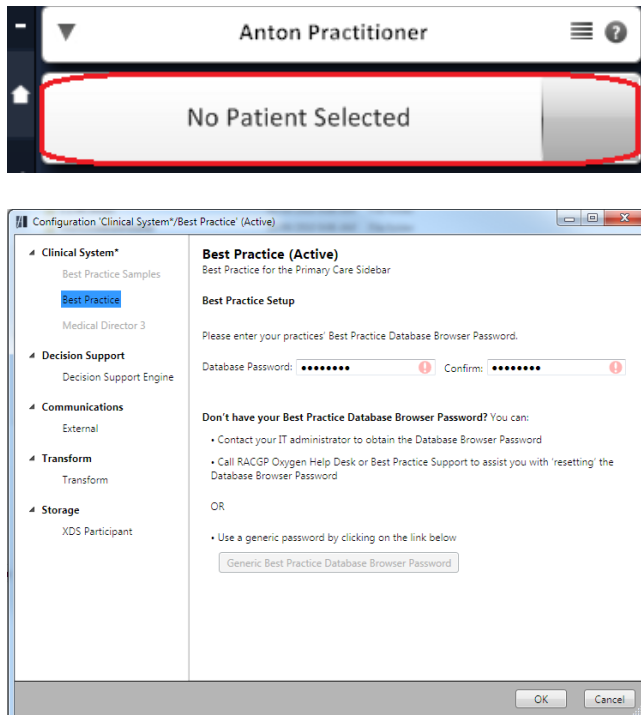
#### Need more information?

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

## 5 Functionality


### 5.1 The PrimaryCare Sidebar® is not recognising the open patient record

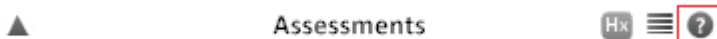
Right-click on the patient panel, choose 'Clinical System Options' and ensure the correct clinical system has been selected.



If you are using Best Practice, you need to ensure that the Best Practice database browser password is entered correctly by right-clicking on the 'Patient' panel > Clinical System Options > Best Practice.

### 5.2 Are there any user guides which can show me how to use the panels?

Next to each panel there is  icon. Clicking on this will take you to the online user guide which can then be downloaded or viewed online



User guides can also be found at [www.primarycaresidebar.com.au/userguide](http://www.primarycaresidebar.com.au/userguide)

### 5.3 I tried to login but it says my username/password is incorrect?

Your password is case sensitive. Check that caps lock is not on.  
If login still fails, contact the RACGP Oxygen Help Desk who will reset the password



## Need more information?

RACGP Oxygen Help Desk **FRECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

#### 5.4 Where do I input data in my Clinical Software in order for it to update in e-red book?

Please contact the RACGP Oxygen Support Team on 1800 257 053 or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)

#### 5.5 What does the red in e-red book represent?

This indicates that an activity is overdue. Updating the particular activity in your clinical software will change the  into a 

#### 5.6 What does the blue in e-red book represent?

This is an item that is not currently coded in the clinical software in a format that can be picked up by e-red book

---

#### Need more information?

RACGP Oxygen Help Desk **FREECALL 1800 257 053** or email [support@racgpoxxygen.com.au](mailto:support@racgpoxxygen.com.au)