

# MedicalDirector Clinical & PracSoft Smart Connected Care

CPD Content On-Demand within your Software



|                                                                                                                         |                                              |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <br>RACGP<br>CPD Approved Activity  | Measuring Outcomes<br><b>11</b><br>hours     |
| <br>RACGP<br>CPD Approved Activity | Educational Activities<br><b>01</b><br>hours |



The provider of this education, Telstra Health, is an RACGP accredited Major Provider under the RACGP CPD program

# Navigating Slides

When using the PDF please open in Window width or Fit to Width to allow you to use the Side Panel links to move across the slides.

Side Panel will allow you to move across the slide with one click.

Chrome has a menu you can used to move between slides.

Select the  
MedicalDirector |  
Telstra Health logo  
to Return to Start

MedicalDirector Clinical & PracSoft 4.3a Enhancements - All Links .pdf
10 / 30

–
98%
+
🔍
↺

Slide 1: Welcome to MedicalDirector Clinical & PracSoft 4.3a Enhancements

Slide 2: Learning Objectives – MedicalDirector Clinical

Slide 3: Learning Objectives – MedicalDirector PracSoft

Slide 4: Permissions for Users to Send Email (from Patient file) & Send Password Protected Email - MedicalDirector Clinical

Slide 5: Now able to search for patients in Clinical via Medicare Number & Phone Number - MedicalDirector Clinical

Slide 6: The patient record now has Larger Icons with customisable options - MedicalDirector Clinical

Slide 7: New Alternate E-mail Address field in patient details - MedicalDirector Clinical

Slide 8: New Add Outstanding Action button available within the Holding File

Slide 9: New Add Comment

## Ability to Check for Unactioned Correspondence for the Patient from the Patient File, via the addition of a Holding File tab

### Accessing the Holding File

**From Clinical Front Screen,**

- Correspondence> Check Holding File (All Patients).
- F5 (All Patients).

**From within the patient's record,**

- Click on the **Holding File Tab**.
- Select **Correspondence> Check Holding File** (All Patients).
- Select **Correspondence> Check Holding File** (Current Patient).

Functionality within the **Holding File tab** replicates the **Holding File**. It is not possible to perform additional correspondence actions such as emailing an item within the Holding File tab. An item must first be actioned before performing such tasks.

# Learning Objectives

In this **Smart Connected Care** guide you will learn about:

## Overview

## Participating in the Activity

Keep on Track with your CPD Hours in 2025

## Checklist

- Getting Started with CPD within your Software
- What does this Activity Involve?



### Smart Clinical Support - Pre-Installed in your MedicalDirector Smartbar (no sign up required)

- **Overview of the CPD Activity Prompts**
- Selecting Thank you for **Joining the CPD Activity** Window
- **Selecting Learn More – About CPD Activity Prompts**
- **Clicking Each of the Icons in Learn More CPD Activity**– Education, Audit & Recording CPD Hours
- **A Data-Based Report with Metrics Relevant to a GP will be Delivered as part of this Activity**
  - Mid-Activity Report
  - End-Activity Report & Reflection Questions **(Mandatory)**
- **Evaluation Questions**



### Smart Visual Dashboards - Access Request via your Practice Manager/Owner

- You can now access Smart Visual Dashboards – **Invitation Email with Code**
- Review and Recall your Patients



### Smart Research - Pre-Installed in your MedicalDirector Smartbar (no sign up required)

- CPD Content On-Demand within your Software



Clinician

Overview

Participating in the Activity

Keep on Track with your CPD Hours in 2025

Checklist

- Getting Started with CPD within your Software
- What does this Activity Involve?

Notes

# Learning Objectives

In this **Clinician** guide you will learn about:



## Overview

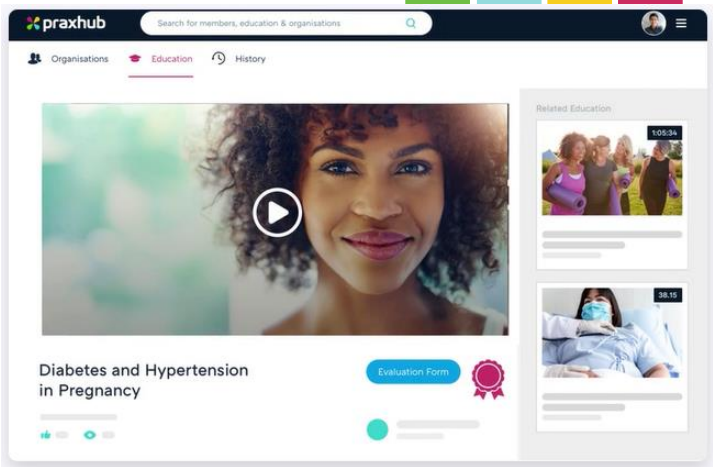
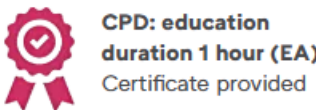
Praxhub | Free Online Medical CPD Training Community

Navigating Praxhub Main Window

How Praxhub Works

FAQ's - Praxhub

FAQ's - CPD



Praxhub

### Checklist

- Getting Started with CPD within your Software
- What does this Activity Involve?

Notes

Clinical Support

Smart Research

Visual Dashboards

# Learning Objectives

In this **Setup** guide you will learn about:

Your MedicalDirector Support Team

Setup Checklist

## IMPORTANT:

1. Setup can ONLY be done by the Practice Managers/Owners
2. Once setup is complete the Practice Managers/Owners can provide a list of their staff that require access to the dashboards  
(email to: [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)).
3. Emails will be sent to the staff member with login details after their account has been created.

MedicalDirector Smartbar - Show Sidebar & Add, Update and Remove Widgets



Getting Started with Smart Visual Dashboard

- Access Request
- Managing Roles
- Assigning Roles
- Review & Recall Patients List

MedicalDirector CPD FAQs

Notes

Thank You



Practice Manager/Owner

- Access Request
- Managing Roles
- Assigning Roles

# Overview



## CPD Activity – Audit: Treating T2DM with comorbidities using SGLT2i

**Audit activity:** Measuring Outcomes (MO) (11 hours)  
**Webinar (optional):** Educational Activity (EA) (1 hour)

Learn about the latest guidelines around use of SGLT2i for patients who have diabetes and other comorbidities. As part of this activity, there will be an emphasis on the application of these guidelines in practice. You will do this through an audit, facilitated by a combination of a purpose-built dashboard to review and recall patients, in-consult education prompts within your MedicalDirector Clinical software and reporting on key metrics to help you measure outcomes.

### Learning Outcomes

1. Identify the rate of initiations of SGLT2i in their diabetic patients with comorbidities.
2. Define patients who would benefit from SGLT2i initiation.
3. Implement a recall strategy to initiate eligible patients on SGLT2i based on RACGP guidelines.
4. Measure post-intervention benefits of SGLT2i via HbA1c for diabetic control, uACR and EUC for chronic kidney disease.
5. Develop a practice wide plan (to reuse in the future) to ensure SGLT2i are being initiated for the right patients in accordance with guidelines.

The screenshot displays the MedicalDirector Clinical software interface. On the left, a sidebar shows navigation options: APPOINTMENTS, CLAIMS, REVENUE, and CLINICAL. The main area is divided into two sections. The top section, 'MEDICALDIRECTOR SMART', features a 'Smart Visual Dashboard' titled 'Patients with Type 2 diabetes with comorbidities'. This dashboard includes a bar chart showing the number of patients contacted and not contacted over time. The bottom section, 'Educational Activity (EA)', displays 'RACGP CPD approved activity' content, including a prompt to 'Consider adding an SGLT2i to Metformin for this patient as per the RACGP guidelines'.

**GP's can work with their practice managers to review and recall relevant patients via Smart Visual Dashboards**

**Educational Activity (EA) content can be accessed via Smart Research or through the Praxhub platform**

**MedicalDirector Clinical Support prompts will be delivered to GPs for relevant patients and at point-of-care**

- Getting Started with CPD within your Software
- What does this Activity Involve?

# Participating in the Activity

This activity is available to **MedicalDirector Clinical** users only.

You can join this CPD activity **until 31 May 2025**. This activity is designed to take place over the **6-month period ending November 2025**.

## Instructions for how to join:

1. Login to MedicalDirector Clinical
2. You should receive a notification about the CPD activity – **Click “Join CPD activity” to participate.**
3. If the above notification does not show up, you can access it via the Smartbar through the **“Smart Clinical Support”** widget “CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors”



## Apply your learnings in practice

In-consult education prompts will be delivered throughout the activity when the file of a patient who meets the CPD activity criteria is opened.

## Review and Recall your Patients

Work with your practice team to implement a recall strategy for T2DM patients. A purpose-built dashboard will be added to the **MedicalDirector Visual Dashboards** to facilitate this process.

## Data and Reporting & Reflection

A data-based report will be provided midway and at the end of the activity. These reports will assist you with evaluating performance against best practice guidelines and with completing the (mandatory) reflection questions at the end of the activity.

**Please note:** A minimum of 10 patients must be reviewed during the activity in to earn all 11 measuring outcomes CPD hours. If you review between 5-9 patients, you will still receive a total of 5 CPD hours.

## Optional On-Demand Webinar available on Praxhub

What’s New in Metabolic Health – A Primary Care Update

Expert insights on latest developments in diabetes, obesity, and cardiovascular disease management.

[Watch the Webinar](#) ▶

- Getting Started with CPD within your Software
- What does this Activity Involve?

# Keep on Track with your CPD Hours in 2025

## Participating in the activity

This activity is available to MedicalDirector Clinical users only. You can join this CPD activity until 31 May 2025. This activity is designed to take place over the 6-month period ending November 2025.

## Measuring Outcomes (MO)

(11 hours)



## Audit Activity



**RACGP**  
CPD Approved Activity

Measuring Outcomes  
**11**  
hours

### Audit: Treating T2DM with comorbidities using SGLT2i

- The Audit satisfies the minimum of 5 MO hours required each year and contributes to the required 25 hours of MO/RP CPD that all Practitioners must complete.
- CPD hours will automatically be recorded for GPs once completed with the RACGP CPD home. Other practitioners can easily self record with their CPD home.

## Your CPD Requirements

**50** CPD hours

### Educational Activities (EA)

Minimum of **12.5hrs**

**25** hours of your CPD must be **Reviewing Performance (RP) & Measuring Outcomes (MO)**

### Reviewing Performance (RP)

Minimum of **5hrs**

### Measuring Outcomes (MO)

Minimum of **5hrs**

### Any Activity Type (EA, RP & MO)

Minimum of **12.5hrs**

## Educational Activities (EA)

(1 hour)



## Webinar (Optional)



**RACGP**  
CPD Approved Activity

Educational Activities  
**01**  
hours

### Webinar (optional): What's New In Metabolic Health – A Primary Care Update

- Content can be accessed via MedicalDirector Smart Research or directly through Praxhub platform
- Expert insights on latest developments in diabetes, obesity, and cardiovascular disease management.
- For RACGP CPD home GPs who complete approved education on Praxhub, hours will be recorded with the college by the Provider of that activity within four (4) weeks.

Overview

Participating in the Activity

Keep on Track with your CPD Hours in 2025

Checklist

- Getting Started with CPD within your Software
- What does this Activity Involve?

MedicalDirector CPD FAQs

Notes



# Checklist – Getting Started with CPD within your Software

| Tick                     | MedicalDirector                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <b>MedicalDirector Smartbar</b><br>Is your MedicalDirector Clinical Smartbar enabled and visible. If MedicalDirector Smartbar is not visible <a href="#">Click here.</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <input type="checkbox"/> | <b>Smart Clinical Support</b><br>Is preloaded on your Smartbar on 4.3 & above (no sign up required)<br><a href="#">4.2 instructions here to install Smart Research widget</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <input type="checkbox"/> | <b>Smart Visual Dashboards</b><br><b>Request permission from your Practice Manager/Owner for access.</b> Once this is completed you will receive an email with an Invitation Code <a href="#">Click here for next steps</a><br>Please note that <b>Pracsoft</b> is required to enable the <b>Smart Visual Dashboards</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <input type="checkbox"/> | <b>Smart Research</b><br>Is preloaded on your Smartbar on 4.3 & above (no sign up required)<br><a href="#">4.2 instructions here to install Smart Research widget</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <input type="checkbox"/> | <b>Join Audit: Treating T2DM with comorbidities using SGLT2i</b><br>Login to <b>MedicalDirector Clinical</b> > You should receive a notification about the <b>CPD Activity : Treating T2DM with comorbidities using SGLT2i</b> > Click <b>Join CPD Activity</b> to participate > <b>Close</b> > <b>You have now joined the Audit.</b> <a href="#">Click here for more information.</a><br><br>If the above notification does not show up, you can access it via the Smartbar through the “ <b>Smart Clinical Support</b> ” widget and clicking” CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors”<br><br><b>This activity is available to <u>MedicalDirector Clinical</u> users only.</b><br><b>You can join this CPD activity until <b>31 May 2025</b>. This activity is designed to take place over the <b>6-month period ending November 2025</b>.</b> |
| <input type="checkbox"/> | <b>Audit: 11 hours CPD Requirements</b><br>A <b>minimum of 10 patients</b> must be reviewed during the activity in to earn all <b>11 Measuring Outcomes (MO) CPD hours</b> . If you review between <b>5-9 patients</b> , you will still receive a total of <b>5 CPD hours</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

- Getting Started with CPD within your Software
- What does this Activity Involve?

# Checklist – What does this Activity Involve?

| Tick                     | MedicalDirector                                                                                                                                                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <b>Apply your learning in practice</b><br>In-consult education prompts will be delivered throughout the activity when the file of a patient who meets the CPD activity criteria is opened. <a href="#">Smart Research</a>                                                                             |
| <input type="checkbox"/> | <b>Review &amp; Recall Patients</b><br>Work with your practice team to implement a recall strategy for T2DM patients. A purpose-built dashboard will be added to the <a href="#">Smart Visual Dashboards</a> to facilitate this process. You may choose to use other tools if you wish.               |
| <input type="checkbox"/> | <b>Mid-Activity</b><br>Evaluate yourself against best practice guidelines and reflect on your performance with this data-based report midway through the activity. <a href="#">Mid-Activity</a>                                                                                                       |
| <input type="checkbox"/> | <b>End-of-Activity Report</b><br>Evaluate yourself against best practice guidelines and reflect on your performance with this data-based report at the end of the activity. Compare this to your mid-activity performance.                                                                            |
| <input type="checkbox"/> | <b>Reflection Questions (Mandatory)</b><br>Complete all the Reflection Questions provided in order to earn your CPD hours. You will get access to the Reflection Question via the <a href="#">End-Activity Report</a> .                                                                               |
| <input type="checkbox"/> | <b>Evaluation Form (Optional)</b><br>Provide feedback on the CPD activity. <a href="#">Click here to view the questions.</a>                                                                                                                                                                          |
| <input type="checkbox"/> | <b>Recording CPD Hours to your CPD Home.</b><br>On completion of the activity in MedicalDirector Clinical, Telstra Health will lodge your CPD hours with the RACGP.<br>For non-RACGP members, you may choose to self-record. <a href="#">For more FAQs</a>                                            |
| <input type="checkbox"/> | <b>(Optional) Webinar: What’s new in Metabolic Health - A Primary Care Update (Educational Activity: 1 hour)</b><br>Expert insights on latest developments in diabetes, obesity, and cardiovascular disease management.<br><a href="#">Click here to watch On-demand webinar available on Praxhub</a> |
| <input type="checkbox"/> | <b>RACGP CPD Home</b><br>Assistance call 1800 716 853, to speak directly with a member of the CPD team.                                                                                                                                                                                               |

- Getting Started with CPD within your Software
- What does this Activity Involve?



# Smart Clinical Support via Clinical Main Window

## How will the GPs be alerted to these prompts

1. GPs will receive a **“prompt” on login**, informing them of the activity

- GPs can choose to participate or not participate in the CPD activity
- They will also be able to click through to learn more about the activity, e.g. learning outcomes, specific steps involved, etc.

2. **Notification box** may also appear on the bottom right hand-corner of your screen if you have not chosen to participate or not participate.

3. If the above notification does not show up, you can access it via the Smartbar through the **“Smart Clinical Support”** widget and clicking” CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors”

The screenshot shows the MedicalDirector Clinical 4.3a (BETA 2) interface. A large central window displays a CPD activity titled "Treating T2DM with comorbidities using SGLT2i", provided by Telstra Health and sponsored by AstraZeneca. The window includes RACGP CPD Major Provider logos, learning outcomes, and options to "Not interested" or "Join CPD Activity". A "Close" button is at the bottom right of the window. A red circle with the number "1" is placed over the top right corner of this window.

On the right side of the interface is a vertical "Smartbar" with various icons. A red circle with the number "3" is placed over the top icon, which is a blue square with a white exclamation mark and a green dot. A red circle with the number "2" is placed over the bottom right corner of the Smartbar, where a "Smart Clinical Support" notification is visible. The notification text reads: "CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar".

The bottom status bar shows: "Dr A Practitioner (MD-Test MedicalDirector Staffs)", "MD Live Data - TH-5CG3410K7K\HCNSQL07", "Tuesday, 29 April 2025", and "3:00:26 PM".



Clinical Support

CPD via MD Clinical Main Window

CPD via Patients Record

Overview of the CPD Activity Prompts

Thank you for Joining the CPD Activity

About CPD Activity Prompts

Education, Audit & Recording CPD Hours

Mid-Activity Report

End-Activity Report & Reflection Questions (Mandatory)

Evaluation Questions



Smart Research



Visual Dashboards

praxhub



RACGP CPD Major Provider



# Smart Clinical Support via Patients Record

## GPs who have joined the CPD Activity

GPs will receive a “prompt” on opening patient’s record, where the patient has T2D with established cardiovascular disease and/or multiple cardiovascular risk factors and/or chronic kidney disease and is on Metformin.

1. **Smart Clinical Support** will be available on the **Smartbar** in the main window & via the patient’s record.
2. To access the **RACGP CPD approved activity** prompt to select Join or learn more.
3. **T2D with Comorbidities Prompt** on entering relevant patient's file. These will only trigger for patients who meet certain criteria relevant to the CPD activity.
4. **T2D with Comorbidities Prompt** can be reviewed again by selecting T2D with Comorbidities in the Smartbar

MedicalDirector Clinical 4.3 - [Mr Testing Test (77yrs 9mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecrd Messenger Window Help

Recalls 5m 39s

Mr Testing Test (77yrs 9mths) DOB: 25/06/1947 Sex at Birth: Male Gender Identity: Record No: ATSI: 123 Abc Street, Sydney, NSW 2000 Pension No: Ethnicity: Mobile: Allergies & Adverse Reactions: ? Allergies/Adverse Reactions Smoking Hx: ? Smoker IHI No: Work: Home: MyHealthRecord: Occupation: Warnings: MDExchange SAT HL HealthLink

Summary Current Rx Progress Past History Results Letters Documents Qld scripts Imm. Acupuncture Correspondence

# Drug name Strength Dose Freq Instructions Route Unusual Dose Note to pharmacist R. Int. Pharmacy to... Qty Qty in wor

METFORMIN HYDROCHLORIDE XR TABLET 500mg 1 Oral No 120

T2D with comorbidities

**RACGP CPD approved activity\***

**SGLT2i in T2D with comorbidities**

**\*This prompt relates to the following CPD activity: "Treating T2DM with comorbidities using SGLT2 inhibitors".**

This patient has T2D with established cardiovascular disease and/or multiple cardiovascular risk factors and/or chronic kidney disease and is on Metformin.

RACGP guidelines recommend the addition of an SGLT2i for this patient profile #1.

Show recommendation for patients with chronic kidney disease (**expand +**)

Show recommendation for patients with established cardiovascular disease or multiple cardiovascular risk factors (**expand +**)

**Consider adding an SGLT2i to Metformin for this patient as per the RACGP guidelines**

Please refer to the PBS update for expanded access to dapagliflozin [here](#)<sup>2</sup> and empagliflozin [here](#)<sup>3</sup> and T2D pharmacotherapy [here](#)<sup>4</sup>.

# RACGP guidelines recommend the addition of an SGLT2i for adults with T2D patients who also have CVD, multiple CVD risk-factors and/or kidney disease<sup>1</sup>

The Australian Absolute Cardiovascular Disease Risk Calculator is available at [www.cvdcheck.org.au](#). High cardiovascular risk is defined as an estimated risk of a cardiovascular event of at least 10% over 5 years.

PBS = Pharmaceutical Benefits Scheme, T2D = Type 2 Diabetes, HbA1C = haemoglobin A1C, SGLT2i = sodium-glucose co-transport-2 inhibitor, CVD = Cardiovascular Disease, CV = Cardiovascular

References:

1. RACGP 'Management of Type 2 Diabetes: A handbook for general practice'. Accessed [https://www.racgp.org.au/clinical-research/clinical-guidelines/racgp-guidelines/view-all-racgp-guidelines/management-of-type-2-diabetes-comorbidities/type-2-diabetes-and-cardiovascular-risk](#). Dec 2024.

2. PBS website: 'Expanded access to dapagliflozin for type 2 diabetes patients with high cardiovascular risk'. Accessed [https://www.pbs.gov.au/info/news/2024/12/expanded-access-to-dapagliflozin-for-type-2-diabetes-patients](#). Dec 2024.

3. PBS website: 'Expanded access to empagliflozin for type 2 diabetes patients with high cardiovascular risk'. Accessed [https://www.pbs.gov.au/info/news/2024/04/expanded-access-to-empagliflozin-for-type-2-diabetes-patients](#). Apr 2024.

4. PBS restriction changes to type 2 diabetes mellitus (T2DM) medicines. Accessed [https://www.pbs.gov.au/info/news/pbs-restriction-changes-to-type-2-diabetes-mellitus-t2dm-medicines](#). Dec 2024.

Did you find this relevant? Yes / No

☐ Exclude this patient from this prompt

Close

Script date 07/04/2025 ☐ Not taking any medications Red - Overdue Blue - Almost due

Website Feedback Help

Medical Certificate

Smart Clinical Support

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

Influenza 'At Risk' Vaccination

Pneumococcal Disease 'At Risk' Vaccination

Physical Activity Assessment

T2D with comorbidities

Please adjust screen size as appropriate to make the Smartbar appearance suitable



Clinical Support

CPD via MD Clinical Main Window

CPD via Patients Record

Overview of the CPD Activity Prompts

Thank you for Joining the CPD Activity

About CPD Activity Prompts

Education, Audit & Recording CPD Hours

Mid-Activity Report

End-Activity Report & Reflection Questions (Mandatory)

Evaluation Questions



Smart Research



Visual Dashboards



RACGP CPD Major Provider



## Overview of the CPD Activity Prompts

### 1. Approved CPD hours (RACGP)

**Audit activity:** Measuring Outcomes (11 hours)

**Webinar (optional):** Educational Activity (1 hour)

### 2. Participating in this activity

You can join this CPD activity until 31 May 2025. This activity is designed to take place over the 6-month period ending November 2025.

### 3. Questions? Please email

[ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

### 4. Join CPD Activity

Click “Join CPD activity” to participate in the Audit Activity.

### 5. Learn More

Click here to learn more about what the CPD activity

If the above notification does not show up, you can access it via the Smartbar through the “**Smart Clinical Support**” widget and clicking “CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors”

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

### Treating T2DM with comorbidities using SGLT2i

Provided by Telstra Health; Sponsored by AstraZeneca

Learn about the latest guidelines around use of SGLT2i for patients who have diabetes and other comorbidities. As part of this activity, there will be an emphasis on the application of these guidelines in practice. You will do this through an audit.

**Education** – On-demand webinar available soon

**Apply in Practice** – When opening a relevant patient record, clinical decision support alerts will appear. A review list helps identify patients needing recalls.

**Review & Improve** – Receive a personalised report to assess performance and outcomes.

Questions? Please email [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

☐ Do not show this prompt again

**Audit activity**  
  
Measuring Outcomes  
**11**  
hours

**Webinar (optional)**  
  
Educational Activities  
**01**  
hours

**Participating in this activity**

You can join this CPD activity until 31 May 2025. This activity is designed to take place over the 6-month period, ending November 2025.

A report will be delivered to you based on your own patient data about midway and towards the end of the activity to allow you to reflect on and measure outcomes.

**Not interested**

**Join CPD Activity**

**Learn more**

Close



## Selecting Join CPD Activity Button – Thank you for Joining the CPD Activity Window

1. Once you have Click “**Join CPD activity**” to participate in the Audit Activity.

The Join CPD Activity box will become greyed out and above you will see the message:

### Thank you for Joining the CPD Activity

This Activity will run over the next 6 months period, ending **November 2025**.

2. Close to return to main menu.

An optional, on-demand webinar (Educational Activity (EA) : 1 hour) is also available through **Praxhub** and provided by Telstra Health.”

You can find these via **Smart Research** widget or directly on the **Praxhub** on-demand.

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

### Treating T2DM with comorbidities using SGLT2i

Provided by Telstra Health; Sponsored by AstraZeneca



Learn about the latest guidelines around use of SGLT2i for patients who have diabetes and other comorbidities. As part of this activity, there will be an emphasis on the application of these guidelines in practice. You will do this through an audit.

**Education** – On-demand webinar available soon

**Apply in Practice** – When opening a relevant patient record, clinical decision support alerts will appear. A review list helps identify patients needing recalls.

**Review & Improve** – Receive a personalised report to assess performance and outcomes.

#### Audit activity



#### Webinar (optional)



#### Participating in this activity

You can join this CPD activity until 31 May 2025. This activity is designed to take place over the 6-month period, ending November 2025.

A report will be delivered to you based on your own patient data about midway and towards the end of the activity to allow you to reflect on and measure outcomes.

Questions? Please email  
[ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

**Not interested**

Thank you for joining this activity

**Join CPD Activity**

[Learn more](#)

☐ Do not show this prompt again

**Close**





## Selecting Learn More – About CPD Activity Prompts

You may choose to learn more about:

1. Education Activity
2. Audit Activity
3. Recording CPD Hours

**See next slide for more information**

**Note:** MedicalDirector Clinical & PracSoft 4.2 users will take you to the MedicalDirector Website to Learn More

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

**RACGP CPD approved activity**  
**Treating T2DM with comorbidities using SGLT2i**

**Smart Clinician**  
by Telstra Health

This CPD activity activity will be delivered in several components, to find out more click below.  
You may choose to do all, or some of the activities.

Education Activity

Audit Activity

Recording CPD Hours

Questions? Please email  
[ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

[Not interested](#) [Join CPD Activity](#) [Back](#)

☐ Do not show this prompt again [Close](#)



Clinical Support

CPD via MD Clinical Main Window

CPD via Patients Record

Overview of the CPD Activity Prompts

Thank you for Joining the CPD Activity

About CPD Activity Prompts

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End-Activity Report & Reflection Questions (Mandatory)

Evaluation Questions



Smart Research

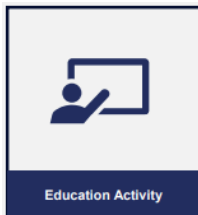


Visual Dashboards





# Clicking Each of the Icons in Learn More CPD Activity – Education, Audit & Recording CPD Hours



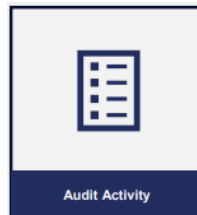
## Education Activity

This webinar features a topical discussion with an endocrinologist (A/Prof Neale Cohen), facilitated by an independent GP (Dr Lara Roeske).

### Webinar (optional): Educational Activity (EA) 1 hour

An optional, on-demand webinar is available through Praxhub and provided by Telstra Health.

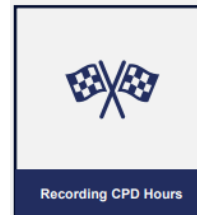
**Note:** Participation in this webinar is separate to the audit activity.



## Audit Activity

### Audit activity: Measuring Outcomes (MO) 11 hours

Learn about the latest guidelines around use of SGLT2i for patients who have diabetes and other comorbidities. As part of this activity, there will be an emphasis on the application of these guidelines in practice. You will do this through an audit.



## Recording CPD Hours

### How is your CPD Hours Recorded

On completion of the activity MedicalDirector Clinical, Telstra Health will automatically record your CPD hours with the RACGP. If you watch the optional webinar, your CPD will be recorded by Praxhub.

For non-RACGP members, you may choose to self-record.

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

**RACGP CPD approved activity**  
**What's New in Metabolic Health – A Primary Care Update**  
(Education Activity: 1 hour)

Available on-demand

**Coming soon** Note: On-demand activity registration is separate to participating in the audit activity. Please also click "Join CPD Activity" below to participate in the audit.

**Overview**  
Webinar and Q&A available soon on-demand on Praxhub. Look out for it on the Smart Research widget ([instructions here](#)).

**About this webinar**  
This webinar features a topical discussion with an endocrinologist (A/Prof Neale Cohen), facilitated by an independent GP (Dr Lara Roeske).

Questions? Please email [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

[Not interested](#) [Join CPD Activity](#)

[Back](#)

☐ Do not show this prompt again [Close](#)

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

**RACGP CPD approved activity**  
**Treating T2DM with comorbidities using SGLT2 inhibitors**  
(Measuring outcomes: 11 hours)

**Apply your learnings into practice**  
In-consult education prompts will be delivered throughout the activity when the file of a patient who meets the CPD activity criteria is opened.

**Review and recall your patients**  
Work with your practice team to implement a recall strategy for T2DM patients. A purpose-built dashboard will be added to the Smart Visual Dashboards to facilitate this process.

**Mid-program and end-of-program reports**  
A report will be provided mid-program and at the end-of-program. These reports will assist in evaluating performance against best practice guidelines.

Note: A minimum of 10 patients must be reviewed during the activity in order to earn all 11 measuring outcomes CPD hours. You will receive partial hours (5 hours) if you review at least 5 patients.

Questions? Please email [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

[Not interested](#) [Join CPD Activity](#)

[Back](#)

☐ Do not show this prompt again [Close](#)

CPD activity: Treating T2DM with comorbidities using SGLT2 inhibitors sidebar

**RACGP CPD approved activity**  
**Recording CPD hours**

**Recording CPD hours**  
On completion of the activity in MedicalDirector Clinical, Telstra Health will lodge your CPD hours with the RACGP.

For non-RACGP members, you may choose to self-record.

Questions? Please email [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

[Not interested](#) [Join CPD Activity](#)

[Back](#)

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Clinical Support

CPD via MD Clinical Main Window

CPD via Patients Record

Overview of the CPD Activity Prompts

Thank you for Joining the CPD Activity

About CPD Activity Prompts

Education, Audit & Recording CPD Hours

Mid-Activity Report

End-Activity Report & Reflection Questions (Mandatory)

Evaluation Questions



Smart Research



Visual Dashboards



RACGP CPD Major Provider



## A Data-Based Report with Metrics Relevant to a GP will be delivered as part of this Activity – Mid-Report

At midway through the activity a report will be provided to GPs.

1. This report will contain metrics for the GP to review, reflect on and compare to their performance at the start of the CPD activity.

2. Time period & Relevant patient information.

3. Minimum of 5 patients (partial CPD) minimum 10 (Full CPD) are required to meet the threshold to earn CPD hours for this activity.

4. Save Report button.

Will save the data in this prompt in PDF format.

5. Click **Show more** will enable a scrolling list of questions

Mid-activity report

Mid-activity report

RACGP CPD approved activity: Treating T2DM with comorbidities using SGLT2i

Assumptions

Time period:  
Data as at 10/07/2025

Relevant patient:  
A patient who has T2D with established cardiovascular disease and/or multiple cardiovascular risk factors and/or chronic kidney disease and is on Metformin.

All metrics below are based on relevant patients only

| Metric                                           | As at 01/04/25 | As at 01/07/25 |
|--------------------------------------------------|----------------|----------------|
| Total patients (last 6-months)                   | 20             | 34             |
| Patients already on an SGLT2i                    | 7              | 8              |
| Patients initiated on an SGLT2i (since 01/04/25) | N/A            | 16             |
| Patients not on an SGLT2i                        | 13             | 10             |
| Patients with HbA1c >=7%                         | 16 (80%)       | 16 (44%)       |
| Patients with uACR <= 3mg/mmol                   | 5 (25%)        | 5 (15%)        |

You are currently on track to meet the minimum 10 patient threshold to earn full CPD hours for this activity.

Save report

As you consider the metrics provided in the above report, you may wish to reflect on the following questions: (Show more +)

☐ Do not show this prompt again

Close

As you consider the metrics provided in the Mid Activity Report, you may wish to reflect on the following questions:

1. What patterns or trends did you observe in the management of T2DM patients with comorbidities during your audit?

2. How did your management strategies for T2DM patients with comorbidities compare to current clinical guidelines?

3. What specific changes or improvements can you implement in your practice based on the findings from your audit?"



# A Data-Based Report with Metrics Relevant to a GP will be Delivered as part of this Activity – End-of-Activity Report

At the end of the activity, a final report will be provided to GPs.

1. Similar to the mid-activity report, this will contain metrics for the GP to review, reflect on and compare to their performance at the start and middle of the CPD activity.

## 2. Time period & Relevant patient

## 3. Save Report button.

Will save the data in this prompt in PDF format.

## 4. Reflection and Evaluation

To complete the CPD activity and earn your CPD hours, you must complete the reflection activity. The evaluation is optional.

**Mandatory** - Complete all reflection questions to receive your CPD hours.

## Reflection Questions

1. What patterns or trends did you observe in the management of T2DM patients with comorbidities during your audit?

*Reflect on any common issues or successes you identified. Please list a minimum of 3 points.*

2. How did your management strategies for T2DM patients with comorbidities compare to current clinical guidelines?

*Consider areas where your practice aligns with or deviates from recommended guidelines. Please list a minimum of 3 points.*

3. What specific changes or improvements can you implement in your practice based on the findings from your audit?

*Identify actionable steps to enhance patient care. Please list a minimum of 3 points.*

4. How do you plan to monitor and evaluate the effectiveness of the changes you implement in managing T2DM patients with comorbidities?

*Think about methods for ongoing assessment and quality improvement. Please list a minimum of 3 points.*

5. What barriers did you encounter in managing T2DM patients with comorbidities, and how can you address these challenges moving forward?

*Reflect on obstacles and potential solutions to improve patient outcomes. Please list a minimum of 3 points.*

End-of-program report

**End of program report**

RACGP CPD approved activity: Treating T2DM with comorbidities using SGLT2i

Smart Clinician by Telstra Health

All metrics below are based on relevant patients only

| Metric                                           | As at 01/04/25 | As at 01/07/25 | As at 01/10/25 |
|--------------------------------------------------|----------------|----------------|----------------|
| Total patients (last 6-months)                   | 20             | 34             | 42             |
| Patients already on an SGLT2i                    | 7              | 8              | 10             |
| Patients initiated on an SGLT2i (since 01/04/25) | N/A            | 16             | 22             |
| Patients not on an SGLT2i                        | 13             | 10             | 10             |
| Patients with HbA1c >=7%                         | 16 (80%)       | 16 (44%)       | 14 (33%)       |
| Patients with uACR <= 3mg/mmol                   | 5 (25%)        | 5 (15%)        | 4 (10%)        |

You have met the minimum patient threshold to earn full CPD hours for this activity.

Save report

To complete the CPD activity and earn your CPD hours, you must complete the reflection activity.

Reflection and evaluation

☐ Do not show this prompt again

Close





## Evaluation Questions (Optional)

### Evaluation form: Treating T2DM with comorbidities with SGLT2i

Activity No. 1165302

Note: The results of this evaluation are anonymous.

#### 1. Please rate to what degree the learning outcomes of the program were met.

At the end of this CPD activity, GP participants will be able to:

|                                                                                                                           | Not met               | Partially met         | Entirely met          |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|
| Identify the rate of initiations of SGLT2i in their diabetic patients with comorbidities.                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Define patients who would benefit from SGLT2i initiation.                                                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Implement a recall strategy to initiate eligible patients on SGLT2i based on RACGP guidelines.                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Measure post-intervention benefits of SGLT2i via HbA1c for diabetic control, and uACR and EUC for chronic kidney disease. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Develop a practice wide plan to ensure SGLT2i are being initiated for the right patients in accordance with guidelines.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

#### 2. Please rate to what degree this CPD activity met your expectation about:

|                                                                                                                  | Not met               | Partially met         | Entirely met          |
|------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|
| <b>Content:</b> Current, contemporary, evidence-based, and relevant to general practice                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Delivery:</b> Engaging/interactive, eg with opportunity for questions and feedback                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>eLearning:</b> Learning Management System is user friendly and easily navigated to achieve Learning Outcomes. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

#### 3. **Content:** Current, contemporary, evidence-based, and relevant to general practice.

*Add comments below*

#### 4. **Delivery:** Engaging/interactive, eg with opportunity for questions and feedback.

*Add comments below*

#### 5. **For eLearning:** Learning Management System is user friendly and easily navigated to achieve Learning Outcomes.

*Add comments below*

#### 6. Would you likely recommend this CPD activity to a colleague?

Yes/No

#### 7. Would you likely recommend this CPD activity to a colleague?

Why?

#### 8. Would you likely change anything in your practice as a result of this CPD activity?

Yes/No

#### 9. Would you likely change anything in your practice as a result of this CPD activity?

Why?

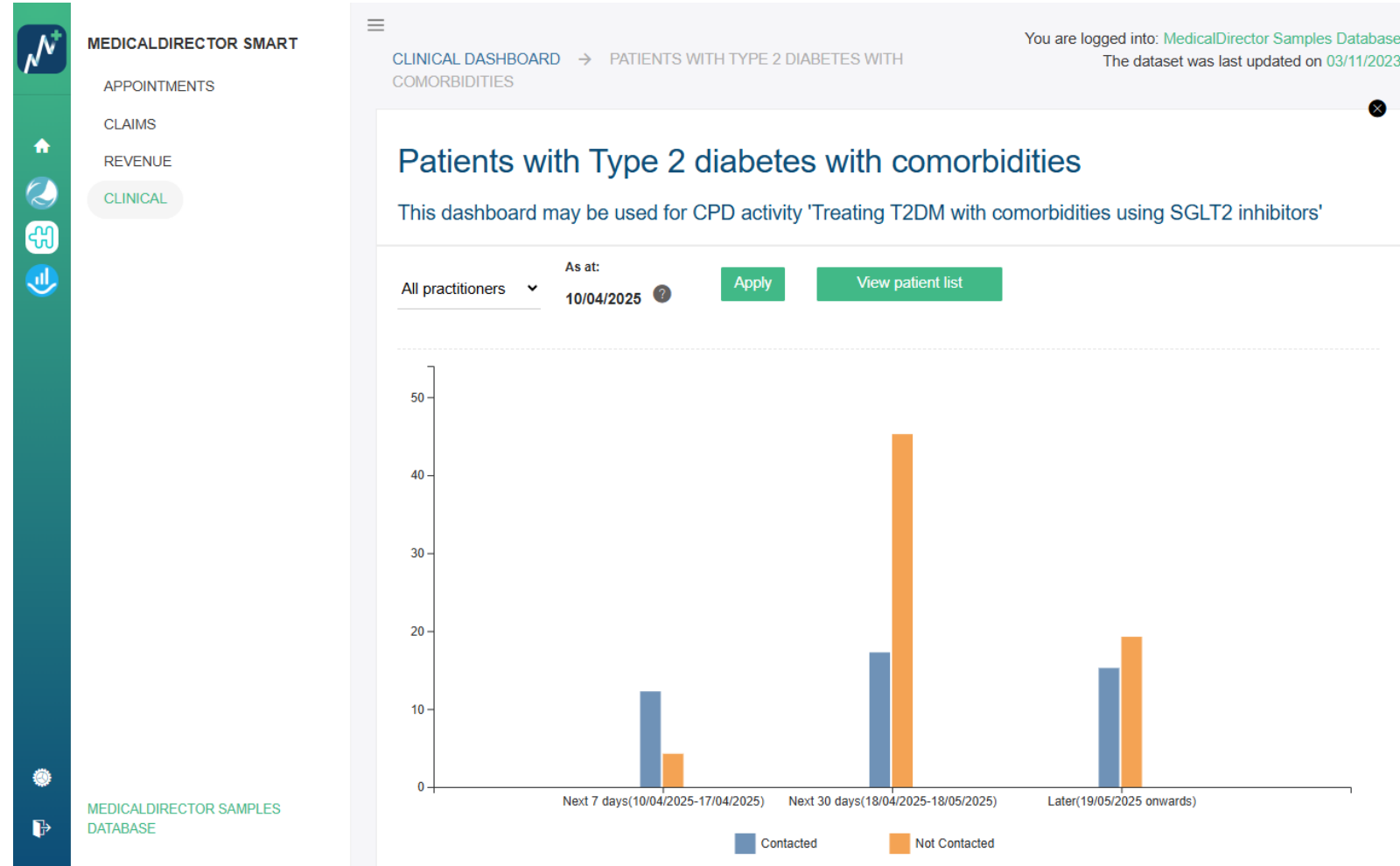




# Overview - Smart Visual Dashboards

To assist with review and recall of patients with T2D and certain comorbidities, a dashboard has been created in the Smart Visual Dashboards tool.

To access this, the Smart Visual Dashboards need to be enabled for your practice (**see next slide for instructions**).



## Practitioner

### Overview

You can now access Smart Visual Dashboards – Invitation Email with Code

Review and Recall your Patients

### Practice Setup - Manager/Owner

Getting Started with Smart Visual Dashboard

- Access Request
- Managing Roles
- Assigning Roles

Clinical Support

Smart Research

praxhub

RACGP CPD Major Provider



# You can now Access Smart Visual Dashboards – Invitation Email with Code

Once your practice has granted you access you will receive email with an Invitation Code. eg below

Dear Kylie Goodwin,

We are excited to provide you with access to the new Smart Visual Dashboards for MedicalDirector Samples Database!

Please note that data gets refreshed every night - so if any changes are made during the day, it will only be reflected the next day in the dashboard.

- **Set up your MedicalDirector Smart password**

Go to **Pracsoft** - select **Reporting** and then click on '**Smart Visual Dashboards**' or select the new **Smart Visual Dashboards** icon in the Waiting Room. An external internet browser page will launch the Login page.

Select: '**Sign up with MedicalDirector Smart using your invitation code**'  
Use this email address and setup your preferred password.

When prompted enter in this invitation code: **COPY THIS CODE**

Once you are all set up with your password, you will receive a confirmation email. Use your email and new password to login.  
To access the Login page again, go to Pracsoft - select Reporting and then click on 'Smart Visual Dashboards'. An external internet browser page will launch the Login page.

- **Want your other practice managers/ owners or principals to have access to these dashboards?**

Send us an email: [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com) with their: Name, Role and Email Address from your approved email account.

- **Having trouble logging in, have any questions or suggestions?**

Send us an email: [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

We hope you find these new visual dashboards a useful and insightful addition to the existing features and functionality brought to you by MedicalDirector.

Kind regards,

Ecosystem Team  
MedicalDirector

Request permission from your  
Practice Manager/Owner for access.



## Telstra Health Smart Visual Dashboards

### Welcome to Telstra Health Smart Visual Dashboards

Telstra Health Smart Visual Dashboards gives you access to your practice data in easy to understand visuals - helping you reduce practice wait times, improve the patient experience and better support your practitioners. Our revenue reporting tool allows you to accurately forecast revenue, reduce administrative overheads and transform your healthcare practice.

Please choose from one of the following options or go to our [Smart Manager page](#) to learn how the Telstra Health Smart Visual Dashboards can support you and your practice

Request access to Smart Visual Dashboards

I have an invitation code

Returning users login below - You are logging into: **MedicalDirector Samples Database**

Email \*

Password \*

By clicking login, you agree to the [MedicalDirector End User Licence Agreement](#).

[Forgot password](#)

You can use your Smart Telehealth or Smart Care username and password for logging into Smart Visual Dashboard.

Login



Once you have received your invitation code by email you are ready to get started with Smart Visual Dashboard Sign-Up

### 4.2 & 4.3 MedicalDirector Clinical & PracSoft

From the **PracSoft Waiting Room** screen > **Reports** > Select **Smart Visual Dashboards** from the drop-down list.

### 4.3a MedicalDirector Clinical & PracSoft

From the **PracSoft Waiting Room** screen > Select New **Smart Visual Dashboards** icon in the waiting room.



Visual Dashboards

## Practitioner

### Overview

You can now access Smart Visual Dashboards – Invitation Email with Code

Review and Recall your Patients

## Practice Setup - Manager/Owner

Getting Started with Smart Visual Dashboard

- Access Request
- Managing Roles
- Assigning Roles



Clinical Support



Smart Research



RACGP CPD Major Provider

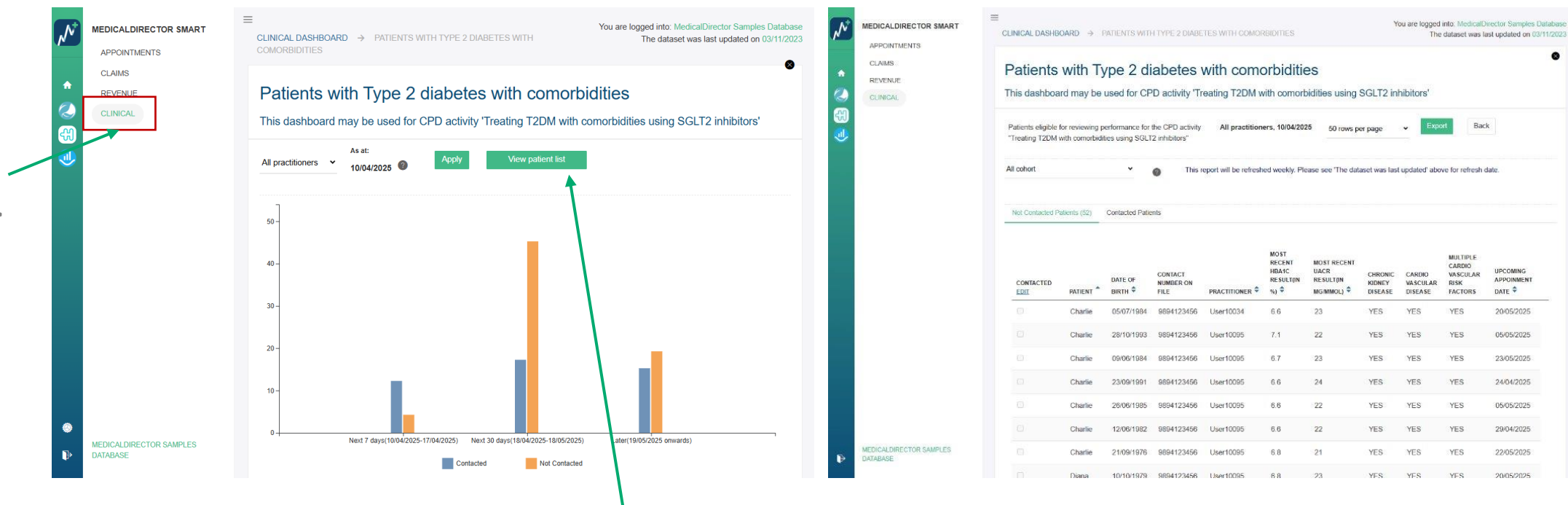


# Smart Visual Dashboards – How will GPs Review & Recall their Patients

## How will GPs Review & Recall their Patients

These reports will be found in  
**PracSoft > MedicalDirector  
Visual Dashboards > Clinical >  
select Patients with Type 2  
diabetes with comorbidities.**

You may choose to use other  
tools to develop and implement  
your recall strategy.



To view the Patient List >Select **View Patient List** button to see the following dashboard.



Visual Dashboards

Practitioner

Overview

You can now access Smart  
Visual Dashboards –  
Invitation Email with Code

Review and Recall your  
Patients

Practice Setup -  
Manager/Owner

Getting Started with Smart  
Visual Dashboard

- Access Request
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- Assigning Roles



Clinical Support



Smart Research



RACGP CPD Major  
Provider



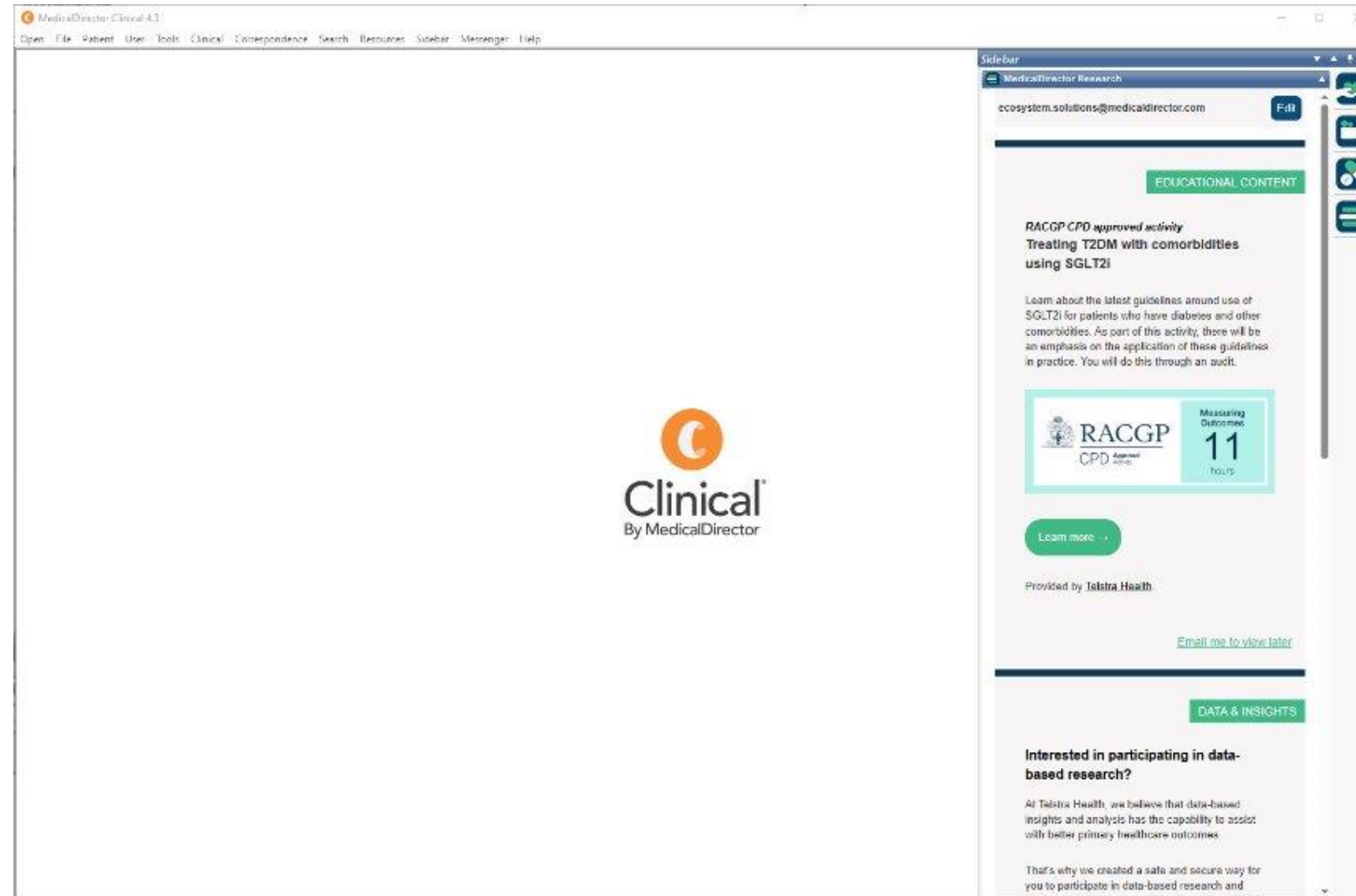
## Overview - Smart Research

### CPD content on-demand within your software

GPs can access information about the CPD activity and the education activity through the Smart Research widget in the Smartbar.

**Smart Research** is a Smartbar widget developed in consultation with Dr Charlotte Middleton. It is designed to provide GPs with easy, on-demand access to the latest news, educational content (including CPD courses), insights and more.

**Smart Research** is NOW available to GPs using the latest versions MedicalDirector Clinical 4.3 & above.



- Getting Started with CPD within your Software
- What does this Activity Involve?

# praxhub | Free Online Medical CPD Training Community

## Quality CPD made easy and free:

Praxhub is a free online medical CPD education platform where you can learn from the world's leading healthcare experts and organisations. With quality on-demand CPD videos and interactive modules, Praxhub makes earning CPD hours more convenient than ever.

Praxhub is free for healthcare professionals and only takes a couple of minutes to join. You'll get instant access to thousands of hours of quality CPD education available at any time, from any device. And it's lightning fast!

## In collaboration and partnership with Praxhub

Partnering with Praxhub was an obvious choice because of the exceptional quality and breadth of educational content. And being a free platform, it's equally accessible for all our MedicalDirector users.

## The trusted platform for some of the world's leading healthcare providers

Praxhub brings together the world's leading education providers. Save time by accessing more education conveniently hosted in the one place.

## Explore a wide range of education

Browse through organisation pages, search topics of interest or simply be recommended something to learn. With more organisations joining Praxhub all the time, there's a huge range of education to meet your learning needs.

## CPD education made easy. Anywhere, anytime

Choose from live webinars, on-demand videos, podcasts, interactive modules, small group learning and more to suit your learning style. All accessible on any device.

## Learn at your own pace

Start and return to any on-demand education in your own time. Earn CPD hours on Praxhub and download a certificate for completed activities. Your hours will be lodged directly with specified CPD homes for applicable activities.

## Build your profile

Tell others a little more about yourself, like your professional qualifications and experience.

Live, Online & Free CPD Events  
CPD Education  
for Healthcare Professionals

Join Praxhub →

FREE CPD WEBINAR



### What's New In Metabolic Health: A Primary Care Update

Expert insights on latest developments in diabetes, obesity, and cardiovascular disease management.

Wednesday 12 March 2025, 7:30 - 8:30pm (AEDT)

praxhub

**ABOUT THIS WEBINAR**

Diabetes and Obesity are national priorities. Cardiovascular disease is the leading cause of death in people with diabetes.

Primary care plays a central role in the early identification and optimal management of people with type 2 diabetes. This webinar features a topical discussion with a metabolic specialist, facilitated by an independent GP to update primary care practitioners about changes to clinical practice following recently expanded PBS access to SGLT-2 inhibitors.

Short cases relevant to primary care, and supporting Australian data, will assist primary care practitioners to identify patient cohorts in diabetes care and heart failure, improving access, reducing administrative compliance, and for GPs specifically, to confidently prescribe add-on SGLT-2 inhibitors.

The webinar concludes with a live and interactive Q&A session to ensure the focus is on areas that are most relevant to primary care.

**REGISTER TODAY**

[CLICK HERE](#)

[on.praxhub.com/metabolic-health](https://on.praxhub.com/metabolic-health)

**EARN 1HR CPD**



Activity ID: 1165850  
Provider: Telstra Health



  
Telstra Health is an RACGP accredited Major Provider under the RACGP CPD Program.

**PRESENTERS**



Dr Larissa Roeske  
General Practitioner & Medical Educator  
BMedSciDipVEN, MBBS  
(Hons)F.R.A.C.G.P., MAICD



A/Prof Neale Cohen  
Consultant Physician  
Diabetes and Endocrinology,  
MBBS, FRACP

Praxhub would like to acknowledge AstraZeneca for its support of this education. The sponsor has provided no input into the content of this activity.

 Free | Secure | Exclusive praxhub.com 

February 2025

- Getting Started with CPD within your Software
- What does this Activity Involve?

# praxhub | Navigating Praxhub Main Window

## 1. Search:

Browse through organisation pages, search topics of interest or simply be recommended something to learn.

## 2. Menu:

Main menu (≡) in the top right of your screen, or in the navigation menu, is a record of all education that you have started in Praxhub.

## 3. CME History:

Your CME History, which can be accessed from the main menu > Select History tab under the search bar.

## 4. Appearance:

Education appears in reverse chronological order with the most recent education you have started appearing at the top.

## 5. Certificates:

For eligible education that has been sufficiently completed, a link will be visible to download a Certificate. **Click here** to learn more about Certificates.

## 6. Progress Bar:

A progress bar will appear at the bottom of the thumbnail image to indicate your percentage of completion. Hover your cursor over the progress bar to see the exact percentage of completion.

## 7. Total CPD Hours/Mins

## 8. Eligible Certificate Education:

Education that is eligible for a Certificate is indicated by a "red ribbon". Once you have completed a minimum amount of that eligible education, the Certificate will be automatically made available in your History page.

**praxhub** Search members, education & organisations

Organisations Education **History**

**CPD History**  
80 items

**Total CPD: 43 h 45 min**

**Last 7 days**

**Essential Pain Management (EPM) Online**  
11 February 2022 • Essential Pain Management •

The EPM course is designed for any healthcare worker who comes into contact with patients who have pain – doctors, nurses, specialists, students,...

[Download certificate](#)

**TIP 8. Why can't I see the Certificate in my History page?**

It is either:

- A)** the education is not eligible for a Certificate (as indicated by the "red ribbon");
- B)** You have not completed enough of the education to receive a Certificate.

**56:36**

- Getting Started with  
CPD within your  
Software
- What does this  
Activity Involve?

## CPD made easy and free.

### Discover a World of Learning

Dive into a growing library of education tailored to you – explore organisation pages, search by topic, or let smart recommendations guide your next step.

With new organisations joining Praxhub all the time, you'll always find relevant, high-quality education to match your professional goals.

### CPD Education. Simplified. On Your Terms.

Watch videos, tune into podcasts, or dive into interactive modules – anytime, anywhere, on any device. Learn your way, without limits.

**Pro tip:** You can install Praxhub directly on your phone for even faster access on the go.

### Your Learning. Your Schedule.

Pause, resume, or revisit education whenever it suits you – no deadlines, no pressure.

Easily track your CPD hours on Praxhub and download certificates for eligible activities with just a click.

### Showcase Your Expertise

Your profile is more than just a name – it's a reflection of your professional journey. Highlight your qualifications, clinical interests, and experience to help peers, educators, and organisations better understand who you are.

Building your profile not only personalises your learning experience on Praxhub, but also helps unlock relevant content, networking opportunities, and potential collaborations.

## New to on-demand



### Adult Acne: Hormones and Holistic Care

**Now available on-demand**

**CPD:** 1hr EA, 5hrs MO, 1hr RP (RACGP)

**Provider:** Praxhub



[Learn more](#)



### Breathing Life into Asthma Management: New Guidelines for Australian Primary Care

**Now available on-demand**

**CPD:** 1.5hrs (RACGP)

**Provider:** Praxhub



[Learn more](#)



### Tackling Teenage Acne: A Practical Guide for GPs

**Now available on-demand**

**CPD:** 1hr EA, 5hrs MO, 1hr RP (RACGP)

**Provider:** Praxhub



[Learn more](#)

Praxhub | Free Online Medical CPD Training Community

Navigating Praxhub Main Window

How Praxhub Works

FAQ's - Praxhub

FAQ's – CPD

Checklist

- Getting Started with CPD within your Software
- What does this Activity Involve?

Notes

 **Clinical Support**

 **Smart Research**

 **Visual Dashboards**

How do I join Praxhub?

Registering to join Praxhub is quick and easy. Simply, click on the [Register](#) button at the top of any page, complete the form fields, and click the final "Register" button

**IMPORTANT: VERIFY EMAIL**

After completing the registration form, you will receive an email to verify your email address. You must verify your email to log in to Praxhub.

**Troubleshooting:**

If you don't receive the verification email within 1 minute, check your spam or junk folder

- that your inbox is not full, and can't receive emails
- that you may have entered your email address incorrectly

Forgot Password

Forgot your password? No problem - you can easily reset your password using following the steps.

- 1.Go to: <https://app.praxhub.com/forgot-password>
- 2.Enter your email address and click "Reset Password".
- 3.Check your email and click on the link to reset your password.
- 4.Enter your new password
- 5.After being redirected to the [login page](#), enter your email and new password.

**Tip:** A strong password has a combination of letters, numbers and symbols.

**Troubleshooting:** If you haven't received an email to reset your password, check your Junk or Spam folder.

If help is still needed, please contact the **Praxhub Support Team**.

Accreditation / Endorsement

CME accreditation refers to the process by which organisation's that provide continuing medical education (CME) activity receive recognition for meeting certain standards and requirements set out by accrediting bodies.

While accreditation is typically a voluntary process, it is highly valued by healthcare professionals, as it ensures that the CME activities, they participate in meet high-quality standards and are relevant to their professional development.

The Praxhub Services team has experience accrediting education for a range of clinical specialties in multiple countries. [Contact Us](#) to learn more.

Continuing Medical Education (CME)

Continuing Medical Education (CME) refers to the ongoing educational activities that physicians and other healthcare professionals participate in to maintain, develop, and enhance their clinical skills, knowledge, and professional performance.

CME activities may be either accredited (or formally endorsed) by a local authority, or they may be unaccredited activities.

How long to lodge CPD hours? (RACGP members only)

For RACGP members who complete accredited education on Praxhub, hours will be lodged with the college by the Provider of that activity within four (4) weeks.

In the meantime, a **Certificate of Completion** can be downloaded directly from your **History** page.

What is an education Provider?

In accordance with the RACGP, a "Provider" is responsible for the delivery of accredited education and the administration of lodging hours on a member's behalf.

Each month, Praxhub sends the Providers of education only that information, which is required to lodge hours for RACGP members.

What formats of education can be hosted?

It's important when planning your CME activity that you think about the format that's going to have the greatest impact.

Is a short video going to get the message across, or does it need something more comprehensive?

The formats of education that can be hosted in your Organisation Page are:

- 1.Video
- 2.Interactive Learning Module
- 3.Podcast
- 4.Small Group Learning
- 5.Documents and other downloadable resources

Is Praxhub free to join?

Yes. Praxhub is a free to join for healthcare professionals to access education from leading providers, organisations and experts. Signing up is quick and easy. Click here to get started: [REGISTER](#)

- Getting Started with CPD within your Software
- What does this Activity Involve?

### What are the 3 types of CPD hours for General Practitioners in Australia?

GPs practicing in Australia need to earn three types of Continuing Professional Development (CPD) hours to satisfy their continuing education requirements and retain their practicing license.

The three types of CPD hours are:  
Educational Activities (or EA),  
Measuring Outcomes (or MO) and  
Reviewing Performance (or RP)

### What are Measuring Outcomes (MO) hours?

Measuring Outcomes (MO) activities are those that use real work data to ensure quality results.

Examples of common MO Activities include:  
Mini-audits / Audits,  
Plan, Do, Study, Act (PDSA),  
Research,  
Practice Accreditation,  
Development of clinical guidelines

### Do I still need to earn CPD Points?

In January 2023, CPD requirements for GPs received a fairly major overhaul. One of the big things that changed is how CPD is recorded. 'CPD Points' are no longer used for General Practitioners, and everything is now structured around earning 'CPD hours'.

### What does 'Integrated CPD hours' mean?

The term 'Integrated' in relation to Australian GP CPD hours refers to any educational activity that is accredited for two or more of EA, MO or RP hours categories. It means that the education has been designed help you actively improve your practice by means of integrating your learning through practical application.

Strictly speaking, if an activity is not officially accredited for two or more types of hours, it cannot be described as an 'Integrated' activity.

If the education provider makes resources like MO or RP templates available, GPs can use these resources to self-record MO or RP hours directly with their college or CPD home. Although this provides another way to earn MO or RP hours, such activities should not be called 'Integrated'.  
NB: 'Integrated' CPD activities have also been previously referred to as 'Hybrid' CPD activities.

### What is the minimum I need to earn for each CPD education type?

As of January 2023, Australian General Practitioners need to complete an average of 50 CPD hours per year across each of the 3 learning categories: EA, MO and RP. While those 50 hours can be completed in various combinations across the 3 categories, the minimum requirements are:

Total = 50 hours minimum;  
Educational Activities (EA) = 12.5 hours minimum;  
Reviewing Performance (RP) and/or Measuring Outcomes = Minimum 25 hours combined, with a minimum of 5 hours in RP AND a minimum 5 hours in MO.  
The remaining 12.5 hours can be earned using EA, RP or MO.

*Praxhub's free CPD education library includes a rich collection of activities that are either accredited as 'Integrated' or come with templates to help you get on top of your MO & RP hours more easily.*

### What are Reviewing Performance (RP) hours?

Reviewing Performance (RP) activities are those that require reflection on feedback about your work as a practitioner. Feedback might be from patients, peers or even from yourself.

Examples of common RP Activities include:  
Case-based discussion,  
Peer-group learning,  
Professional Development Plan (PDP),  
Patient feedback,  
Multi-source feedback,  
Self-care review,  
Supervisor activities.

### What are Educational Activities (EA) hours?

EA activities are those that expand knowledge, skills, and attitudes. They typically refer to hours spent doing didactic learning, i.e., attending a live event or webinar, or watching an on-demand video. In this type of learning, there is typically no input required from the person learning. The communication is normally one-way.

Examples of common EA Activities include:  
Lectures / Webinars,  
On-demand videos,  
E-learning modules,  
Podcasts,  
Workshops,  
Conferences,  
Short Courses,  
Case-Based discussions.  
EA is the most commonly accredited type of activity by education providers and are arguably the easiest to accrue.

Praxhub | Free Online  
Medical CPD Training  
Community

Navigating Praxhub Main  
Window

How Praxhub Works

FAQ's - Praxhub

FAQ's – CPD

### Checklist

- Getting Started with CPD within your Software
- What does this Activity Involve?

Notes

 **Clinical Support**

 **Smart Research**

 **Visual Dashboards**

# Your MedicalDirector Support Team

## Support 7 days a week

At Telstra Health, we understand that running your practice efficiently is important. **We're here to support you**, so that you can continue to support your patients.

Our team can be contacted 7 days a week via phone or live chat available on our website.

### Product Consultants for Knowledge & Training

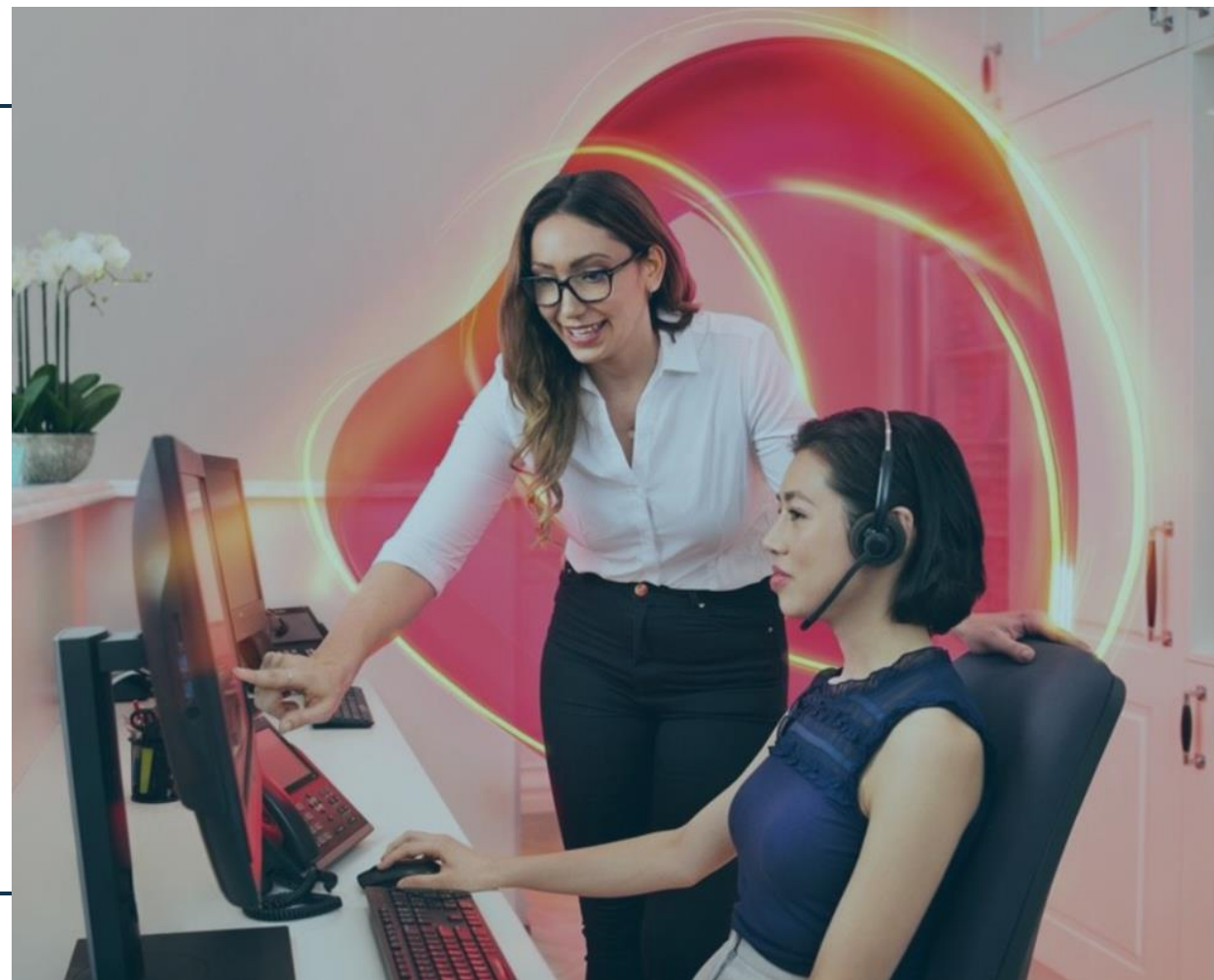
We take pride in the tenure, experience and knowledge of the customer service consultants that offer a unique level of understanding of your practice.

**1300 300 161**

[medicaldirector.com/contact-us](https://medicaldirector.com/contact-us)

**8am – 6pm AEST Mon to Fri**

**8am – 2pm AEST Weekends**



- Access Request
- Managing Roles
- Assigning Roles

# Checklist – Practice Setup

## Tick MedicalDirector PracSoft



The Smart Visual Dashboards need to be enabled for your practice

Sign up for [Smart Visual Dashboards](#)

**IMPORTANT:** To create staff user profiles the Practice Manager/Owner will be required to email: [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com) with the name and email address of the staff member.

**Tip:** You are required to create a user account for some widgets. The same account details can be used when you sign up for Smart Telehealth, Smart Care and Smart Visual Dashboards. If you do use the same username and password, you need only sign in once for each session.



Available in **MedicalDirector PracSoft 4.2** & above



**Implement a Recall strategy for T2DM patients**  
A purpose-built dashboard will be added to the **Smart Visual Dashboards** to facilitate this process.

## Tick MedicalDirector Clinical



**MedicalDirector Smartbar** is enabled and visible



**Smart Research**

Is preloaded on your Smartbar no sign up required



**Smart Clinical Support**

Is preloaded on your Smartbar no sign up required



Available in **MedicalDirector Clinical 4.2** and above



If GPs choose to use free-text rather than the supplied DOCLE text entries when recording a diagnosis, those entries may be overlooked when conducting searches or during drug interaction checking. [Update Here Diagnosis Coder](#)

## Tick RACGP



For assistance call 1800 716 853, to speak directly with a member of the CPD team.

## Tick Praxhub



[Register with Praxhub](#) (for Practitioner)



- Access Request
- Managing Roles
- Assigning Roles

# MedicalDirector Smartbar – Show Sidebar & Add, Update and Remove Widgets

**MedicalDirector Smartbar** contains healthcare tools and widgets which extend the functionality of Clinical.

Widgets are applications developed to integrate with Clinical, placed on the Smartbar. **MedicalDirector Smartbar** provides safe, supported interaction between third-party systems and MedicalDirector Clinical, and allows you to easily access information across platforms and share information between different clinical systems.

Widgets on the **MedicalDirector Smartbar** are approved and digitally signed by MedicalDirector.

The **MedicalDirector Smartbar** behaves like an extra window that is *pinned* by default to the right side of Clinical.

MedicalDirector’s “Smart” suite of widgets are free to use. Third-party widgets can sometimes involve a cost from the third-party provider to which they link.

Click here for more [Tools Available in MedicalDirector Smartbar](#)

Log into Clinical and ensure that Smartbar is visible. If not visible, click the main Clinical menu **Sidebar > Show/Hide Sidebar** or **Tools> options> Clinical tab> Tick Show Sidebar**

**Note:** Access to Options is provided via [user permissions](#). Each GP will need to login & Tick **Show Sidebar** if missing from their view. Permission can be turned off again once this has been completed.

## Practices still using 4.2 MedicalDirector Clinical & PracSoft

How to add the widget to your MD Smartbar

1. Open **MedicalDirector Clinical** > Expand the **Smartbar**, click on **settings**, then click “Check for **NEW/Updated Widgets**”
2. Tick “**MedicalDirector Research**”
3. Click “**Download and Install**” and **Save**”



# Smart Visual Dashboard – Access Request

**1.** Practice Managers/Owners can request access to the Smart Visual Dashboards platform within Pracsoft

## 4.2 & 4.3 MedicalDirector Clinical & PracSoft

From the **PracSoft Waiting Room** screen > **Reports** > Select **Smart Visual Dashboards** from the drop-down list.

## 4.3a MedicalDirector Clinical & PracSoft

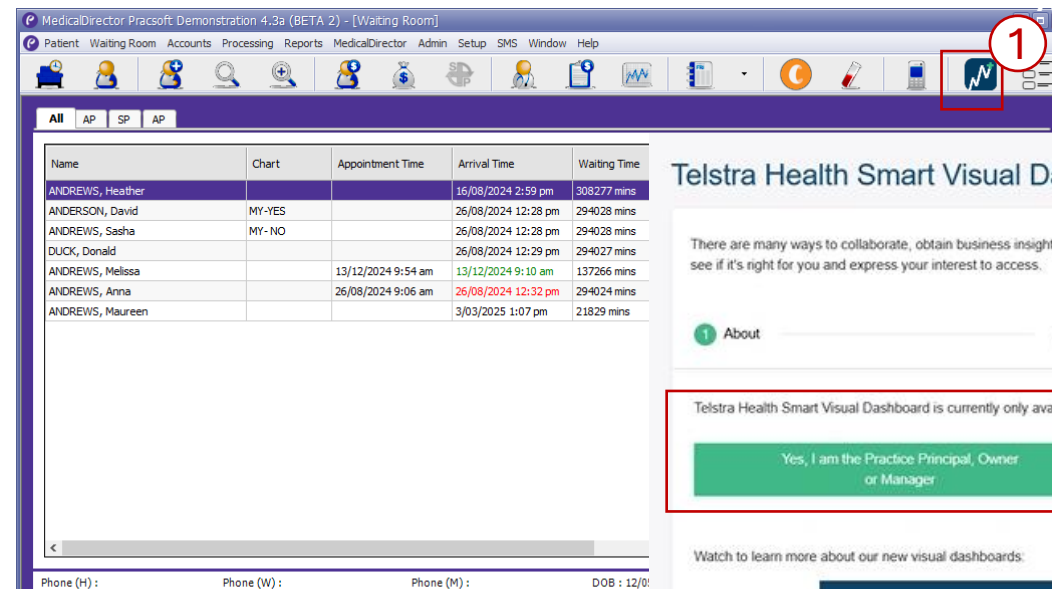
From the **PracSoft Waiting Room** screen > Select New **Smart Visual Dashboards** icon in the waiting room.

**2. Check with your Practice Managers/Owners for access.** As ONLY Practice Managers/Owners can request access to the Smart Visual Dashboards platform within PracSoft.

**3.** If you are the Practice Manager/Owners follow the prompts and select the option most appropriate to your practice. By Completing **About > Your Details > Consent**.

### IMPORTANT:

Once setup, Practice Managers/Owners can provide a list of their staff that require access to the dashboards  
**Email to:** [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)).



## Telstra Health Smart Visual Dashboard access request

There are many ways to collaborate, obtain business insights and improve patient care using our new visual dashboards. Watch the video to see if it's right for you and express your interest to access.

1 About 2 Your Details 3 Consent

Telstra Health Smart Visual Dashboard is currently only available for use by Practice Managers, Owners or Principals.

Yes, I am the Practice Principal, Owner or Manager No, I am not the Practice Principal, Owner or Manager

Watch to learn more about our new visual dashboards:

## Telstra Health Smart Visual Dashboards

Welcome to Telstra Health Smart Visual Dashboards

Telstra Health Smart Visual Dashboards gives you access to your practice data in easy to understand visuals - helping you reduce practice wait times, improve the patient experience and better support your practitioners. Our revenue reporting tool allows you to accurately forecast revenue, reduce administrative overheads and transform your healthcare practice.

Please choose from one of the following options or go to our Smart Manager page to learn how the Telstra Health Smart Visual Dashboards can support you and your practice

Request access to Smart Visual Dashboards I have an invitation code

Returning users login below - You are logging into: MedicalDirector Samples Database

Email: ben.heung@health.telstra.com

Password: \*\*\*\*\*

By clicking login, you agree to the MedicalDirector End User Licence Agreement.

Forgot password

You can use your Smart Telehealth or Smart Care username and password for logging into Smart Visual Dashboard.

Login



## Introducing MedicalDirector Smart

GPs will receive an invitation code once the Practice has requested their access; **GPs will enter the code via Smart Visual Dashboard & follow the prompts**



# Smart Visual Dashboard - Managing Roles

Roles define the level of access and permissions within **Smart Visual Dashboards**.

Here's how to manage roles:

1. Open **Visual Dashboard Settings** via **PracSoft**
2. Select **Create Roles and Permissions**
3. **Create Role:** To create a new role, click on "Create a new role and name the role" or similar button. Once the role is created, it will appear in the list of Roles.
4. **Set Permissions:** Define the permissions associated with the role. These permissions may include viewing specific dashboards or accessing certain metrics.
5. To save changes select **Apply**

To **Delete Role:** Please contact [ecosystem.solutions@medicaldirector.com](mailto:ecosystem.solutions@medicaldirector.com)

**Settings**

Create Roles and Permissions Assign Roles to Practice Staff

1 Enable practice staff access to only specific Metrics or Dashboards as relevant to their role (e.g. Nurses to access only the 'Clinical Dashboard', Admin staff to access only certain appointment metrics). It is not possible to hide specific practitioner generated data from individual users within these Settings.

<Enter New Role Here>  
Maximum of 10 roles

Practice Manager

Admin

Test Role 2

Test Role 3

Test Role MyMedicare

test role 4

Nurse role

role abc

Receptionist

Senior Receptionist

**Practice Manager Permissions**

Please note the permission settings for a Practice Manager are locked and cannot be changed. If you want to alter these permissions, please create a new role type.

View Revenue Dashboard  
Off On

View Breakdown of Bulk vs Private Billings  
Off On

View Daily Revenue Snapshot by Practitioner  
Off On

View Revenue in relation to Appointments Completed  
Off On

View Claims Dashboard  
Off On

View Frequently Claimed MBS Codes  
Off On

View Appointments Dashboard  
Off On

View Upcoming Appointments Eligible for Immunisation  
Off On

Remove Apply

**Navigation to Settings:**  
Once logged in, navigate to 'settings' located in the bottom left-hand corner of the green panel (visible to Practice Managers/owners).

- Access Request
- Managing Roles
- Assigning Roles



# Smart Visual Dashboards - Assigning Roles

Roles entail specific tasks or duties assigned to users within your practice.

## Here's how to assign Roles:

1. Open **Visual Dashboard Settings** via **PracSoft**
2. Select **Assign Roles** to Practice Staff
3. **Select User:** Choose the user to whom you want to assign a Role.
4. **Assign Role:** Once the user is selected, assign the appropriate role to them from the list of available roles.
5. Click **Apply** to Save Changes

**Settings**

Create Roles and Permissions **Assign Roles to Practice Staff**

Please note the role settings for Practice Managers are assigned at expression of interest and cannot be changed. To assign a user with the Practice Manager role or to change their role from Practice Manager to another role type, please email: ecosystem.solutions@medicaldirector.com

| EMAIL ADDRESS                       | USER NAME        | ROLE             |
|-------------------------------------|------------------|------------------|
| akshay.narkhede@medicaldirector.com | akshay narkhede  | Practice Manager |
| alan.taylor@medicaldirector.com     | alan taylor      | Practice Manager |
| Kylie.goodwin@medicaldirector.com   | Practice manager | Practice Manager |
| angus.cuskelly@medicaldirector.com  | angus cuskelly   | Practice Manager |
| anya.rao@medicaldirector.com        |                  |                  |

**Navigation to Settings:**  
Once logged in, navigate to 'settings' located in the bottom left-hand corner of the green panel (visible to Practice Managers/owners).

**Recommended Use**

- Regularly review and update roles and permissions to ensure alignment with organisational needs.
- Provide appropriate training to users based on their roles and permissions within Smart Visual Dashboards.
- Maintain clear documentation outlining the roles and associated permissions for reference.

- Access Request
- Managing Roles
- Assigning Roles



# Smart Visual Dashboards – Review & Recall Patients List

## Implement a Recall strategy for T2DM patients

A purpose-built dashboard has been added to the **Smart Visual Dashboards** to facilitate this process.

To access the Patients list with Type 2 Diabetes with Comorbidities Report

Open **PracSoft > MedicalDirector Visual Dashboards > Clinical > select Patients with Type 2 diabetes with comorbidities.**

You may choose to use other tools to develop and implement your recall strategy.

**MEDICALDIRECTOR SMART**

APPOINTMENTS  
CLAIMS  
REVENUE  
CLINICAL

CLINICAL DASHBOARD → PATIENTS WITH TYPE 2 DIABETES WITH COMORBIDITIES

You are logged into: MedicalDirector Samples Database  
The dataset was last updated on 03/11/2023

### Patients with Type 2 diabetes with comorbidities

This dashboard may be used for CPD activity 'Treating T2DM with comorbidities using SGLT2 inhibitors'

Patients eligible for reviewing performance for the CPD activity "Treating T2DM with comorbidities using SGLT2 inhibitors" All practitioners, 10/04/2025 50 rows per page Export Back

All cohort This report will be refreshed weekly. Please see 'The dataset was last updated' above for refresh date.

Not Contacted Patients (52) Contacted Patients

| CONTACTED                | PATIENT | DATE OF BIRTH | CONTACT NUMBER ON FILE | PRACTITIONER | MOST RECENT HBA1C RESULT (%) | MOST RECENT UACR RESULT (MG/MOL) | CHRONIC KIDNEY DISEASE | CARDIO VASCULAR DISEASE | MULTIPLE CARDIO VASCULAR RISK FACTORS | UPCOMING APPOINTMENT DATE |
|--------------------------|---------|---------------|------------------------|--------------|------------------------------|----------------------------------|------------------------|-------------------------|---------------------------------------|---------------------------|
| <input type="checkbox"/> | Charlie | 05/07/1984    | 9894123456             | User10034    | 6.6                          | 23                               | YES                    | YES                     | YES                                   | 20/05/2025                |
| <input type="checkbox"/> | Charlie | 28/10/1993    | 9894123456             | User10095    | 7.1                          | 22                               | YES                    | YES                     | YES                                   | 05/05/2025                |
| <input type="checkbox"/> | Charlie | 09/06/1984    | 9894123456             | User10095    | 6.7                          | 23                               | YES                    | YES                     | YES                                   | 23/05/2025                |
| <input type="checkbox"/> | Charlie | 23/09/1991    | 9894123456             | User10095    | 6.6                          | 24                               | YES                    | YES                     | YES                                   | 24/04/2025                |
| <input type="checkbox"/> | Charlie | 26/06/1985    | 9894123456             | User10095    | 6.6                          | 22                               | YES                    | YES                     | YES                                   | 05/05/2025                |
| <input type="checkbox"/> | Charlie | 12/06/1982    | 9894123456             | User10095    | 6.6                          | 22                               | YES                    | YES                     | YES                                   | 29/04/2025                |
| <input type="checkbox"/> | Charlie | 21/09/1976    | 9894123456             | User10095    | 6.8                          | 21                               | YES                    | YES                     | YES                                   | 22/05/2025                |
| <input type="checkbox"/> | Diana   | 10/10/1979    | 9894123456             | User10095    | 6.8                          | 23                               | YES                    | YES                     | YES                                   | 20/05/2025                |

MEDICALDIRECTOR SAMPLES DATABASE

- Access Request
- Managing Roles
- Assigning Roles

# FAQs - MedicalDirector CPD

## The practice doesn't have the Smart Visual Dashboards enabled; can their GPs still participate in the CPD activity?

Yes, the Smart Visual Dashboards are there to assist GPs with implementing a recall strategy, but they can do this in other ways they see fit. However, the Smart Visual Dashboards are free, so they can speak to their practice manager about enabling it for the practice.

A practice manager can request access via **Pracsoft > Reports > Smart Visual Dashboards** or **Pracsoft > Smart Visual Dashboards on 4.3a**.

## When does the CPD activity launch?

The first CPD activity launched on 15th April and will be on treating Type 2 Diabetes with SGLT2 inhibitors.

Components of the activity will be made available to GPs over the next couple of months:

Live webinar & Q&A occurred on 12<sup>th</sup> March 2025 and will be available late April / early May on-demand.

In-consult education prompts: From mid-April  
Recall lists in Smart Visual Dashboards: From early to mid-May

## How do GPs participate in the activity?

There will a prompt (a notification window) in the system which appears on login with information about the activity. GPs can review the information and if they are interested, can click "Join CPD activity".

## How many CPD hours will this activity provide?

**Audit activity:** 11 hours (Measuring Outcomes)  
A minimum of 10 patients must be reviewed during the activity in to earn all 11 measuring outcomes CPD hours. If you review between 5-9 patients, you will still receive a total of 5 CPD hours.  
**(Optional): Webinar:** 1 hour Educational Activities (EA)

## What type of activity is it?

There will be an **audit** activity and an on-demand **webinar**.

## How do GPs update their CPD hours once they are completed to RACGP myCPD account?

Once the CPD activities are completed the CPD hours will automatically be applied to your RACGP myCPD account.  
**This will be done separately for the audit activity and webinar activity.**



## Key Features

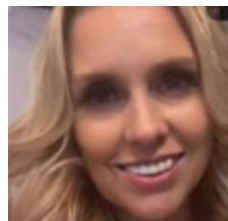
1. Seamless integration & **Free** to use
2. CPD Approved activity: RACGP CPD Major Provider
3. CPD hours will automatically be recorded for GPs once completed with the RACGP CPD home.

Other practitioners can easily self record with their CPD home.

Notes



# Thank you



Kylie Goodwin  
Practice Consultant  
MedicalDirector | Telstra Health

