

Identification of patients who may need additional supports in an emergency or disaster situation using Best Practice (BP) or Medical Director (MD)

BACKGROUND

General practices play a vital role in safeguarding community health during emergencies and disasters.

This guide outlines a process for practices to identify and list patients who may need additional supports for emergency and disaster preparedness. It avoids the use of recalls or reminders and provides tailored instructions for both Best Practice (BP) and Medical Director (MD) systems. Priority patients, such as those who are oxygen-dependent, require dialysis, have mobility limitations, are socially isolated, or have difficulty understanding emergency warnings, can be tagged within patient records and retrieved via custom searches.

For the purpose of this guide, we refer to these patients as having Emergency Priority Needs (EPN).

Practices may choose terminology that aligns with their systems and workflows. We recommend using neutral, respectful language and being mindful that patient-facing materials, such as printed summaries or care plans, may occasionally include this identification.

Implementation tip:

- Explore automated prompts in patient notes: *“Would this patient be a **PRIORITY** in a disaster situation? e.g. oxygen dependent, mobility issues... If YES, label as EPN under Social History.”*

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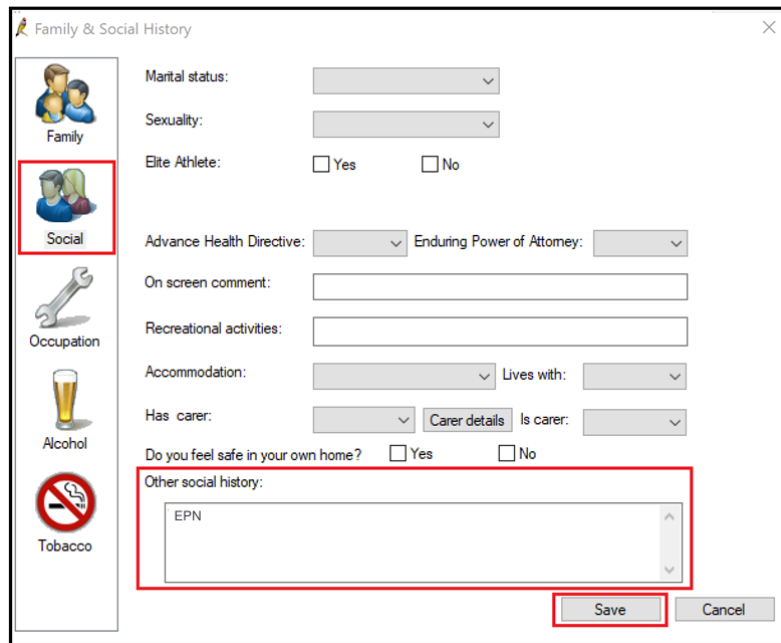
BEST PRACTICE (BP)

Best Practice (BP) users can tag patients as having Emergency Priority Needs (EPN) within the 'Other Social history' free text data field, which then can be used to run a BP custom query to generate a list of all pre-identified patients.

Step 1. Labelling the EPN patient.

Open the patient's Family & Social History data field.

On the left-hand menu, select **Social** > in the '**Other social history**' data field, type "**EPN**" > select **Save**.



Family & Social History

Family

Social

Occupation

Alcohol

Tobacco

Marital status:

Sexuality:

Elite Athlete: ☐ Yes ☐ No

Advance Health Directive: Enduring Power of Attorney:

On screen comment:

Recreational activities:

Accommodation: Lives with:

Has carer: Carer details: Is carer:

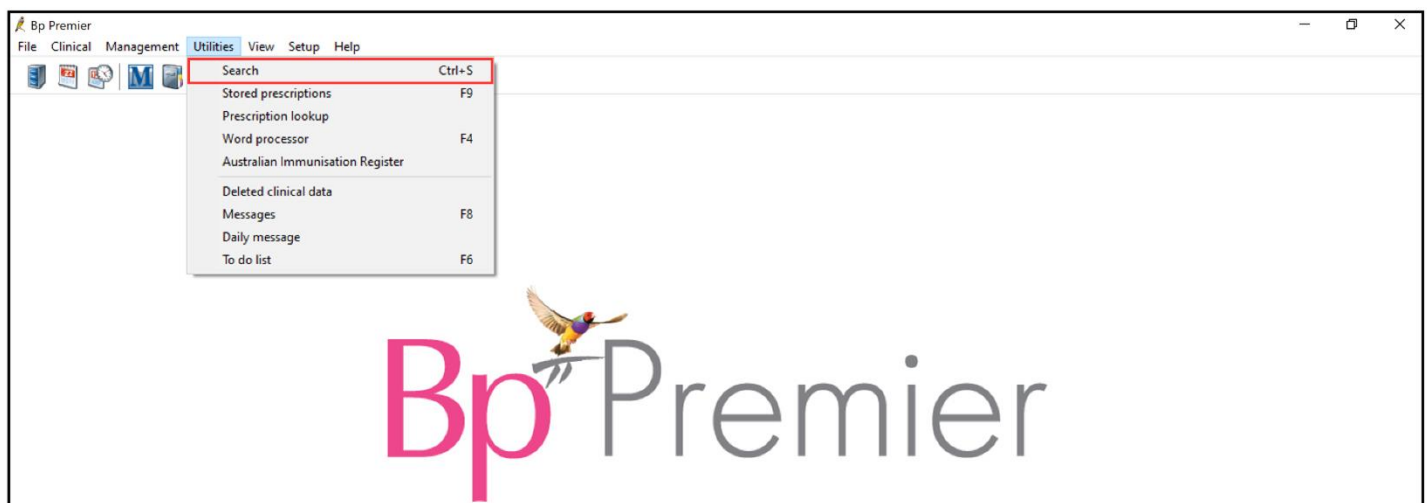
Do you feel safe in your own home? ☐ Yes ☐ No

Other social history:

Save Cancel

Step 2. Create and run BP custom query to generate list of patients.

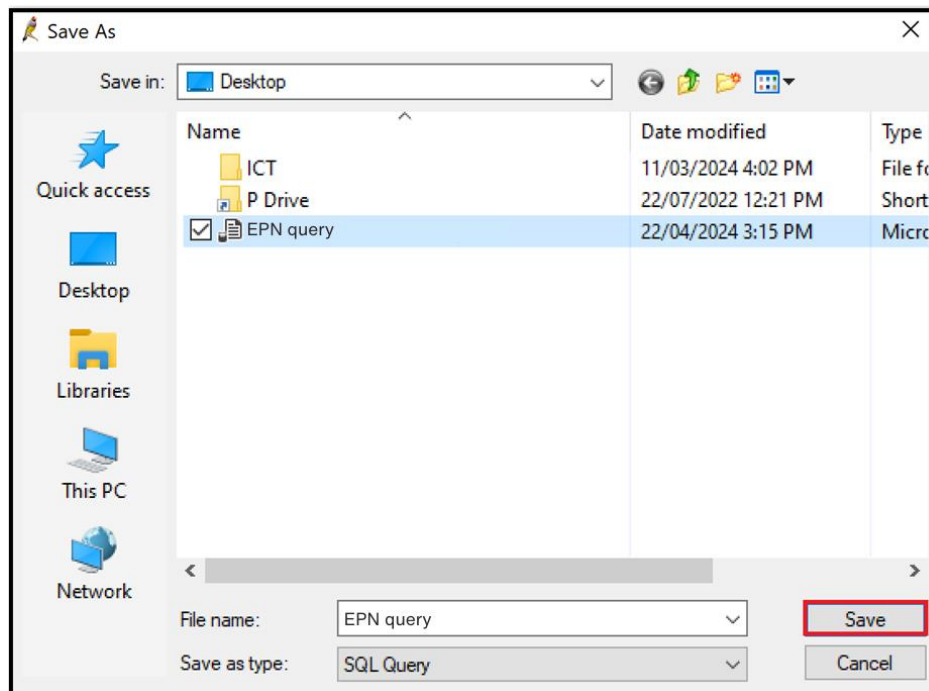
From the main screen of BP Premier, select **Utilities** > **Search** or press (Ctrl + S) to open the **Database search** window.



Delete the existing text in the **SQL Query** > copy and paste the query > select **Save query**.

```
SELECT *FROM BPS_Patients
WHERE StatusText = 'Active'
AND InternalID in (select InternalID from CLINICAL where SOCIALHX like '%EPN%')
ORDER BY surname, Firstname
```

Choose a suitable file name and select **Save**. This query can now be loaded and run at any stage.



Select **Run query** to display the results in the bottom half of the screen. Each row is a patient that matches the search criteria.

Hint. In the future you can access your query by choosing **Load query** and selecting your previously saved “EPN query”.

Database search
File Help

Setup search:
Demographics
Drugs
Conditions
Visits
Immunisations
Cervical screening
Observations
Family/Social

SQL Query:

```
SELECT *
FROM BPS_Patients
WHERE StatusText = 'Active'
AND InternalID in (select InternalID from CLINICAL where SOCIALHX like '%EPN%') ORDER BY surname, Firstname
```

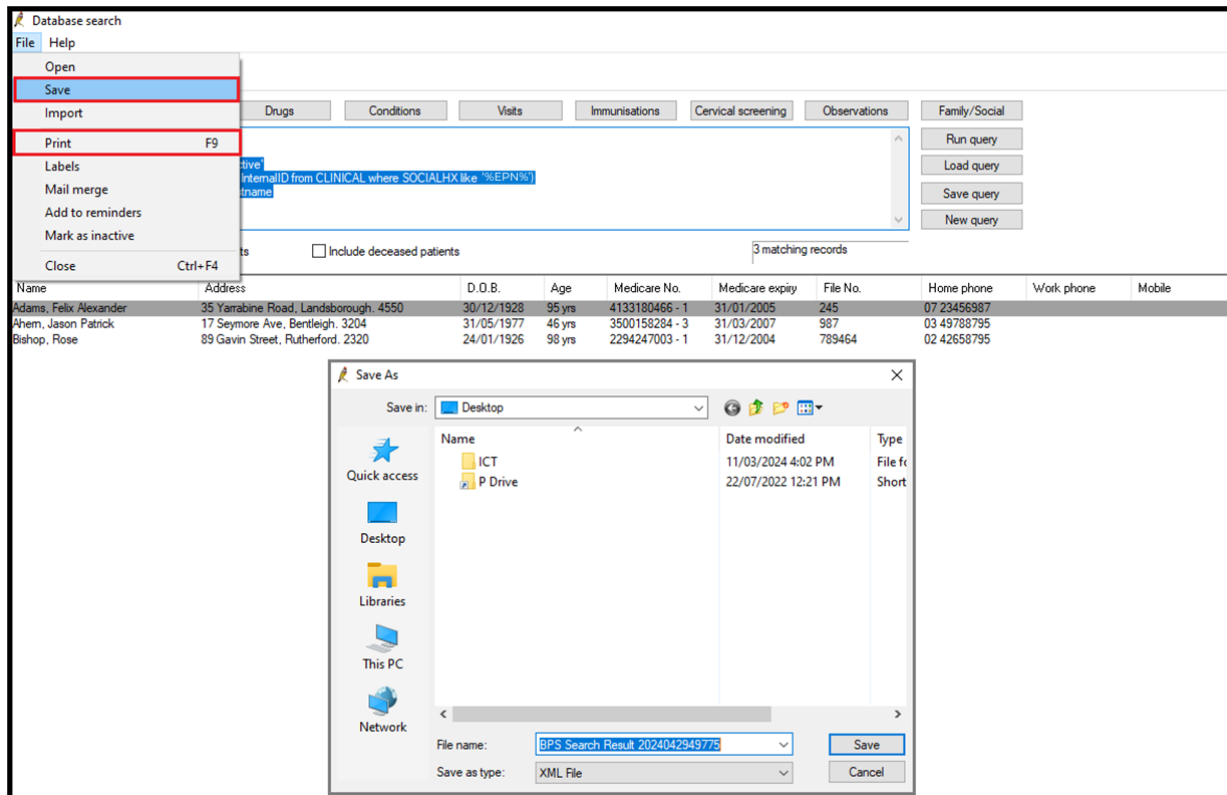
Run query
Load query
Save query
New query

☐ Include inactive patients
☐ Include deceased patients
3 matching records

Name	Address	D.O.B.	Age	Medicare No.	Medicare expiry	File No.	Home phone	Work phone	Mobile
Adams, Felix Alexander	35 Yarrabine Road, Landsborough. 4550	30/12/1928	95 yrs	4133180466 - 1	31/01/2005	245	07 23456987		
Ahem, Jason Patrick	17 Seymore Ave, Bentleigh. 3204	31/05/1977	46 yrs	3500158284 - 3	31/03/2007	987	03 49788795		
Bishop, Rose	89 Gavin Street, Rutherford. 2320	24/01/1926	98 yrs	2294247003 - 1	31/12/2004	789464	02 42658795		

Step 3. Save or print list of patients

Once you have the list of patients, select **File > Save** to save the list to an XML or CSV spreadsheet. If you choose **File > Print** you can print the list or save it to a PDF depending on your printer settings.



The screenshot shows the 'Database search' application window. The 'File' menu is open, with 'Save' and 'Print' options highlighted. The 'Print' option is labeled 'F9'. Below the menu, there are tabs for 'Drugs', 'Conditions', 'Visits', 'Immunisations', 'Cervical screening', 'Observations', and 'Family/Social'. A search query is entered in the text box: 'Active InternalID from CLINICAL where SOCIALHX like "%EPN%". The results table shows 3 matching records.

Name	Address	D.O.B.	Age	Medicare No.	Medicare expiry	File No.	Home phone	Work phone	Mobile
Adams, Felix Alexander	35 Yarrabine Road, Landsborough, 4550	30/12/1928	95 yrs	4133180466 - 1	31/01/2005	245	07 23456987		
Ahem, Jason Patrick	17 Seymore Ave, Bentleigh, 3204	31/05/1977	46 yrs	3500158284 - 3	31/03/2007	987	03 49788795		
Bishop, Rose	89 Gavin Street, Rutherford, 2320	24/01/1926	98 yrs	2294247003 - 1	31/12/2004	789464	02 42658795		

The 'Save As' dialog box is open, showing the file name 'BPS Search Result 2024042949775' and 'Save as type: XML File'.

Patient search result

SQL Query: SELECT *
FROM BPS_Patients
WHERE StatusText = 'Active'
AND InternalID in (select InternalID from CLINICAL where SOCIALHX like "%EPN%")
ORDER BY surname, Firstname

Name	Address	D.O.B.	Phone	Record no.
Mr. Felix Adams	35 Yarrabine Road, Landsborough, 30/12/1928		07 23456987	245
Mr. Jason Ahern	17 Seymore Ave, Bentleigh, 3204. 31/05/1977		03 49788795	987
Rose Bishop	89 Gavin Street, Rutherford, 2320. 24/01/1926		02 42658795	789464

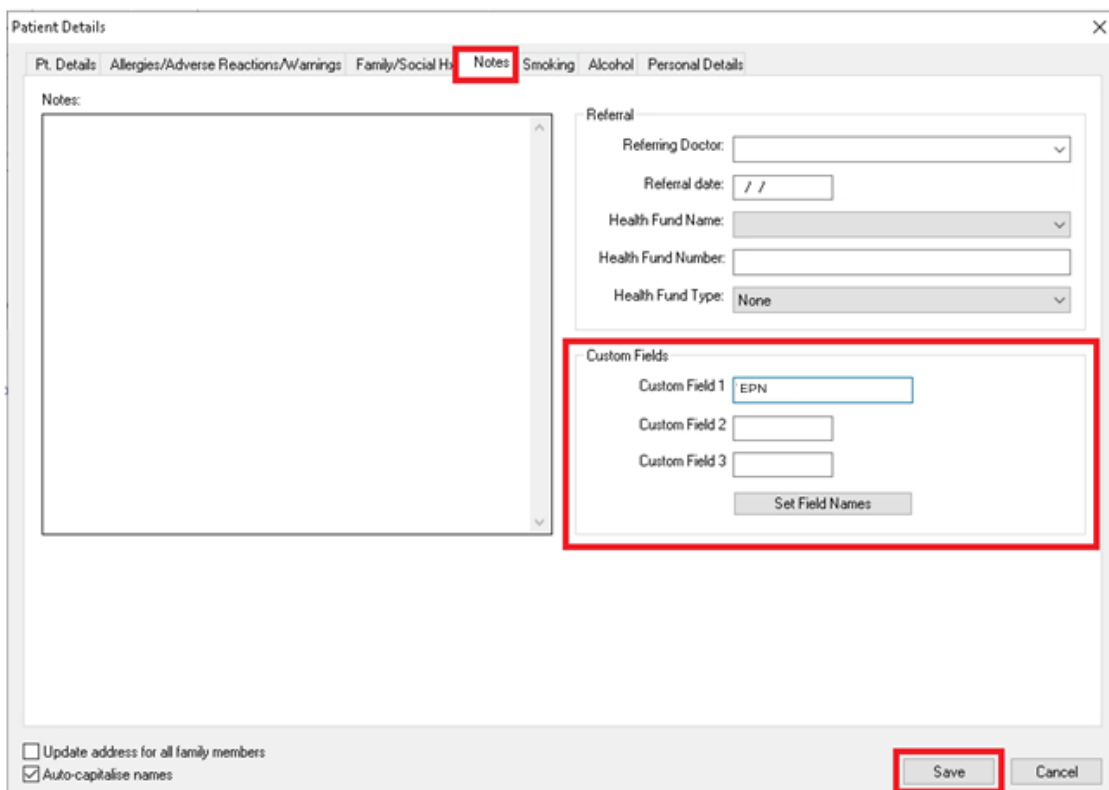
END OF BEST PRACTICE (BP) GUIDE

MEDICAL DIRECTOR (MD)

Medical Director (MD) users can tag patients as having Emergency Priority Needs (EPN) within the Patient Details 'Custom Fields' free text data field, which then can be used to run a patient search to generate a list of all pre-identified patients.

Step 1. Identify and label individual EPN patient.

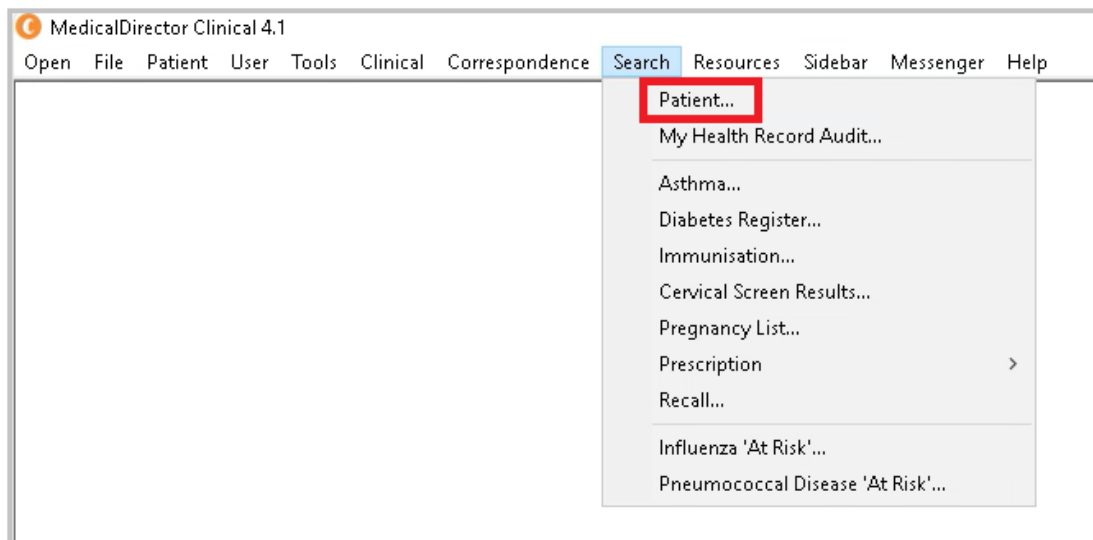
Open the patient record. In the **Patient Details** > select the tab **'Notes'** and within a custom field enter a consistent tag such as **"EPN"** > select **Save**.



The screenshot shows the 'Patient Details' window with the 'Notes' tab selected. The 'Custom Fields' section is highlighted with a red box, showing three fields: 'Custom Field 1' with the value 'EPN', 'Custom Field 2', and 'Custom Field 3'. The 'Save' button is also highlighted with a red box.

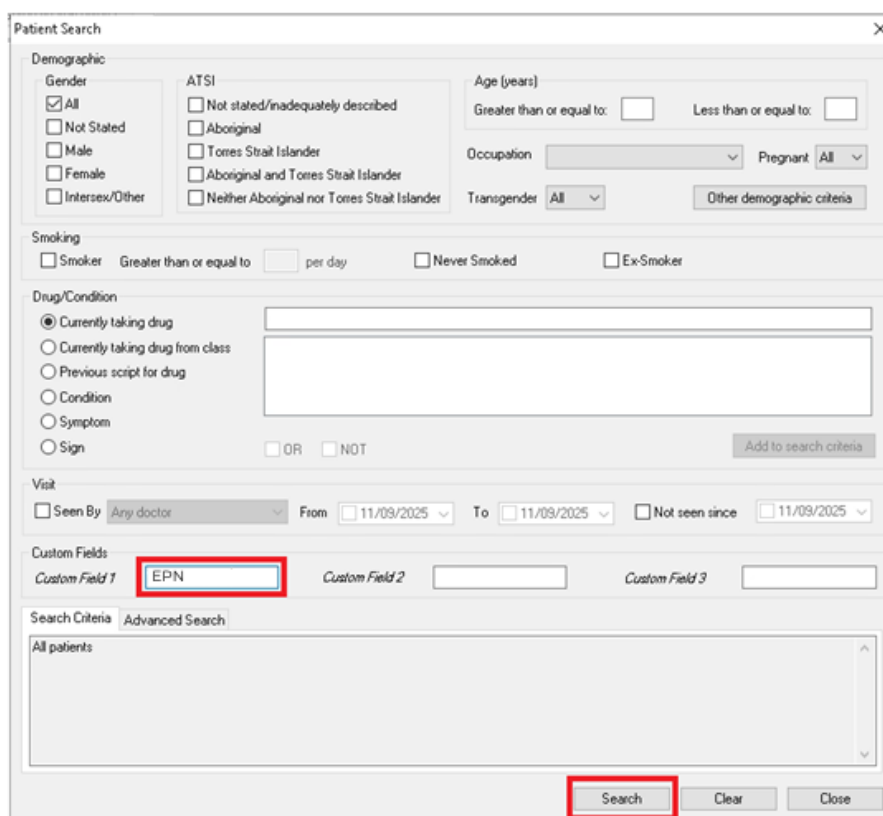
Step 2. Run a Patient Search to generate list of all identified patients

From the main screen of MD Clinical, select **Search** > **Patient** to open the search window.



The screenshot shows the 'MedicalDirector Clinical 4.1' main screen. The 'Search' menu is open, and the 'Patient...' option is highlighted with a red box. Other options in the menu include 'My Health Record Audit...', 'Asthma...', 'Diabetes Register...', 'Immunisation...', 'Cervical Screen Results...', 'Pregnancy List...', 'Prescription', 'Recall...', 'Influenza 'At Risk'...', and 'Pneumococcal Disease 'At Risk'...'.

Type **“EPN”** in the relevant custom field and select **Search**.

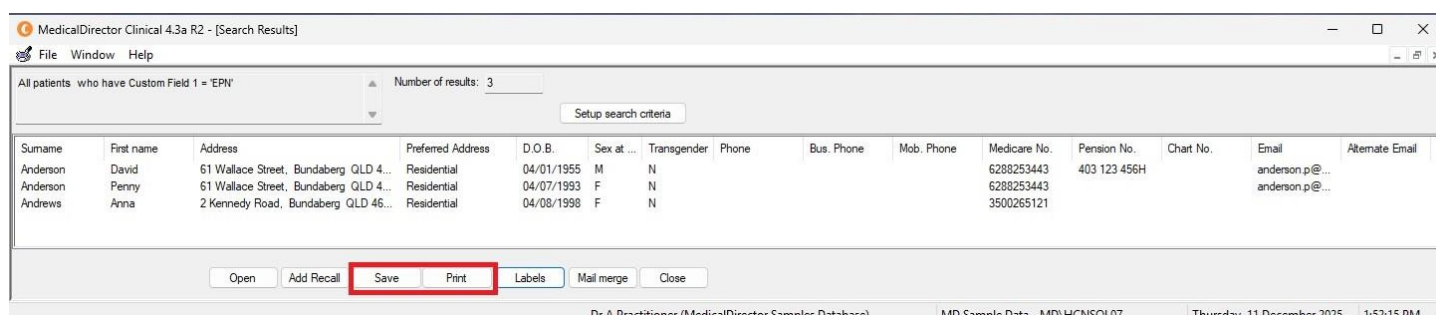


The Patient Search dialog box contains the following sections:

- Demographic:**
 - Gender: ☒ All, ☐ Not Stated, ☐ Male, ☐ Female, ☐ Intersex/Other
 - ATSI: ☐ Not stated/inadequately described, ☐ Aboriginal, ☐ Torres Strait Islander, ☐ Aboriginal and Torres Strait Islander, ☐ Neither Aboriginal nor Torres Strait Islander
 - Age (years): Greater than or equal to: Less than or equal to:
 - Occupation: Pregnant: All:
 - Transgender: All: Other demographic criteria:
- Smoking:** ☐ Smoker Greater than or equal to per day ☐ Never Smoked ☐ Ex-Smoker
- Drug/Condition:**
 - ☒ Currently taking drug
 - ☐ Currently taking drug from class
 - ☐ Previous script for drug
 - ☐ Condition
 - ☐ Symptom
 - ☐ Sign
 - ☐ OR ☐ NOT
 - Add to search criteria
- Visit:** ☐ Seen By: Any doctor From: 11/09/2025 To: 11/09/2025 ☐ Not seen since 11/09/2025
- Custom Fields:** Custom Field 1: EPN Custom Field 2: Custom Field 3:
- Search Criteria:** Advanced Search
- Search Results:** All patients
- Buttons:** Search, Clear, Close

Step 3. Save or print list of patients

Once you have the list of patients, select **File > Save** to save the list to an XML or CSV spreadsheet. If you choose **File > Print** you can print the list or save it to a PDF depending on your printer settings.



The MedicalDirector Clinical 4.3a R2 - [Search Results] window displays the following information:

- Number of results: 3
- Setup search criteria
- Table of patient data:

Surname	First name	Address	Preferred Address	D.O.B.	Sex at ...	Transgender	Phone	Bus. Phone	Mob. Phone	Medicare No.	Pension No.	Chart No.	Email	Alternate Email
Anderson	David	61 Wallace Street, Bundaberg QLD 4...	Residential	04/01/1955	M	N				6288253443	403 123 456H		anderson.p@...	
Anderson	Penny	61 Wallace Street, Bundaberg QLD 4...	Residential	04/07/1993	F	N				6288253443			anderson.p@...	
Andrews	Anna	2 Kennedy Road, Bundaberg QLD 46...	Residential	04/08/1998	F	N				3500265121				

Buttons: Open, Add Recall, Save, Print, Labels, Mail merge, Close

Dr A Practitioner (MedicalDirector Samples Database) MD Sample Data - MD\HCNSQL07 Thursday, 11 December 2025 1:52:15 PM

PATIENT LIST

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All patients who have Custom Field 1 = 'EPN'

NAME	ADDRESS	D.O.B.	MEDICARE	CHART	PHONE	BUS. PHONE	MOB. PHONE
ANDERSON, DAVID	61 Wallace Street, Bundaberg	04/01/1955	6288253443 / 1				
ANDERSON, PENNY	61 Wallace Street, Bundaberg	04/07/1993	6288253443 / 2				
ANDREWS, ANNA	2 Kennedy Road, Bundaberg	04/08/1998	3500265121 / 3				