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."*
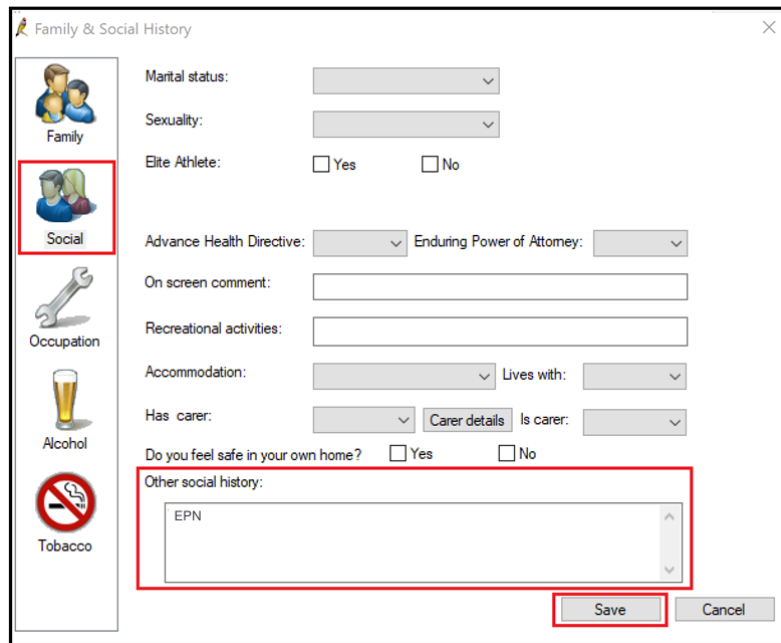
BEST PRACTICE (BP)

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.*

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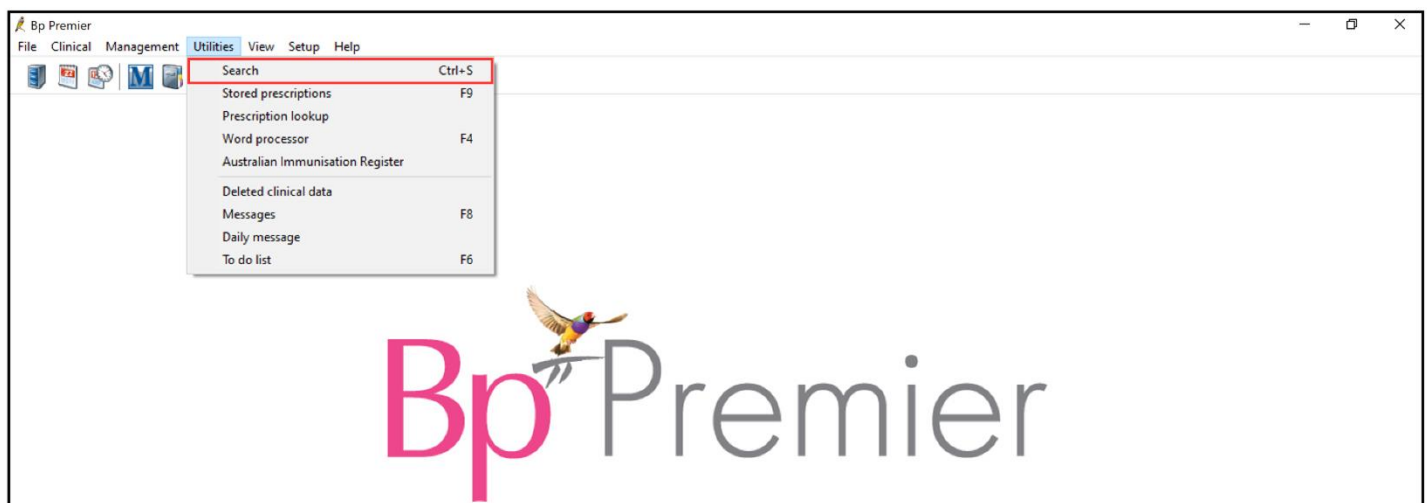
Delete the existing text in the **SQL Query >** copy and paste the query > select **Save query.**

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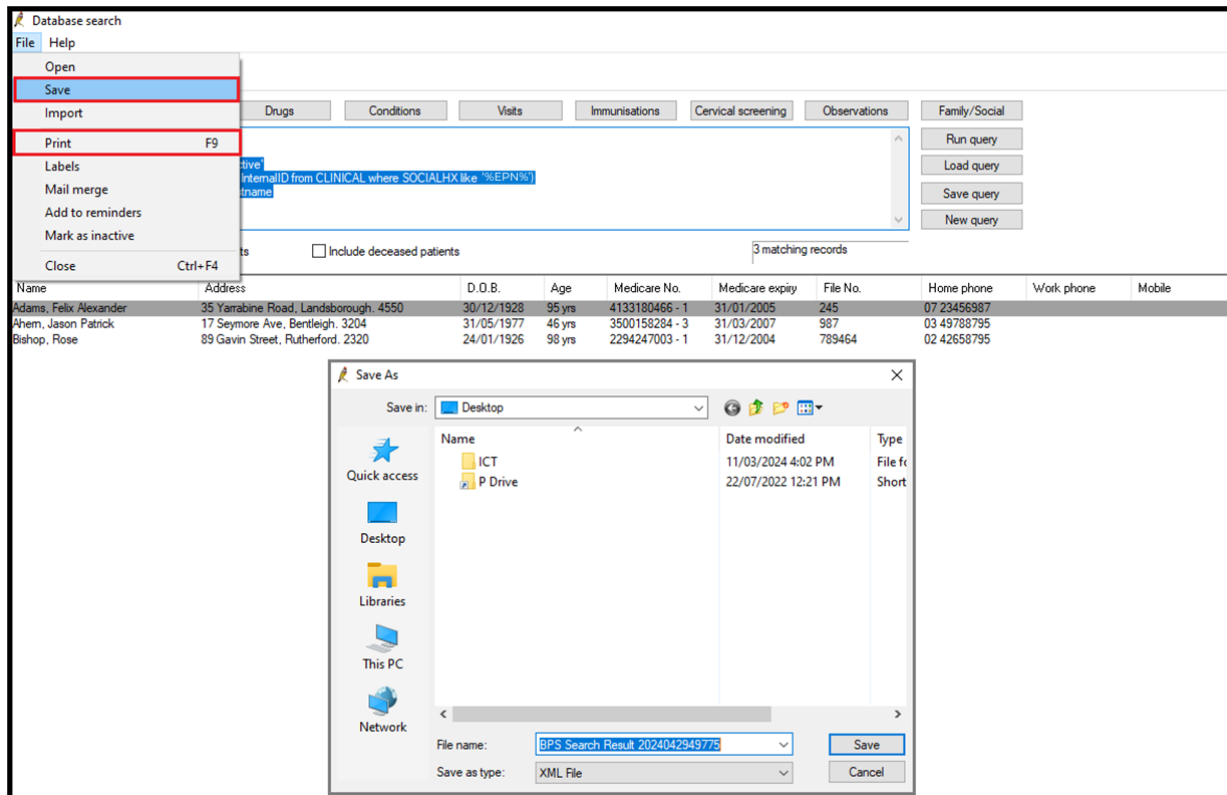ORDER BY surname, Firstname

Choose a suitable file name and select **Save.** This query can now be loaded and run at any stage.
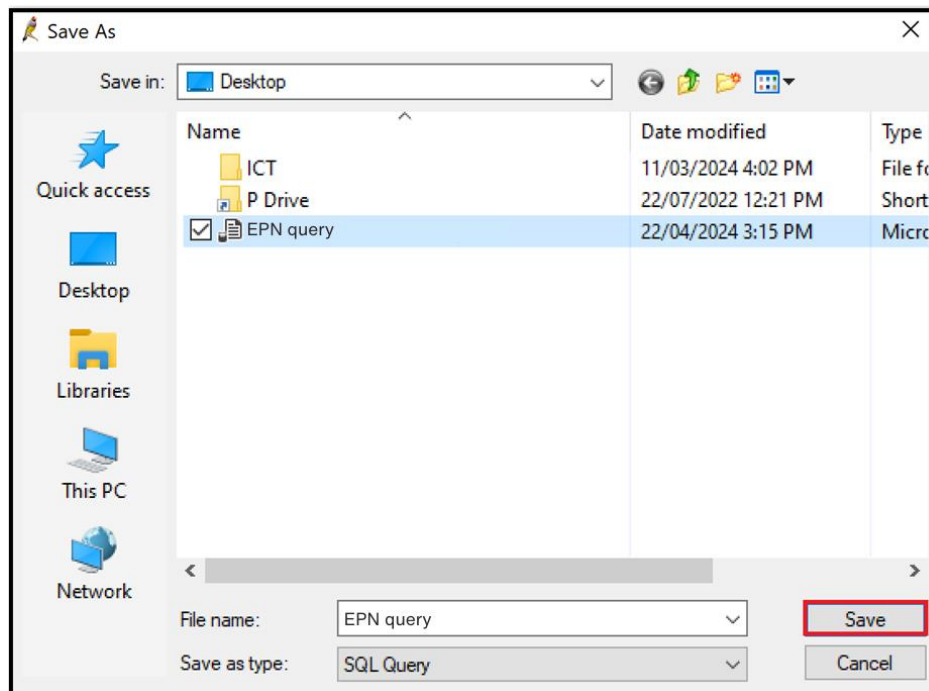
Select **Run query** to display the results in the bottom half of the screen. Each row is a patient that matches the search criteria.

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

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.
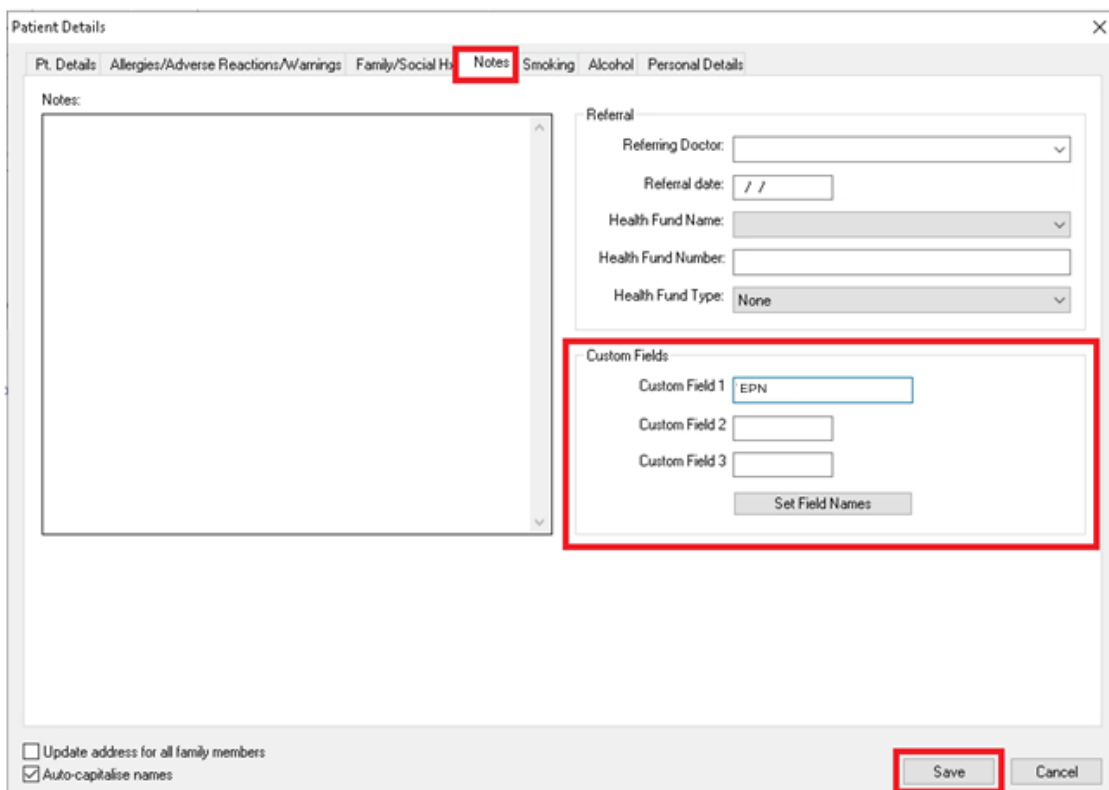

END OF BEST PRACTICE (BP) GUIDE

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.*
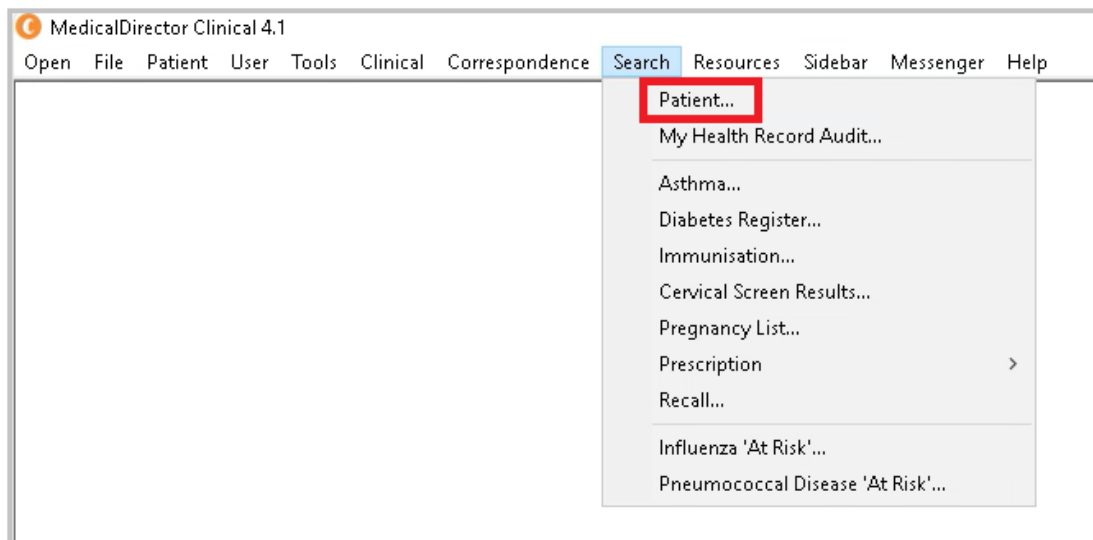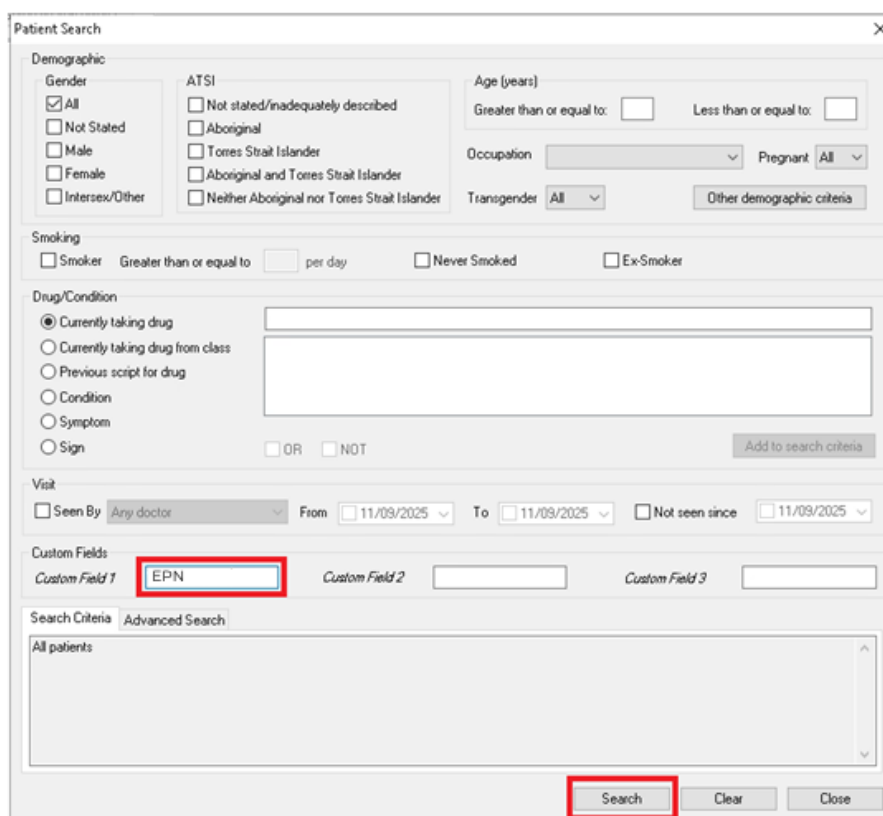
Step 2. Run a Patient Search to generate list of all identified patients
From the main screen of MD Clinical, select *Search* > *Patient to open the search window*.

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

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.

END OF MEDICAL DIRECTOR (MD) GUIDE