



PRIMARY SENSE NATIONAL COVERAGE



27

Reports available



14

Care prompts available



12

Medication
alerts available



7

Clinical Audits
queries available

2,122

Practices
participating
nationally

21.3% increase
from 2023/24
(n=1,750)



18.4

million unique patient records extracted

across 13 PHNs

PRIMARY SENSE ON THE GOLD COAST



170

Practices



3,025

Total users



833

GP users



647

Nurse users

PRIMARY SENSE REPORTS

95.3%

or
162 practices
downloading reports

Patients with High Complexity
84.5% increase in number of reports downloaded

This report identifies patients at highest risk of morbidity
and mortality* who are missing items of care**

277

2023/24

511

2024/25

**Calculated by Johns Hopkins ACG System
**MBS item (721, 229, 723, 230, 732, 233, 10997, 10987, 900 and 245)

BENEFITS TO THE GOLD COAST HEALTH SYSTEM

Preventing hospital visits for adverse drug reactions
– Primary Sense medication alerts



14,161

Medication alerts triggered



20%

indicated change in prescribing by GPs

\$16.6M

Potential savings to the
local health system

Footnote 1: Adverse drug reactions account for 2-3% of hospital admissions¹, with an average cost of \$6,000 per admission². 14,161 Primary Sense medication alerts were triggered; GPs responded “Appropriate – I will take action” for 20% (n=2,772) alerts. Combined, indicated changes in prescribing contributed to a potential saving of 2,772 x \$6,000 = 16.6M.

¹ Roughhead, L., Semple, S., & Rosenfeld, E. (2013). Literature Review: Medication Safety in Australia. Australian Commission on Safety and Quality in Health Care.

² The Independent Health and Aged Care Pricing Authority. (2025). National Hospital Cost Data Collection, Public Sector Report, 2022–23.

Improving bone density deficiency
– Primary Sense nurse prompts



22,884

“Due bone density”prompts triggered



339

Nurse response to prompt “Agree-action”

\$42,597

Potential savings to the
local health system

Footnote 2: Population screening has been shown to be effective in reducing fractures in older adults, with one fracture prevented for every 120 bone densitometries performed¹. Between November 2024 and June 2025, 339 “Agree – Action” responses to Bone Density prompts were recorded, potentially preventing 3 fractures. The average cost of hospital treatment or bone fracture is \$14,199²; nurses’ engagement with the prompt and subsequent bone density screening therefore potentially saved the local health care system \$42,597 (3 x \$14,199).

¹ Merlijn et al. (2020). Fracture prevention by screening for high fracture risk: a systematic review and meta-analysis. Osteoporosis International, 31(2), 251-257.

² Healthy Bones Australia. (2024). Osteoporosis and fractures in Australia: A burden of disease analysis, 2023 to 2033.

Downloads of Primary Sense Reports

Practices that download reports at least once have a higher rate* of related MBS billed care items among their patients.

Patients with High Complexity



General
Practitioner
Management
Plan (GPMP)

+15.7%

Team Care
Arrangement
(TCA)

+18.5%

GPMP/TCA
Review

+38.9%

Nurse Items

+37.0%

Health
Assessment



Health
Assessment

+29.4%

*Proportional increase in MBS billed care items in practices that downloaded at least one Primary Sense report compared to those who did not.

Footnote 3: Proportions of patients who received a specific care item were calculated by dividing the number of relevant MBS billed items by the total patient population (High complexity report: all active patients; Health Assessment report: patients aged 40–49 and 75+, and First Nations patients). Relevant MBS items included: GPMP (721, 229), TCA (723, 230), GPMP/TCA review items (732, 233), nurse item (10997, 10987), and Health Assessment (701, 703, 705, 707, 224, 225, 226, 227, 228, 715). 73% of general practices in Gold Coast region downloaded at least one High Complexity report, and 65% downloaded at least one Health Assessment report.

Primary Sense Testimonials

"As general practice consultations get busier and more complex, Primary Sense offers helpful prompts about potential care-gaps for my at-risk patients. This includes highlighting patients that will benefit from medication reviews, heart health checks, health assessments and various vaccinations. Essentially, Primary Sense helps me offer *the right care to the right patient at the right time.*"



General Practitioner,
Dr Luke Ward

"Primary Sense has been an invaluable tool for our practice, enhancing our ability to track and improve quality measures across multiple health indicators. One of the features I appreciate most is how seamlessly it extracts and monitors data, especially missing patient information such as blood pressure, BMI, allergies, smoking and alcohol status. This has helped us stay on top of critical data needed for accreditation."



Registered Nurse,
Ricki-Lee