



**Unlock the power of your Zedmed Data:
Workflows for your Practice**



Unlock the power
of your Zedmed
data with Cubiko



- Please change your chat from 'Host and Panelists' to 'Everyone' so that everyone can join in on the conversation.
- If you have a question please add it to the Q&A tab located at the bottom of your screen so that we can answer them for you.
- This session will be recorded. A copy of the recording will be made available to you after the webinar.
- All resources shared throughout this presentation will be included in the recording email.
- If you have any support questions please reach out to Zedmed directly at support@zedmed.com.au or call 1300 933 000.



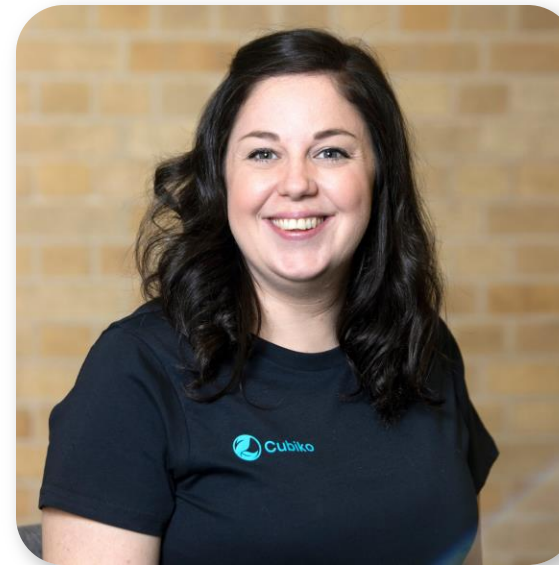
Meet our speakers



Maryam - Zedmed



Amanda - Cubiko



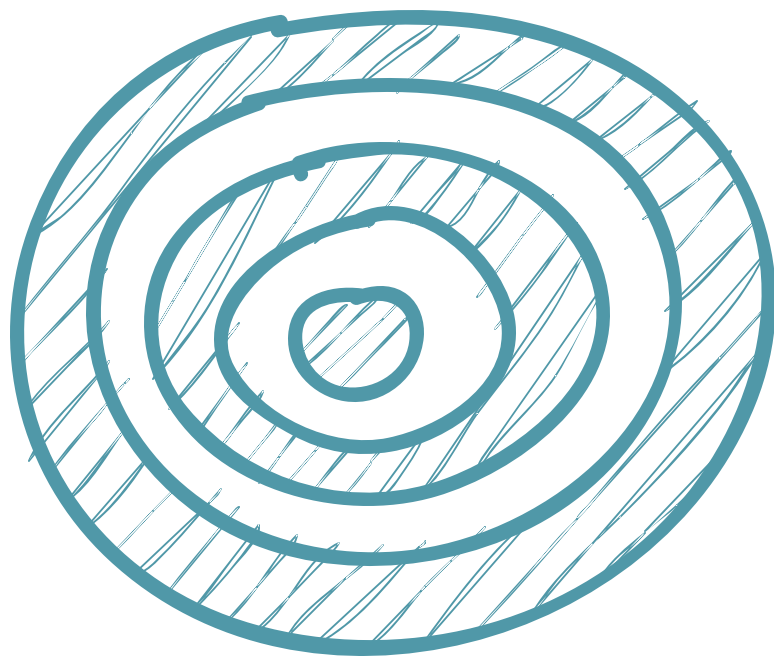
In this session, we'll cover:

- The important role data plays in running a successful practice
- The key workflows you can implement in your practice on a daily, weekly or monthly basis to ensure that you're getting the most value out of your Zedmed data
- The key steps you can take to bring your team along on the journey



**If you can't measure it,
you can't improve it.**





Benefits of using Data

- Increased billings
- Improved efficiency
- De-stress your practice management team
- Improve the quality of care being provided to patients
- Deeper insights into what is happening in your practice



Key Workflows for your practice



Daily Workflows



Unconfirmed appointments today and tomorrow

FILTERS

Select Practitioner:

Practitioner...



[Back](#) [Home](#) / [Today's clinic metrics](#) / [Unconfirmed appointments today](#)

Unconfirmed appointments today

Unconfirmed appointments today ⓘ



	INTERNALID	Record no.	Time	DNA...	Patient	Practitioner	DNAs ...	Appol...	
1	3428		10:20:00	50%	surname 9238, firstname 9838 (37yrs -	name 5981	1	2	
2	784	00035188	10:20:00	0%	surname 4123, firstname 5821 (85yrs -	name 5947	0	7	
3	2585	36686	10:30:00	0%	surname 1513, firstname 5123 (34yrs -	name 9327	0	6	
4	552	00010067	10:30:00	0%	surname 7112, firstname 2443 (89yrs -	name 9649	0	3	
5	3976		10:40:00	0%	surname 5432, firstname 7665 (5yrs - city	name 5981	0	1	
6	363	34988	10:50:00	0%	surname 8579, firstname 5753 (46yrs -	name 1937	0	43	
7	2266		11:00:00	0%	surname 3293, firstname 3719 (54yrs -	name 4788	0	6	
8	36571		11:00:00	0%	surname 1973, firstname 6657 (3yrs - city	name 5981	0	1	
9	2489	32073	11:00:00	0%	surname 4565, firstname 3867 (73yrs -	name 5947	0	1	
10	858	00032716	11:10:00	11%	surname 1858, firstname 8153 (63yrs -	name 9649	2	18	
11	2153	32779	11:10:00	0%	surname 1661, firstname 9989 (28yrs -	name 1937	0	5	
12	2153	32779	11:10:00	0%	surname 1661, firstname 9989 (28yrs -	name 8845	0	5	
13	36573		11:20:00	0%	surname 3145, firstname 9437 (8yrs - city	name 5981	0	1	
14	2707		11:20:00	0%	surname 7532, firstname 7893 (32yrs -	name 5947	0	3	
15	1492	000491	11:20:00	0%	surname 2396, firstname 2166 (77yrs -	name 5835	0	6	
16	113		11:40:00	4%	surname 7112, firstname 4539 (50yrs -	name 3938	1	25	
17	3412		11:40:00	0%	surname 8651, firstname 4726 (11yrs -	name 5981	0	4	
18	4813		12:30:00	0%	surname 4525, firstname 2522 (78yrs -	name 1937	0	1	
19	352	23797	12:40:00	0%	surname 3442, firstname 1533 (53yrs -	name 9649	0	7	
20	633	008908	13:00:00	9%	surname 9126, firstname 9838 (76yrs -	name 9327	2	23	
21	3745		13:00:00	0%	surname 2967, firstname 8933 (28yrs -	name 5981	0	3	
22	2091	36059	13:00:00	0%	surname 1264, firstname 6177 (60yrs -	name 5947	0	8	
23	4418	24774	13:10:00	0%	surname 3751, firstname 6223 (9yrs - city	name 5835	0	2	
24	4217	23664	13:20:00	0%	surname 6731, firstname 5161 (36yrs -	name 9649	0	1	
25	3592		13:30:00	50%	surname 3176, firstname 2985 (22yrs -	name 1937	2	4	
26	1236	26929	13:30:00	20%	surname 1618, firstname 1456 (47yrs -	name 5835	1	5	
27	666	6691	13:40:00	2%	surname 8843, firstname 6354 (69yrs -	name 9649	1	41	
28	5795		14:00:00	0%	surname 8388, firstname 3985 (1yrs - city	name 5981	0	2	
29	1035	002870	14:00:00	0%	surname 6627, firstname 4242 (53yrs -	name 3938	0	23	
30	5795		14:00:00	0%	surname 8388, firstname 3985 (1yrs - city	name 8845	0	2	
31	422	35816	14:20:00	14%	surname 2511, firstname 6149 (23yrs -	name 3938	1	7	

Unconfirmed appointments today ⓘ



! 41

9 with DNA history

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Possible service opportunities today: practitioner opportunities

DATE

Patients with...

FILTERS

Eligible for:

Next appt with

Next appt role

Usual doctor

Last seen doctor

Exclude Upcoming Telehealth

Patients with 3+ appts in 2 yrs

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Possible service opportunities today

Eligibility is based on previous billings of face to face, telehealth, telephone and non-VR item numbers.

If you would like to see your full list of patients eligible for different services, please [click to see our Item Optimisation cabinet](#).

Summary

GPMPs, TCAs and reviews

Nurse items

Health Assessments

MHTP and reviews

DVA CVC program

CDM items ⓘ

34

Nurse items ⓘ

33

Health assessments ⓘ

88

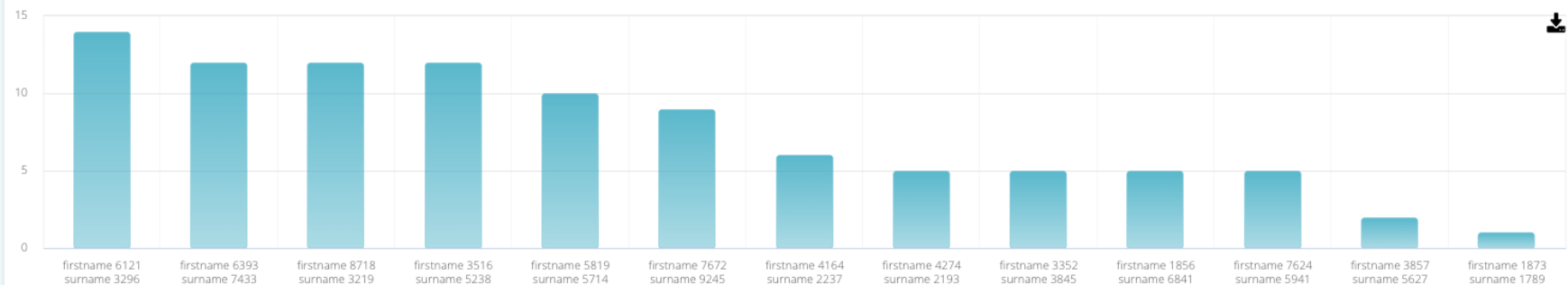
MHTP ⓘ

21

CVC ⓘ

2

Patients with opportunities by next booked Practitioner ⓘ



Patients with opportunities ⓘ

	INTERNALID	Record no.	Appt date	Appt time	Appt with	Appt type	Patient	May be eligible to ...	Last doctor	Usual docto
1	1311	30082	26/04/2023	08:00:00	firstname 7672	Podiatrist	surname 5571,	Item 699, Flu vaccine	name 8191	firstname 581
2	879	001225	26/04/2023	08:00:00	firstname 4274	Standard appt.	surname 3941,	75+ Health	name 1286	firstname 931
3	1762	00028429	26/04/2023	08:00:00	firstname 1856	N2 GPMP r/v & TCA r/v	surname 4686,	Item 721, Item 723,	name 1286	firstname 427
4	1384	22072	26/04/2023	08:30:00	firstname 6393	Standard appt.	surname 7929,	Item 721, Item 723,	name 6927	firstname 755



Overdue reminders

Overdue reminders


Prior to the release of Best Practice Saffron SP3 on 17 May 2022, reminders that are marked as 'Actioned' may not be recorded as actioned in the data Cubiko accesses. Reminders due before this date will not be shown here unless enabled with the relevant filter.

Overdue reminders ⓘ							
	INTERNAL...	Record no.	Due date	Reminder	Patient	Reason	Practitioner
1	459	6221	15/07/2024	Reminder ID	surname 9225, firstname 7522 (70yrs -	Repeat Blood Test	firstname 9535
2	651	29758	15/07/2024	61605	surname 8317, firstname 7813 (85yrs -	TCA New	firstname 2777
3	526	21321	15/07/2024	64085	surname 9653, firstname 9621 (19yrs -	TCA New	firstname 2777
4	216	1072	15/07/2024	39543	surname 6722, firstname 3916 (83yrs -	Cervical screening	firstname 3792
5	526	21321	15/07/2024	64083	surname 9653, firstname 9621 (19yrs -	GPMP	firstname 2777
6	5179	42731	15/07/2024	70016	surname 7472, firstname 1737 (82yrs -	Repeat Blood Test	firstname 6664
7	1129	16742	15/07/2024	69511	surname 9884, firstname 9682 (58yrs -	Repeat Blood Test	firstname 9625
8	268	499	15/07/2024	70035	surname 4242, firstname 1737 (90yrs -	Immunisation	firstname 9625
9	526	21321	15/07/2024	67465	surname 9653, firstname 9621 (19yrs -	Diabetes Review	firstname 2777
10	4011		15/07/2024	71056	surname 8689, firstname 8935 (1yrs -	Appointment	firstname 6664
11	651	29758	15/07/2024	61603	surname 8317, firstname 7813 (85yrs -	GPMP	firstname 2777
12	78	32080	15/07/2024	69515	surname 4919, firstname 7376 (64yrs -	Iron studies	firstname 3792
13	4653	40677	15/07/2024	71022	surname 8317, firstname 7813 (24yrs -	Appointment	firstname 3792
14	313	15686	14/07/2024	58019	surname 3745, firstname 3916 (99yrs -	Skin check	firstname 4576
15	1500	24300	14/07/2024	45403	surname 9396, firstname 3446 (81yrs -	Mammogram	firstname 7686
16	1692	22444	14/07/2024	52041	surname 2266, firstname 7813 (70yrs -	Repeat Investigations	firstname 9625
17	4679	36337	13/07/2024	64110	surname 4196, firstname 1545 (76yrs -	Repeat Radiology	firstname 5257
18	4819	42643	13/07/2024	70635	surname 8317, firstname 2585 (24yrs -	Depo Injection	firstname 9965
19	351	31108	13/07/2024	60980	surname 2239, firstname 7813 (71yrs -	Review clinical	firstname 9625
20	11527	34369	13/07/2024	39999	surname 1341, firstname 1172 (36yrs -	Mirena	firstname 6725
21	36150	37483	13/07/2024	58154	surname 1858, firstname 4595 (55yrs -	Faecal Occult Blood	firstname 4576
22	5197	42896	12/07/2024	69495	surname 7183, firstname 9682 (80yrs -	Repeat Blood Test	firstname 9856

Overdue reminders ⓘ

! 2,026

508 last 90 days



Weekly Workflows



Billings v last year

DATE

1 Mar 2023 → 31 Mar 2023

FILTERS

Select Practitioner:

Practitioner...

Select role:

Role...

Select items:

Search...

Select eligibility type:

Search...

Exclude unpaid services

Exclude COVID-19 vax services

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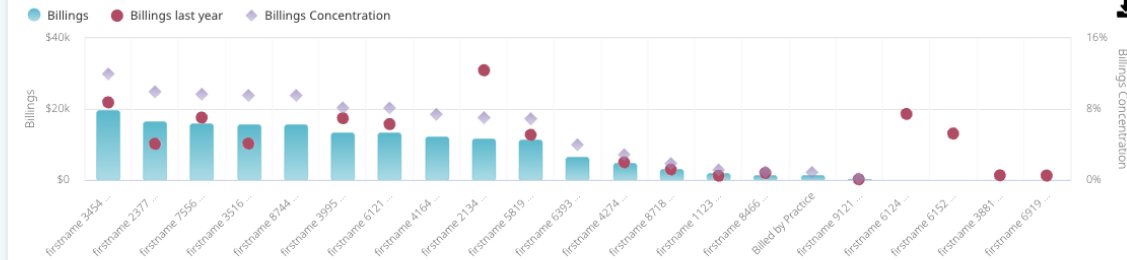
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Total billings (by service date)

*Billings are included in this cabinet based on the date the service was rendered, rather than the date the service was created

Billings and Concentration by Practitioner



Total billings

\$165,789

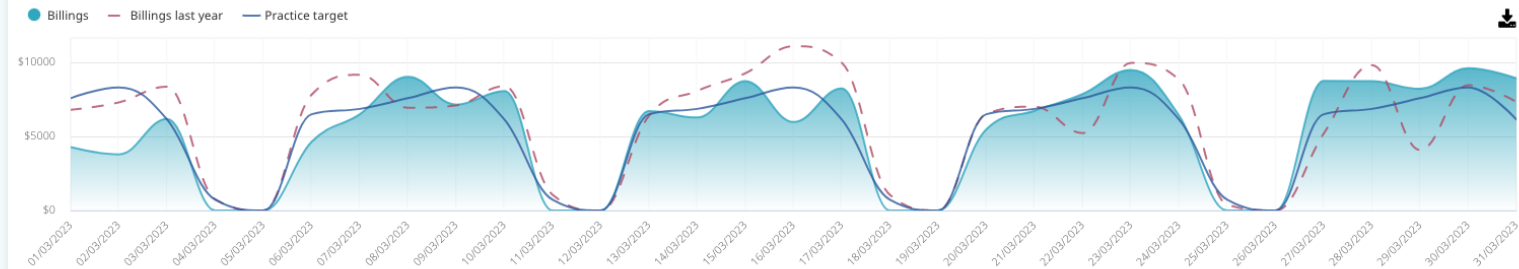
Last year: \$182,335

↓ -\$16,546
(-9%)

Practice target: \$166,398

↓ -\$609
(-0%)

Trend of billings vs. target vs. same time last year

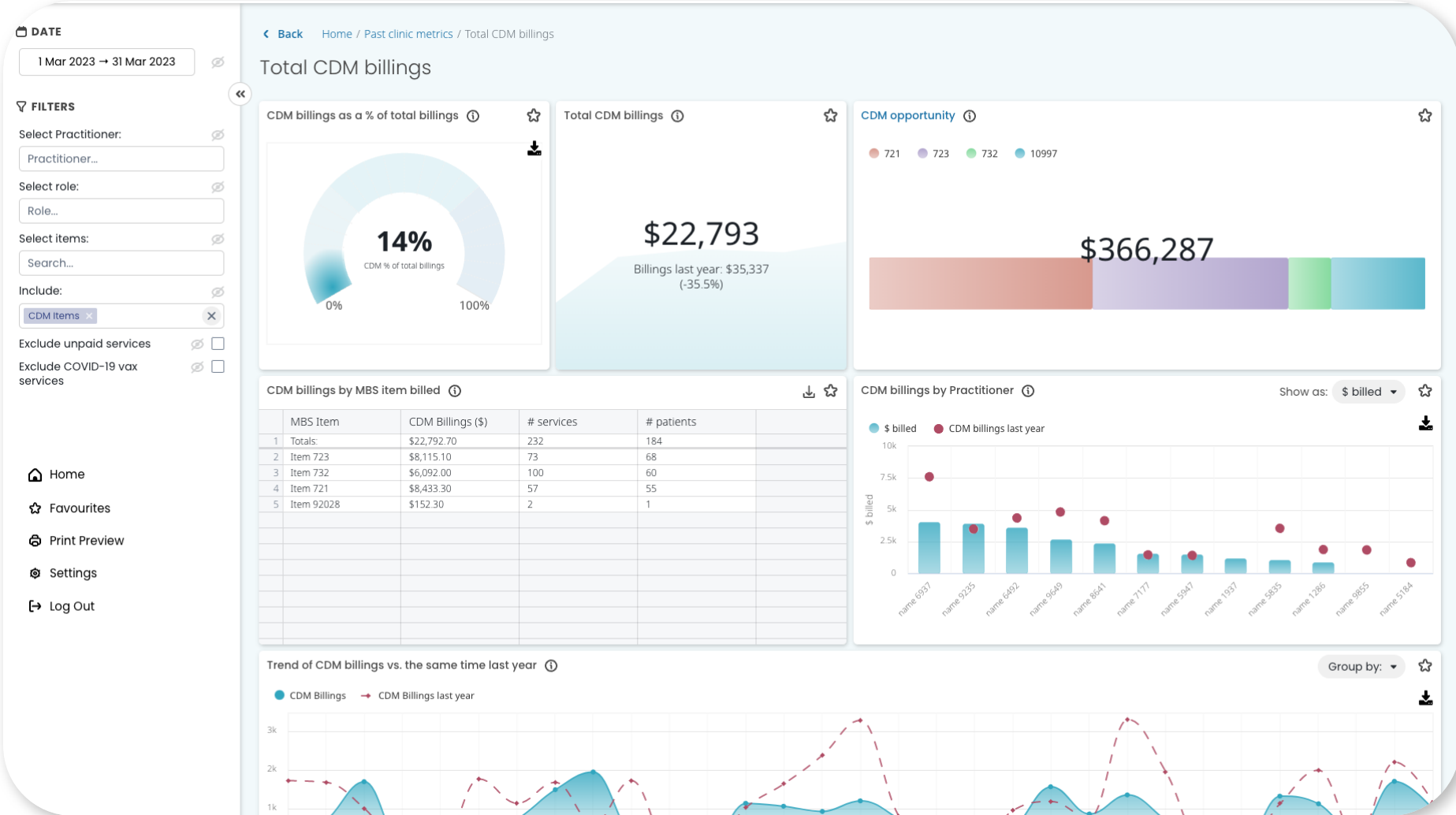


Billings by MBS item

\$ billed # services



Total CDM billings



Bulk Billing rate

DATE

1 Mar 2023 → 31 Mar 2023

FILTERS

Select Practitioner:

Practitioner...

Select eligibility type:

Search...

Select role:

Role...

Select items:

Search...

Exclude unpaid services

Exclude COVID-19 vax services

Exclude BB incentive item numbers

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Bulk billing

*Bulk billings include invoices paid by Medicare or DVA

Percentage of billings bulk billed

89%

Bulk billings (\$): \$144,323
Total billings (\$): \$162,169

Percentage of items bulk billed

95%

Items bulk billed: 4,151
Items billed: 4,386

Percentage of invoices bulk billed

91%

Invoices bulk billed: 1,999
Invoices billed: 2,207

Bulk billing by total amount billed

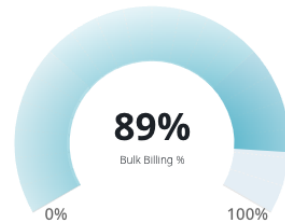
Bulk billing by items

Bulk billing by invoices

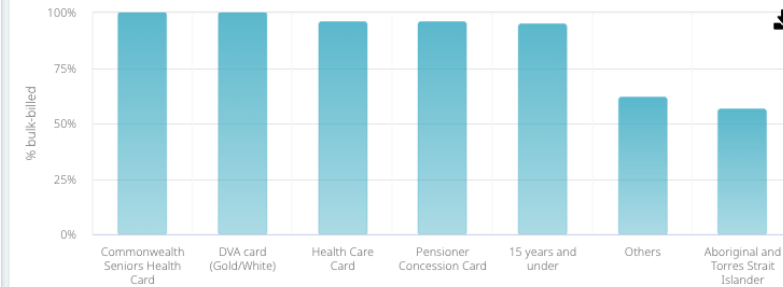
Private billing opportunity

Billing breakdown

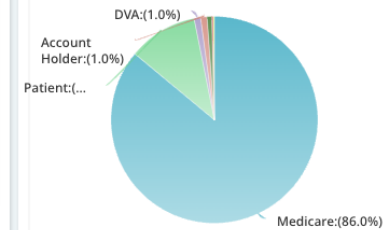
Percentage of billings bulk billed



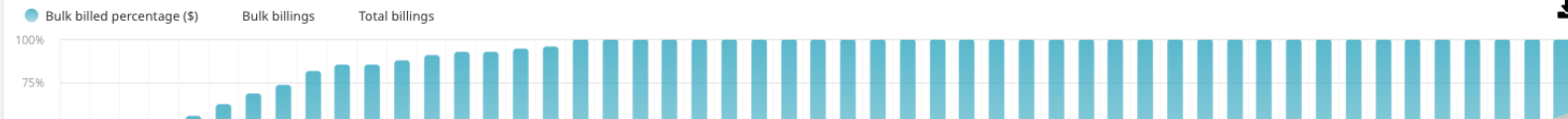
Bulk billing by eligibility type



Total billings by Payer



% by MBS item of eligible billings bulk-billed



New Patients

DATE

1 Mar 2023 → 31 Mar 2023

FILTERS

Select Practitioner:
Practitioner...

Select role:
Role...

Select appt type:
Search...

Include patients with only Covid vax billings

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New patients

New patients by Practitioner

Conventional Online

% of new patients who returned for 3+ appts

3% New patient conversion rate

New patients

58
4 online

New patients by appointment type

Conventional Online

Average new patients by weekday

Conventional Online

New patients over time

Conventional Online

Item eligibility lists

DATE

Patients with... 🔗

All patients ▾

FILTERS

Next appt with 🔗

Next appt with...

Next appt role 🔗

Next appt role...

Usual doctor 🔗

Usual Doctor...

Last seen doctor 🔗

Last Doctor...

Patients with 3+ appts in 2 yrs 🔗

Exclude RACF 🔗

Include patients with only Covid vax billings 🔗

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Item optimisation

⏪ All item optimisation metrics will include the new COVID-19 Telehealth and Telephone item numbers. See the MBS for more details.

Top 10 MBS items (month vs month) ⓘ

● This time last month ● This month % change on last month

Item	This time last month	This month
Item 721	550	420
Item 36	500	380
Item 91891	250	180
Item 732	100	60
Item 723	70	50
Item 731	60	60
Item 10997	60	80
Item 91890	40	30
Item 44	30	20
Item 3	20	20

Patients eligible for GPMs, TCAs, MCPs and reviews

Item 721 ⓘ ☆	Item 723 ⓘ ☆	Item 731 ⓘ ☆	Item 732 ⓘ ☆
966	1,067	11	859

Patients eligible for Nurse items

Item 10997 ⓘ ☆	Item 10987 ⓘ ☆
1,012	8
4,894 eligible 10997s	80 eligible 10987s

Patients eligible for Health Assessments

75+ health assessment ⓘ ☆	Item 715 ⓘ ☆
--	---------------------------

Monthly Workflows



Outstanding debt

FILTERS

Select Practitioner:

Practitioner...

Select payer:

Search...

Select invoice age:

Search...

Include Medicare and DVA services

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Outstanding debt

Debtors 📄 ★

610

731 invoices owed

Outstanding debt 📄 ★

\$42,960

Unbatched invoices 📄 ★

89

88 last 90 days

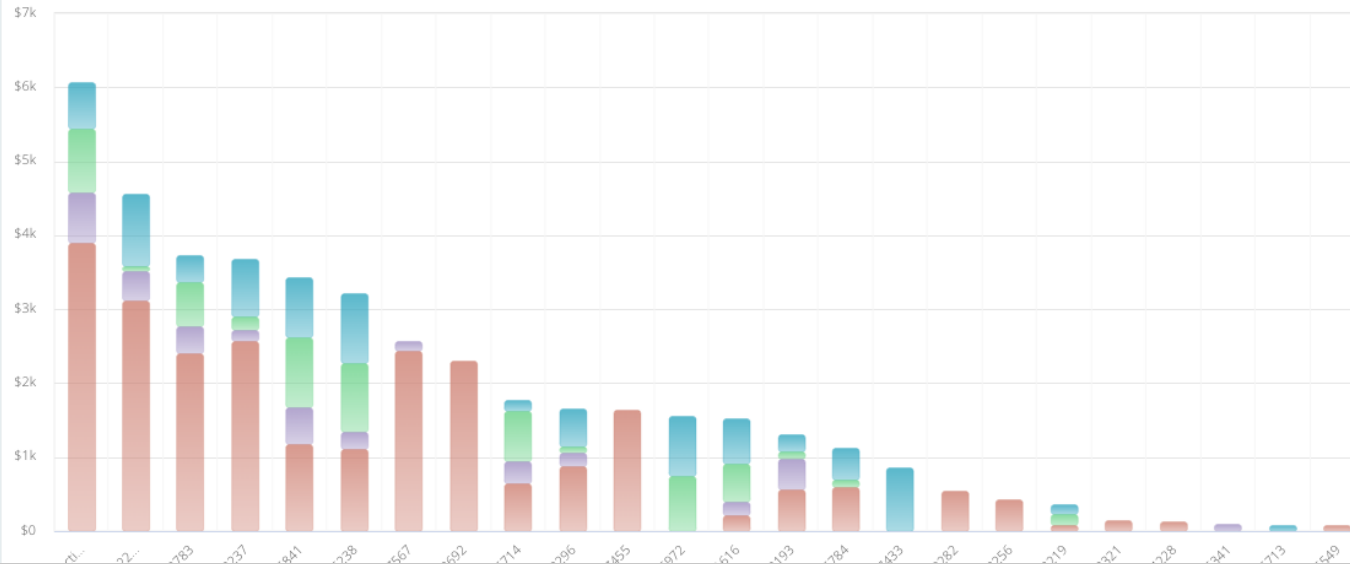
Outstanding rejections 📄 ★

8

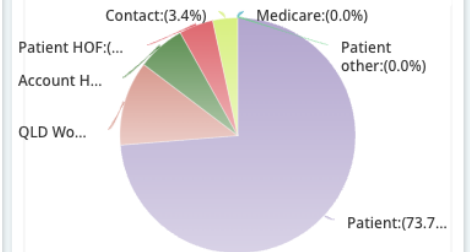
7 older than 90 days

Outstanding debt by Practitioner 📄

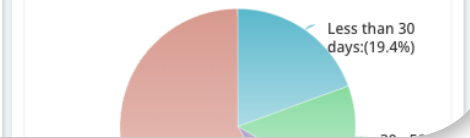
Less than 30 days 30 - 59 days 60 - 89 days 90+ days



Outstanding debt by Payer 📄



Outstanding debt by age 📄



Outstanding debt

Practitioners

Select Practitioner:

Practitioner...

Billings

Select payer:

Search...

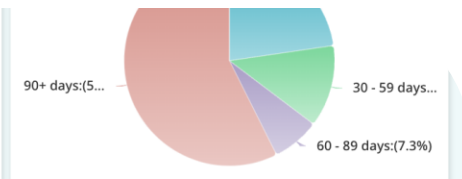
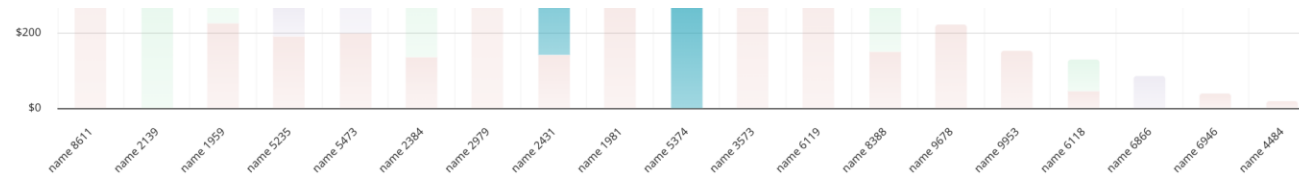
Select invoice age:

Search...

Select status:

Search...

Include Medicare and DVA services



List of debtors

	INTERNAL...	Record no.	Invoice da...	Invoice age	Invoice ID	Payer	Status	Patient	Practitioner	MBS Item	Amount owing	Next appt d...	Tir
1	Totals:										\$29,037.11		
2	35655	38410	01/02/2021	1,268	304927	Account Holder	Unpaid	surname 2579, firstname 1675 (68yrs -	firstname 4576	Item 36	\$75.05	No bookings	No
3	24393	12863	29/04/2021	1,181	317955	Patient Account	Unpaid	surname 7885, firstname 6467 (27yrs -	firstname 1275	Item 14206, Item 36	\$106.25	No bookings	No
4	9624	31192	27/11/2021	969	351535	Patient Account	Unpaid	surname 8114, firstname 1883 (11yrs -	firstname 2172	Item 36	\$75.75	No bookings	No
5	35273	36412	11/01/2022	924	356903	Patient Account	Unpaid	surname 3543, firstname 8947 (16yrs -	firstname 3627	Item 14206, Item	\$40.15	No bookings	No
6	37381		19/02/2022	885	362580	Patient Account	Unpaid	surname 4743, firstname 7344 (5yrs -	firstname 9535	Item 36	\$75.75	No bookings	No
7	38716		16/03/2022	860	365506	Patient Account	Unpaid	surname 2478, firstname 3681 (69yrs -	firstname 5455	Item 36	\$75.75	No bookings	No
8	1411	19841	09/05/2022	806	371410	Patient Account	Unpaid	surname 1128, firstname 7813 (24yrs -	firstname 3792	description 3185	\$20.00	No bookings	No
9	3747		09/05/2022	806	371448	Patient Account	Unpaid	surname 6916, firstname 9453 (24yrs -	firstname 9535	description 3185	\$20.00	No bookings	No
10	4571		12/05/2022	803	371903	Patient Account	Unpaid	surname 4263, firstname 3681 (35yrs -	firstname 9535	description 3185	\$20.00	No bookings	No
11	3174	35812	16/05/2022	799	372289	Patient Account	Unpaid	surname 2592, firstname 3558 (73yrs -	firstname 4419	description 3185	\$20.00	No bookings	No
12	4688	36459	16/05/2022	799	372436	Patient Account	Unpaid	surname 6761, firstname 1258 (68yrs -	firstname 9535	description 3185	\$20.00	No bookings	No
13	3449	34698	16/05/2022	799	372305	Patient Account	Unpaid	surname 5819, firstname 3916 (54yrs -	firstname 4576	description 3185	\$20.00	21/08/2024	08:
14	6674		24/05/2022	791	373516	Patient Account	Unpaid	surname 3766, firstname 6258 (56yrs -	firstname 5257	description 3185	\$20.00	No bookings	No
15	3247	32729	27/05/2022	788	374090	Patient Account	Unpaid	surname 2217, firstname 6369 (5yrs -	firstname 5918	description 3185	\$20.00	No bookings	No
16	2397	32587	30/05/2022	785	374257	Patient Account	Unpaid	surname 9268, firstname 7522 (29yrs -	firstname 3792	description 3185	\$20.00	22/10/2024	10:
17	10708		02/06/2022	782	375044	Patient Account	Unpaid	surname 8729, firstname 8131 (33yrs -	firstname 5455	description 3185	\$20.00	No bookings	No
18	6538	26776	07/06/2022	777	375544	Patient Account	Unpaid	surname 2155, firstname 5788 (18yrs -	firstname 9535	description 3185	\$20.00	No bookings	No
19	6537	31674	07/06/2022	777	375543	Patient Account	Unpaid	surname 9891, firstname 3251 (17yrs -	firstname 9535	description 3185	\$20.00	No bookings	No
20	11218	32851	23/06/2022	761	377790	Patient Account	Unpaid	surname 9839, firstname 9454 (5yrs -	firstname 5455	description 3185	\$20.00	No bookings	No
21	4821		24/06/2022	760	378038	Patient Account	Unpaid	surname 2592, firstname 5337 (4yrs -	firstname 4419	description 3185	\$20.00	No bookings	No
22	37518		27/06/2022	757	378234	Patient Account	Unpaid	surname 5581, firstname 7284 (74yrs -	firstname 4576	description 3185	\$20.00	No bookings	No
23	36702	38077	27/06/2022	757	378235	Patient Account	Unpaid	surname 8935, firstname 4182 (63yrs -	firstname 4576	description 3185	\$20.00	No bookings	No

Engaging with our usual patients

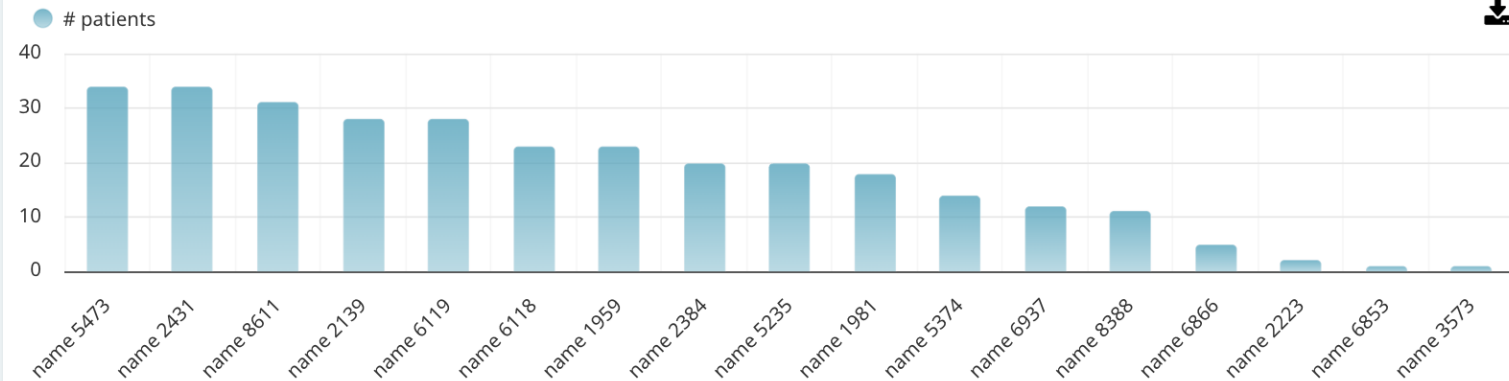
Engaging with our usual patients

Engaging with our usual patients ⓘ

305

Patients with 12+ appts in 12 months but no future bookings by Doctor ⓘ

Group by: Last seen Doctor ▾



List of patients with 12+ appts in 12 months but no future bookings ⓘ

	INTERNAL...	Record no.	Patient	# of complet...	Most recent atten...	Days since last appt	Last Doctor	Usual Doctor
1	4643		surname 4927, firstname 5567 (33yrs -	15	05/10/2023	285	name 5473	firstname 5739
2	4002		surname 5388, firstname 3219 (43yrs -	13	11/10/2023	279	name 6853	firstname 5918
3	1201	22466	surname 8824, firstname 4724 (40yrs -	13	13/10/2023	277	name 8611	firstname 4576
4	987	19726	surname 9396, firstname 5637 (66yrs -	12	27/10/2023	263	name 6119	firstname 5918
5	913	196744	surname 9232, firstname 5653 (52yrs -	16	12/01/2024	186	name 6118	firstname 3792
6	1100	000746	surname 2281, firstname 5337 (83yrs -	14	12/01/2024	186	name 5473	firstname 5739
7	822	3333	surname 6588, firstname 2585 (47yrs -	13	18/01/2024	180	name 6937	firstname 4874



Team Effort



Educate on the
Why

Use the right
team members

Clear and
repeatable process

Tools and
Access

Keep it up!



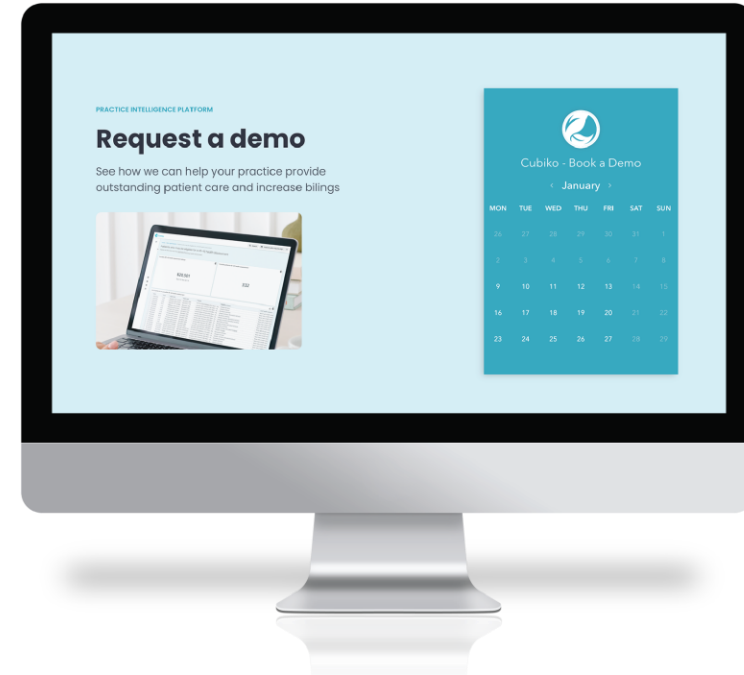
Don't Forget

Incorporate the above into your business plan and quality improvement register required for accreditation



Book a Demo

**See how Cubiko can help
your practice**



 Thank you for your questions



Zedmed and Cubiko will happily reach out to you to discuss them in more detail!