

FAQs

Who is Outcome Health and how does it relate to POLAR?

Outcome Health is a not-for-profit organisation that supports general practice and the broader primary care community through innovative technology and clinical programs. For more than 20 years, we have been inspired to help build a more intelligent health ecosystem. We provide a range of dedicated data intelligence and clinical services to help Australia's health system further improve patient outcomes.

POpopulation Level Analysis & Reporting (POLAR) is our technology platform that delivers unparalleled analytic capabilities to the primary care sector.

Outcome Health is an ISO 27001 certified organisation.

What is Husky?

Husky is the newest report developed by Outcome Health to support your practice with:

- Appointment book optimisation
- Daily insights into potential revenue opportunities with built-in PRODA integration
- Improved workflows through better communication

Other FAQs

How do I get my 30-day free trial?

Login to POLAR Explorer and click the link to Register for your Husky 30-day free trial.

How much does Husky cost?

As an existing POLAR customer, the price of Husky is \$960 ex GST for a yearly (12-month) subscription, or \$100 ex GST for a monthly subscription.

- This includes the installation of Husky into your practice, as well as the live PRODA integration.

Do I need a Terms and Conditions (T&Cs) with Outcome Health?

Yes, this will be requested when you sign up for your 30-day free trial.

- These T&Cs do not supersede your agreement with your PHN.

Can I access Husky and POLAR reports from the same login?

Absolutely! Everyone knows how frustrating it is to have to log-in to multiple platforms every day. Now you can access your business and clinical reports all within the 1 platform under the 1 login.

Is PRODA integration a separate Husky offering?

No, PRODA integration comes standard with Husky.

- Husky is compliant with the Best Practice & Medical Director Clinical Information Systems (CIS).
- Zedmed integration is in development.

Will my PHN see my Husky data?

No, PHNs do not see Appointment data.

How are Did Not Attend (DNA) risk patients calculated?

A patient is flagged as a DNA risk if 20% of their previous Appointments are recorded as a DNA.

Will new things be added to Husky?

Yes, a current working group of practice managers is helping us add additional functionality/metrics to Husky over the next 6 to 12 months. These will appear as they are added to the product at **NO** extra cost.