

Frequently ask questions about data

How accurate is the DRINFO report?

The accuracy of your DRINFO report will depend upon the accuracy of the information in your PMS database.

If something does not look right, it is important that you let us know so we can help you work through why that might be the case. The most important reasons for reported “inaccuracies” are listed below:

Reported inaccuracy	Solution
Misinterpretation of the criteria used to generate the patient lists	Click on the owl icon for ‘query description’ and please contact us if it is not clear
Data has not been correctly entered into PMS	Check the DATA QUALITY section to get everything up-to-date and entered correctly in to your PMS
The mapping behind the scenes has not been set up properly	Contact our technical support team for more help with this. We can work with your IT technician.
DRINFO does not recognise a code which your practice uses	Check the owl and contact us if you use a different code, then please let us know
DRINFO is wrong!	Yes sometimes that happens and we are grateful when people let us know!

Just keep a list of your questions and we can go through them in your training session and try to diagnose where the problem lies. You can also report a problem, or an inaccuracy with a query, through your DRINFO audit report.

Where does DRINFO look for data?

DRINFO looks for data in the same place as data used to produce your ‘PPP’ (PHO/Practice Performance Programme) and the ASR (Age sex register). If DRINFO does not recognise something as being done, neither will the PPP or ASR be able to recognise it as done. For most the queries this will involve looking in SCREENING or CLASSIFICATIONS. For some queries we also look in inbox documents, immunisation records and even scan notes in the daily record.

Where is the DRINFO software installed ?

The DRINFO software is installed on your practice server alongside your Practice Management System (PMS). DRINFO analyses the data in your Practice Management System (PMS) and then produces a report which you access on line.

What about security?

Encryption is the most effective way to achieve data security. Encryption is the translation of data into a secret code. To read an encrypted file, you must have access to a combination of secret keys or passwords that enables you to “decrypt” it.

Your DRINFO report is accessed online with a unique DRINFO key (a password used in combination with other keys to decrypt the DRINFO data). We provide you with a temporary practice log in key and we recommend that you change the temporary DRINFO key when you first log in. We recommend that you use a key with at least 6 characters and use a selection of numbers and upper case and lower case letters. We will only give the DRINFO log in key to the practice via email or phone number that we have on file.

The audit report is hosted on a secure server in New Zealand, the same servers are used to host banking and other highly secure information.