

## **POLAR Walrus - for quick patient insights**

Walrus is a flexible point of care tool developed by [Outcome Health](#) to support clinicians and practice staff to pull up insights of patients quickly with prompt notifications sitting on top of clinical software. It is a tool which can provide guidance to a GP/ nurse/ receptionist to ensure patient records and PIP QI data are always up-to-date.

### **Clinician benefits**

- Walrus can provide clinician prompts to specific items such as missing data, clinical prompts, risk scores or MBS items
- Support systematic approach for health promotion and preventative care
- Colour-coded urgency notifications support clinicians identifying risk factors, allowing early intervention
- Improve patient quality of care by keeping patient's clinical data up to date
- Assist clinicians to easily identify patient's MBS eligibility according to practice billing history and increase practice revenue
- The tool is able to be repositioned freely but consistently on top of the clinical software during a consultation

Walrus can be minimised to the desktop notification bar if you do not want to see it on the screen.

### **Practice staff benefits**

- Improve workflow efficiency
- Increase productivity by filling in missing non-clinical patient information
- Customise group button which suits staff position or role with hide/unhide function
- It does not slow down the clinical system as it communicates with the POLAR extraction tool instead of the clinical database

### **Patient benefits**

- Avoid delays in intervention with up-to-date clinical data
- Improve health outcomes

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## **How Walrus works**

Once Walrus is logged in and a patient file is opened in the clinical software, the Walrus interface will appear with the patient's basic information and notification groups underneath. It will only pick up the active window information, hence, if a user has multiple patient files open, Walrus will only show the patient information which is currently in the

active window.

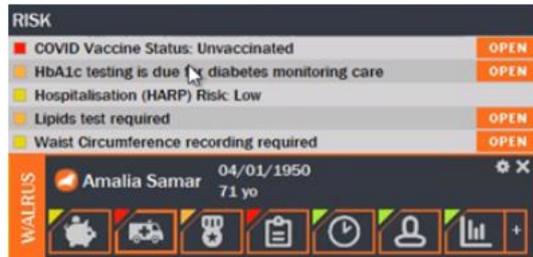
It consists of seven groups with coloured tags on the top left-hand corner and colour codes to the items within each group. Each colour represents a different level of urgency:

- **Green:** appear against the group with no data missing or not relevant
- **Yellow:** data missing - low urgency
- **Orange:** data missing - medium urgency
- **Red:** data missing - high urgency

Users can choose groups that apply to their role by clicking “+” on the right-hand side.



Simply clicking on each group button will bring up a page of information or missing data above the Walrus interface. By clicking “Open”, it will take you to the page in the clinical software where you can fill in the missing data. Once missing data is filled, coloured notification will be updated/disappear in 24 hours.

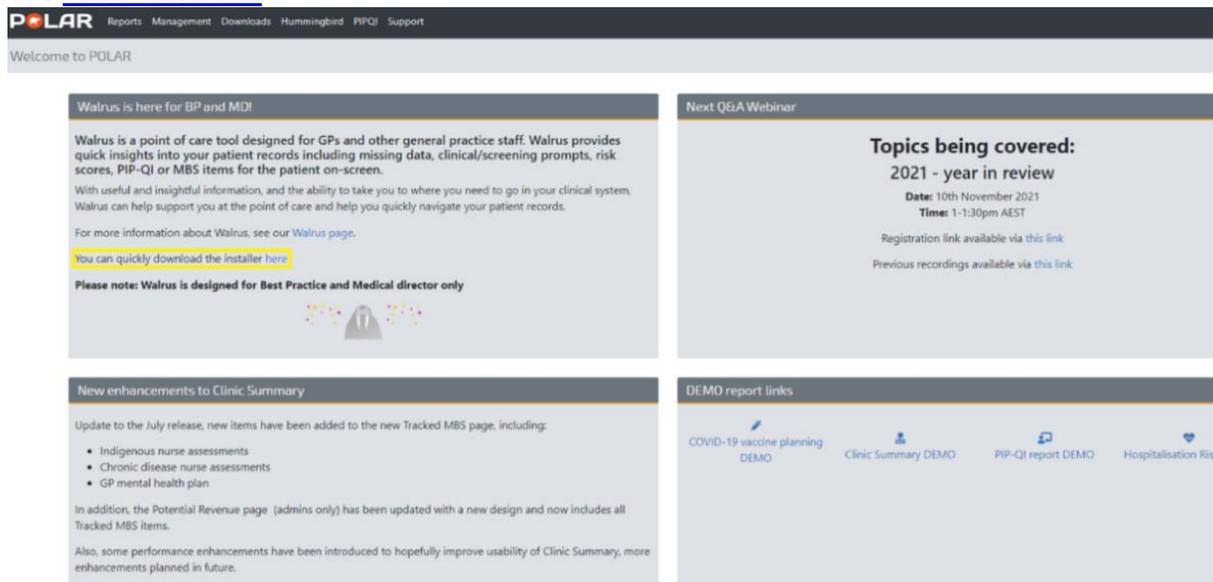


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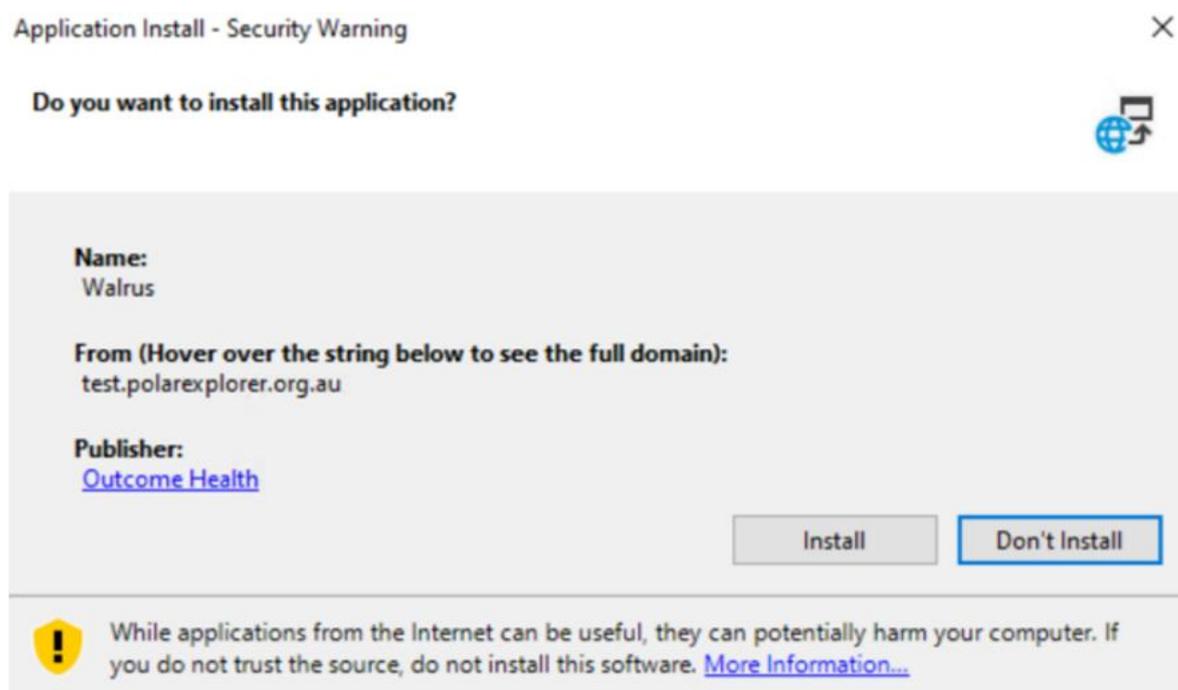
## Installing Walrus

With Walrus rollouts to all practices, you can easily install the tool by following the below steps:

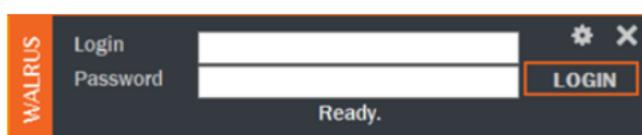
1. Download the Walrus tool installer from the front page of POLAR, or via [this installation link](#)



2. Click the INSTALL button to download the setup file
3. Run the installer application, setup.exe
4. Click the INSTALL button

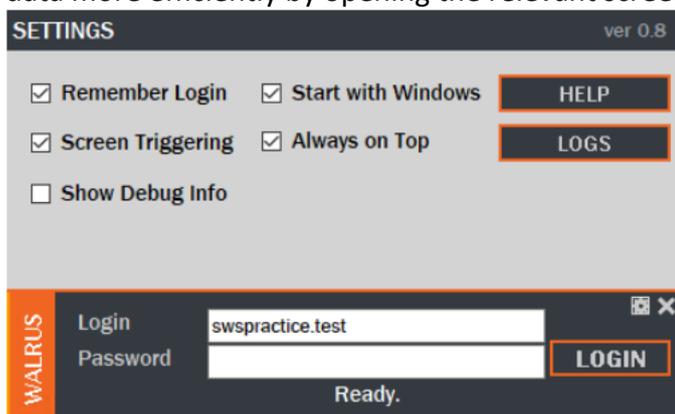


5. When Walrus starts, you will be asked to enter your POLAR username and password



## Tips for setting up your Walrus

- Before starting to use the tool, it is important to go to the settings wheel and tick the checkboxes 'Remember Login' and 'Start with Windows' to have this tool automatically opened whenever the user accesses the clinical software tool
- Selecting "Screen Triggering" is recommended as it enables the user to enter missing data more efficiently by opening the relevant screen of the clinical software



- Walrus tool is required to be installed in each workstation, and it is recommended each user to have their own login account for the tool

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## Support and resources

Walrus Installation, configuration and usage walkthrough

Walrus webinar: August 2021

## Walrus FAQs

### Q: What is Walrus?

Walrus is a point of care tool designed for GPs and other general practice staff. It prompts you about missing data, clinical/screening prompts, risk scores, PIP-QI or MBS items for the patients on-screen.

### Q: Do I need to install Walrus on each workstation?

Yes, installation on each workstation is required.

**Q: Can Walrus be installed in a terminal server environment?**

Yes, practice can download a special Walrus installer via [this link](#) if using a terminal server environment.

**Q: How do I register a Walrus login account?**

Walrus login is the same as your POLAR login details. If you do not have a POLAR account, please contact your practice's POLAR admin account holder (usually practice manager or principal) or your Practice Support Officer/Health Systems Improvement Officer for assistance.

**Q: Which clinical software is compatible with Walrus?**

Walrus is currently compatible with Medical Director and Best Practice.

**Q: How often does the data update in Walrus?**

The Walrus data is reloaded on a 24-hour cycle. Changes to the patient record may not affect the Walrus notifications until this reload has occurred.

**Q: What is the colour scheme from Walrus?**

Walrus consists of 7 groups with coloured tags in the top left-hand corner. There are also colour codes for the items within each group and each colour represents a different level of urgency:

- Green: appears against the group with no data missing or not relevant
- Yellow: data missing - low urgency
- Orange: data missing - medium urgency
- Red: data missing - high urgency

For more details on each coloured tag, please refer to [POLAR Walrus](#) from POLAR Education Portal.

**Q: How to use Walrus?**

Please refer to the [POLAR updated webinar](#) about using Walrus.