Primary Sense Support



If your practice experiences an issue with **Primary Sense**, follow these four simple steps.

Identify the issue
Make a note of what is happening with Primary Sense and when the issue started.

Contact PHN Practice Support
Email or call Practice Support, provide your practice name, contact details and a brief description of the issue.
Important: *Do not include identifiable patient data or sensitive information in any requests.*

Initial Troubleshooting
The PHN Digital Health Officer will assess your request and help your practice with initial troubleshooting, offering guidance and support where possible.

Escalation and follow-up
If the issue remains unresolved, the PHN will escalate it through the appropriate Primary Sense support pathway.

The PHN remains your practice point of contact and will share updates or seek more information as needed.

Contact **practicesupport@brisbanenorthphn.org.au**
or phone **07 3490 3495**

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PRIMARY SENSE