

# 7 Problems managed

A 'problem managed' is a formal statement of the provider's understanding of a health problem presented by the patient, family or community. It can be described in terms of a disease, symptom or complaint, social problem or ill-defined condition managed at the encounter. As GPs were instructed to record each problem to the most specific level possible from the information available, the problem managed may at times be limited to the level of a presenting symptom.

At each patient encounter, up to four problems could be recorded by the GP. A minimum of one problem was compulsory. The status of each problem to the patient – new (first presentation to a medical practitioner) or old (follow-up of previous problem) – was also indicated. The concept of a principal diagnosis, which is often used in hospital statistics, is not adopted in studies of general practice where multiple problem management is the norm rather than the exception. Further, the range of problems managed at the encounter often crosses multiple body systems and may include undiagnosed symptoms, psychosocial problems or chronic disease, which makes the designation of a principal diagnosis difficult. Thus the order in which the problems were recorded by the GP is not salient.

Problems were coded using ICPC-2 PLUS, an extended terminology classified according to the internationally recognised International Classification of Primary Care – Version 2 (ICPC-2). ICPC-2 has a bi-axial structure with 17 chapters on one axis and seven components on the other. Chapters are based on body systems, with additional chapters for psychological problems and for social problems (see Chapter 2 – Methods).

The relative frequency of problems managed can be described in two ways: as a percentage of all problems managed in the study, or as a rate of problems managed per 100 encounters. Where groups of problems are reported (e.g. circulatory problems), it must be remembered that more than one type of problem (e.g. hypertension and oedema) may have been managed at a single encounter. In considering these results, the reader must be mindful that although a rate per 100 encounters for a single ungrouped problem (e.g. asthma, 2.6 per 100 encounters) can be regarded as equivalent to 'asthma is managed at 2.6% of encounters', such a statement cannot be made for grouped concepts (those marked with an asterisk in the tables).

This chapter describes differences that arose across RRMA and ASGC Remoteness categories. For a summary of findings in each individual RRMA category or trends with ASGC Remoteness, please refer to Chapter 11 – Summary of results.

## 7.1 Number of problems managed at the encounter

### RRMA

Table 7.1(a) compares the number of problems managed at the encounter across RRMA categories. The majority of encounters involved the management of only one problem. The results reported below are compared with the national average.

- Other Remote Areas had a significantly larger proportion of encounters where only one problem was managed and a significantly smaller proportion of encounters where two problems were managed.

- Large Rural Centres had a significantly smaller proportion of encounters where only one problem was managed and a significantly larger proportion of encounters where three problems were managed.

### **ASGC Remoteness**

Table 7.1(b) compares the number of problems managed at the encounter across ASGC Remoteness categories. Compared with the national average:

- Inner Regional Australia had a significantly larger proportion of encounters where three or four problems were managed
- although not statistically significant, Very Remote Australia had a larger proportion of encounters with only one problem managed.

## **7.2 Nature of morbidity**

### **Types of problems managed**

#### **RRMA**

Table 7.2(a) compares the types of problems managed across RRMA categories. Compared with the national average:

- a significantly smaller proportion of problems managed were new to the patient and a significantly larger proportion were chronic problems in Small Rural Centres and Other Rural Areas
- Remote Centres had a significantly smaller proportion of problems that were chronic problems
- Remote Centres and Other Remote Areas had a significantly smaller proportion of problems labelled as the discussion of test results.

#### **ASGC Remoteness**

Table 7.2(b) compares the types of problems managed across ASGC Remoteness categories. Compared with the national average:

- there was a significantly smaller proportion of new problems and a significantly larger proportion of chronic problems managed by GPs in Inner Regional Australia
- Very Remote Australia had a significantly smaller proportion of problems labelled as the discussion of test results.

**Table 7.1(a): Number of problems managed at an encounter by RRMA**

Number of problems managed at encounter	Per cent of encounters, 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
One problem	65.1 (64.5–65.6)	65.1 (63.6–66.6)	<b>62.4</b> <b>(60.8–64.0)</b>	64.3 (62.7–65.9)	63.2 (62.1–64.3)	67.4 (63.3–71.4)	<b>68.8</b> <b>(65.4–72.3)</b>	64.7 (64.3–65.1)
Two problems	24.5 (24.2–24.8)	24.3 (23.5–25.2)	25.4 (24.5–26.3)	24.9 (24.0–25.8)	25.2 (24.6–25.8)	24.0 (21.3–26.7)	<b>21.8</b> <b>(19.9–23.7)</b>	24.6 (24.4–24.9)
Three problems	8.1 (7.9–8.3)	8.3 (7.7–8.9)	<b>9.5</b> <b>(8.8–10.1)</b>	8.4 (7.8–9.1)	8.8 (8.3–9.2)	6.8 (5.4–8.2)	7.3 (6.1–8.6)	8.3 (8.1–8.4)
Four problems	2.3 (2.2–2.4)	2.3 (2.0–2.7)	2.8 (2.4–3.2)	2.4 (2.1–2.8)	2.8 (2.5–3.1)	1.8 (1.1–2.5)	2.0 (1.2–2.9)	2.4 (2.3–2.5)

Note: Shading indicates a significant difference between a RRMA and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.

**Table 7.1(b): Number of problems managed at encounter by ASGC Remoteness**

Number of problems managed at encounter	Per cent of encounters, 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
One problem	65.1 (64.6–65.6)	<b>62.7</b> <b>(61.8–63.6)</b>	65.3 (64.1–66.5)	64.8 (61.4–68.2)	69.0 (63.5–74.6)	64.7 (64.3–65.1)
Two problems	24.5 (24.2–24.8)	25.4 (24.9–25.9)	24.4 (23.6–25.1)	24.0 (22.2–25.7)	21.6 (18.7–24.6)	24.6 (24.4–24.9)
Three problems	8.1 (7.9–8.3)	<b>9.1</b> <b>(8.7–9.4)</b>	8.1 (7.6–8.6)	8.6 (7.1–10.2)	7.3 (5.2–9.4)	8.3 (8.1–8.4)
Four problems	2.3 (2.2–2.4)	<b>2.8</b> <b>(2.6–3.1)</b>	2.3 (2.0–2.6)	2.6 (1.8–3.4)	2.0 (0.4–3.7)	2.4 (2.3–2.5)

Note: Shading indicates a significant difference between an ASGC and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.

**Table 7.2(a): Distribution of problems managed across problem type and ICPC-2 component, by RRMA**

	Per cent of problems, 95% confidence interval, column specific							
	Capital City (n=589,295)	Other Metropolitan (n=66,543)	Large Rural Centre (n=57,219)	Small Rural Centre (n=56,159)	Other Rural Area (n=109,404)	Remote Centre (n=5,579)	Other Remote Area (n=9,124)	Australia (n=893,323)
New problems	35.9 (35.4–36.3)	34.8 (33.4–36.1)	33.8 (32.4–35.3)	<b>32.9</b> <b>(31.5–34.2)</b>	<b>32.7</b> <b>(31.7–33.7)</b>	35.3 (30.4–40.1)	34.7 (31.1–38.2)	35.1 (34.7–35.4)
Work-related problems	1.6 (1.5–1.6)	1.5 (1.3–1.7)	1.5 (1.3–1.7)	1.4 (1.2–1.5)	1.4 (1.3–1.5)	2.1 (1.2–3.0)	1.7 (0.9–2.6)	1.5 (1.5–1.6)
Chronic problems**	32.3 (31.9–32.7)	33.8 (32.6–35.0)	<b>34.7</b> <b>(33.6–35.9)</b>	<b>34.9</b> <b>(33.7–36.0)</b>	<b>36.1</b> <b>(35.3–36.9)</b>	<b>29.6</b> <b>(26.7–32.4)</b>	33.2 (30.7–35.8)	33.2 (32.9–33.5)
<b>By ICPC-2 component</b>								
Symptoms & complaints	22.8 (22.5–23.0)	22.2 (21.5–22.9)	22.1 (21.3–22.8)	21.8 (21.1–22.4)	<b>21.4</b> <b>(21.0–21.9)</b>	22.9 (21.0–24.8)	22.0 (20.6–23.3)	22.4 (22.3–22.6)
Diagnoses, diseases	63.7 (63.3–64.1)	64.3 (63.1–65.5)	64.3 (63.2–65.4)	63.5 (62.3–64.7)	64.6 (63.8–65.4)	63.1 (60.1–66.1)	65.0 (62.6–67.4)	63.9 (63.6–64.2)
Diagnostic & preventive procedures	9.4 (9.2–9.6)	9.3 (8.6–10.0)	9.6 (9.0–10.3)	10.0 (9.3–10.8)	9.5 (9.0–10.1)	9.5 (7.8–11.1)	9.2 (7.8–10.6)	9.5 (9.3–9.7)
Medications, treatments & therapeutics	2.2 (2.1–2.3)	2.4 (2.2–2.7)	2.3 (2.1–2.5)	2.7 (2.4–3.0)	2.5 (2.3–2.7)	2.8 (2.2–3.5)	2.2 (1.6–2.8)	2.3 (2.2–2.4)
Referral & other RFE	0.9 (0.8–0.9)	0.8 (0.7–1.0)	0.8 (0.7–0.9)	1.0 (0.8–1.2)	1.0 (0.9–1.2)	0.8 (0.4–1.2)	1.0 (0.7–1.3)	0.9 (0.8–0.9)
Results	0.8 (0.7–0.8)	0.7 (0.5–0.8)	0.5 (0.4–0.6)	0.6 (0.5–0.7)	0.5 (0.4–0.6)	<b>0.4</b> <b>(0.1–0.6)</b>	<b>0.4</b> <b>(0.2–0.6)</b>	0.7 (0.7–0.7)
Administrative	0.3 (0.3–0.4)	0.3 (0.3–0.4)	0.4 (0.3–0.5)	0.4 (0.3–0.5)	0.3 (0.3–0.4)	0.5 (0.3–0.8)	0.3 (0.1–0.4)	0.3 (0.3–0.4)

\*\* Chronic code groups include multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 4, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

Note: Missing data removed. Shading indicates a significant difference between RRMA and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result. RFE—reason for encounter.

**Table 7.2(b): Distribution of problems managed across problem type and ICPC-2 component by ASGC Remoteness**

ICPC-2 component	Per cent of problems, 95% confidence interval, column specific					
	Major Cities (n=616,852)	Inner Regional Australia (n=175,944)	Outer Regional Australia (n=84,760)	Remote Australia (n=11,924)	Very Remote Australia (n=3,843)	Australia (n=893,323)
New problems	35.8 (35.3–36.2)	<b>32.8</b> <b>(32.0–33.6)</b>	34.5 (33.3–35.7)	34.0 (30.8–37.2)	35.7 (30.2–41.2)	35.1 (34.7–35.4)
Work-related problems	1.5 (1.5–1.6)	1.4 (1.3–1.5)	1.7 (1.5–1.9)	1.9 (1.2–2.7)	1.2 (0.3–2.1)	1.5 (1.5–1.6)
Chronic problems**	32.4 (32.1–32.8)	<b>35.3</b> <b>(34.7–36.0)</b>	34.3 (33.4–35.3)	32.7 (30.3–35.2)	32.1 (27.7–36.4)	33.2 (32.9–33.5)
<b>By ICPC-2 component</b>						
Symptoms & complaints	22.7 (22.4–22.9)	22.1 (21.7–22.5)	<b>21.6</b> <b>(21.1–22.1)</b>	22.1 (20.9–23.4)	22.3 (19.9–24.8)	22.4 (22.3–22.6)
Diagnoses, diseases	63.8 (63.5–64.2)	63.7 (63.1–64.4)	64.7 (63.8–65.6)	62.6 (60.1–65.1)	65.6 (62.1–69.1)	63.9 (63.6–64.2)
Diagnostic & preventive procedures	9.4 (9.2–9.6)	9.8 (9.4–10.2)	9.4 (8.8–9.9)	10.3 (8.9–11.7)	8.7 (6.6–10.9)	9.5 (9.3–9.7)
Medications, treatments & therapeutics	2.2 (2.1–2.3)	2.5 (2.4–2.7)	2.5 (2.3–2.8)	3.0 (2.4–3.6)	1.7 (1.0–2.5)	2.3 (2.2–2.4)
Referral & other RFE	0.9 (0.8–0.9)	0.9 (0.9–1.0)	0.9 (0.8–1.1)	1.2 (0.8–1.6)	1.0 (0.5–1.4)	0.9 (0.8–0.9)
Results	0.7 (0.7–0.8)	0.6 (0.5–0.6)	0.5 (0.4–0.6)	0.5 (0.3–0.7)	<b>0.3</b> <b>(0.1–0.5)</b>	0.7 (0.7–0.7)
Administrative	0.3 (0.3–0.4)	0.4 (0.3–0.4)	0.4 (0.3–0.4)	0.3 (0.2–0.5)	0.3 (0.1–0.5)	0.3 (0.3–0.4)

\*\* Chronic code groups include multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 4, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

Note: Missing data removed. Shading indicates a significant difference between an ASGC and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result. RFE—reason for encounter.

## Problems managed by ICPC-2 chapter

### RRMA

Table 7.3(a) compares problems managed by ICPC-2 chapters across RRMA categories. Reported results were significant ( $p < 0.05$ ) unless otherwise stated. Compared with the national average:

- respiratory problems were managed less often in the rural and remote zones
- musculoskeletal and circulatory problems were managed at a higher rate in Other Rural Areas
- circulatory problems were managed at a lower rate in Remote Centres
- skin problems were managed at a higher rate in Large Rural Centres and Other Remote Areas
- ear problems were managed at a higher rate in Remote Centres
- pregnancy and family planning were managed at higher rates in Small Rural Centres, Other Rural Areas, Remote Centres and Other Remote Areas
- general and unspecified problems, psychological problems and problems related to the female genital system were managed less frequently in Other Remote Areas
- eye problems were managed more often in Other Remote Areas.

### ASGC Remoteness

Table 7.3(b) compares problems managed by ICPC-2 chapters across ASGC Remoteness categories. Compared with the national average:

- respiratory problems were managed significantly more often in Major Cities
- skin problems were managed significantly more often in Inner Regional, Outer Regional and Remote Australia
- family planning, ear problems and eye problems were managed at significantly higher rates in Remote Australia
- in Very Remote Australia, psychological problems were managed at a significantly lower rate and urological problems at a significantly higher rate
- problems related to the male genital system were managed at a significantly higher rate in Outer Regional Australia.

Table 7.3(a): Distribution of problems managed across ICPC-2 chapters, by RRMA

ICPC-2 chapter	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
Respiratory	22.3 (22.0–22.6)	20.4 (19.5–21.2)	20.1 (19.2–21.0)	19.5 (18.6–20.4)	19.1 (18.5–19.7)	18.8 (16.6–21.0)	18.7 (16.8–20.6)	21.4 (21.1–21.6)
Musculoskeletal	17.1 (16.7–17.4)	17.3 (16.6–18.0)	17.8 (17.1–18.6)	17.8 (17.1–18.4)	18.5 (17.9–19.0)	15.1 (13.5–16.6)	17.2 (15.6–18.8)	17.3 (17.1–17.5)
Skin	16.2 (16.0–16.5)	17.3 (16.4–18.2)	19.1 (17.9–20.3)	16.9 (16.3–17.6)	17.6 (17.1–18.0)	16.0 (14.6–17.5)	18.4 (16.9–19.9)	16.7 (16.5–16.9)
Circulatory	16.2 (15.9–16.6)	17.0 (16.0–18.0)	16.9 (15.8–17.9)	17.6 (16.6–18.6)	19.2 (18.5–20.0)	11.1 (9.2–13.0)	16.1 (14.0–18.2)	16.7 (16.5–17.0)
General & unspecified	15.3 (15.0–15.6)	14.7 (13.9–15.4)	15.4 (14.6–16.2)	15.2 (14.4–16.0)	14.6 (14.0–15.1)	14.4 (11.9–16.9)	13.2 (11.7–14.8)	15.1 (14.9–15.3)
Psychological	11.5 (11.2–11.8)	11.2 (10.2–12.3)	12.6 (11.6–13.5)	11.6 (10.8–12.5)	10.8 (10.3–11.2)	11.5 (9.1–13.9)	7.6 (6.2–9.0)	11.4 (11.2–11.6)
Endocrine & metabolic	10.2 (10.0–10.4)	9.6 (9.0–10.2)	10.1 (9.2–11.0)	10.0 (9.4–10.6)	10.8 (10.4–11.2)	11.0 (9.2–12.9)	10.8 (9.2–12.5)	10.2 (10.0–10.4)
Digestive	10.1 (10.0–10.2)	10.1 (9.6–10.5)	10.1 (9.6–10.5)	9.7 (9.2–10.1)	10.4 (10.0–10.7)	9.9 (8.6–11.1)	10.1 (9.2–11.0)	10.1 (10.0–10.2)
Female genital system	7.2 (7.0–7.5)	7.9 (7.0–8.9)	7.7 (6.9–8.5)	7.6 (6.8–8.3)	6.6 (6.1–7.1)	6.4 (4.9–7.9)	5.6 (4.6–6.5)	7.2 (7.1–7.4)
Ear	4.2 (4.1–4.3)	4.2 (4.0–4.5)	4.6 (4.3–4.9)	4.5 (4.2–4.8)	4.3 (4.1–4.5)	5.9 (5.0–6.8)	4.6 (3.9–5.2)	4.3 (4.2–4.3)
Pregnancy & family planning	3.9 (3.8–4.1)	4.8 (4.3–5.3)	4.7 (4.2–5.1)	5.6 (4.8–6.2)	5.2 (4.8–5.6)	8.3 (6.8–9.9)	5.9 (4.8–7.0)	4.3 (4.2–4.5)
Neurological	4.0 (3.9–4.1)	3.9 (3.7–4.2)	4.1 (3.8–4.3)	3.9 (3.6–4.1)	4.2 (4.0–4.4)	3.7 (3.0–4.3)	3.9 (3.2–4.5)	4.0 (3.9–4.1)
Urology	2.9 (2.9–3.0)	3.1 (2.9–3.3)	3.0 (2.8–3.2)	2.8 (2.6–3.0)	3.2 (3.0–3.3)	3.4 (2.2–4.6)	3.4 (2.7–4.2)	3.0 (2.9–3.0)
Eye	2.7 (2.7–2.8)	2.6 (2.4–2.8)	2.6 (2.4–2.8)	2.4 (2.2–2.6)	2.6 (2.4–2.7)	3.0 (2.4–3.5)	3.4 (2.8–3.9)	2.7 (2.6–2.7)
Blood	1.6 (1.5–1.7)	1.5 (1.3–1.6)	1.5 (1.4–1.7)	1.5 (1.3–1.8)	1.7 (1.6–1.8)	1.7 (1.3–2.2)	1.7 (1.3–2.1)	1.6 (1.6–1.7)

(continued)

Table 7.3(a) (continued): Distribution of problems managed across ICPC-2 chapters, by RRMA

ICPC-2 chapter	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
Male genital system	1.3 (1.3–1.4)	1.4 (1.3–1.5)	1.5 (1.3–1.6)	1.6 (1.4–1.7)	1.7 (1.6–1.8)	1.5 (1.0–2.0)	1.2 (0.9–1.5)	1.4 (1.4–1.5)
Social	0.9 (0.9–1.0)	0.7 (0.6–0.9)	1.0 (0.8–1.1)	1.0 (0.8–1.1)	0.9 (0.8–1.0)	1.3 (0.5–2.1)	0.8 (0.4–1.1)	0.9 (0.9–1.0)
<b>Total problems managed</b>	<b>147.7</b> <b>(146.8–148.6)</b>	<b>147.9</b> <b>(145.3–150.4)</b>	<b>152.6</b> <b>(149.8–155.4)</b>	<b>149.0</b> <b>(146.2–151.7)</b>	<b>151.1</b> <b>(149.1–153.1)</b>	<b>143.1</b> <b>(136.6–149.5)</b>	<b>142.6</b> <b>(136.5–148.6)</b>	<b>148.4</b> <b>(147.7–149.1)</b>

(a) Figures do not total 100 as more than one problem can be recorded at each encounter.

Note: Shading indicates a significant difference between a RRMA and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.

Table 7.3(b): Distribution of problems managed across ICPC-2 chapters, by ASGC Remoteness

ICPC-2 chapter	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
Respiratory	22.2 (21.9–22.5)	19.5 (18.9–20.0)	19.4 (18.8–20.1)	18.3 (16.6–20.0)	19.4 (16.1–22.8)	21.4 (21.1–21.6)
General & unspecified	15.1 (14.9–15.4)	15.3 (14.8–15.7)	14.9 (14.2–15.5)	15.3 (13.6–17.0)	12.7 (10.5–15.0)	15.1 (14.9–15.3)
Musculoskeletal	17.0 (16.7–17.3)	18.3 (17.9–18.7)	17.5 (16.9–18.1)	17.5 (16.1–18.9)	15.2 (12.4–18.0)	17.3 (17.1–17.5)
Skin	16.2 (16.0–16.5)	17.7 (17.2–18.2)	17.9 (17.4–18.5)	18.4 (17.0–19.7)	17.7 (15.6–19.9)	16.7 (16.5–16.9)
Circulatory	16.3 (16.0–16.6)	18.4 (17.8–18.9)	17.0 (16.2–17.8)	15.3 (13.2–17.4)	14.9 (11.2–18.7)	16.7 (16.5–17.0)
Psychological	11.4 (11.1–11.7)	12.1 (11.6–12.6)	10.3 (9.8–10.8)	10.2 (8.7–11.6)	8.0 (5.2–10.8)	11.4 (11.2–11.6)
Endocrine & metabolic	10.2 (9.9–10.4)	10.3 (9.9–10.7)	10.1 (9.6–10.6)	11.0 (9.7–12.3)	12.0 (8.7–15.3)	10.2 (10.0–10.4)
Digestive	10.1 (10.0–10.2)	10.2 (9.9–10.4)	9.7 (9.4–10.0)	10.2 (9.2–11.3)	10.2 (8.8–11.5)	10.1 (10.0–10.2)

(continued)

Table 7.3(b) (continued): Distribution of problems managed across ICPC-2 chapters, by ASGC Remoteness

ICPC-2 chapter	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
Female genital system	7.3 (7.0–7.5)	7.4 (7.0–7.9)	6.8 (6.2–7.3)	6.5 (5.4–7.6)	5.9 (4.3–7.4)	7.2 (7.1–7.4)
Neurological	4.0 (3.9–4.1)	4.1 (4.0–4.2)	4.0 (3.8–4.2)	4.0 (3.3–4.6)	3.8 (2.8–4.7)	4.0 (3.9–4.1)
Ear	4.2 (4.1–4.2)	4.4 (4.2–4.6)	4.6 (4.4–4.8)	5.2 (4.5–5.8)	4.6 (3.4–5.8)	4.3 (4.2–4.3)
Pregnancy & family planning	4.0 (3.9–4.1)	4.8 (4.5–5.1)	5.5 (5.0–6.0)	6.7 (5.6–7.8)	5.7 (4.2–7.3)	4.3 (4.2–4.5)
Urology	3.0 (2.9–3.0)	3.0 (2.9–3.1)	3.0 (2.8–3.2)	3.4 (2.7–4.1)	4.6 (3.2–6.0)	3.0 (2.9–3.0)
Eye	2.7 (2.7–2.8)	2.5 (2.4–2.6)	2.7 (2.5–2.8)	3.2 (2.8–3.7)	3.8 (2.7–4.8)	2.7 (2.6–2.7)
Blood	1.6 (1.5–1.7)	1.6 (1.5–1.7)	1.6 (1.5–1.7)	1.8 (1.5–2.2)	1.4 (0.9–2.0)	1.6 (1.6–1.7)
Male genital system	1.3 (1.3–1.4)	1.5 (1.5–1.6)	1.7 (1.6–1.8)	1.3 (0.9–1.6)	1.4 (0.9–1.9)	1.4 (1.4–1.5)
Social	0.9 (0.8–1.0)	1.0 (0.9–1.1)	0.8 (0.7–0.9)	0.9 (0.4–1.3)	1.0 (0.3–1.7)	0.9 (0.9–1.0)
<b>Total problems managed</b>	<b>147.6</b> <b>(146.7–148.4)</b>	<b>152.1</b> <b>(150.5–153.7)</b>	<b>147.4</b> <b>(145.4–149.5)</b>	<b>149.1</b> <b>(142.9–155.2)</b>	<b>142.3</b> <b>(131.7–153.0)</b>	<b>148.4</b> <b>(147.7–149.1)</b>

(a) Figures do not total 100 as more than one problem can be recorded at each encounter.

Note: Shading indicates a significant difference between an ASGC and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.

## Most frequently managed problems

### RRMA

Tables 7.4(a) show the most frequently managed problems for Australia and their comparative rates across RRMA categories. Compared with the national average:

- hypertension was the most common problem managed across all RRMA areas; however, it was managed significantly less often at encounters in Remote Centres and significantly more often in Other Rural Areas
- URTI was managed at a significantly lower rate in rural and remote areas
- immunisation/vaccination was managed significantly less often in Remote Centres and Other Remote Areas
- depression was managed at a significantly higher rate in Large Rural Centres
- diabetes was managed at a significantly higher rate in Other Remote Areas
- lipid disorders were managed at a significantly lower rate in Remote Centres and at a somewhat lower rate in Other Remote Areas
- general check-ups were performed at a significantly higher rate in Remote Centres and Other Remote Areas
- female genital check-ups were performed significantly less often in Remote Centres and Other Remote Areas
- solar keratosis/sunburn was managed significantly more often in the rural zone
- anxiety, menopausal complaints and non-specified viral disease were managed significantly less often in Other Remote Areas.

There were a large number of differences in the order of the most frequent problems managed across each RRMA category.

- Capital Cities reflected the national average in terms of the top 30 problems managed.
- Malignant neoplasms were among the top 30 problems managed in the rural zone, where they were managed significantly more often than the national average.
- Pre/postnatal check-ups were amongst the top 30 problems managed in Small Rural Centres, Other Rural Areas, Remote Centres and Other Remote Areas, managed at significantly higher rates than the national average.
- Pregnancy was a common problem managed in Remote Centres and Other Remote Areas.
- Heart failure was a common problem managed in Small Rural Centres and Other Rural Areas.
- Otitis externa was a common problem in Remote Centres, managed at twice the national average rate.
- Laceration/cut, other contraception and chronic obstructive pulmonary disease were common problems managed in Other Remote Areas that were less commonly managed in other parts of Australia.

## ASGC Remoteness

Table 7.4(b) shows the most frequently managed problems for Australia and their comparative rates across ASGC Remoteness categories. Compared with the national average:

- URTI was managed at a significantly lower rate per 100 encounters in Inner Regional and Outer Regional and Remote Australia
- immunisation/vaccination was managed at a significantly lower rate in Outer Regional and Remote Australia
- lipid disorder was managed at a significantly lower rate in Remote Australia
- solar keratosis was managed at a significantly higher rate in Inner and Outer Regional Australia
- depression, back complaint, osteoarthritis, oesophageal disease, and ischaemic heart disease were all managed at significantly higher rates in Inner Regional Australia.
- fracture was managed at a significantly higher rate in Remote Australia.

Trends with increasing remoteness are listed below.

- The management rate of diabetes was significantly higher in Outer Regional, Remote and Very Remote Australia, the rate increasing with remoteness.
- The rate of general check-up increased significantly with increasing with remoteness.
- The management rate of female genital check-up decreased significantly with increasing remoteness.
- The rates of management of contact/allergic dermatitis, and anxiety decreased significantly with increasing remoteness.

There were a large number of differences in the order of the most frequent problems managed across each ASGC Remoteness category.

- Malignant neoplasms were among the top 30 problems managed in Inner Regional, Outer Regional and Remote Australia.
- Pre/postnatal check-up was a common problem managed in Inner Regional, Outer Regional, Remote and Very Remote Australia.
- Pregnancy was commonly managed in Remote and Very Remote Australia.
- Otitis externa was commonly managed in Remote Australia, significantly more often than the national average. However, in Very Remote Australia the management rate of otitis externa was not different from the national average.
- Laceration/cut, other urinary disease, other contraception and other respiratory infection were common problems managed in Very Remote Australia that were less commonly managed in the rest of Australia.

**Table 7.4(a): Most frequently managed problems by RRMA**

Problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
Hypertension*	8.8 (8.6–9.1)	8.9 (8.3–9.5)	8.6 (8.0–9.3)	8.9 (8.3–9.5)	<b>9.8</b> <b>(9.3–10.3)</b>	<b>5.3</b> <b>(4.0–6.6)</b>	8.7 (7.2–10.2)	8.9 (8.7–9.1)
Upper respiratory tract infection	<b>6.7</b> <b>(6.5–6.9)</b>	<b>5.1</b> <b>(4.7–5.5)</b>	<b>4.7</b> <b>(4.2–5.1)</b>	<b>4.0</b> <b>(3.6–4.4)</b>	<b>3.9</b> <b>(3.6–4.2)</b>	<b>4.1</b> <b>(3.1–5.1)</b>	<b>3.7</b> <b>(2.9–4.5)</b>	5.9 (5.8–6.0)
Immunisation/vaccination—all*	5.1 (4.9–5.3)	4.7 (4.2–5.3)	4.9 (4.3–5.5)	4.4 (3.7–5.0)	4.4 (3.9–4.8)	<b>1.8</b> <b>(1.1–2.4)</b>	<b>3.0</b> <b>(1.6–4.4)</b>	4.9 (4.7–5.0)
Depression*	3.7 (3.6–3.8)	3.9 (3.6–4.2)	<b>4.8</b> <b>(4.4–5.1)</b>	4.3 (3.8–4.7)	3.9 (3.7–4.1)	4.0 (2.9–5.1)	3.0 (2.4–3.7)	3.8 (3.7–3.9)
Diabetes—all*	2.8 (2.7–2.8)	2.7 (2.4–3.0)	2.9 (2.6–3.2)	3.0 (2.8–3.3)	3.3 (3.1–3.5)	3.6 (2.6–4.7)	<b>4.0</b> <b>(3.0–4.9)</b>	2.9 (2.8–2.9)
Asthma	2.8 (2.7–2.9)	2.8 (2.5–3.0)	3.1 (2.9–3.4)	2.9 (2.6–3.1)	2.9 (2.7–3.1)	3.2 (2.4–3.9)	2.7 (2.1–3.3)	2.8 (2.8–2.9)
Lipid disorder	3.0 (2.9–3.1)	2.6 (2.3–2.8)	<b>2.4</b> <b>(2.2–2.7)</b>	<b>2.4</b> <b>(2.2–2.6)</b>	2.8 (2.6–3.0)	<b>2.0</b> <b>(1.4–2.6)</b>	2.1 (1.5–2.8)	2.8 (2.8–2.9)
Acute bronchitis/bronchiolitis	2.6 (2.5–2.7)	2.8 (2.6–3.1)	2.9 (2.6–3.1)	2.9 (2.6–3.2)	2.8 (2.6–3.0)	3.6 (2.5–4.6)	2.4 (1.8–3.1)	2.7 (2.6–2.8)
Back complaint*	2.6 (2.4–2.7)	2.7 (2.4–2.9)	2.8 (2.6–3.1)	2.9 (2.6–3.1)	2.9 (2.7–3.1)	2.4 (1.8–3.1)	2.4 (1.9–2.9)	2.6 (2.6–2.7)
Osteoarthritis*	2.4 (2.3–2.4)	2.6 (2.3–2.8)	2.8 (2.5–3.1)	2.7 (2.5–3.0)	2.8 (2.6–3.0)	1.9 (1.2–2.6)	2.1 (1.6–2.6)	2.5 (2.4–2.5)
Female genital check-up/Pap smear*	2.1 (2.0–2.2)	2.2 (1.8–2.6)	2.1 (1.7–2.6)	2.2 (1.9–2.6)	1.8 (1.6–2.0)	<b>1.2</b> <b>(0.7–1.6)</b>	<b>1.3</b> <b>(0.9–1.7)</b>	2.1 (2.0–2.1)
General check-up*	1.7 (1.6–1.8)	1.7 (1.5–1.9)	2.3 (2.0–2.5)	2.4 (2.1–2.7)	2.4 (2.2–2.6)	<b>3.4</b> <b>(2.0–4.7)</b>	<b>3.3</b> <b>(2.6–4.0)</b>	1.9 (1.8–2.0)
Prescription—all*	1.9 (1.8–2.0)	1.9 (1.6–2.2)	1.9 (1.6–2.2)	2.2 (1.8–2.6)	1.9 (1.7–2.1)	2.2 (1.4–3.0)	1.2 (0.6–1.9)	1.9 (1.8–2.0)
Dermatitis, contact/allergic	1.9 (1.9–2.0)	1.9 (1.7–2.0)	1.6 (1.5–1.8)	1.7 (1.5–1.8)	1.5 (1.4–1.6)	1.7 (1.2–2.1)	<b>1.1</b> <b>(0.8–1.4)</b>	1.8 (1.8–1.9)
Anxiety*	1.8 (1.8–1.9)	1.8 (1.5–2.1)	1.8 (1.6–2.0)	1.7 (1.5–1.9)	1.4 (1.3–1.6)	1.4 (0.9–2.0)	<b>0.9</b> <b>(0.4–1.4)</b>	1.8 (1.7–1.8)

(continued)

Table 7.4(a) (continued): Most frequently managed problems by RRMA

Problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
Oesophageal disease	1.6 (1.6–1.7)	2.0 (1.8–2.2)	1.9 (1.7–2.1)	2.0 (1.8–2.2)	<b>2.2</b> <b>(2.0–2.3)</b>	1.5 (1.0–2.0)	1.6 (1.3–1.9)	1.8 (1.7–1.8)
Sprain/strain*	1.9 (1.8–1.9)	1.6 (1.4–1.8)	1.5 (1.3–1.7)	1.3 (1.2–1.5)	1.4 (1.2–1.5)	1.3 (0.8–1.7)	1.6 (1.1–2.1)	1.7 (1.7–1.8)
Urinary tract infection*	1.7 (1.7–1.8)	1.8 (1.6–1.9)	1.7 (1.5–1.8)	1.5 (1.4–1.7)	1.7 (1.6–1.8)	1.9 (1.3–2.4)	1.8 (1.3–2.2)	1.7 (1.7–1.7)
Sleep disturbance	1.7 (1.6–1.7)	1.5 (1.3–1.7)	1.4 (1.3–1.6)	1.6 (1.4–1.9)	1.5 (1.4–1.6)	1.4 (0.8–1.9)	0.8 (0.4–1.1)	1.6 (1.6–1.7)
Menopausal symptom/complaint	1.5 (1.4–1.5)	2.0 (1.7–2.2)	1.7 (1.5–1.9)	1.6 (1.4–1.8)	1.5 (1.4–1.7)	<b>1.0</b> <b>(0.5–1.4)</b>	<b>0.8</b> <b>(0.5–1.0)</b>	1.5 (1.5–1.6)
Acute otitis media/myringitis	1.4 (1.3–1.4)	1.4 (1.2–1.6)	1.4 (1.2–1.5)	1.3 (1.1–1.5)	1.4 (1.3–1.6)	<b>2.4</b> <b>(1.7–3.2)</b>	1.7 (1.2–2.1)	1.4 (1.3–1.4)
Viral disease, other/NOS	1.5 (1.5–1.6)	1.3 (1.1–1.5)	1.1 (0.9–1.2)	1.0 (0.8–1.2)	0.9 (0.8–1.0)	<b>0.9</b> <b>(0.5–1.2)</b>	<b>0.6</b> <b>(0.3–0.9)</b>	1.4 (1.3–1.4)
Sinusitis acute/chronic	1.5 (1.4–1.5)	1.4 (1.3–1.6)	1.5 (1.4–1.7)	1.3 (1.1–1.4)	1.2 (1.1–1.3)	1.4 (0.9–2.0)	1.3 (1.0–1.5)	1.4 (1.4–1.5)
Ischaemic heart disease*	1.3 (1.2–1.3)	<b>1.7</b> <b>(1.5–1.9)</b>	1.4 (1.3–1.6)	1.5 (1.3–1.7)	<b>1.7</b> <b>(1.6–1.9)</b>	<b>0.8</b> <b>(0.4–1.2)</b>	1.2 (0.8–1.6)	1.4 (1.3–1.4)
Cardiac check-up*	1.3 (1.2–1.4)	1.1 (0.9–1.3)	1.3 (1.0–1.5)	1.3 (1.1–1.5)	1.2 (1.0–1.4)	1.1 (0.0–2.2)	1.0 (0.5–1.4)	1.3 (1.2–1.3)
Tonsillitis*	1.2 (1.1–1.2)	1.1 (1.0–1.3)	1.2 (1.0–1.3)	1.1 (0.9–1.3)	1.1 (1.0–1.2)	1.7 (1.1–2.3)	1.5 (1.1–2.0)	1.2 (1.1–1.2)
Solar keratosis/sunburn	<b>1.0</b> <b>(0.9–1.0)</b>	1.2 (1.0–1.3)	<b>2.0</b> <b>(1.5–2.5)</b>	<b>1.5</b> <b>(1.3–1.7)</b>	<b>1.7</b> <b>(1.6–1.9)</b>	1.0 (0.5–1.5)	1.1 (0.8–1.4)	1.2 (1.1–1.2)
Fracture*	1.0 (1.0–1.0)	1.2 (1.0–1.4)	1.1 (1.0–1.2)	1.1 (0.9–1.2)	<b>1.4</b> <b>(1.2–1.5)</b>	1.4 (0.9–1.8)	<b>1.7</b> <b>(1.2–2.2)</b>	1.1 (1.0–1.1)
Gastroenteritis, presumed infection	1.1 (1.1–1.2)	0.9 (0.8–1.0)	<b>0.8</b> <b>(0.7–0.9)</b>	<b>0.6</b> <b>(0.5–0.7)</b>	<b>0.7</b> <b>(0.6–0.7)</b>	1.1 (0.6–1.5)	1.1 (0.7–1.5)	1.0 (1.0–1.0)
Oral contraception	1.1 (1.0–1.1)	1.1 (0.9–1.3)	1.0 (0.8–1.1)	0.9 (0.8–1.1)	<b>0.8</b> <b>(0.7–0.9)</b>	1.1 (0.6–1.6)	1.0 (0.7–1.3)	1.0 (1.0–1.1)

(continued)

Table 7.4(a) (continued): Most frequently managed problems by RRMA

Problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
<b>Problems commonly managed in specific ASGC categories</b>								
Test results*	1.1 (1.1–1.2) <sup>†</sup>	1.0 (0.8–1.1)	0.8 (0.6–0.9)	0.9 (0.7–1.0)	0.8 (0.7–0.9)	<b>0.5</b> <b>(0.1–0.9)</b>	<b>0.6</b> <b>(0.3–0.9)</b>	1.0 (1.0–1.1)
Malignant skin neoplasm	<b>0.7</b> <b>(0.7–0.8)</b>	1.1 (0.9–1.3)	<b>1.6</b> <b>(1.4–1.8)<sup>†</sup></b>	<b>1.4</b> <b>(1.2–1.6)</b>	<b>1.5</b> <b>(1.4–1.6)<sup>†</sup></b>	0.7 (0.4–1.1)	1.2 (0.7–1.6) <sup>†</sup>	1.0 (0.9–1.0)
Pre/postnatal check-up	0.6 (0.6–0.7)	1.1 (0.9–1.3) <sup>†</sup>	1.1 (0.9–1.4) <sup>†</sup>	<b>1.8</b> <b>(1.4–2.2)</b>	<b>1.7</b> <b>(1.4–1.9)<sup>†</sup></b>	<b>2.9</b> <b>(1.8–4.0)<sup>†</sup></b>	<b>1.7</b> <b>(1.2–2.1)<sup>†</sup></b>	0.9 (0.9–1.0)
Heart failure	0.7 (0.7–0.7)	0.8 (0.7–0.9)	1.0 (0.8–1.1)	<b>1.1</b> <b>(0.9–1.3)</b>	<b>1.2</b> <b>(1.1–1.3)<sup>†</sup></b>	0.6 (0.2–1.0)	0.8 (0.5–1.1)	0.8 (0.8–0.8)
Pregnancy	0.8 (0.7–0.8)	0.8 (0.7–1.0)	0.8 (0.7–0.9)	1.0 (0.7–1.3)	1.0 (0.8–1.2)	<b>1.9</b> <b>(1.1–2.7)<sup>†</sup></b>	1.3 (0.9–1.7) <sup>†</sup>	0.8 (0.8–0.9)
Otitis externa	0.7 (0.6–0.7)	0.8 (0.7–1.0)	0.9 (0.7–1.0)	0.8 (0.7–1.0)	0.7 (0.7–0.8)	<b>1.4</b> <b>(0.8–1.9)<sup>†</sup></b>	0.8 (0.5–1.0)	0.7 (0.7–0.7)
Obesity	0.7 (0.6–0.7)	0.6 (0.5–0.7)	0.8 (0.4–1.3)	0.7 (0.5–0.9)	0.6 (0.5–0.7)	1.1 (0.6–1.6) <sup>†</sup>	0.6 (0.4–0.9)	0.7 (0.6–0.7)
Laceration/cut	0.8 (0.7–0.8)	0.8 (0.7–1.0)	0.7 (0.6–0.8)	0.6 (0.5–0.7)	0.9 (0.8–0.9)	0.8 (0.4–1.2)	1.1 (0.7–1.5) <sup>†</sup>	0.8 (0.7–0.8)
Contraception other	0.7 (0.7–0.7)	0.9 (0.8–1.0)	1.0 (0.8–1.1)	0.8 (0.7–0.9)	0.8 (0.7–0.9)	0.9 (0.5–1.3)	1.1 (0.7–1.5) <sup>†</sup>	0.8 (0.7–0.8)
Chronic obstructive pulmonary disease	0.7 (0.6–0.7)	0.8 (0.6–0.9)	0.9 (0.8–1.1)	1.0 (0.8–1.1)	1.0 (0.9–1.1)	0.6 (0.3–0.8)	1.0 (0.6–1.5) <sup>†</sup>	0.8 (0.7–0.8)
<b>Total problems</b>	<b>147.7</b> <b>(146.8–148.6)</b>	<b>147.9</b> <b>(145.3–150.4)</b>	<b>152.6</b> <b>(149.8–155.4)</b>	<b>149.0</b> <b>(146.2–151.7)</b>	<b>151.1</b> <b>(149.1–153.1)</b>	<b>143.1</b> <b>(136.6–149.5)</b>	<b>142.6</b> <b>(136.5–148.6)</b>	<b>148.4</b> <b>(147.7–149.1)</b>

(a) Figures do not total 100 as more than one problem can be recorded at each encounter.

\* Includes multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 3, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

† Indicates a problem managed in the thirty most frequently managed problems for a region, not included in the thirty most frequently managed problems for Australia.

Note: Shading indicates a significant difference between a RRMA and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.  
NOS—not otherwise specified.

**Table 7.4(b): Most frequently managed problems by ASGC Remoteness**

Problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
Hypertension*	8.9 (8.6–9.1)	9.3 (8.9–9.7)	8.9 (8.4–9.5)	7.4 (5.9–8.8)	7.9 (5.4–10.5)	8.9 (8.7–9.1)
Upper respiratory tract infection	<b>6.6</b> <b>(6.4–6.8)</b>	<b>4.2</b> <b>(4.0–4.5)</b>	<b>4.4</b> <b>(4.1–4.7)</b>	<b>3.2</b> <b>(2.6–3.9)</b>	4.7 (3.1–6.3)	5.9 (5.8–6.0)
Immunisation/vaccination—all*	5.0 (4.8–5.2)	5.0 (4.6–5.3)	<b>3.7</b> <b>(3.2–4.1)</b>	<b>3.4</b> <b>(2.1–4.6)</b>	3.3 (0.5–6.1)	4.9 (4.7–5.0)
Depression*	3.7 (3.6–3.8)	<b>4.4</b> <b>(4.2–4.6)</b>	3.7 (3.5–4.0)	3.9 (3.2–4.6)	<b>2.5</b> <b>(1.7–3.3)</b>	3.8 (3.7–3.9)
Diabetes—all*	2.8 (2.7–2.8)	2.9 (2.8–3.1)	<b>3.2</b> <b>(3.0–3.4)</b>	<b>3.9</b> <b>(3.1–4.7)</b>	<b>4.6</b> <b>(2.9–6.4)</b>	2.9 (2.8–2.9)
Asthma	2.8 (2.7–2.9)	2.8 (2.7–3.0)	3.0 (2.8–3.2)	3.1 (2.6–3.6)	2.2 (1.4–3.0)	2.8 (2.8–2.9)
Lipid disorder	2.9 (2.9–3.0)	2.6 (2.5–2.8)	2.6 (2.4–2.8)	<b>2.0</b> <b>(1.5–2.4)</b>	2.6 (1.2–4.0)	2.8 (2.8–2.9)
Acute bronchitis/bronchiolitis	2.7 (2.6–2.7)	2.7 (2.6–2.9)	2.9 (2.7–3.1)	2.7 (2.0–3.3)	2.4 (1.5–3.4)	2.7 (2.6–2.8)
Back complaint*	2.5 (2.4–2.6)	<b>3.0</b> <b>(2.8–3.1)</b>	2.7 (2.5–2.9)	2.6 (2.1–3.0)	2.2 (1.4–3.0)	2.6 (2.6–2.7)
Osteoarthritis*	2.4 (2.3–2.4)	<b>2.9</b> <b>(2.7–3.0)</b>	2.6 (2.4–2.8)	2.1 (1.6–2.5)	1.7 (0.9–2.5)	2.5 (2.4–2.5)
Female genital check-up/Pap smear*	2.1 (2.0–2.2)	2.1 (1.9–2.4)	1.8 (1.6–2.0)	<b>1.4</b> <b>(1.0–1.9)</b>	1.4 (0.6–2.2)	2.1 (2.0–2.1)
General check-up*	1.7 (1.6–1.8)	2.2 (2.0–2.3)	<b>2.6</b> <b>(2.4–2.9)</b>	<b>3.7</b> <b>(2.9–4.5)</b>	<b>3.1</b> <b>(2.2–4.0)</b>	1.9 (1.8–2.0)
Prescription—all*	1.9 (1.8–2.0)	2.1 (1.9–2.2)	1.9 (1.7–2.2)	2.0 (1.4–2.6)	1.2 (0.4–2.0)	1.9 (1.8–2.0)
Dermatitis, contact/allergic	1.9 (1.9–2.0)	<b>1.6</b> <b>(1.5–1.7)</b>	<b>1.6</b> <b>(1.4–1.7)</b>	<b>1.3</b> <b>(1.0–1.5)</b>	<b>1.2</b> <b>(0.6–1.7)</b>	1.8 (1.8–1.9)
Anxiety*	1.8 (1.8–1.9)	1.7 (1.6–1.8)	<b>1.5</b> <b>(1.3–1.6)</b>	<b>1.2</b> <b>(0.8–1.5)</b>	1.0 (0.0–2.1)	1.8 (1.7–1.8)

(continued)

**Table 7.4(b) (continued): Most frequently managed problems by ASGC Remoteness**

Problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
Oesophageal disease	1.6 (1.6–1.7)	<b>2.1</b> <b>(2.0–2.2)</b>	1.9 (1.7–2.1)	1.7 (1.3–2.1)	1.3 (0.7–1.8)	1.8 (1.7–1.8)
Sprain/strain*	1.9 (1.8–1.9)	1.4 (1.3–1.5)	1.4 (1.3–1.6)	1.3 (0.9–1.7)	1.7 (0.9–2.4)	1.7 (1.7–1.8)
Urinary tract infection*	1.7 (1.7–1.8)	1.6 (1.5–1.7)	1.7 (1.5–1.8)	1.8 (1.4–2.1)	2.0 (1.3–2.7)	1.7 (1.7–1.7)
Sleep disturbance	1.7 (1.6–1.7)	1.6 (1.5–1.7)	1.4 (1.2–1.5)	1.3 (0.9–1.7)	<b>0.8</b> <b>(0.3–1.2)</b>	1.6 (1.6–1.7)
Menopausal symptom/complaint	1.5 (1.4–1.6)	1.7 (1.5–1.8)	1.6 (1.4–1.7)	<b>1.1</b> <b>(0.8–1.3)</b>	<b>0.6</b> <b>(0.2–1.0)</b>	1.5 (1.5–1.6)
Acute otitis media/myringitis	1.4 (1.3–1.4)	1.4 (1.3–1.5)	1.5 (1.4–1.6)	1.7 (1.3–2.1)	1.7 (0.9–2.5)	1.4 (1.3–1.4)
Viral disease, other/NOS	1.5 (1.4–1.6)	<b>1.0</b> <b>(0.9–1.1)</b>	<b>1.1</b> <b>(1.0–1.3)</b>	<b>0.8</b> <b>(0.5–1.1)</b>	<b>0.6</b> <b>(0.2–1.1)</b>	1.4 (1.3–1.4)
Sinusitis acute/chronic	1.5 (1.4–1.5)	1.3 (1.2–1.4)	1.3 (1.2–1.5)	1.2 (0.9–1.5)	1.2 (0.7–1.6)	1.4 (1.4–1.5)
Ischaemic heart disease*	1.3 (1.2–1.3)	<b>1.6</b> <b>(1.5–1.7)</b>	1.4 (1.2–1.5)	1.5 (1.0–2.0)	1.4 (0.7–2.2)	1.4 (1.3–1.4)
Cardiac check-up*	1.3 (1.2–1.4)	1.4 (1.2–1.5)	1.0 (0.9–1.2)	1.2 (0.5–1.8)	<b>0.7</b> <b>(0.3–1.0)</b>	1.3 (1.2–1.3)
Tonsillitis*	1.2 (1.1–1.2)	1.1 (1.0–1.2)	1.2 (1.1–1.4)	1.5 (1.1–1.9)	1.4 (0.8–2.0)	1.2 (1.1–1.2)
Solar keratosis/sunburn	1.0 (0.9–1.0)	<b>1.7</b> <b>(1.5–1.9)</b>	<b>1.5</b> <b>(1.4–1.7)</b>	1.6 (1.1–2.0)	0.9 (0.5–1.3)	1.2 (1.1–1.2)
Fracture*	1.0 (1.0–1.1)	1.2 (1.1–1.2)	1.3 (1.1–1.4)	<b>1.6</b> <b>(1.2–1.9)</b>	1.4 (0.6–2.1)	1.1 (1.0–1.1)
Gastroenteritis, presumed infection	1.1 (1.1–1.2)	<b>0.7</b> <b>(0.7–0.8)</b>	<b>0.7</b> <b>(0.6–0.8)</b>	0.9 (0.6–1.3)	1.7 (0.9–2.5)	1.0 (1.0–1.0)
Test results*	1.1 (1.0–1.2)	<b>0.8</b> <b>(0.8–0.9)</b>	<b>0.7</b> <b>(0.6–0.8)</b>	0.7 (0.4–1.0)	<b>0.4</b> <b>(0.1–0.8)</b>	1.0 (1.0–1.1)

(continued)

**Table 7.4(b) (continued): Most frequently managed problems by ASGC Remoteness**

Problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
<b>Problems commonly managed in specific ASGC categories</b>						
Oral contraception	1.1 (1.0–1.1)	0.9 (0.8–0.9)	1.0 (0.9–1.1)	0.8 (0.6–1.1)	1.2 (0.6–1.7) <sup>†</sup>	1.0 (1.0–1.1)
Malignant skin neoplasm	0.8 (0.7–0.8)	1.4 (1.2–1.5) <sup>†</sup>	1.5 (1.4–1.6) <sup>†</sup>	1.3 (0.9–1.7) <sup>†</sup>	1.0 (0.3–1.7)	1.0 (0.9–1.0)
Pre/postnatal check-up	0.7 (0.6–0.7)	1.4 (1.2–1.5) <sup>†</sup>	1.8 (1.5–2.0) <sup>†</sup>	2.1 (1.5–2.6) <sup>†</sup>	1.4 (0.9–1.9) <sup>†</sup>	0.9 (0.9–1.0)
Heart failure	0.7 (0.7–0.8)	1.1 (1.0–1.2) <sup>†</sup>	0.9 (0.8–1.1)	1.0 (0.6–1.3)	0.6 (0.2–1.1)	0.8 (0.8–0.8)
Pregnancy	0.8 (0.7–0.8)	0.9 (0.8–1.0)	1.0 (0.8–1.2)	1.6 (1.1–2.1) <sup>†</sup>	1.2 (0.7–1.6) <sup>†</sup>	0.8 (0.8–0.9)
Otitis externa	0.7 (0.6–0.7)	0.7 (0.7–0.8)	1.0 (0.9–1.1)	1.2 (0.8–1.6) <sup>†</sup>	0.8 (0.3–1.2)	0.7 (0.7–0.7)
Laceration/cut	0.8 (0.7–0.8)	0.8 (0.7–0.8)	0.8 (0.7–0.9)	0.9 (0.6–1.1)	1.2 (0.6–1.8) <sup>†</sup>	0.8 (0.7–0.8)
Urinary disease, other	0.2 (0.2–0.2)	0.3 (0.2–0.3)	0.3 (0.2–0.4)	0.4 (0.2–0.6)	1.3 (0.4–2.2) <sup>†</sup>	0.2 (0.2–0.3)
Contraception other	0.7 (0.7–0.8)	0.8 (0.8–0.9)	0.9 (0.8–1.0)	0.9 (0.6–1.2)	1.2 (0.4–1.9) <sup>†</sup>	0.8 (0.8–0.8)
Respiratory infection, other	0.6 (0.6–0.7)	0.4 (0.3–0.5)	0.4 (0.3–0.5)	0.3 (0.1–0.6)	1.1 (0.1–2.1) <sup>†</sup>	0.6 (0.5–0.6)
<b>Total problems</b>	<b>147.6</b> <b>(146.7–148.4)</b>	<b>152.1</b> <b>(150.5–153.7)</b>	<b>147.4</b> <b>(145.4–149.5)</b>	<b>149.1</b> <b>(142.9–155.2)</b>	<b>142.3</b> <b>(131.7–153.0)</b>	<b>148.4</b> <b>(147.7–149.1)</b>

(a) Figures do not total 100 as more than one problem can be recorded at each encounter.

\* Includes multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 3, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

† Indicates a problem managed in the thirty most frequently managed problems for a region, not included in the thirty most frequently managed problems for Australia.

Note: Shading indicates a significant difference between an ASGC and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.  
NOS—not otherwise specified.

## Most frequently managed new problems

Tables 7.5(a) and 7.5(b) show the most frequently managed NEW problems for Australia and their comparative rates across RRMA and ASGC categories.

### RRMA

- Acute upper respiratory tract infection (URTI) was the most frequently managed new problem across all RRMA categories.
- In areas outside Capital Cities, new URTI problems were managed at a significantly lower rate than the national average.
- New immunisations were managed at a significantly higher rate in Capital Cities and a significantly lower rate in Remote Centres compared with the national average.
- The rate of new presentations of acute otitis media was appreciably higher in Remote Centres, although only marginally significant.
- Management of new non-specified viral disease was significantly lower in the rural and remote zones.
- In Small Rural Centres and Other Rural Areas, new sprain and strain problems were managed significantly less often than the national average.
- In Other Rural Areas, Remote Centres and Other Remote Areas, general check-up was the fourth most common new problem managed, with a significantly higher rate in Other Rural Areas.
- In the rural zone, new presumed gastroenteritis infections were managed at a significantly lower rate than the national average.
- New female genital check-ups were lower in the remote zone compared with the national average.

There were a large number of differences in the order of most frequent new problems managed across each RRMA category.

- Capital Cities reflected the national average in terms of the top 15 new problems managed.
- Malignant neoplasms and solar keratosis/sunburn were among the top 15 new problems managed in the rural zone, where they were managed significantly more often than the national average.
- Fractures were common new problems in Remote Centres and Other Remote Areas.
- Otitis externa was a common new problem managed in Remote Centres.
- Laceration/cut and boil/carbuncle were common new problems managed in Other Remote Areas.

### ASGC Remoteness

- Significantly lower than average rates of new URTI problems were found in Inner Regional, Outer Regional and Remote Australia.
- New presentations of non-specified viral disease decreased with increasing remoteness.
- The management of new contact/allergic dermatitis decreased with increasing remoteness.
- The rate of new general check-ups increased with remoteness.

- Management of new presumed gastroenteritis infection increased with remoteness.
- The rate of new female genital check-ups decreased with increasing remoteness.
- Solar keratosis/sunburn was a common new problem managed in Inner Regional, Outer Regional and Remote Australia. However, in Very Remote Australia, new solar keratosis/sunburn was managed at a significantly lower rate than the national average.
- New malignant skin neoplasms were common in Inner Regional and Outer Regional Australia, but were managed significantly less often than average in Very Remote Australia.
- Lipid disorders, boils/carbuncles and lacerations/cuts were common new problems managed in Very Remote Australia.

**Table 7.5(a): Most frequently managed new problems by RRMA**

New problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							Australia (n=601,900)
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	
Upper respiratory tract infection	<b>4.8</b> (4.6–4.9)	<b>3.5</b> (3.2–3.8)	<b>3.2</b> (2.8–3.5)	<b>2.7</b> (2.4–3.0)	<b>2.7</b> (2.5–2.9)	<b>2.7</b> (1.9–3.6)	<b>2.4</b> (1.7–3.0)	4.2 (4.1–4.3)
Immunisation/vaccination—all*	<b>2.6</b> (2.4–2.7)	2.4 (2.0–2.8)	2.4 (2.0–2.8)	2.1 (1.6–2.5)	2.1 (1.8–2.5)	<b>0.9</b> (0.5–1.4)	1.7 (0.6–2.7)	2.4 (2.3–2.6)
Acute bronchitis/bronchiolitis	1.7 (1.6–1.7)	1.8 (1.6–2.0)	1.8 (1.6–2.0)	1.9 (1.7–2.1)	1.8 (1.6–1.9)	2.4 (1.4–3.3)	1.3 (0.9–1.8)	1.7 (1.7–1.8)
Urinary tract infection*	1.0 (1.0–1.0)	1.0 (0.9–1.1)	1.0 (0.8–1.1)	0.9 (0.8–1.0)	0.9 (0.8–1.0)	0.9 (0.6–1.2)	0.8 (0.5–1.1)	1.0 (0.9–1.0)
Sprain/strain*	1.0 (1.0–1.1)	0.9 (0.8–1.0)	0.8 (0.7–0.9)	<b>0.7</b> (0.6–0.8)	<b>0.8</b> (0.7–0.8)	0.7 (0.4–1.0)	0.8 (0.5–1.1)	0.9 (0.9–1.0)
Viral disease, other/NOS	1.1 (1.0–1.1)	0.9 (0.8–1.1)	<b>0.7</b> (0.5–0.8)	<b>0.6</b> (0.5–0.8)	<b>0.6</b> (0.5–0.7)	<b>0.6</b> (0.3–0.8)	<b>0.4</b> (0.2–0.6)	0.9 (0.9–1.0)
Acute otitis media/myringitis	0.9 (0.8–0.9)	1.0 (0.8–1.1)	0.9 (0.8–1.0)	0.8 (0.7–0.9)	0.9 (0.8–1.0)	1.3 (0.9–1.8)	1.1 (0.8–1.5)	0.9 (0.9–0.9)
Sinusitis acute/chronic	0.9 (0.9–0.9)	0.9 (0.7–1.0)	0.9 (0.8–1.1)	0.8 (0.6–0.9)	0.7 (0.6–0.8)	0.9 (0.5–1.3)	0.8 (0.5–1.0)	0.9 (0.8–0.9)
Tonsillitis*	0.8 (0.8–0.9)	0.8 (0.7–0.9)	0.8 (0.7–0.9)	0.8 (0.6–0.9)	0.8 (0.7–0.9)	1.0 (0.6–1.4)	1.0 (0.6–1.3)	0.8 (0.8–0.9)
Dermatitis, contact/allergic	0.9 (0.8–0.9)	0.8 (0.7–0.9)	0.7 (0.6–0.8)	0.7 (0.6–0.8)	<b>0.6</b> (0.5–0.6)	0.7 (0.4–1.0)	<b>0.4</b> (0.2–0.6)	0.8 (0.8–0.8)
General check-up*	0.7 (0.6–0.7)	0.7 (0.6–0.8)	0.9 (0.7–1.0)	0.9 (0.7–1.1)	<b>1.0</b> (0.9–1.1)	1.2 (0.6–1.8)	1.1 (0.7–1.6)	0.7 (0.7–0.8)
Gastroenteritis, presumed infection	0.8 (0.8–0.9)	0.6 (0.5–0.7)	<b>0.5</b> (0.4–0.6)	<b>0.5</b> (0.4–0.5)	<b>0.5</b> (0.4–0.5)	0.7 (0.3–1.1)	0.8 (0.4–1.1)	0.7 (0.7–0.8)
Depression*	0.6 (0.6–0.7)	0.8 (0.7–0.9)	0.8 (0.7–0.9)	0.8 (0.6–0.8)	0.7 (0.6–0.8)	0.6 (0.3–0.9)	0.6 (0.4–0.8)	0.7 (0.6–0.7)
Female genital check-up	0.7 (0.6–0.7)	0.7 (0.5–0.8)	0.8 (0.4–1.1)	0.7 (0.5–0.8)	0.5 (0.4–0.6)	<b>0.4</b> (0.2–0.5)	0.4 (0.2–0.6)	0.7 (0.6–0.7)
Back complaint*	0.6 (0.6–0.6)	0.5 (0.4–0.6)	0.6 (0.5–0.7)	0.6 (0.5–0.7)	0.7 (0.6–0.7)	0.6 (0.3–0.9)	0.8 (0.5–1.1)	0.6 (0.6–0.6)

(continued)

Table 7.5(a) (continued): Most frequently managed new problems by RRMA

New problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
<b>New problems commonly managed in specific RRMA categories</b>								
Infectious conjunctivitis	0.6 (0.5–0.6)	0.6 (0.5–0.6)	0.5 (0.4–0.6)	0.4 (0.4–0.5)	0.4 (0.4–0.5)	0.5 (0.3–0.8)	0.6 (0.4–0.9) <sup>†</sup>	0.5 (0.5–0.5)
Solar keratosis/sunburn	0.4 (0.4–0.5)	0.5 (0.4–0.7)	<b>0.7</b> <b>(0.6–0.8)<sup>†</sup></b>	0.6 (0.5–0.7) <sup>†</sup>	<b>0.8</b> <b>(0.7–0.8)<sup>†</sup></b>	0.4 (0.1–0.7)	0.4 (0.2–0.6)	0.5 (0.5–0.5)
Malignant skin neoplasm	0.4 (0.3–0.4)	0.6 (0.4–0.7) <sup>†</sup>	<b>0.8</b> <b>(0.6–0.9)<sup>†</sup></b>	<b>0.7</b> <b>(0.6–0.8)<sup>†</sup></b>	<b>0.7</b> <b>(0.6–0.8)<sup>†</sup></b>	0.3 (0.1–0.6)	0.4 (0.2–0.6)	0.5 (0.4–0.5)
Fracture	0.4 (0.4–0.4)	0.6 (0.4–0.7)	0.4 (0.3–0.5)	0.4 (0.3–0.5)	0.6 (0.5–0.6)	0.7 (0.4–1.1) <sup>†</sup>	0.6 (0.3–0.9) <sup>†</sup>	0.5 (0.4–0.5)
Otitis externa	0.4 (0.4–0.4)	0.5 (0.4–0.6)	<b>0.6</b> <b>(0.5–0.7)</b>	0.5 (0.4–0.6)	0.4 (0.3–0.4)	0.7 (0.4–1.1) <sup>†</sup>	0.3 (0.2–0.4)	0.4 (0.4–0.4)
Laceration/cut	0.4 (0.4–0.4)	0.5 (0.4–0.6)	0.3 (0.3–0.4)	0.3 (0.2–0.4)	0.4 (0.4–0.5)	0.4 (0.1–0.6)	0.7 (0.4–1.0) <sup>†</sup>	0.4 (0.4–0.4)
Pregnancy*	0.4 (0.3–0.4)	0.4 (0.3–0.4)	0.4 (0.3–0.4)	0.3 (0.2–0.4)	0.3 (0.3–0.4)	0.6 (0.4–0.9) <sup>†</sup>	0.5 (0.3–0.6)	0.4 (0.3–0.4)
Boil/carbuncle	0.3 (0.3–0.3)	0.3 (0.2–0.3)	0.4 (0.3–0.5)	0.3 (0.2–0.3)	0.3 (0.3–0.3)	0.4 (0.2–0.7)	<b>0.6</b> <b>(0.4–0.8)<sup>†</sup></b>	0.3 (0.3–0.3)
<b>Total new problems</b>	<b>114.5</b> <b>(114.1–114.8)</b>	<b>114.5</b> <b>(113.4–115.6)</b>	<b>116.7</b> <b>(115.5–117.9)</b>	<b>114.5</b> <b>(113.3–115.6)</b>	<b>114.4</b> <b>(113.5–115.2)</b>	<b>113.5</b> <b>(111.2–115.8)</b>	<b>113.6</b> <b>(111.2–116.0)</b>	<b>114.6</b> <b>(114.3–114.9)</b>

(a) Figures do not total 100 as more than one problem can be managed at each encounter.

\* Includes multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 3, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

† Indicates a problem managed in the 15 most frequently managed new problems for a region, not included in the 15 most frequently managed new problems for Australia.

Note: Shading indicates a significant difference between a RRMA and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result. NOS—not otherwise specified.

**Table 7.5(b): Most frequently managed new problems by ASGC Remoteness**

New problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
Upper respiratory tract infection	4.7 (4.6–4.9)	2.9 (2.7–3.1)	3.1 (2.8–3.3)	2.1 (1.6–2.6)	3.2 (1.6–4.8)	4.2 (4.1–4.3)
Immunisation/vaccination—all*	2.6 (2.4–2.7)	2.4 (2.1–2.7)	1.8 (1.5–2.1)	1.9 (1.0–2.7)	2.1 (0.0–4.5)	2.4 (2.3–2.6)
Acute bronchitis/bronchiolitis	1.7 (1.6–1.7)	1.7 (1.6–1.8)	1.9 (1.7–2.0)	1.8 (1.2–2.3)	1.2 (0.5–1.8)	1.7 (1.7–1.8)
Urinary tract infection*	1.0 (1.0–1.0)	0.9 (0.9–1.0)	0.9 (0.8–1.0)	0.8 (0.6–1.1)	1.0 (0.4–1.5)	1.0 (0.9–1.0)
Sprain/strain*	1.0 (1.0–1.1)	0.8 (0.7–0.8)	0.8 (0.7–0.9)	0.8 (0.5–1.1)	0.7 (0.2–1.2)	0.9 (0.9–1.0)
Viral disease, other/NOS	1.1 (1.0–1.1)	0.7 (0.6–0.8)	0.7 (0.6–0.9)	0.6 (0.3–0.8)	0.3 (0.1–0.5)	0.9 (0.9–1.0)
Acute otitis media/myringitis	0.9 (0.8–0.9)	0.9 (0.8–1.0)	1.0 (0.9–1.1)	1.1 (0.8–1.4)	1.0 (0.4–1.6)	0.9 (0.9–0.9)
Sinusitis acute/chronic	0.9 (0.9–0.9)	0.8 (0.7–0.9)	0.8 (0.7–0.9)	0.8 (0.5–1.0)	0.7 (0.3–1.1)	0.9 (0.8–0.9)
Tonsillitis*	0.8 (0.8–0.8)	0.8 (0.7–0.8)	0.9 (0.8–1.0)	0.9 (0.6–1.2)	1.0 (0.4–1.6)	0.8 (0.8–0.9)
Dermatitis, contact/allergic	0.9 (0.8–0.9)	0.7 (0.6–0.7)	0.6 (0.6–0.7)	0.5 (0.3–0.6)	0.4 (0.1–0.8)	0.8 (0.8–0.8)
General check-up*	0.6 (0.6–0.7)	0.8 (0.7–0.9)	1.1 (0.9–1.3)	1.5 (1.1–1.9)	1.2 (0.4–1.9)	0.7 (0.7–0.8)
Gastroenteritis, presumed infection	0.8 (0.8–0.8)	0.5 (0.4–0.6)	0.5 (0.5–0.6)	0.7 (0.4–1.0)	1.3 (0.5–2.0)	0.7 (0.7–0.8)
Depression*	0.7 (0.6–0.7)	0.8 (0.7–0.8)	0.6 (0.6–0.7)	0.6 (0.4–0.8)	0.5 (0.2–0.9)	0.7 (0.6–0.7)
Female genital check-up	0.7 (0.6–0.7)	0.7 (0.5–0.8)	0.6 (0.4–0.7)	0.4 (0.2–0.5)	0.2 (0.0–0.3)	0.7 (0.6–0.7)
Back complaint*	0.6 (0.5–0.6)	0.6 (0.6–0.7)	0.6 (0.5–0.7)	0.9 (0.6–1.1)	0.9 (0.4–1.3)	0.6 (0.6–0.6)

(continued)

Table 7.5(b) (continued): Most frequently managed new problems by ASGC Remoteness

New problem managed	Rate per 100 encounters, <sup>(a)</sup> 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
<b>New problems commonly managed in specific ASGC categories</b>						
Infectious conjunctivitis	0.6 (0.5–0.6)	0.5 (0.4–0.5)	0.5 (0.4–0.5)	0.5 (0.3–0.7)	0.7 (0.3–1.1) <sup>†</sup>	0.5 (0.5–0.5)
Solar keratosis/sunburn	0.4 (0.4–0.5)	<b>0.7</b> <b>(0.6–0.7)<sup>†</sup></b>	<b>0.7</b> <b>(0.6–0.8)<sup>†</sup></b>	0.7 (0.4–1.0) <sup>†</sup>	<b>0.2</b> <b>(0.0–0.4)</b>	0.5 (0.5–0.5)
Malignant skin neoplasm	0.4 (0.3–0.4)	<b>0.7</b> <b>(0.6–0.7)<sup>†</sup></b>	<b>0.8</b> <b>(0.7–0.9)<sup>†</sup></b>	0.6 (0.3–0.8)	<b>0.2</b> <b>(0.0–0.3)</b>	0.5 (0.4–0.5)
Fracture	0.4 (0.4–0.5)	0.5 (0.4–0.5)	<b>0.5</b> <b>(0.5–0.6)</b>	0.7 (0.4–0.9) <sup>†</sup>	0.6 (0.1–1.1)	0.5 (0.4–0.5)
Otitis externa	0.4 (0.4–0.4)	0.4 (0.4–0.5)	<b>0.6</b> <b>(0.5–0.6)</b>	0.6 (0.4–0.9) <sup>†</sup>	0.4 (0.1–0.6)	0.4 (0.4–0.4)
Lipid disorders*	0.4 (0.3–0.4)	0.3 (0.3–0.4)	0.4 (0.3–0.4)	0.2 (0.1–0.3)	0.9 (0.3–1.4) <sup>†</sup>	0.4 (0.3–0.4)
Boil/carbuncle	0.3 (0.3–0.3)	0.3 (0.2–0.3)	<b>0.4</b> <b>(0.4–0.5)</b>	0.5 (0.3–0.6)	0.8 (0.3–1.3) <sup>†</sup>	0.3 (0.3–0.3)
Laceration/cut	0.4 (0.4–0.4)	0.4 (0.3–0.4)	0.4 (0.3–0.4)	0.5 (0.3–0.7)	0.8 (0.3–1.3) <sup>†</sup>	0.4 (0.4–0.4)
<b>Total new problems</b>	<b>114.5</b> <b>(114.1–114.8)</b>	<b>115.2</b> <b>(114.5–115.9)</b>	<b>114.4</b> <b>(113.5–115.2)</b>	<b>114.6</b> <b>(111.9–117.2)</b>	<b>113.2</b> <b>(108.8–117.6)</b>	<b>114.6</b> <b>(114.3–114.9)</b>

(a) Figures do not total 100 as more than one problem can be managed at each encounter.

\* Includes multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 3, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

† Indicates a problem managed in the 15 most frequently managed new problems for a region, not included in the 15 most frequently managed new problems for Australia.

Note: Shading indicates a significant difference between an ASGC and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result. NOS—not otherwise specified.

## **National Health Priority Areas**

The Commonwealth, and state and territory governments have agreed to work together on specific national health priority areas (NHPAs) of chronic diseases that pose a significant burden of disease to the Australian population.<sup>23</sup> There are currently seven national health priority initiatives: asthma, cancer control, cardiovascular health, diabetes mellitus, injury prevention, mental health, and arthritis and other musculoskeletal conditions. Tables 7.6(a) and 7.6(b) summarise the management of problems included in NHPAs by RRMA and ASGC respectively.

### **RRMA**

The results for diabetes, psychological problems and circulatory problems have already been reported earlier in Tables 7.3(a) and 7.3(b). In addition there were significant differences across RRMA categories for the remaining health priority areas reported below. Compared with the national average:

- physical injuries were managed at a significantly higher rate in Other Remote Areas
- malignant neoplasms were managed significantly more often in the rural zone
- arthritis problems were managed at a significantly higher rate in Small Rural Centres and Other Rural Areas, and at a significantly lower rate in Remote Centres.

### **ASGC Remoteness**

The significant differences across ASGC categories for the remaining national health priority areas are reported below.

- Malignant neoplasms were managed significantly more often than the national average in Inner Regional, Outer Regional and Remote Australia, but not in Very Remote Australia.
- Arthritis of all kinds was managed significantly more frequently than average in Inner Regional Australia.

**Table 7.6(a): National Health Priority Areas by RRMA**

Problem managed	Rate per 100 encounters, 95% confidence interval, column specific							
	Capital City (n=399,000)	Other Metropolitan (n=45,000)	Large Rural Centre (n=37,500)	Small Rural Centre (n=37,700)	Other Rural Area (n=72,400)	Remote Centre (n=3,900)	Other Remote Area (n=6,400)	Australia (n=601,900)
Physical injury*	7.3 (7.2–7.5)	7.4 (6.9–7.9)	6.6 (6.2–7.1)	6.2 (5.9–6.6)	7.4 (7.0–7.7)	6.8 (5.6–8.0)	<b>9.2</b> <b>(7.9–10.5)</b>	7.2 (7.1–7.4)
Psychological	11.5 (11.2–11.8)	11.2 (10.2–12.3)	12.6 (11.6–13.5)	11.6 (10.8–12.5)	10.8 (10.3–11.2)	11.5 (9.1–13.9)	<b>7.6</b> <b>(6.2–9.0)</b>	11.4 (11.2–11.6)
Depression*	3.7 (3.6–3.8)	3.9 (3.6–4.2)	<b>4.8</b> <b>(4.4–5.1)</b>	4.3 (3.8–4.7)	3.9 (3.7–4.1)	4.0 (2.9–5.1)	3.0 (2.4–3.7)	3.8 (3.7–3.9)
Diabetes—all*	2.8 (2.7–2.8)	2.7 (2.4–3.0)	2.9 (2.6–3.2)	3.0 (2.8–3.3)	<b>3.3</b> <b>(3.1–3.5)</b>	3.6 (2.6–4.7)	<b>4.0</b> <b>(3.0–4.9)</b>	2.9 (2.8–2.9)
Asthma	2.8 (2.7–2.9)	2.8 (2.5–3.0)	3.1 (2.9–3.4)	2.9 (2.6–3.1)	2.9 (2.7–3.1)	3.2 (2.4–3.9)	2.7 (2.1–3.3)	2.8 (2.8–2.9)
Malignant neoplasm*	1.7 (1.6–1.8)	2.2 (2.0–2.4)	<b>2.8</b> <b>(2.5–3.1)</b>	<b>2.6</b> <b>(2.4–2.9)</b>	<b>2.9</b> <b>(2.7–3.1)</b>	1.9 (1.3–2.5)	2.4 (1.7–3.0)	2.0 (1.9–2.1)
Circulatory	16.2 (15.9–16.6)	17.0 (16.0–18.0)	16.9 (15.8–17.9)	17.6 (16.6–18.6)	<b>19.2</b> <b>(18.5–20.0)</b>	<b>11.1</b> <b>(9.2–13.0)</b>	16.1 (14.0–18.2)	16.7 (16.5–17.0)
Arthritis—all*	3.6 (3.5–3.7)	3.9 (3.6–4.1)	4.1 (3.8–4.5)	<b>4.3</b> <b>(4.0–4.6)</b>	<b>4.4</b> <b>(4.2–4.6)</b>	<b>2.8</b> <b>(2.0–3.5)</b>	3.3 (2.7–4.0)	3.8 (3.7–3.9)
<b>Total problems</b>	<b>147.7</b> <b>(146.8–148.6)</b>	<b>147.9</b> <b>(145.3–150.4)</b>	<b>152.6</b> <b>(149.8–155.4)</b>	<b>149.0</b> <b>(146.2–151.7)</b>	<b>151.1</b> <b>(149.1–153.1)</b>	<b>143.1</b> <b>(136.6–149.5)</b>	<b>142.6</b> <b>(136.5–148.6)</b>	<b>148.4</b> <b>(147.7–149.1)</b>

\* Includes multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 3, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

Note: Shading indicates a significant difference between a RRMA and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.

**Table 7.6(b): National Health Priority Areas by ASGC Remoteness**

Problem managed	Rate per 100 encounters, 95% confidence interval, column specific					
	Major Cities (n=418,000)	Inner Regional Australia (n=115,700)	Outer Regional Australia (n=57,500)	Remote Australia (n=8,000)	Very Remote Australia (n=2,700)	Australia (n=601,900)
Physical injury*	7.3 (7.2–7.5)	6.9 (6.6–7.1)	7.2 (6.8–7.6)	7.7 (6.7–8.7)	9.0 (7.0–11.0)	7.2 (7.1–7.4)
Psychological	11.4 (11.1–11.7)	12.1 (11.6–12.6)	10.3 (9.8–10.8)	10.2 (8.7–11.6)	<b>8.0</b> <b>(5.2–10.8)</b>	11.4 (11.2–11.6)
Depression*	3.7 (3.6–3.8)	<b>4.4</b> <b>(4.2–4.6)</b>	3.7 (3.5–4.0)	3.9 (3.2–4.6)	<b>2.5</b> <b>(1.7–3.3)</b>	3.8 (3.7–3.9)
Malignant neoplasm*	1.7 (1.6–1.8)	<b>2.6</b> <b>(2.5–2.8)</b>	<b>2.8</b> <b>(2.6–3.0)</b>	<b>2.7</b> <b>(2.2–3.3)</b>	2.2 (1.1–3.3)	2.0 (1.9–2.1)
Diabetes—all*	2.8 (2.7–2.8)	2.9 (2.8–3.1)	<b>3.2</b> <b>(3.0–3.4)</b>	<b>3.9</b> <b>(3.1–4.7)</b>	<b>4.6</b> <b>(2.9–6.4)</b>	2.9 (2.8–2.9)
Asthma	2.8 (2.7–2.9)	2.8 (2.7–3.0)	3.0 (2.8–3.2)	3.1 (2.6–3.6)	2.2 (1.4–3.0)	2.8 (2.8–2.9)
Circulatory	16.3 (16.0–16.6)	<b>18.4</b> <b>(17.8–18.9)</b>	17.0 (16.2–17.8)	15.3 (13.2–17.4)	14.9 (11.2–18.7)	16.7 (16.5–17.0)
Arthritis—all*	3.6 (3.5–3.7)	<b>4.3</b> <b>(4.1–4.5)</b>	4.2 (3.9–4.4)	3.5 (2.8–4.1)	2.8 (1.8–3.8)	3.8 (3.7–3.9)
<b>Total problems</b>	<b>147.6</b> <b>(146.7–148.4)</b>	<b>152.1</b> <b>(150.5–153.7)</b>	<b>147.4</b> <b>(145.4–149.5)</b>	<b>149.1</b> <b>(142.9–155.2)</b>	<b>142.3</b> <b>(131.7–153.0)</b>	<b>148.4</b> <b>(147.7–149.1)</b>

\* Includes multiple ICPC-2 or ICPC-2 PLUS codes (see Appendix 3, <<http://www.aihw.gov.au/publications/index.cfm/title/10171>>).

Note: Shading indicates a significant difference between an ASGC and Australia (total sample). Darker shading indicates a higher than average result and lighter shading indicates a lower than average result.