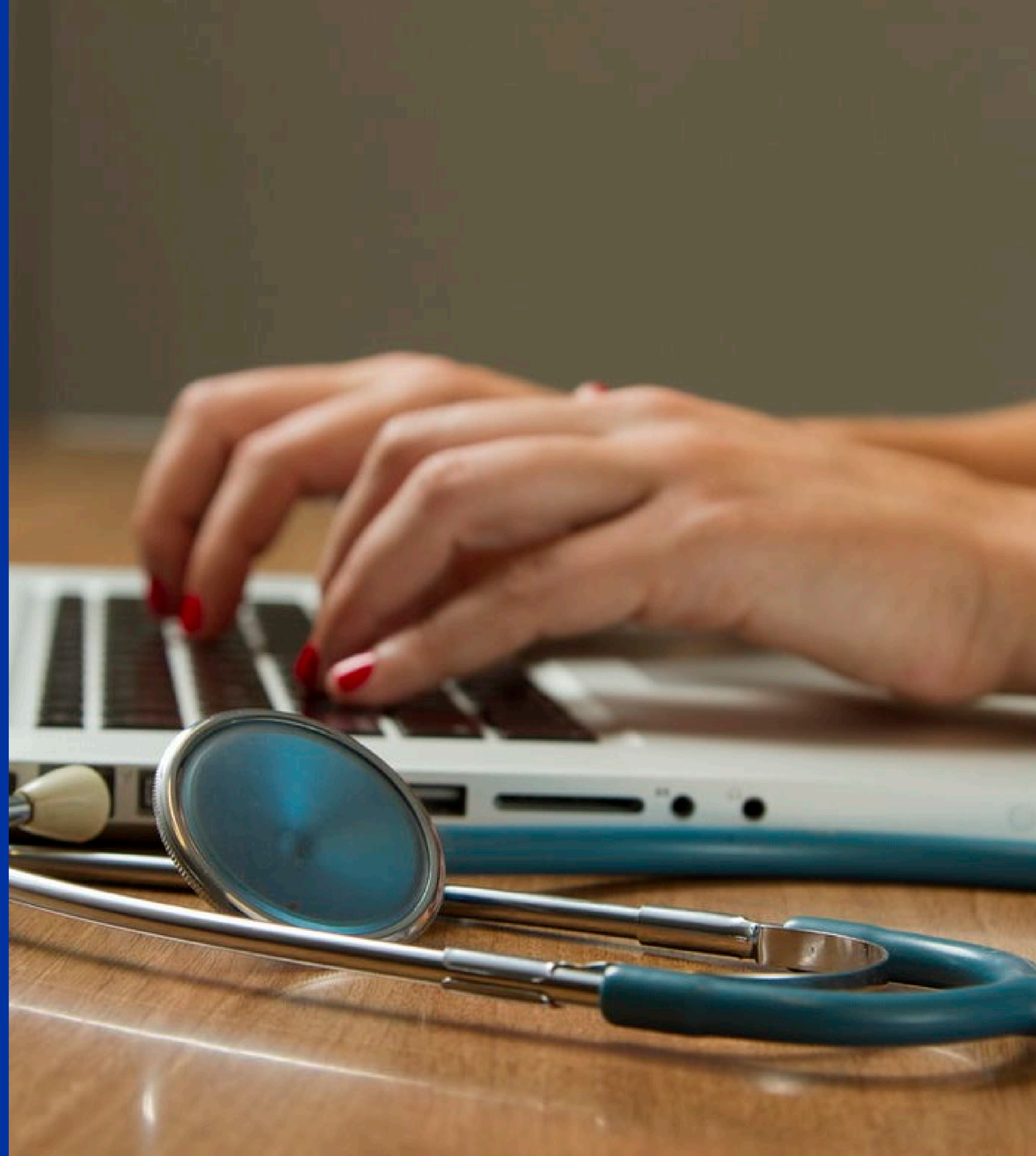
PRIMARY HEALTH NETWORK

Digital Health tools for Private Specialists

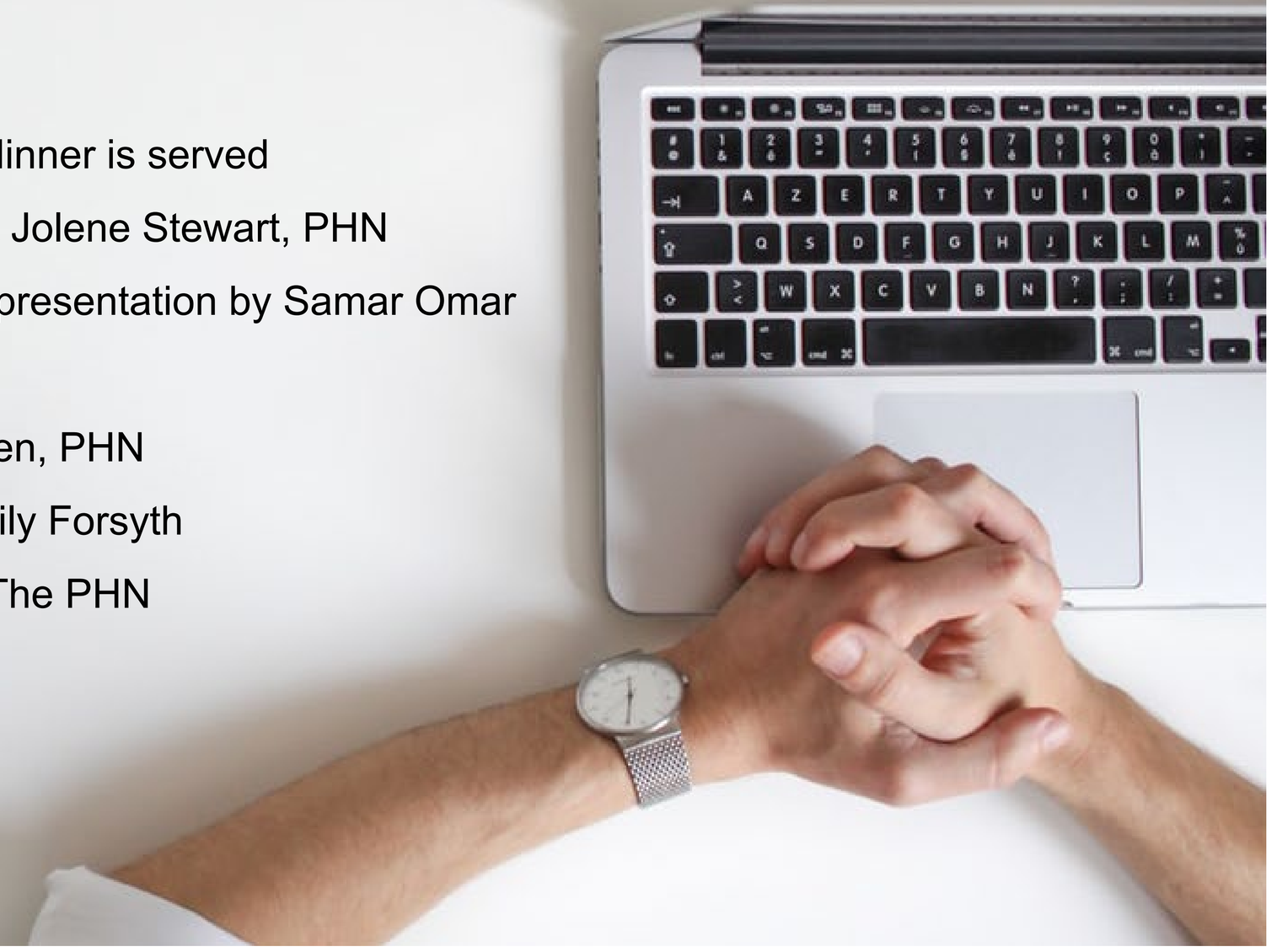
Jolene Stewart & Peter Mullen
PHN Digital Health Officers
Crowne Plaza, Terrigal
5 May 2022

WE ACKNOWLEDGE THE TRADITIONAL OWNERS & CUSTODIANS OF THE LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.



Agenda:

- 6:30pm registration
- 7:00pm Seminar commences & dinner is served
- Welcome by Melissa Wilkinson & Jolene Stewart, PHN
- Australian Digital Health Agency presentation by Samar Omar
- 7:45pm dessert is served
- Digital Health tools by Peter Mullen, PHN
- Guest speaker video with Dr Cecily Forsyth
- Q&A with Dr Cecily Forsyth and The PHN
- Presentation conclusion 8:30pm



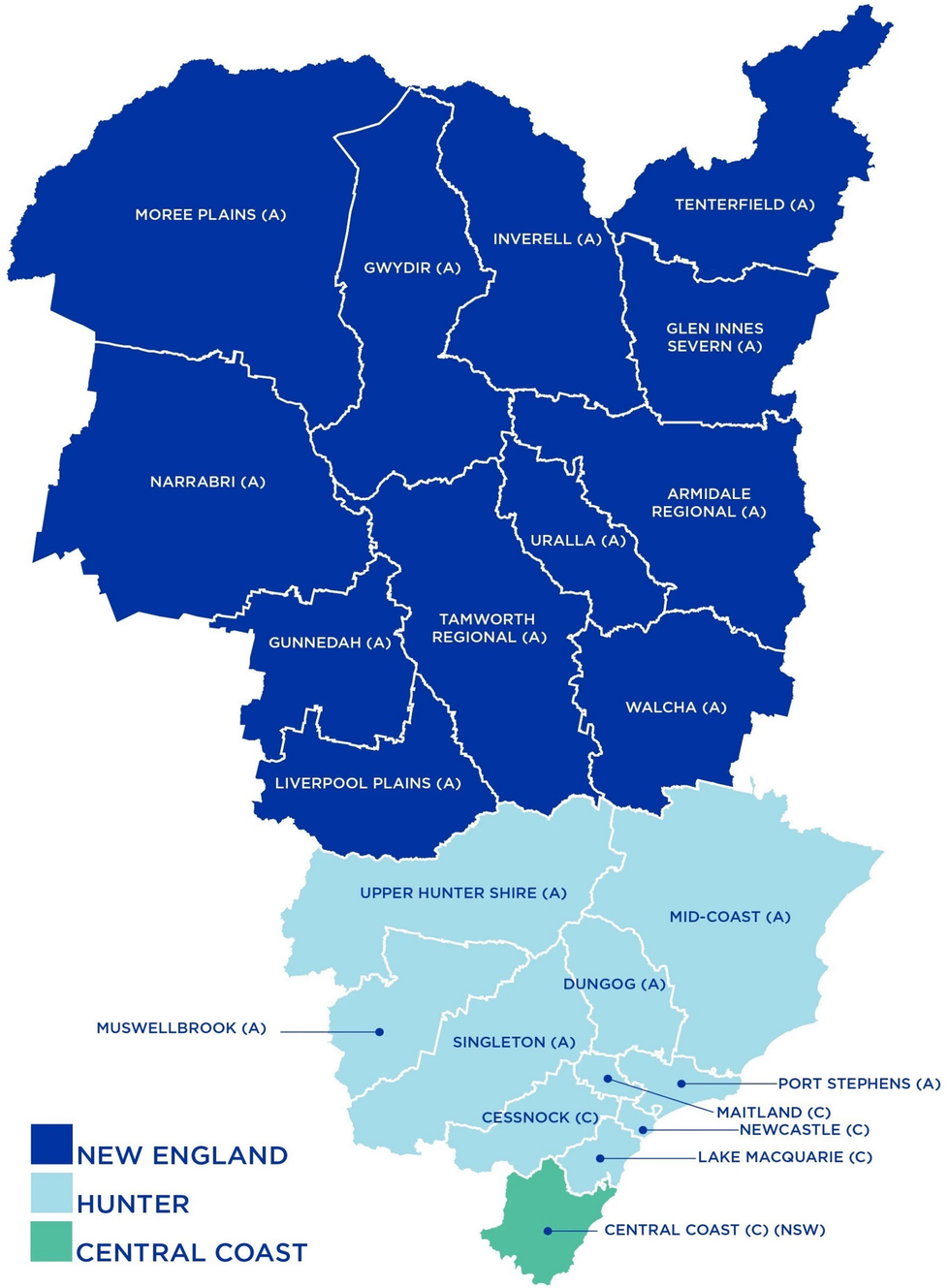
WHO WE ARE AND HOW WE CAN SUPPORT YOU

- The Primary Health Network (PHN) is a not-for-profit organisation funded primarily by the Federal government.

- PHNs are responsible for improving the health of their communities by working cooperatively with hospitals (both public and private), general practitioners, specialists, nurses and midwives, and allied health professionals.

- The PHN covers a diverse geographical area in The Hunter New England & Central Coast region and respectfully acknowledges the traditional owners and custodians of the land in the region that it covers.

phn
HUNTER NEW ENGLAND AND CENTRAL COAST
An Australian Government Initiative



Presentation by Samar Omar

Digital Health Educator, Education and Adoption, Partnerships, Education and Clinical Use
Digital Programs and Engagement

Australian Government
Australian Digital Health Agency

My Health Record

Australian Government

Australian Digital Health Agency

My Health Record for Medical Specialist Practice: optimising patient care

Samar Omar
Digital Health Educator
5 May 2022

Learning Outcomes

Gain an understanding of:

- What is My Health Record and when you can use it?
- Understand the benefits of using My Health Record
- Understand the clinical information available in My Health Record
- Policies required in your practice
- How to best include My Health Record in your workflow.

National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories and agreed by COAG Health Council

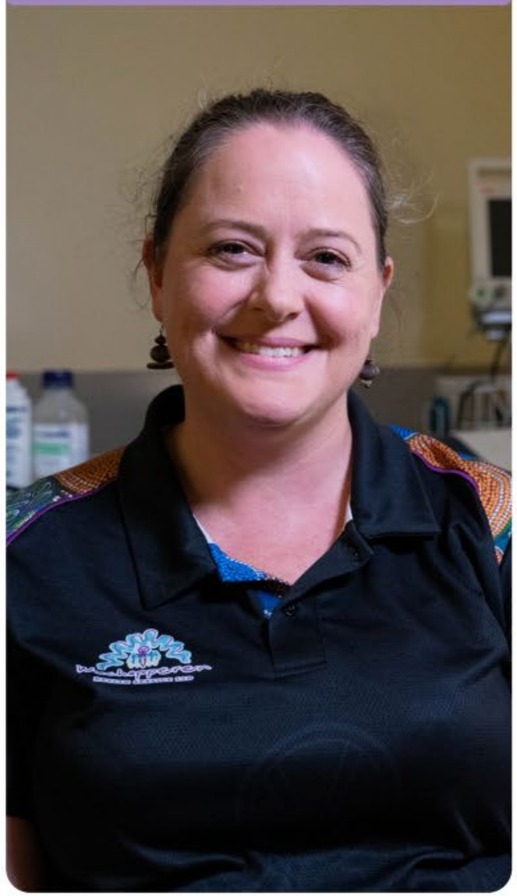
1	2	3	4	5	6	7
MY HEALTH RECORD	**SECURE MESSAGING**	**INTEROPERABILITY AND DATA QUALITY**	**MEDICINES SAFETY**	**ENHANCED MODELS OF CARE**	**WORKFORCE AND EDUCATION**	**DRIVING INNOVATION**
Health information that is available whenever and wherever it is needed	Health information that can be exchanged securely	High-quality data with a commonly understood meaning that can be used with confidence	Better availability and access to prescriptions and medicines information	Digitally enabled models of care that improve accessibility, quality, safety and efficiency	A workforce confidently using digital health technologies to deliver health and care	A thriving digital health industry delivering world-class innovation

Australian Government

Australian Digital Health Agency

The big picture

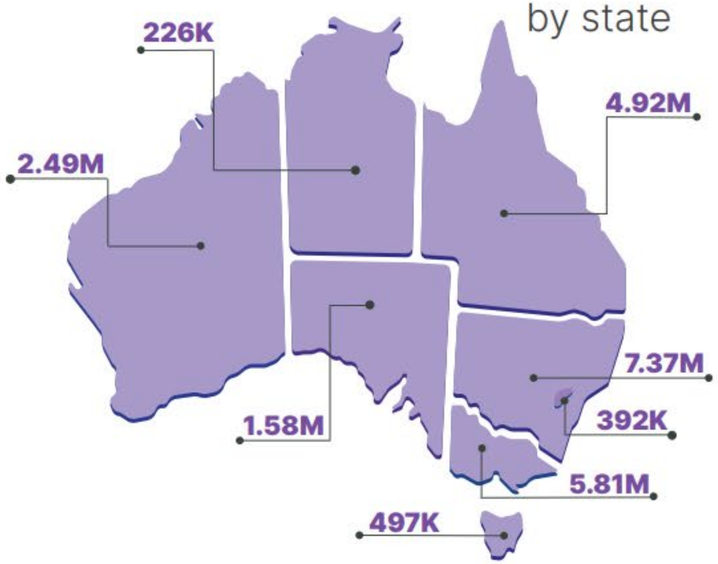
More than
23.3M
total My Health Records



Use of My Health Record increased considerably during the pandemic.

The new COVID-19 dashboard is a convenient way to see COVID-19 related information in one place, including proof of vaccination documents and booster information. Consumers can now see COVID-19 PCR test results as soon as they are uploaded, giving faster access to key health information.

Records by state



More than
22.5M records
have data in them

The volume of records with data in them has grown by more than
2M
in the last year and
52K
in the last month

What is My Health Record?

An online summary of an individual's key health information

Personally controlled

Part of a national system

Accessible at all times

Protected

How are healthcare providers using My Health Record?

PHARMACY

99% of pharmacies are now registered

99% have used My Health Record

GP

99% of GPs are now registered

99% have used My Health Record

PUBLIC HOSPITAL

97% of public hospitals are now registered

95% have used My Health Record

SPECIALIST

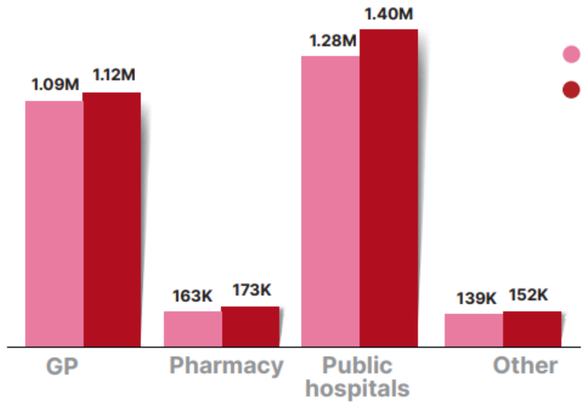
22% of specialists are registered

10% have used My Health Record

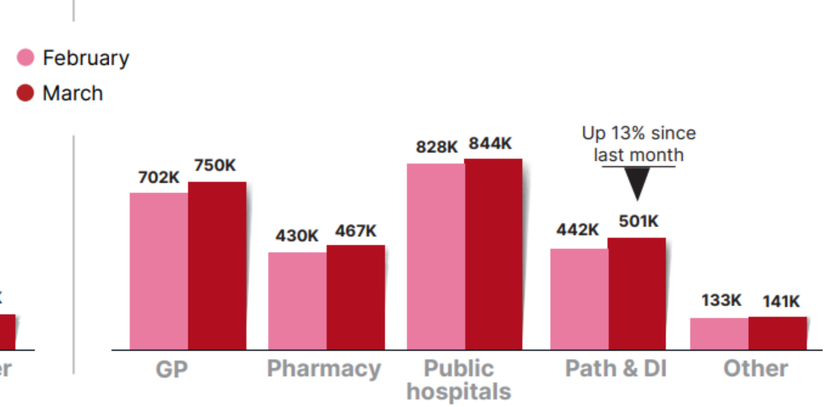
Specialists started accessing My Health Record via their clinical information systems in late 2021. Documents uploaded by specialists and viewed by other healthcare providers increased by 17% in February.

How are healthcare professionals using these documents?

Documents **viewed** which were **uploaded by other** organisations



Documents **uploaded** which were **viewed by other** organisations



Year on year increase

Mar 21 - Mar 22

Public hospital viewing in the past 12 months is more than double the previous 12 months. Viewing of documents uploaded by other healthcare providers is now **1.4M**, up 9% since last month.

Australian Government
Australian Digital Health Agency

My Health Record – benefits

Specialists can benefit from My Health Record through:

- Quick and easy access to key health information that has not been received directly
- Less administrative burden gathering patient information
- Improved clinical decision making through access to patient- specific information
- Avoidance of duplicating tests, scans and diagnostics
- Access to information that can inform end-of-life care decisions.

My Health Record clinical documents

Authority to use My Health Record

Providers who have a legitimate reason to access the system (e.g. provide care to a patient) are authorised to do so subject to the patients access controls.

Authority to view

A provider is authorised by law without seeking consent each time to view a My Health Record if:

1. The provider is permitted by the organisation to access the My Health Record
2. The provider is accessing in order to **provide healthcare** to the patient (You must not view if providing an insurance/pre-employment assessment)

Authority to *upload*

A provider is authorised to upload **except** when:

1. The patient does not want the document to be uploaded
2. First time uploading a Shared Health Summary (should agree with patient on Nominated Provider relationship)
3. Certain State or Territory laws require consent to upload certain sensitive health information

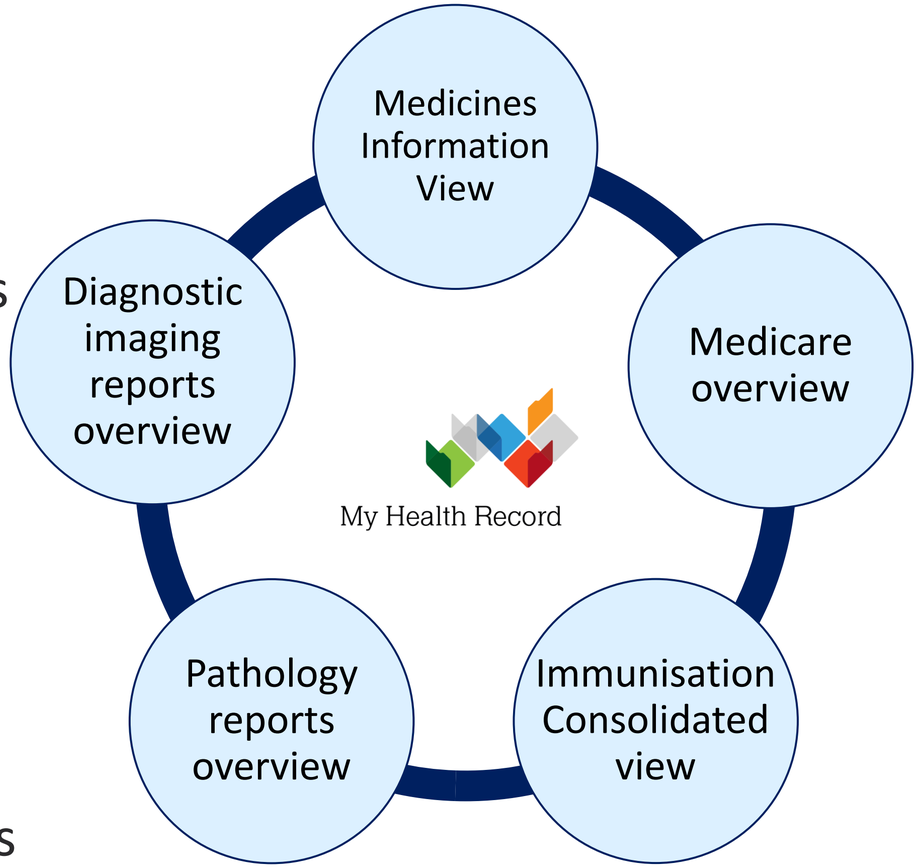
My Health Record - documents

Consumer documents

- Personal health summary
- Personal health notes
- Advance care planning docs and custodian details
- Emergency contacts
- Childhood development

Medicare documents

- MBS and PBS claims
- Organ Donor Register status
- Australian Immunisation Register (AIR) records



Provider documents

Shared health summaries

Discharge summaries

Pathology reports

Diagnostic imaging

Event summaries

Prescription records

Dispense records

Pharmacist Shared Medicines List (PSML)

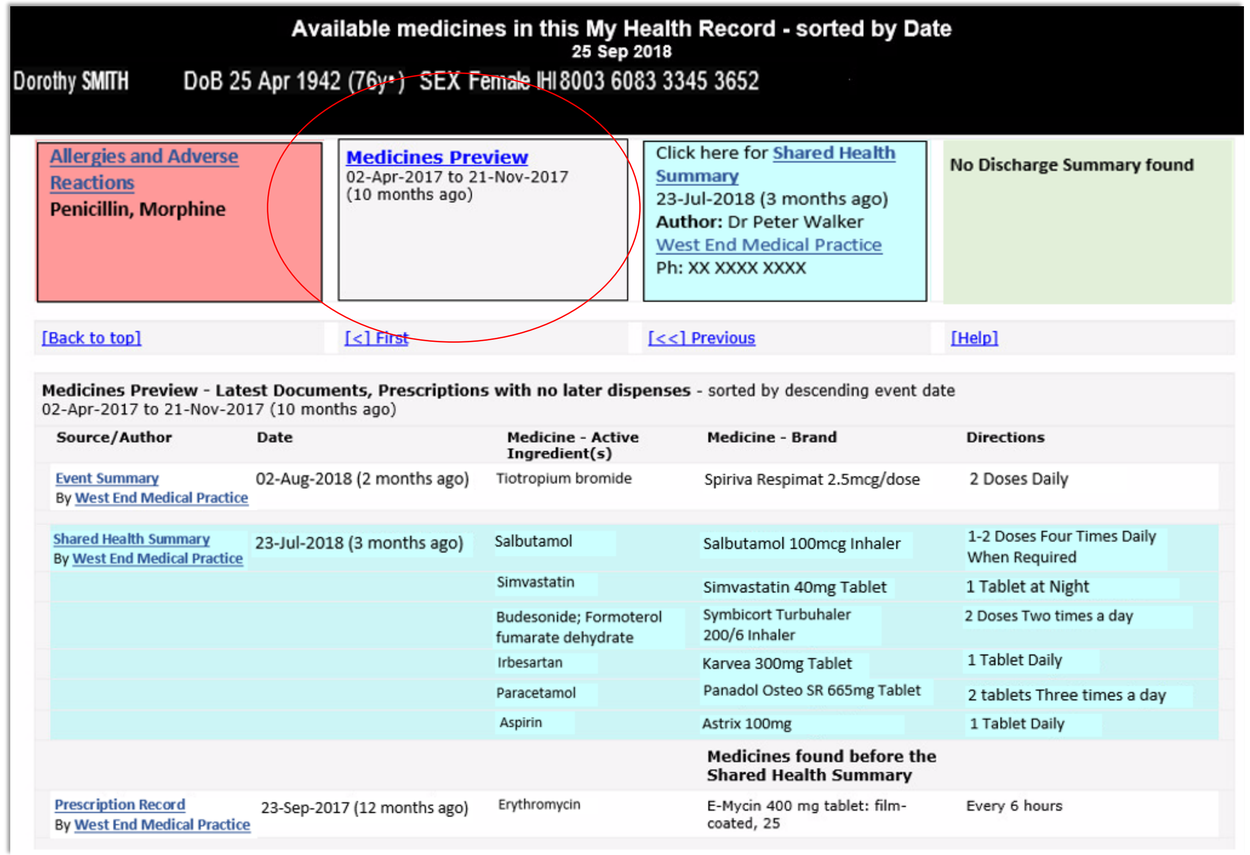
Specialist letters

Goals of care

Medicines information in My Health Record

Medicines information can be found in:

- Dispense records (pharmacies)
- Prescribing records (general practices, specialists)
- Medicare/PBS information (Services Australia)
- Shared health summaries (general practices)
- Discharge summaries (hospitals)
- Event summaries (all healthcare providers)
- Personal health summary (entered by the patient)
- Pharmacist Shared Medicines List (pharmacies)



Available medicines in this My Health Record - sorted by Date
25 Sep 2018

Dorothy SMITH DoB 25 Apr 1942 (76y*) SEX Female IHI 8003 6083 3345 3652

Allergies and Adverse Reactions	Medicines Preview	Shared Health Summary	
Penicillin, Morphine	02-Apr-2017 to 21-Nov-2017 (10 months ago)	Click here for Shared Health Summary 23-Jul-2018 (3 months ago) **Author:** Dr Peter Walker West End Medical Practice Ph: XX XXXX XXXX	No Discharge Summary found

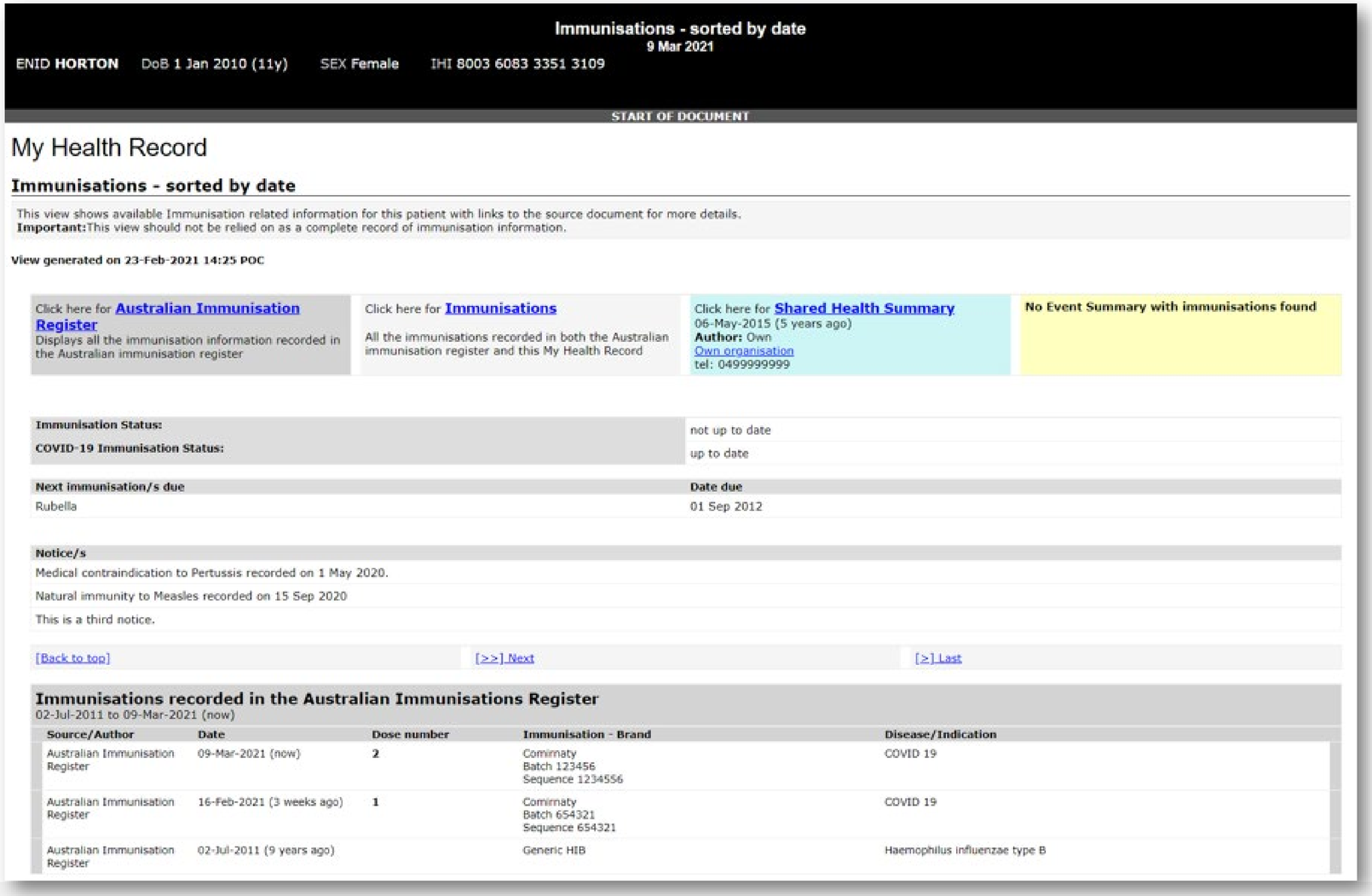
[Back to top] [<] First [<<] Previous [Help]

Medicines Preview - Latest Documents, Prescriptions with no later dispenses - sorted by descending event date
02-Apr-2017 to 21-Nov-2017 (10 months ago)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary By West End Medical Practice	02-Aug-2018 (2 months ago)	Tiotropium bromide	Spiriva Respimat 2.5mcg/dose	2 Doses Daily
Shared Health Summary By West End Medical Practice	23-Jul-2018 (3 months ago)	Salbutamol	Salbutamol 100mcg Inhaler	1-2 Doses Four Times Daily When Required
		Simvastatin	Simvastatin 40mg Tablet	1 Tablet at Night
		Budesonide; Formoterol fumarate dehydrate	Symbicort Turbuhaler 200/6 Inhaler	2 Doses Two times a day
		Irbesartan	Karvea 300mg Tablet	1 Tablet Daily
		Paracetamol	Panadol Osteo SR 665mg Tablet	2 tablets Three times a day
		Aspirin	Astrix 100mg	1 Tablet Daily
			Medicines found before the Shared Health Summary	
Prescription Record By West End Medical Practice	23-Sep-2017 (12 months ago)	Erythromycin	E-Mycin 400 mg tablet: film-coated, 25	Every 6 hours

Medicines Information View –

Immunisation information



Immunisations - sorted by date
9 Mar 2021

ENID **HORTON** DoB 1 Jan 2010 (11y) SEX Female IHI 8003 6083 3351 3109

START OF DOCUMENT

My Health Record

Immunisations - sorted by date

This view shows available Immunisation related information for this patient with links to the source document for more details.
Important: This view should not be relied on as a complete record of immunisation information.

View generated on 23-Feb-2021 14:25 POC

Click here for **Australian Immunisation Register** Displays all the immunisation information recorded in the Australian immunisation register	Click here for **Immunisations** All the immunisations recorded in both the Australian immunisation register and this My Health Record	Click here for **Shared Health Summary** 06-May-2015 (5 years ago) **Author:** Own Own organisation tel: 0499999999	**No Event Summary with immunisations found**

Immunisation Status:	not up to date
COVID-19 Immunisation Status:	up to date

Next immunisation/s due	**Date due**
Rubella	01 Sep 2012

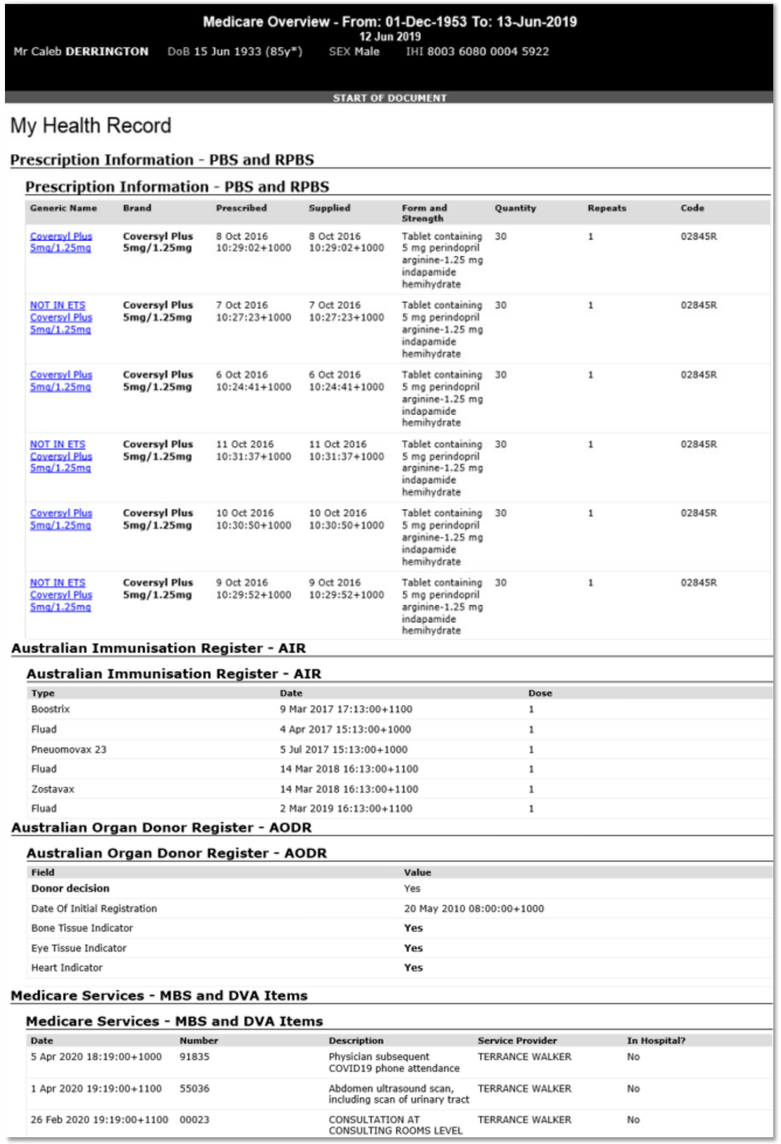
Notice/s
Medical contraindication to Pertussis recorded on 1 May 2020.
Natural immunity to Measles recorded on 15 Sep 2020
This is a third notice.

[Back to top] [>>] Next [>] Last

Immunisations recorded in the Australian Immunisations Register
02-Jul-2011 to 09-Mar-2021 (now)

Source/Author	Date	Dose number	Immunisation - Brand	Disease/Indication
Australian Immunisation Register	09-Mar-2021 (now)	**2**	Comirnaty Batch 123456 Sequence 1234556	COVID 19
Australian Immunisation Register	16-Feb-2021 (3 weeks ago)	**1**	Comirnaty Batch 654321 Sequence 654321	COVID 19
Australian Immunisation Register	02-Jul-2011 (9 years ago)		Generic HIB	Haemophilus influenzae type B

Medicare documents



Medicare Overview - From: 01-Dec-1953 To: 13-Jun-2019
12 Jun 2019
Mr Caleb **DERRINGTON** DoB 15 Jun 1933 (85y*) SEX Male IHI 8003 6080 0004 5922

START OF DOCUMENT

My Health Record

Prescription Information - PBS and RPBS

Prescription Information - PBS and RPBS

Generic Name	Brand	Prescribed	Supplied	Form and Strength	Quantity	Repeats	Code
Coversyl Plus 5mg/1.25mg	**Coversyl Plus 5mg/1.25mg**	8 Oct 2016 10:29:02+1000	8 Oct 2016 10:29:02+1000	Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R
NOT IN ETS Coversyl Plus 5mg/1.25mg	**Coversyl Plus 5mg/1.25mg**	7 Oct 2016 10:27:23+1000	7 Oct 2016 10:27:23+1000	Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R
Coversyl Plus 5mg/1.25mg	**Coversyl Plus 5mg/1.25mg**	6 Oct 2016 10:24:41+1000	6 Oct 2016 10:24:41+1000	Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R
NOT IN ETS Coversyl Plus 5mg/1.25mg	**Coversyl Plus 5mg/1.25mg**	11 Oct 2016 10:31:37+1000	11 Oct 2016 10:31:37+1000	Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R
Coversyl Plus 5mg/1.25mg	**Coversyl Plus 5mg/1.25mg**	10 Oct 2016 10:30:50+1000	10 Oct 2016 10:30:50+1000	Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R
NOT IN ETS Coversyl Plus 5mg/1.25mg	**Coversyl Plus 5mg/1.25mg**	9 Oct 2016 10:29:52+1000	9 Oct 2016 10:29:52+1000	Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R

Australian Immunisation Register - AIR

Australian Immunisation Register - AIR

Type	Date	Dose
Boostrix	9 Mar 2017 17:13:00+1100	1
Fluad	4 Apr 2017 15:13:00+1000	1
Pneumovax 23	5 Jul 2017 15:13:00+1000	1
Fluad	14 Mar 2018 16:13:00+1100	1
Zostavax	14 Mar 2018 16:13:00+1100	1
Fluad	2 Mar 2019 16:13:00+1100	1

Australian Organ Donor Register - AODR

Australian Organ Donor Register - AODR

Field	Value
Donor decision	Yes
Date Of Initial Registration	20 May 2010 08:00:00+1000
Bone Tissue Indicator	**Yes**
Eye Tissue Indicator	**Yes**
Heart Indicator	**Yes**

Medicare Services - MBS and DVA Items

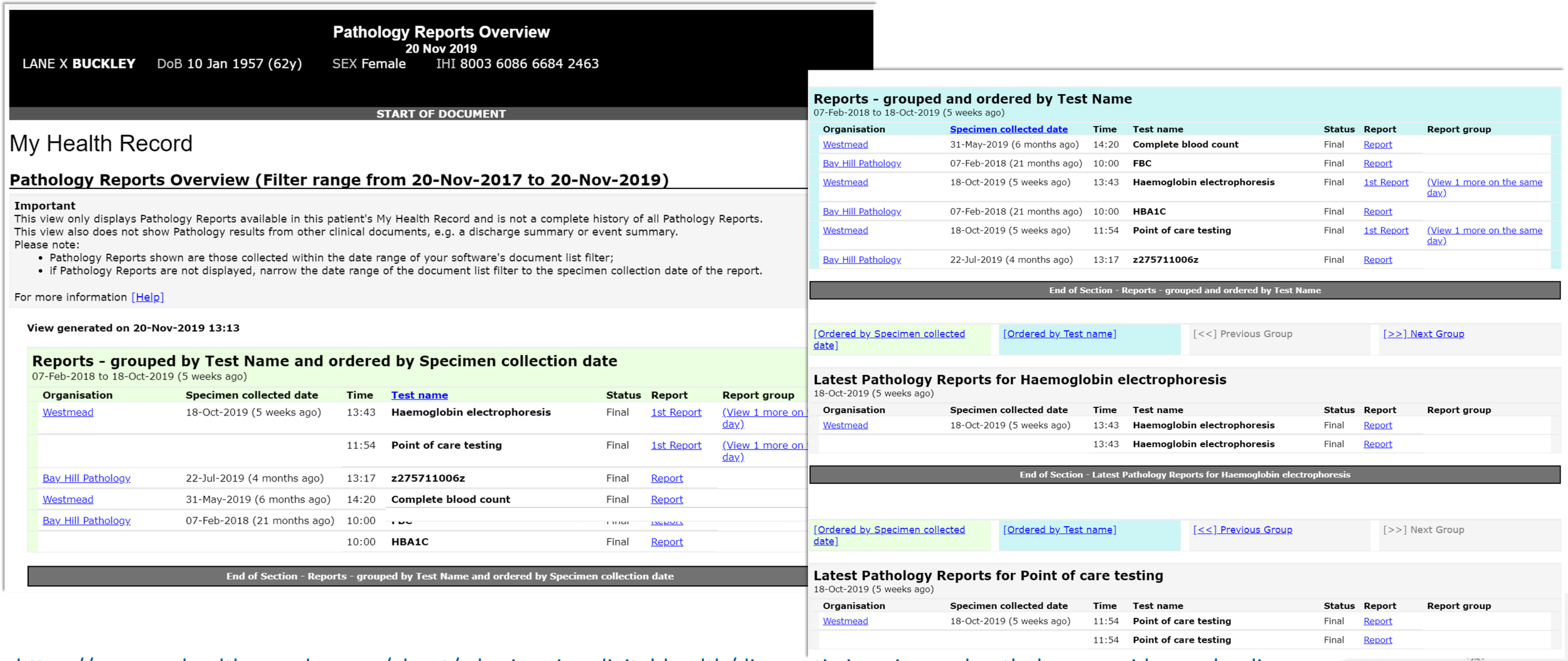
Medicare Services - MBS and DVA Items

Date	Number	Description	Service Provider	In Hospital?
5 Apr 2020 18:19:00+1000	91835	Physician subsequent COVID19 phone attendance	TERRANCE WALKER	No
1 Apr 2020 19:19:00+1100	55036	Abdomen ultrasound scan, including scan of urinary tract	TERRANCE WALKER	No
26 Feb 2020 19:19:00+1100	00023	CONSULTATION AT CONSULTING ROOMS LEVEL	TERRANCE WALKER	No

Medicare Services - MBS & DVA items

Date	Number	Description	Service Provider	In Hospital
22-Jun-2019	10918	Subsequent optometrical consultation	MR PAUL JONES	No
06-Mar-2019	55836	Ankle or hind foot, 1 or both sides, ultrasound scan of	DR CAROL TAN	No
06-Mar-2019	57527	Foot and Ankle, OR Ankle and Leg, OR Leg and Knee, OR Knee and Femur.	DR CAROL TAN	No
01-Mar-2019	00036	CONSULTATION AT CONSULTING ROOMS - LEVEL 'C'.	DR KAVITA SINGH	No
16-Oct-2018	10910	COMPREHENSIVE INITIAL CONSULTATION - PATIENT IS LESS THAN 65 YEARS OF AGE	DR KAVITA SINGH	No

Pathology & Diagnostic Imaging reports overview in My Health Record



Pathology Reports Overview
20 Nov 2019

LANE X **BUCKLEY** DoB 10 Jan 1957 (62y) SEX Female IHI 8003 6086 6684 2463

START OF DOCUMENT

My Health Record

Pathology Reports Overview (Filter range from 20-Nov-2017 to 20-Nov-2019)

Important
This view only displays Pathology Reports available in this patient's My Health Record and is not a complete history of all Pathology Reports.
This view also does not show Pathology results from other clinical documents, e.g. a discharge summary or event summary.
Please note:

- Pathology Reports shown are those collected within the date range of your software's document list filter;
- if Pathology Reports are not displayed, narrow the date range of the document list filter to the specimen collection date of the report.

For more information [Help]

View generated on 20-Nov-2019 13:13

Reports - grouped by Test Name and ordered by Specimen collection date

07-Feb-2018 to 18-Oct-2019 (5 weeks ago)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Westmead	18-Oct-2019 (5 weeks ago)	13:43	**Haemoglobin electrophoresis**	Final	1st Report	(View 1 more on day)
		11:54	**Point of care testing**	Final	1st Report	(View 1 more on day)
Bay Hill Pathology	22-Jul-2019 (4 months ago)	13:17	**z275711006z**	Final	Report	
Westmead	31-May-2019 (6 months ago)	14:20	**Complete blood count**	Final	Report	
Bay Hill Pathology	07-Feb-2018 (21 months ago)	10:00	**FBC**	Final	Report	
		10:00	**HBA1C**	Final	Report	

End of Section - Reports - grouped by Test Name and ordered by Specimen collection date

Reports - grouped and ordered by Test Name

07-Feb-2018 to 18-Oct-2019 (5 weeks ago)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Westmead	31-May-2019 (6 months ago)	14:20	**Complete blood count**	Final	Report	
Bay Hill Pathology	07-Feb-2018 (21 months ago)	10:00	**FBC**	Final	Report	
Westmead	18-Oct-2019 (5 weeks ago)	13:43	**Haemoglobin electrophoresis**	Final	1st Report	(View 1 more on the same day)
Bay Hill Pathology	07-Feb-2018 (21 months ago)	10:00	**HBA1C**	Final	Report	
Westmead	18-Oct-2019 (5 weeks ago)	11:54	**Point of care testing**	Final	1st Report	(View 1 more on the same day)
Bay Hill Pathology	22-Jul-2019 (4 months ago)	13:17	**z275711006z**	Final	Report	

End of Section - Reports - grouped and ordered by Test Name

[Ordered by Specimen collected date] [Ordered by Test name] [<<] Previous Group [>>] Next Group

Latest Pathology Reports for Haemoglobin electrophoresis

18-Oct-2019 (5 weeks ago)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Westmead	18-Oct-2019 (5 weeks ago)	13:43	**Haemoglobin electrophoresis**	Final	Report	
		13:43	**Haemoglobin electrophoresis**	Final	Report	

End of Section - Latest Pathology Reports for Haemoglobin electrophoresis

[Ordered by Specimen collected date] [Ordered by Test name] [<<] Previous Group [>>] Next Group

Latest Pathology Reports for Point of care testing

18-Oct-2019 (5 weeks ago)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Westmead	18-Oct-2019 (5 weeks ago)	11:54	**Point of care testing**	Final	Report	
		11:54	**Point of care testing**	Final	Report	

https://www.myhealthrecord.gov.au/about/who-is-using-digital-health/diagnostic-imaging-and-pathology-providers-uploading-my-health

Shared Health Summary

Shared Health Summary
21 Aug 2019
Mr Xavier **WISEMAN** DoB 3 May 1949 (70y) SEX Male IHI 8003 6086 6671 1130

START OF DOCUMENT

Eagle Street Medical Practice

Author Dr Terrance Walker(General Medical Practitioner)
Phone 04555555555

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestations
Metformin	• Nausea
ACE Inhibitors	• Cough
Cephalexin	• Rash

Medications

Medications

Medication	Directions	Clinical Indication
Gliclazide 60mg Tablet, modified release	1 Tablet In the morning with meals	Diabetes Mellitus, Type 2
Karvezide 300/25 300mg;25mg Tablet	1 Tablet In the morning	Moderate, Chronic Hypertension
Lantus Solostar 100U/ml Pre-filled pen	1 Dose In the evening 12 units	Diabetes Mellitus, Type 2
Latanoprost /Timolol 0.005%;0.5% Eye Drops	1 drop Before bed both sides	Glaucoma
Omeprazole 20mg Tablet	1 Tablet In the morning	Moderate, Chronic Gastro-oesophageal Reflux
Simvastatin 40mg Tablet	1 Tablet In the evening	Chronic Hyperlipidaemia
Xarelto 20mg Tablet	1 Tablet In the morning with meals	Left Deep venous thrombosis

Medical History

- No Procedures are supplied

Medical History

Item	Date
Left Tinea pedis	30 Jun 2019 ->
Left Deep venous thrombosis	25 May 2019 ->
Bilateral Glaucoma	5 Jul 2015 ->
Prostate cancer	10 Oct 2012 ->
Diabetes Mellitus, Type 2	3 May 2012 ->
Hyperlipidaemia	25 Feb 2010 ->
Hypertension	12 Mar 2009 ->
Gastro-oesophageal Reflux	10 Jan 2008 ->

Immunisations

Immunisations - Administered Immunisations

Vaccine	Sequence Number	Date
Boostrix	1	10 Apr 2019
Fluvax	2	2 Apr 2019
Pneumovax 23	1	15 Nov 2018
Fluvax	1	18 Apr 2018

ADMINISTRATIVE DETAILS

Patient

Name	Mr Xavier WISEMAN
Sex	Male
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin
Date of Birth	3 May 1949 (70y)
IHI	8003 6086 6671 1130
Entitlements	6950432501 (Medicare Benefits)

Author

Name	Dr Terrance Walker (General Medical Practitioner)
Organisation	Eagle Street Medical Practice
Work Place	400 George Street, Brisbane, QLD, 4000, Australia
Phone	04555555555 (Workplace)

Clinical Document Details

Document Type	Shared Health Summary
Creation Date/Time	21 Aug 2019 11:27+1000
Date/Time Attested	21 Aug 2019 11:27+1000
Document ID	2.25.49943506523674552448552955744258316751
Document Set ID	32f14bc5-88a4-4d4d-95a2-3ca8d1ef2375
Document Version	1
Completion Code	Final

Event Summary

Specialist Letter

Specialist Letter
27 Jul 2018

LANE X **BUCKLEY** DoB 10 Jan 1957 (61y) SEX Female IHI 8003 6086 6684 2463

START OF DOCUMENT

Bay Hill Hospital

Author Dr Graham Markson (Cardiologist)
Phone 07 8888 9999

Response Details

Response Narrative

I had pleasure again in reviewing 50 year old Vijay Engineer in Cardiology Outpatients again.
He is currently awaiting Coronary Artery Bypass surgery at the Bay Hill Hospital.

Since I last saw Vijay, 6 weeks ago, he has continued to have angina at approximately 2 to 3 times per week despite the increase in beta blocker. He has started to use sublingual nitrates with his angina although still has not quite mastered the full nitrate protocol, and so I have again gone over aspects of that today. At present he has been using 1 sublingual tablet and then going to bed rather than following through with up to 3 nitrates over 15 minutes and calling an Ambulance if required.

Unfortunately Vijay continues to battle unsuccessfully with his smoking despite currently trying Champix, nicotine gum and continuing his 25 cigarettes per day habit. He has indicated today he will explore private hypnotherapy as he has had some success with this in the past.

On examination today the regular is 75 and a blood pressure of 165/90. His chest was quiet but with no evidence of heart failure. ECG confirms sinus rhythm with Q waves visible in V1 and V2 leads.

I have asked him today to increase his Norvasc from 5mg to 10mg per day. Additionally I have prescribed him a Nitrate patch of 25mg per day to be worn during the daytime.

I will make contact with the surgeon at the Bay Hill hospital, to make him aware that Vijay has ongoing symptoms despite increasing medical therapy and at this stage I plan to review him in 5 weeks time.

I have asked him to review with you in approximately 3 weeks time and if despite the increase of Norvasc and the Nitrates he is still having ongoing predictable angina the next recourse would be to increase his beta blocker further to 75mg twice daily.

Beyond that I think my next additional therapy would be Nicorandil but clearly this gentleman needs an intervention on his coronary arteries and the sooner that can happen and importantly the sooner he can stop smoking to make that a more successful procedure the better.

With kind regards,

Graham Markson

Response Details

Date Time Interval	Item Description	Item Comment
	No problems recorded	

Recommendations

No recommendations recorded.

Medications

Medication	Directions	Clinical Indication	Change Status	Change Reason	Comment
Champix Tablet 1mg	One tablet twice daily		Unchanged		
Norvasc (Amlodipine) 10mg	One tablet daily		Unchanged		
Betaloc 50mg	One tablet twice daily		Unchanged		
Metformin 1g tablet	One tablet twice daily		Unchanged		
Atorvastatin 40mg	One tablet daily	Hypercholesterolaemia	Unchanged		

Specialist Letter for Foster, Grace Irene 25-Feb-1968 MRN: 0D011E0C5F975A41952217EDC9DCAF3B (GEN00009)

Back | Print | × Close

Downloaded from the My Health Record system on 8-Jul-2021 3:47+00:00.

985f79d9-b4e7-481b-8... 1 / 2 − 80% +

MEDICINE

Test Health Service285

7 KINGSLEYCCT
PORT CAMPBELL VIC 3269

Tel: 1300 123 123
Fax: 08 9876 1111

8 Jul 2021

Blacks Locks Clinic
123 Combe ST
Bec Test
TENNANT CREEK NSW 2545
Ph: 07 3870 4085

Dear Ely,

RE: Mrs Grace I Foster – DOB: 25/02/68
2 Knut Dr CLAREVILLE NSW 2107

Thank you for referring this 53 year old lady. After reviewing her history and after our initial consultation I believe she is a good candidate for this

My Health Record privacy & security

My Health Record security

- Many safeguards are in place to protect the My Health Record system.
- These include strong encryption, firewalls, secure login processes and audit logging.

- The Agency's Cyber Security Centre monitors the system.
- Health information in the system is protected by legislation.
- Significant penalties apply for deliberate misuse.

- All data within the My Health Record system is stored securely in Australia.
- External software goes through a conformance process before it is allowed to connect.

Patient control of their My Health Record

A patient can choose to restrict access to specific documents in their My Health Record by setting a Limited Document Access Code (LDAC).

Only organisations approved in the LDAC can access those documents

A patient can restrict access to their entire record using a Record Access Code (RAC).

In a consultation, the patient will need to give you the code to allow access to their record.

In an emergency, a clinician can exercise a ‘break glass’ facility to allow temporary access

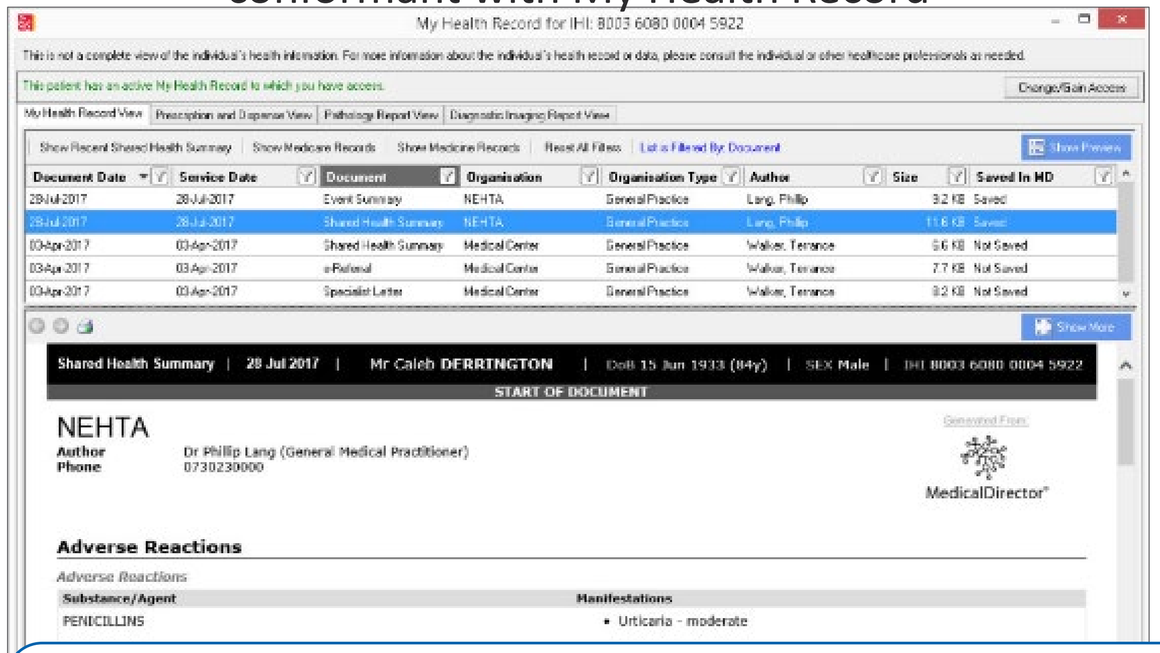
Patients can choose to receive an SMS or email alert when a health provider organisation accesses their My Health Record

All instances of access to My Health Record are monitored and logged

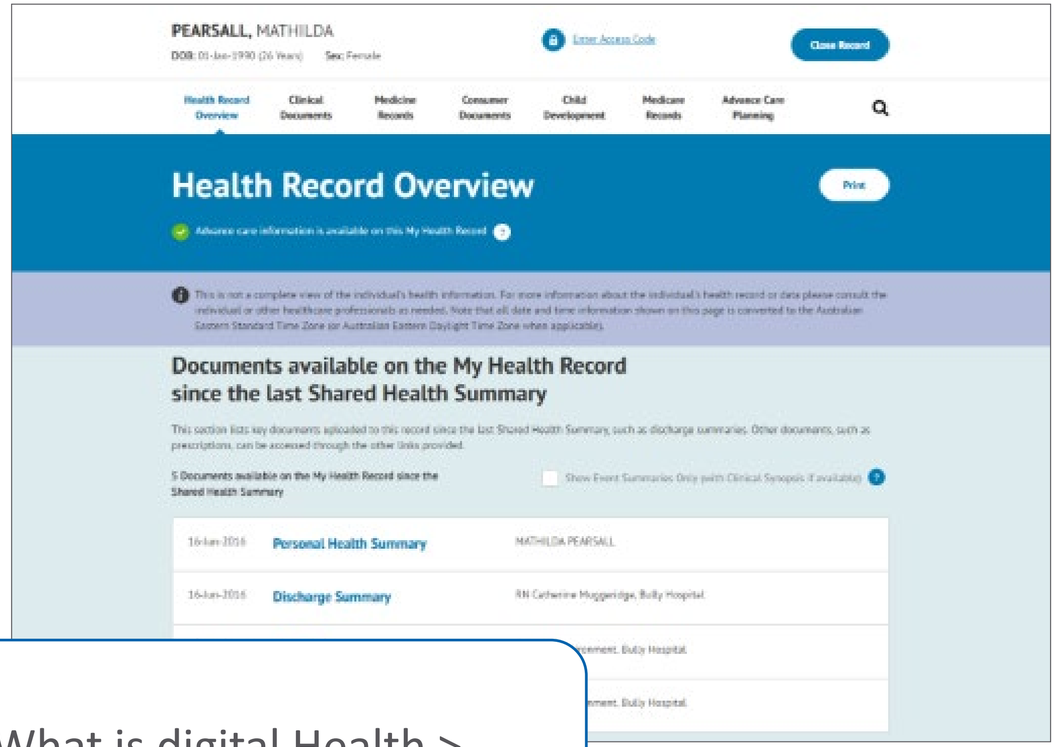
How can specialists utilise My Health Record in my private practice?

My Health Record in private practice

Clinical Information System (CIS) conformant with My Health Record



National Provider Portal (NPP)



Register of Conformity

www.digitalhealth.gov.au > Get started with digital health > What is digital Health > Who is using digital health > Software products using digital health

My Health Record-enabled practice software designed for use by specialists is starting to come to market in earnest

Develop FY2022

- Access Anaesthetics
- Citadel Health - Charm
- Clintel
- Cutting Edge Software
- Direct Control
- Dox Oculi
- Episoft
- Medilink
- Totalcare

Currently in Beta Release

- Zedmed
- Shexie

In General Release

- BP - VIP.net
- Clinic to Cloud
- Clinical Computers
- Genie
- Gentu
- Intrahealth
- Medical-Objects Specialist Explorer
- Medical Wizard
- S4S Software for Specialists

Key features of new My Health Record-enabled practice software

- Allows access and viewing of all documents and overviews
- Easily upload a copy of your specialist letter into a patient's My Health Record, without interrupting your normal workflow
- Easily upload a copy of the prescriptions you write to a patient's My Health Record
- Allows viewing by authorised practice staff (non-clinical)
- Practice staff can upload specialist authored letter (once approved)

How to get connected and start using My Health Record?

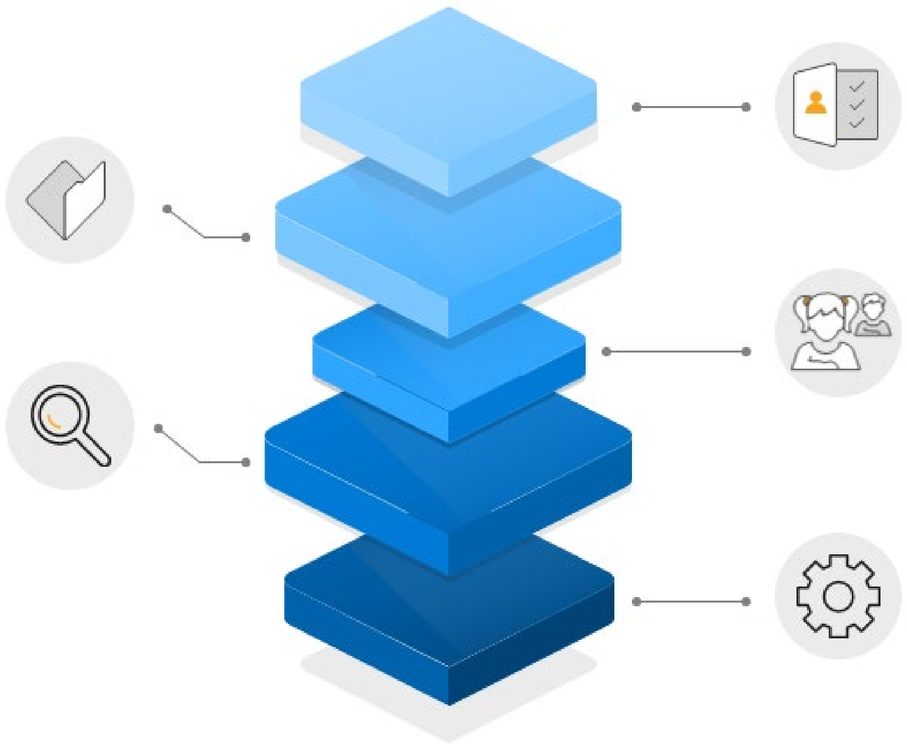
Before you begin – My Heath Record Policy

- The practice must create an Access and Use Policy prior to registration. It is a legislative requirement that a My Health Record Security and Access Policy be implemented as described in the My Health Records Rule 2016.
  - This policy must be created *before* registering for My Health Record. Template policies have been created by peak bodies and can be accessed below:
    - RACP
    - RACGP
- Alternatively the practice can create their own policy. Resources can be found here.
- The policy should be accessible to all staff using MHR. The policy should be reviewed annually and updated regularly, with a new document number for each version.

My Health Record – what do I need to do?

Register and get connected to My Health Record

Confirm the process to access My Health Record for authorised staff



Ensure there is My Health Record security and access policy

Training for staff and ensure they are familiar with policies in place

Ongoing participation and obligations

Get connected and start using My Health Record

- Contact the Agency Help Line (ask for the specialist connection support team)

  Email: connections@digitalhealth.gov.au

  Phone: 1300 901 001

- Contact your local Primary Health Network (PHN) and request support

  Hunter New England and Central Coast PHN digitalhealth@thephn.com.au

  https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator

Useful resources

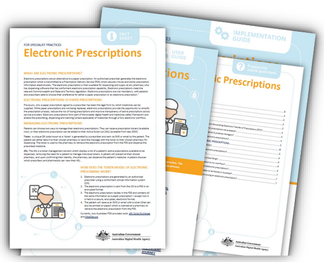
Digital Health Specialist Toolkit

specialist-toolkit.digitalhealth.gov.au

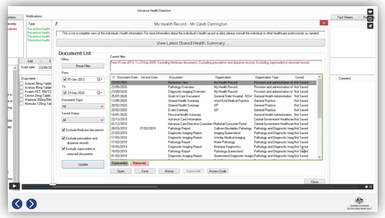
training.digitalhealth.gov.au

Benefits of digital health

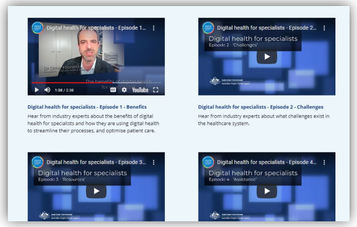
eLearning Modules



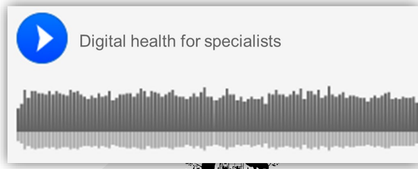
Printable guides



My Health Record demonstration videos



Video interviews



Podcast

Australian Government
Australian Digital Health Agency

Australian Government

Australian Digital Health Agency

Further information and support

My Health Record

Web: www.myhealthrecord.gov.au

My Health Record Help line: 1800 723 471 (select 2 for providers)

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

Agency help line: 1300 901 001

Australian Digital Health Agency

@AuDigitalHealth

@AuDigitalHealth

Australian Government

Australian Digital Health Agency

Digital Health tools

Peter Mullen – Digital Health Officer PHN

WHAT IS DIGITAL HEALTH?

*"**A disruptive and transformational approach to the delivery of healthcare**, with a focus on engaging and empowering patients, activating caregiver networks and understanding that patients are increasingly behaving as consumers of healthcare.*

*Digital health provides us with **a toolbox of technologies and techniques that support the development of new, innovative patient and caregiver-centred models of care**, driving improved engagement, accessibility, quality, safety, efficiency and sustainability into all corners of the health system."*

WHAT IS DIGITAL HEALTH?

Data Security – Is your patient data secure?

- Security software – Is it fit for purpose and updated?
- Secure Messaging – Is it used to send & receive or just receive? Should you have capability for both?
- Are you receiving encrypted eReferrals?
- What do you use email for and do any emails you send or receive contain patient information?
- Fax/eFax – Is your fax secure? Does your eFax use email and if so is this secure or encrypted?
- Remote access – Who has remote access, where are they accessing from and is this secure?
- Are staff trained and regularly updated about cybersecurity?

User permissions

- Do they allow staff to work effectively within their job scope?
- Who requires administrator level access & who doesn't?

Passwords

- Are they changed regularly?
- Are they complex?

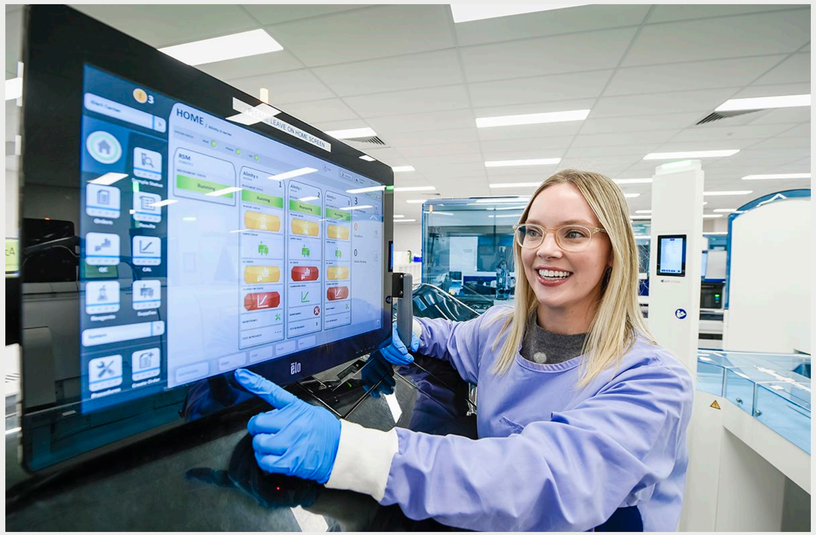
Backups

- Are they done daily and stored offsite?
- Cloud vs External Drive.
- Secondary Server.
- Have you tested your data recovery from your backup?

INTRODUCTION TO DIGITAL HEALTH TOOLS

ePrescribing

- Token based scripts
- Active Script Lists
- Require a NASH Certificate



eOrdering (Pathology & Imaging)

- Reduces error rates
- Results can be upload to My Health Record
- PMS providers and Pathology/Imaging companies are growing this offering. Check with your various providers is this is something you and your patients can take advantage of.

Website

- Does it represent your practice in a positive way?
- Is it engaging and informative?

INTRODUCTION TO DIGITAL HEALTH TOOLS

Policies & Procedures

- Social Media/Email & Internet/Secure Messaging/My Health Record/eScripts/Data Records/Privacy Policy
- Does what you say you do in your Policies & Procedures Manual match what you actually do day to day?

IT Consultants/Suppliers

- Do you use an IT supplier or do you do it yourself?
- Does your IT supplier have specific health industry knowledge?
- Do they consult with you or just do the work and send an invoice?
- Do you or you practice manager know your IT administrator passwords?
- Does your IT Consultant work for you or do you work for them?

PRIMARY HEALTH NETWORK

Introducing:

Dr Cecily Forsyth

Clinical Haematologist

MBBS (HONS), FRACP, FRCPA

(5) My Health Record for Specialists - YouTube

Q&A

Further support

My Health Record helpline
Phone: 1800 723 471 (option 2)

Healthcare Identifiers (HPI-Is, HPI-Os, IHIs)

Phone: 1300 361 457
Email: healthcareidentifiers@servicesaustralia.gov.au

Digital credentials (Medicare certificates, NASH PKI certificates)
eBusiness Service Centre

Phone: 1800 700 199
Email: ebusiness@servicesaustralia.gov.au

PRODA Help
Phone: 1800 700 199

HPOS Help
Phone: 132 150

Clinical software technical support
Contact your clinical software vendor
For help with:
•clinical software technical support and trouble shooting (error messages)
•installing NASH PKI certificates

Peter Mullen
PHN Digital Health Officer
Phone: 02 6763 9966

Jolene Stewart
PHN Digital Health Officer
Phone: 02 4088 5970

Email: digitalhealth@thephn.com.au

My Health Record's potential to improve healthcare and save lives relies on the quality of information contained.

My Health Record

Thank you for your time this evening.

Information contained in this presentation has been sourced from both the 'Australian Digital Health Agency' and the 'My Health Record' websites.

Information is current and accurate at the time of presentation creation (May 2022).

PRIMARY HEALTH NETWORK

phn HUNTER NEW ENGLAND AND CENTRAL COAST

An Australian Government Initiative