



Digital Health tools

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**PRIMARY
HEALTH
NETWORK**

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."

INTRODUCTION TO DIGITAL HEALTH TOOLS

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?



INTRODUCTION TO DIGITAL HEALTH TOOLS

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?



Introducing:
Dr Cecily Forsyth
Clinical Haematologist
MBBS (HONS), FRACP, FRCPA



[\(5\) My Health Record for Specialists - YouTube](#)

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



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



Thank you for your time this afternoon.

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).