PRIMARY HEALTH NETWORK

My Health Record for Private Specialists

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Digital Health Officers
6 December 2021

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

Healthy People, Healthy Communities

At the end of this webinar, participants will be able to:

- Recognise the benefits of My Health Record and what's in it for your practice and patients.

- Identify the privacy and security requirements for accessing My Health Record.

- Describe how ePrescriptions, eRequesting of pathology and receiving eReferrals can add value to the practice workflow and benefit patient access to healthcare.

- Name the foundational requirements for using Digital Health in practice, including PRODA, HPOS and NASH PKI certificates and where to obtain support for these.

My Health Record is designed to provide you with better access to key health information to support you in caring for your patients

Why use My Health Record?

Help improve clinical decision making
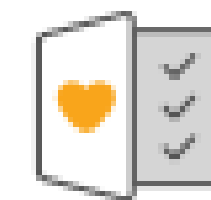
Avoid duplicate tests / scans / diagnostics

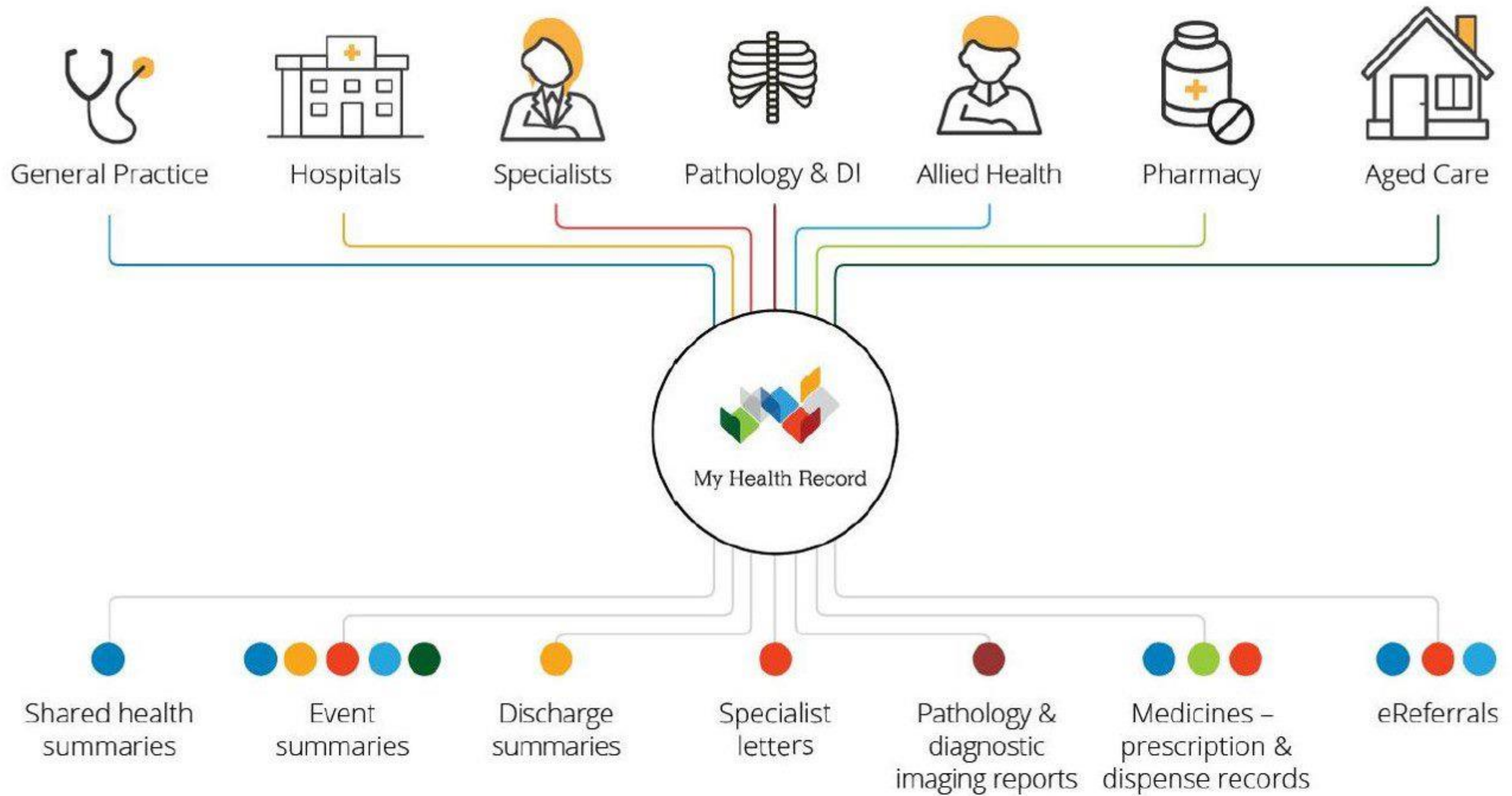Medicine reconciliation tasks and prescribing

Help to inform end-of-life care decisions

Less administrative burden gathering information

Fewer adverse events for your patients

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General Practice · Hospitals · Specialists · Pathology & DI · Allied Health · Pharmacy · Aged Care

My Health Record

Shared health summaries · Event summaries · Discharge summaries · Specialist letters · Pathology & diagnostic imaging reports · Medicines – prescription & dispense records · eReferrals
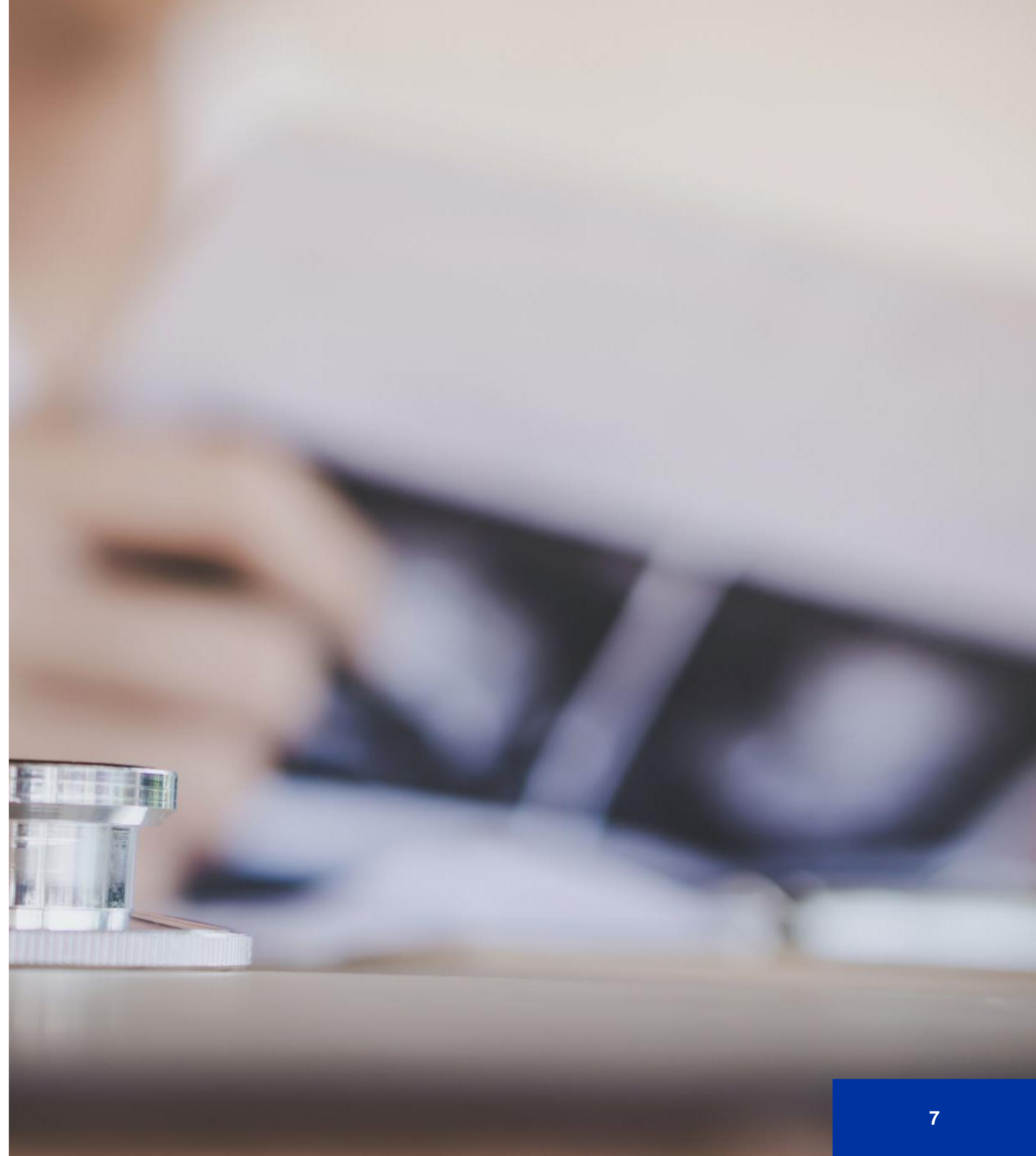
Samar Omar

Digital Health Educator

Australian Digital Health Agency

Thank you Samar

WHAT IS E-REQUESTING?

eRequesting enables pathology and diagnostic imaging requests to translate from your practice conformant clinical information systems directly to the pathology or imaging provider company via secure electronic communication.

eRequesting enables some results to be uploaded to My Health Record.

It's important to note pathology or diagnostic imaging reports you have requested - either using a requesting or traditional paper request - will always be sent directly to you using the existing processes in your practice.

The reports will be available immediately to you and other healthcare providers accessing the patient's My Health Record, but your patients can only view their results seven days after the report is uploaded.

This gives you time to review the report and contact your patient to discuss the results before they are available in My Health Record. The only exception to this seven-day rule is COVID-19 pathology reports which are available to patients after 24 hours, if they've been uploaded to My Health Record.

BPAC SeNT eReferrals & BPAC Referral Manager

SeNT is a joint initiative developed by **The PHN, HNE HealthPathways and HNE Health** in partnership with the software vendors: **BPAC Clinical Solutions and Streamliners** to implement a 'whole of health system' secure eReferral solution for local:

- General Practitioners

- Specialists

- Allied Health Professionals (AHP's)

- Other Primary Care providers

- Across the public, NGO and private   sectors.

SeNT eReferrals/referral Manager

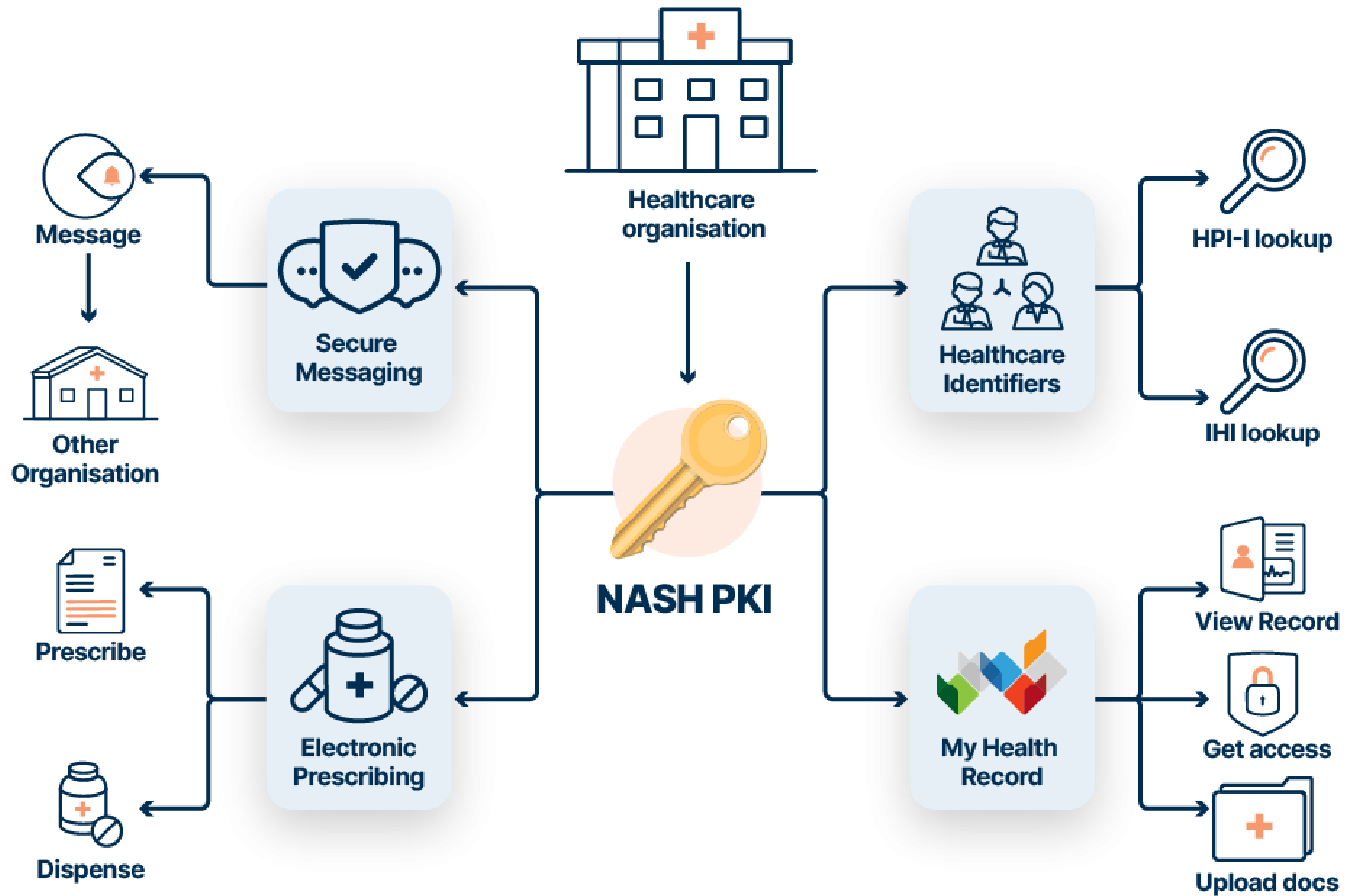Please contact a member of the PHN Digital Health Team if you would like any additional information or support.

Peter Mullen

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Healthcare organisation

Message

Other Organisation

Secure Messaging

NASH PKI

Healthcare Identifiers

HPI-I lookup

IHI lookup

Prescribe

Dispense

Electronic Prescribing

My Health Record

View Record

Get access

Upload docs

PRODA/HPOS

You will need Organisational PRODA access in order to transition from Medicare Online to Medicare Web Services

For PRODA/HPOS, do you have the right roles in place (Responsible Officer/Organisational Maintenance Officer) and are delegations in place to ensure business continuity?

Who can access HPOS to revoke/reissue and download a NASH certificate or update information?

NASH & Site Certificates

NASH underpins many digital health initiatives.

Site Certificates – Medicare Online. Will be replaced in March 2022 by Web Services.
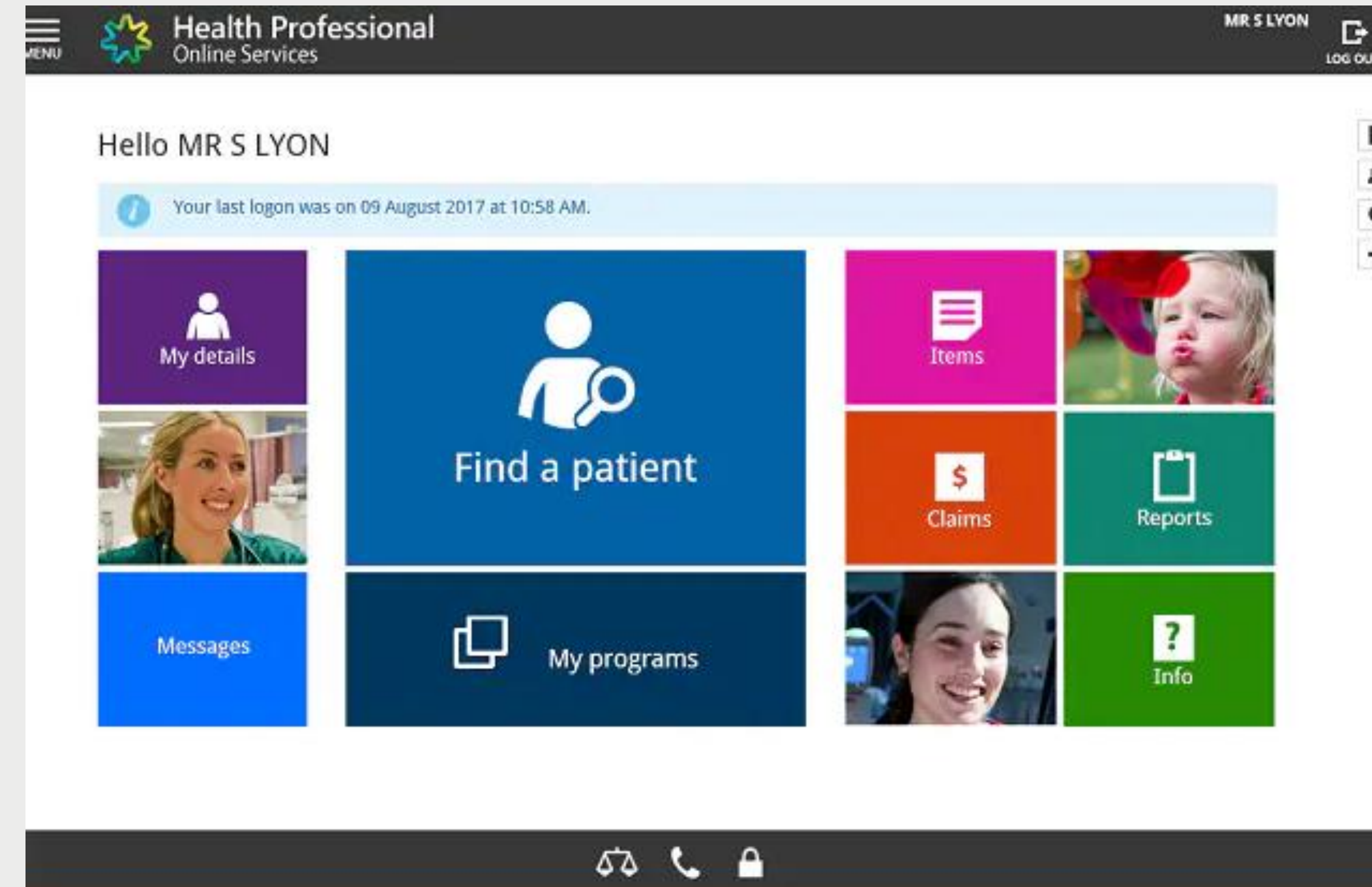
Further support

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 Medicare and 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 today.

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