

Introduction to My Health Record

8 June 2022

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



CONTENTS

- Context behind the My Health Record education session for Commissioned Service Providers
- What is My Health Record?
- Understand the benefits of using My Health Record
- What systems & securities are in place to protect the information stored in the My Health Record system?
- How to register your organisation for My Health Record
- How the PHN supports Service Providers
- Q&A

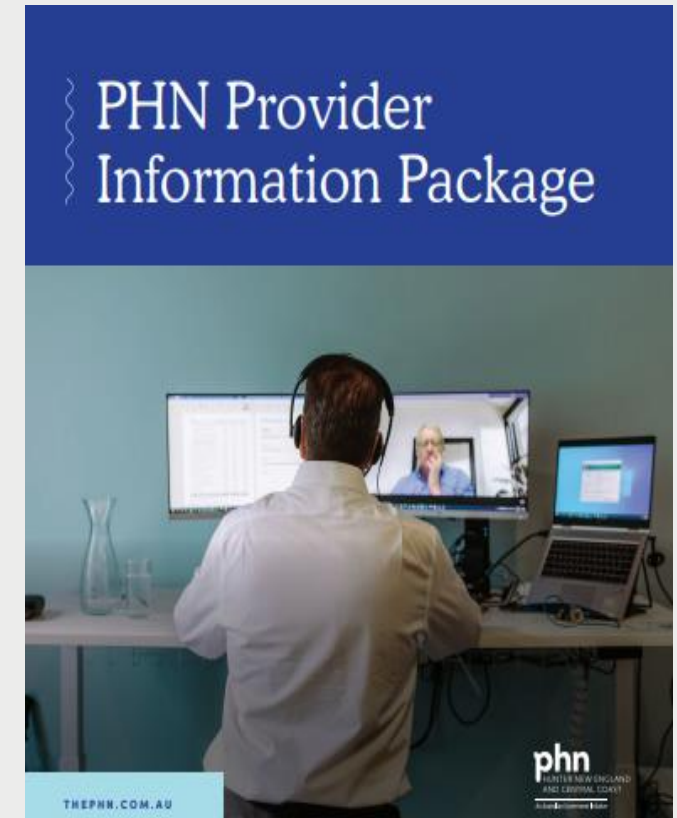


MY HEALTH RECORD – COMMISSIONED SERVICES

The PHN acknowledges that the My Health Record (MHR) is a key element of digital enablement and using it is a core requirement for commissioned services.

HNECC Service Agreement Terms and Conditions require our service partners to:

- Supply Patients/ Carers/ Consumers with relevant information about MHR regardless of whether the organisation is eligible to register and use the platform
- To register to use MHR if eligible (this includes eligible sub-contractors)
- To access, upload and viewing MHR via conformant practice software
- At a minimum, be registered to view MHR via the National Provider Portal
- Implement a MHR Security and Access policy for the organization (aka Digital Health Policy)
- Educate staff on how to use MHR



[Service Agreement Terms and Conditions](#)
[Provider Toolkit](#)



Australian Government

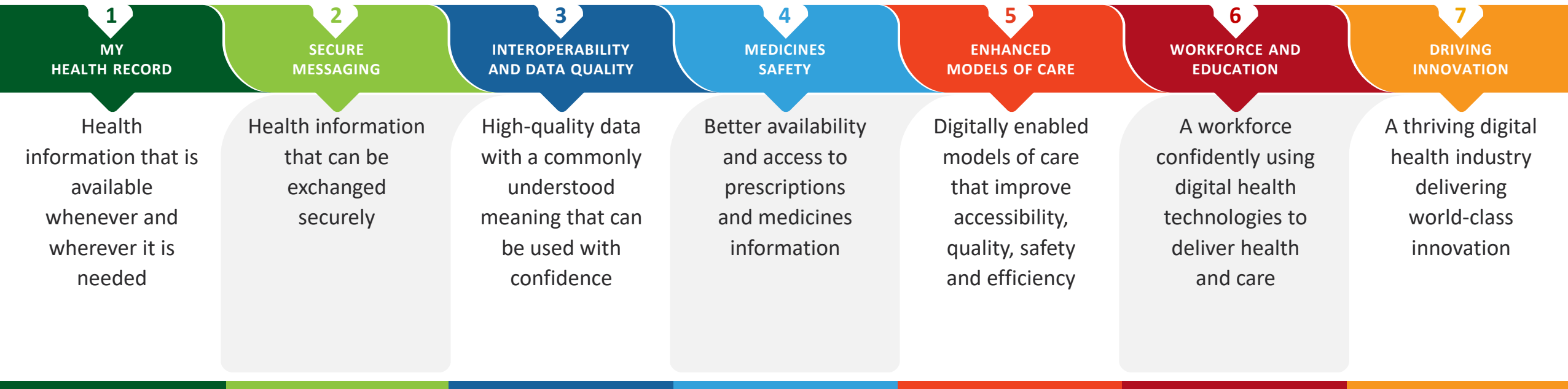
Australian Digital Health Agency

Introduction to My Health Record

Maxwell Vloeberghs
Digital Health Educator

National Digital Health Strategy – roadmap for delivery

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



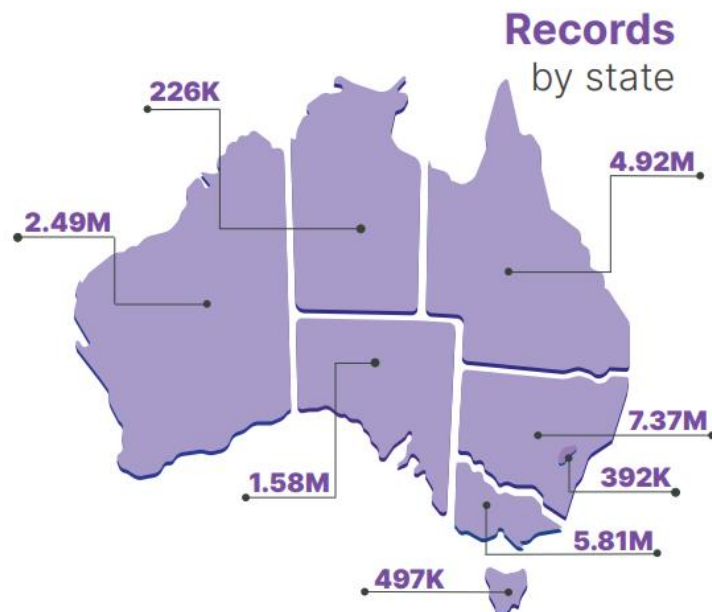
The big picture



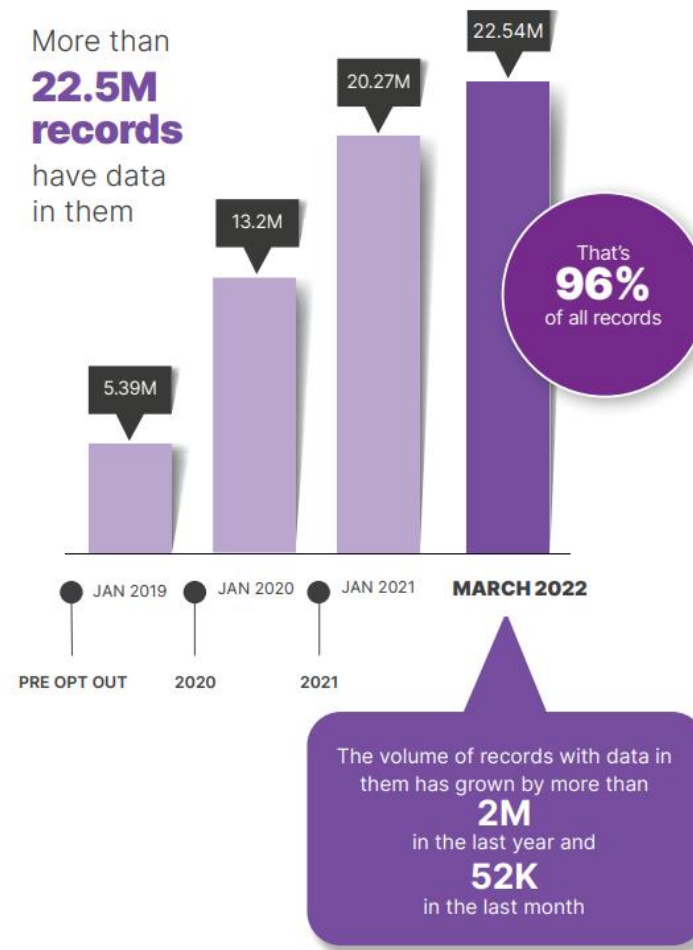
More than
23.3M
total My Health Records

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.



More than
22.5M
records
have data
in them



What is My Health Record?



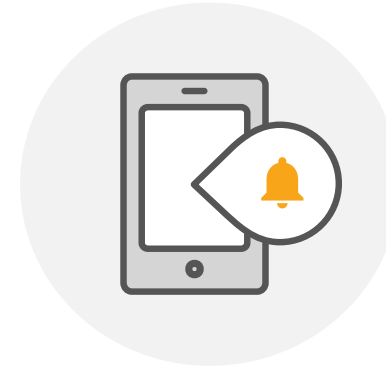
An online
summary of
an individual's
key health
information



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



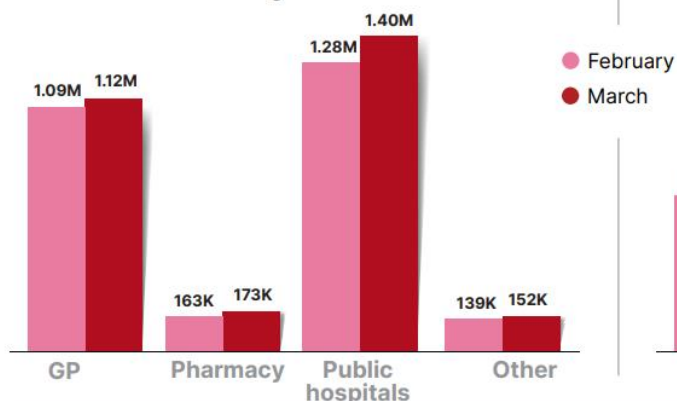
22% of specialists are registered

10% have used My Health Record

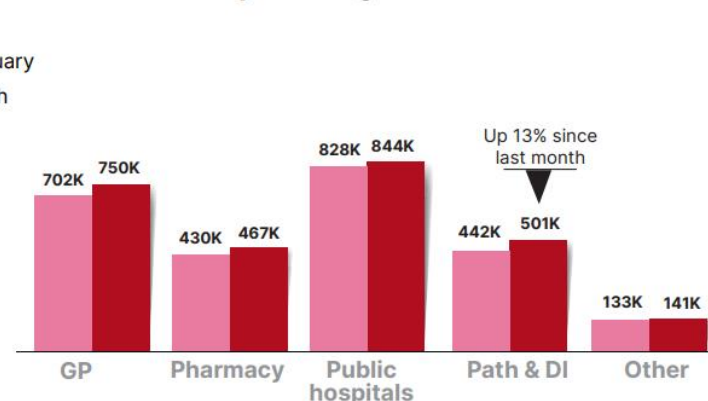
Specialists started accessing My Health Record via their clinical information systems in late 2021. Documents uploaded by specialists and viewed by other healthcare providers increased by 17% in February.

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.

What is inside?

There are almost

608M

documents in the system that have been uploaded by **consumers** or **healthcare providers**.

CLINICAL DOCUMENTS

246M

uploaded by a healthcare provider like hospitals, pathologists and radiologists.

MEDICINE DOCUMENTS

362M

uploaded by healthcare providers like pharmacists and GPs.

CONSUMER DOCUMENTS

435K

uploaded by people.

You can also view or download your proof of vaccination documents. COVID-19 digital certificates have been viewed almost **3 million** times in My Health Record.



207K people have registered for a My Health Record who had previously opted out.



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.



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



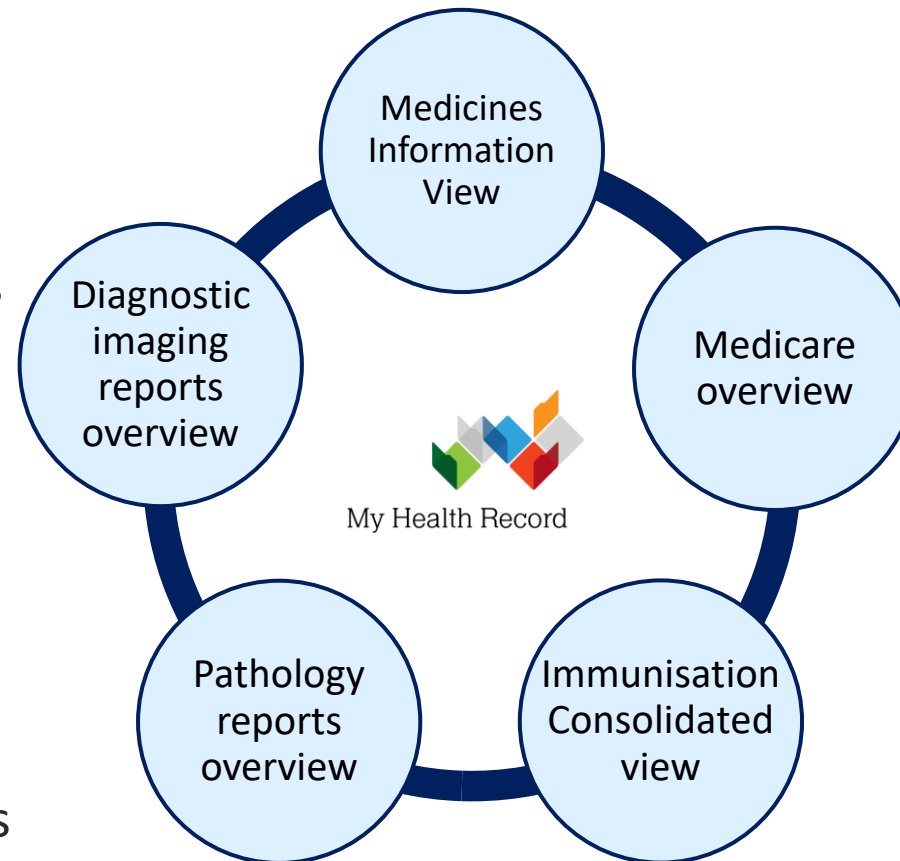
My Health Record - documents

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)

Medicines Information View – Medicines tab

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

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

[Allergies and Adverse Reactions](#)
Penicillin, Morphine

[Medicines Preview](#)
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



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:

COVID-19 Immunisation Status:

not up to date

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



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 the same day)
		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	
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	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	

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



Shared Health Summary

Shared Health Summary

13 May 2020

Mr Caleb DERRINGTON DoB 15 Jun 1933 (86 years) SEX Male IHI 8003 6080 0004 5922

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestations
Penicillin	<ul style="list-style-type: none">Urticaria

Medications

Medications

Medication	Directions	Clinical Indication
Actonel 30mg Tablet	1 Tablet Once a week	Osteoporosis
Avanza 45mg Tablet	1 Tablet In the evening	Depression
Avapro HCT 300/12.5 300mg; 12.5mg Tablet	1 Tablet Daily	Hypertension
Crestor 20mg Tablet	1 Tablet Daily	Hyperlipidaemia
Madopar 200mg; 50mg Tablet	1 Tablet Three times a day	Parkinson's disease
Monodur 120mg Tablet	1 Tablet Daily	Ischaemic heart disease

Medical History

- No Procedures are supplied

Medical History

Item	Date	Comment
Depression	Dec 2013 ->	
Hyperlipidaemia	Mar 2013 ->	
Ischaemic heart disease	Mar 2013 ->	
Parkinson's disease	May 2012 ->	
Bilateral Cataract	Oct 2010 ->	Bilateral
Memory loss	Mar 2009 ->	Mild short term
Osteoporosis	Feb 2009 ->	

Immunisations

Immunisations - Administered Immunisations

Vaccine	Sequence Number	Date
Fluvax	1	13 May 2014
Fluvax	1	10 May 2013
Fluvax	1	20 Mar 2012
Pneumovax 23	2	20 Jul 2009
Pneumovax 23	1	17 Jul 2004

Administrative Details

Patient Details	Value	Author Details	Value
Name	Mr Caleb DERRINGTON	Name	Dr Terrance WALKER (General Medical Practitioner)
Sex	Male	Organisation	West End Medical Practice
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	400 George Street, Brisbane, QLD, 4000, Australia
Date of Birth	15 Jun 1933 (86 years)	Phone	0716543542 (Workplace)
IHI	8003 6080 0004 5922	FAX	0716543542 (Workplace)
Entitlements	2950790712 (Medicare Benefits)	Email	info@practice.com.au (Workplace)



Event Summary

Event Summary
14 May 2020

Mr Caleb DERRINGTON DoB 15 Jun 1933 (86y) SEX Male IHI 8003 6080 0004 5922

START OF DOCUMENT

DHSITESTORGST41

Author

Dr Charley Fletcher (General Medical Practitioner)

Phone

(07) 3720 2801

Encounter Period

14 May 2020 15:48+0800 to 14 May 2020 15:49+0800

Event Details

Clinical Synopsis Description

Suspected allergy to cashews.
Challenge test confirmed allergy.
Epi pen

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestation	Reaction Type
Cashew nut	Anaphylaxis	Allergic reaction

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr Caleb DERRINGTON	Name	Dr Charley Fletcher (General Medical Practitioner)
Sex	Male	Organisation	DHSITESTORGST41
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	11 IVAN AVE, 80 Stamford Road, GRINDELWALD, TAS, 7277, Australia
Date of Birth	15 Jun 1933 (86y)	Phone	(07) 3720 2801 (Workplace)
IHI	8003 6080 0004 5922		
Entitlements	2950790712 (Medicare Benefits)		

Clinical Document Details

File:////C:/Users/ondemandtraininguser/AppData/Local/Temp/1/cda_ss_20200514_155036.html

Stylesheet Version: 1.3.0

Go Back

View Stylesheet

Update Stylesheet

Print

XML

Cancel

Send



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

LOREM IPSUM

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



Adding value to clinical practice

Which My Health Record functions that add value to practice

Clinical task

My Health Record function

<input type="checkbox"/> Medication reconciliation tasks/prescribing		Medicines Information View
<input type="checkbox"/> History taking and patient assessment		Shared health and discharge summaries
<input type="checkbox"/> Avoid duplicate testing / scans / diagnostics		Pathology and diagnostic imaging reports
<input type="checkbox"/> Help to inform end-of-life care decisions		Advance care planning documentation



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



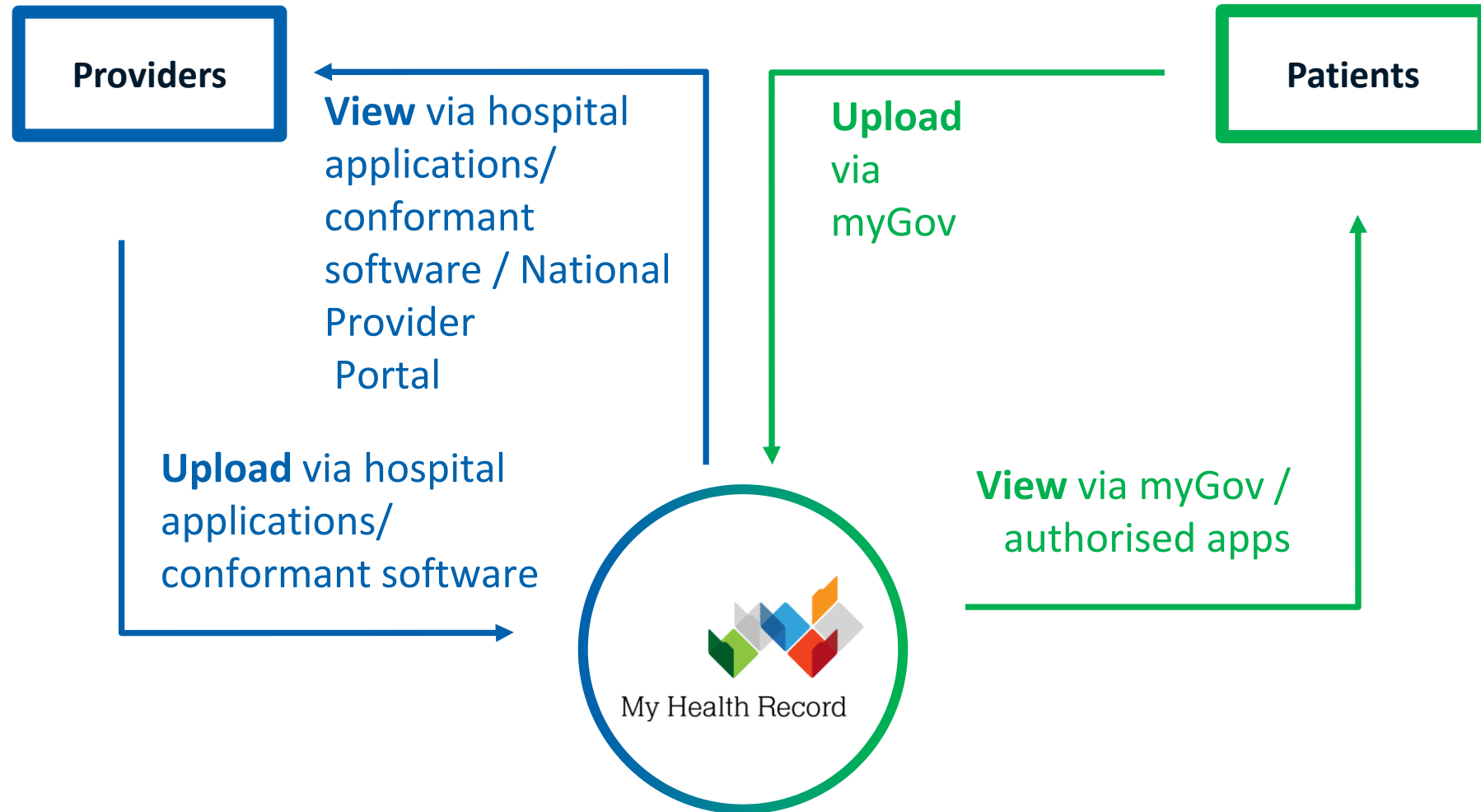
Patients can choose to receive an SMS or email alert when a health provider organisation accesses their My Health Record



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



How does My Health Record work?



My Health Record in practice

Clinical Information System (CIS) conformant with My Health Record

My Health Record for IHI: 8003 6080 0004 5922

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

This patient has an active My Health Record to which you have access.

My Health Record View | Prescription and Dispense View | Pathology Report View | Diagnostic Imaging Report View

Show Recent Shared Health Summary | Show Medicare Records | Show Medicare Records | Reset All Filters | List is Filtered By Document

Document Date	Service Date	Document	Organisation	Organisation Type	Author	Size	Saved In MD
29-Jul-2017	28-Jul-2017	Event Summary	NEHTA	General Practice	Lang, Philip	9.2 KB	Saved
29-Jul-2017	28-Jul-2017	Shared Health Summary	NEHTA	General Practice	Lang, Philip	11.6 KB	Saved
03-Apr-2017	03-Apr-2017	Shared Health Summary	Medical Center	General Practice	Walker, Terence	5.6 KB	Not Saved
03-Apr-2017	03-Apr-2017	Referral	Medical Center	General Practice	Walker, Terence	7.7 KB	Not Saved
03-Apr-2017	03-Apr-2017	Specialist Letter	Medical Center	General Practice	Walker, Terence	9.2 KB	Not Saved

Shared Health Summary | 28 Jul 2017 | Mr Caleb DERRINGTON | DOB: 15 Jun 1933 (84y) | SEX: Male | IHI: 8003 6080 0004 5922

START OF DOCUMENT

NEHTA
Author: Dr Philip Lang (General Medical Practitioner)
Phone: 0730230000

Generated From: MedicalDirector®

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestations
PENICILLINS	• Urticaria - moderate

National Provider Portal (NPP)

PEARSA, MATHILDA
DOB: 01-Jun-1930 (86 Years) | Sex: Female

Enter Access Code | Close Record

Health Record Overview | Clinical Documents | Medicine Records | Consumer Documents | Child Development | Medicare Records | Advance Care Planning

Health Record Overview

Adverse care information is available on this My Health Record

This is not a complete view of the individual's health information. For more information about the individual's health record or data please consult the individual or other healthcare professionals as needed. Note that all date and time information shown on this page is converted to the Australian Eastern Standard Time Zone or Australian Eastern Daylight Time Zone where applicable.

Documents available on the My Health Record since the last Shared Health Summary

This section lists key documents approved to this record since the last Shared Health Summary, such as discharge summaries. Other documents, such as prescriptions, can be accessed through the other links provided.

5 Documents available on the My Health Record since the Shared Health Summary

Show Event Summaries Only with Clinical Synopsis, if available

Date	Document Type	Author
16-Jun-2018	Personal Health Summary	MATHILDA PEARSA
16-Jun-2018	Discharge Summary	RN Catherine Muggenridge, Bully Hospital
		Discharge Summary, Bully Hospital
		Discharge Summary, Bully Hospital

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



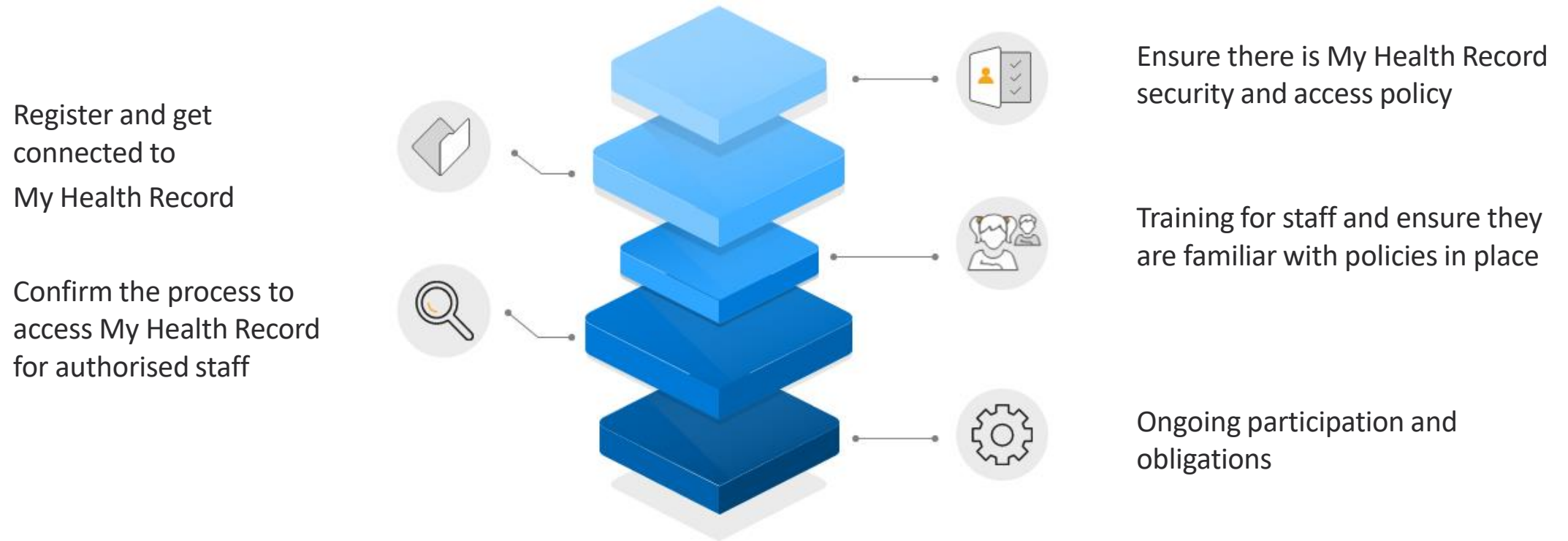
How to get connected and start
using My Health Record?

Before you begin – My Health 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?



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

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



Useful resources

Further information and support



Australian Government

Australian Digital Health Agency

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](#)



The background image shows a person's hands typing on a laptop keyboard. Overlaid on the image are several glowing digital icons: a padlock, a brain with circuitry, two speech bubbles, a globe, two human figures, and two interlocking gears. These icons are connected by thin, glowing lines, suggesting a network or data flow. The overall color palette is light blue and white, giving it a clean, technological feel.

Digital Health Foundations

Peter Mullen – Digital Health Officer

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?

Software

- Keep all software up to date and running on the latest version.
- Don't unduly delay software upgrades (PMS/OS).



INTRODUCTION TO DIGITAL HEALTH TOOLS

ePrescribing

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

eRequesting (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.



INTRODUCTION TO DIGITAL HEALTH TOOLS

Backups

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

Website

- Does it represent your organisation 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 do the work and send an invoice?
- Do you or your manager know your IT administrator passwords?
- Does your IT Consultant work for you or do you work for them?



Q&A



Questions?



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 (June 2022).

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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Amanda Martin
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