



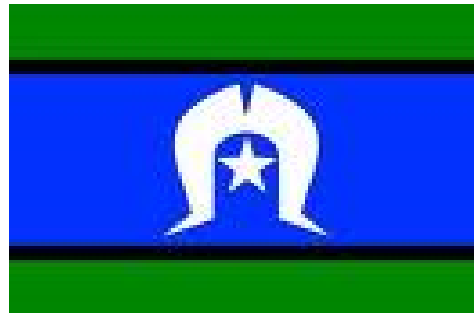
Australian Government
Australian Digital Health Agency

My Health Record for Medical Receptionists and Front Desk Staff

Ben Cohn – Education and Support Lead



My Health Record



ACKNOWLEDGEMENT

We would like to acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

Why do we need My Health Record?



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My Health Record

The current state

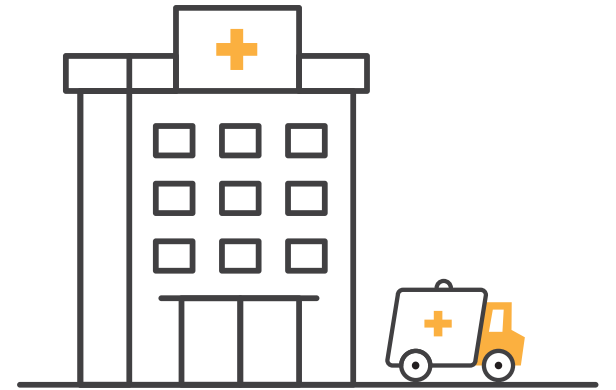
- 250,000 hospital admissions annually from medication errors costing \$1.4 billion
- 400,000 additional presentations to ED are likely due to medication-related problems
- 50% of this harm is preventable
- Over 90% of patients have at least one medication related problem post-discharge from hospital



Medicine Safety: Take Care 2019, Page 4, Pharmaceutical Society of Australia
<https://www.psa.org.au/wp-content/uploads/2019/01/PSA-Medicine-Safety-Report.pdf>

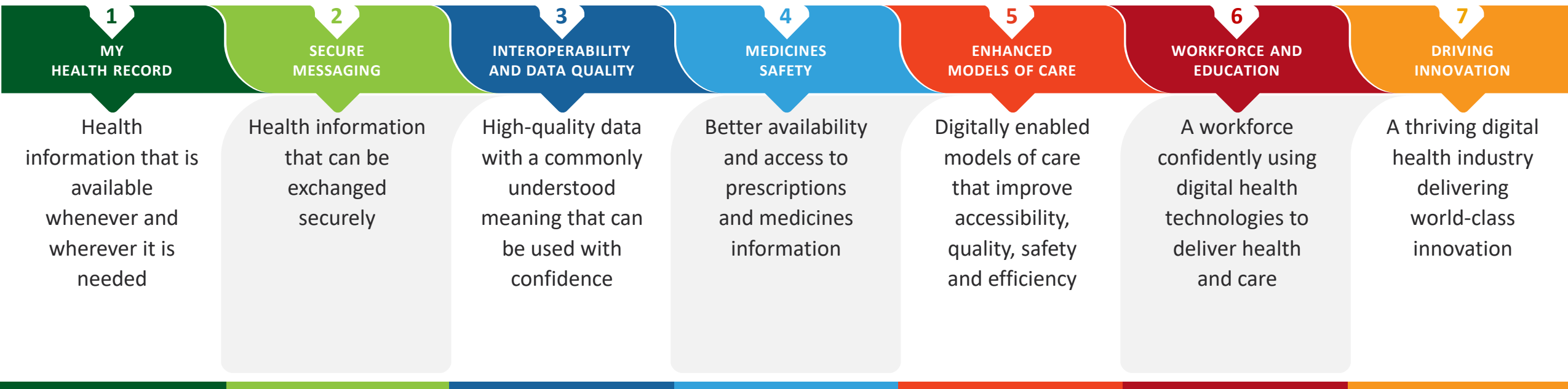
The current state

- 17% pathology and radiology tests are duplicated
- 20% of medical errors are due to incomplete patient administration / admission information
- 50% of nurses' working hours are spent on administration and paper work



National Digital Health Strategy – roadmap for delivery

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



What is My Health Record?



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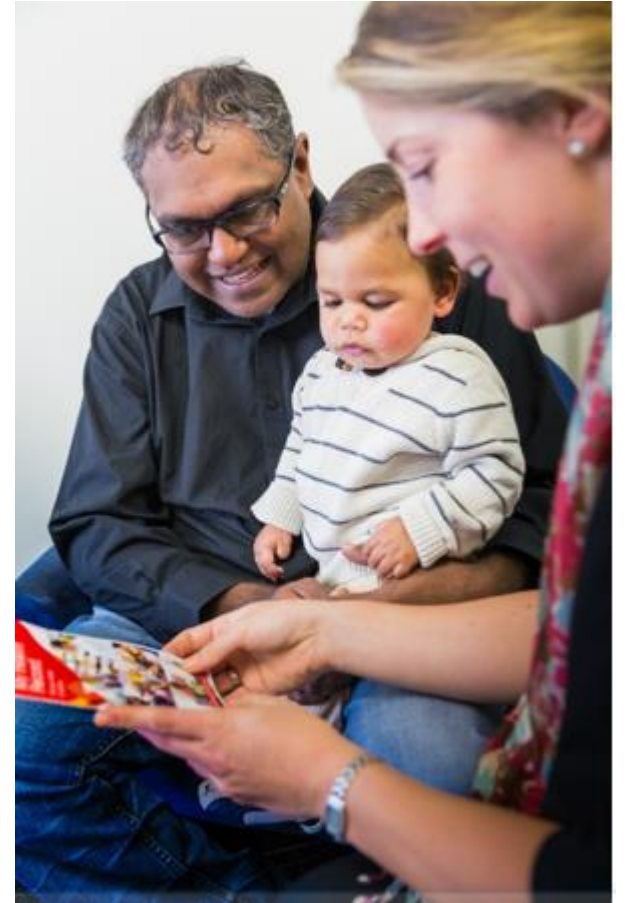


My Health Record

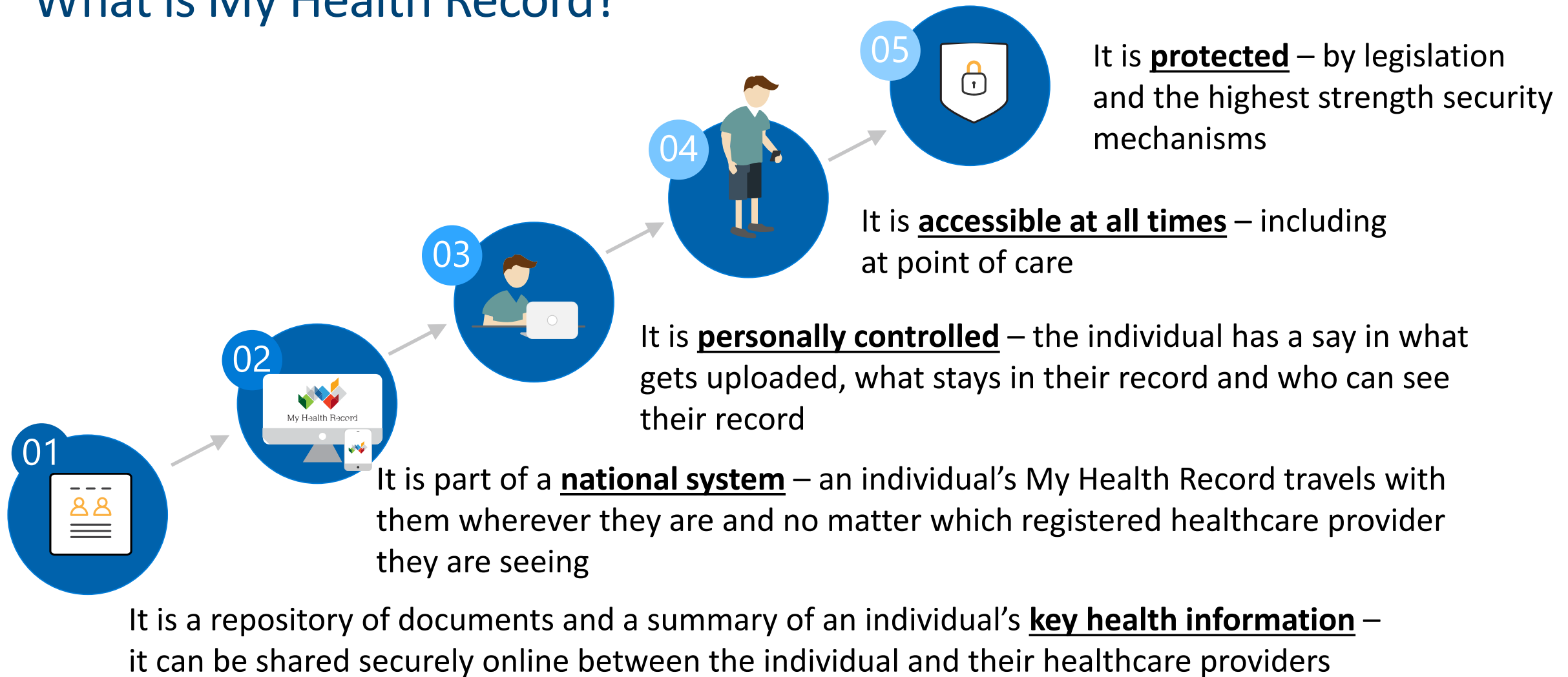
My Health Record

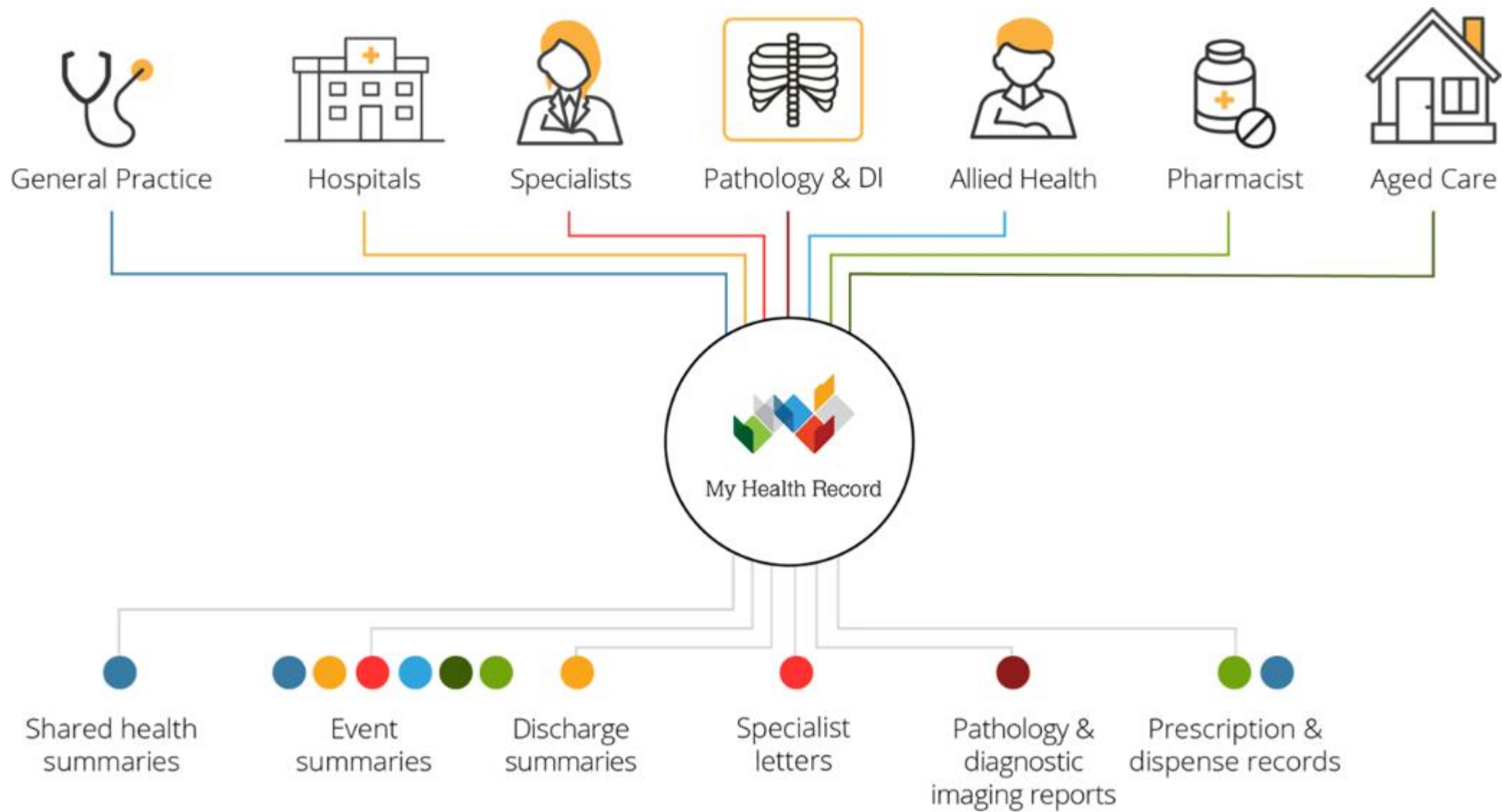
A secure, legislated, patient-controlled, electronic summary of an individual's key health information, able to be accessed by authorised individuals and registered healthcare providers involved in a person's care anywhere in Australia at any time.

- You can choose who it's shared with
- You can choose who can access it
- You can choose what's in it.



What is My Health Record?





What's in My Health Record?



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My Health Record

Document Types

Clinical Documents:

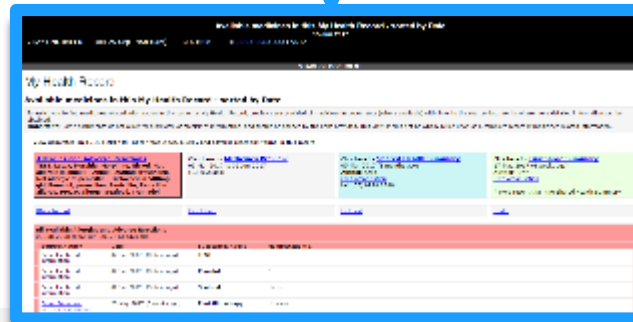
- Shared Health Summaries
- Event Summaries
- Discharge Summaries
- Pathology & Diagnostic Imaging Reports
- Prescription Records
- Dispense Records
- Specialist Letters
- eReferrals

Medicare Information:

- MBS & PBS Information
- Organ Donor Decisions
- Immunisation Register (AIR)

Individual (or Representative)

- Advance Care Planning Documents & Custodian Details
- Personal Health Summary
- Personal Health Notes
- Emergency Contacts
- Childhood Development



What is Pharmacist Shared Medicines List (PSML)?

- 1st significant clinical document developed by the Agency since 2015
- Enables pharmacists to upload a consumer's list of current medicines that they are taking rather than what has been prescribed or dispensed
- Sources of PSML:

Source of PSML	Authored by
Hospital discharge medicines list	Medicines reconciliation competent pharmacist
DAA medicines list	Community pharmacist
Medicines list from medicines review e.g. Meds Check	Community pharmacist
Medicines list from Home Medicines Review	Accredited pharmacist
Medicines list from Residential Medication Management Review	Accredited pharmacist

Benefits of My Health Record



Health sector

- ✓ Improved continuity of care
- ✓ Reduced duplication and wasted resources



Healthcare provider organisation

- ✓ More time to provide health care
- ✓ Improved decision support



Individuals

- ✓ Enhanced patient self-management

Improvements
in patient
outcomes

Enhancing not replacing

My Health Record is not meant to replace direct communication between healthcare providers. It is another source of health information that providers may not have otherwise been able to access.

Who is using My Health Record?



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My Health Record

My Health Record – latest national statistics



90.1 % consumer participation



15,600 healthcare provider organisations registered

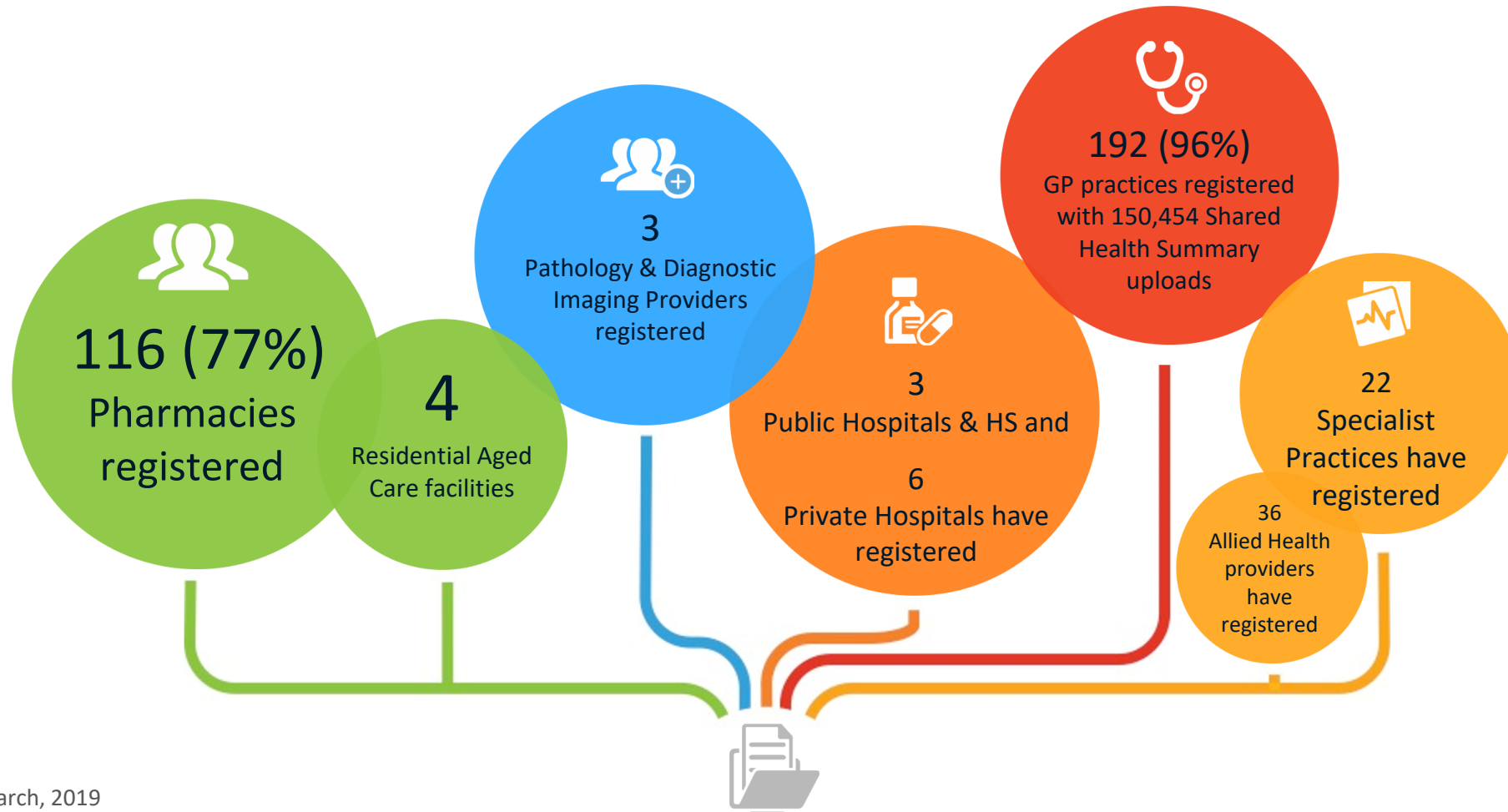


15 million clinical documents uploaded



39 million medication prescription and dispense records uploaded

My Health Record update – Gold Coast PHN



Figures correct as at 17 March, 2019

Record Creation and Cancellation

Record Creation

If an individual opted out during the window between 16 July – 31 January a My Health Record was not be created for them.

Record creation

For those who did not opt-out, a My Health Record has been created. However it does not have any content.

Activation

The My Health Record activates when it is accessed by a health provider or the individual. Two years of Medicare and PBS is added to the Record.

Cancellation

An individual can cancel their My Health Record at any time.

Re-activation

Individuals who have opted out, or cancelled can opt-in at any time.

My Health Record - What you need to know



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My Health Record

Digital Health Foundations

The right health information for the right individual at the point of care.

HPI-I

Healthcare Provider Identifier – Individual

Who provided the service

Who received the service

IHI



Individual Healthcare Identifier



Where service was provided

Healthcare Event

HPI-O

Healthcare Provider Identifier – Organisation



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My Health Record

How do providers engage with the My Health Record?

Conformant Software

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.

Change/Gain 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 Medicine Records Reset All Filters List is Filtered By: Document Show Preview

Document Date	Service Date	Document	Organisation	Organisation Type	Author	Size	Saved In MD
28-Jul-2017	28-Jul-2017	Event Summary	NEHTA	General Practice	Lang, Phillip	9.2 KB	Saved
28-Jul-2017	28-Jul-2017	Shared Health Summary	NEHTA	General Practice	Lang, Phillip	11.6 KB	Saved
03-Apr-2017	03-Apr-2017	Shared Health Summary	Medical Center	General Practice	Walker, Terrance	6.6 KB	Not Saved
03-Apr-2017	03-Apr-2017	e-Referral	Medical Center	General Practice	Walker, Terrance	7.7 KB	Not Saved
03-Apr-2017	03-Apr-2017	Specialist Letter	Medical Center	General Practice	Walker, Terrance	8.2 KB	Not Saved

Show More

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

START OF DOCUMENT

Generated From:

Author: Dr Phillip Lang (General Medical Practitioner)
Phone: 0730230000

MedicalDirector®

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestations
PENICILLINS	• Urticaria - moderate

Medications

Medications

Medication	Directions	Clinical Indication
AVANZA Tablet 30mg	Dose:1; Freq: nocte	Depression

Create Clinical Document Supersede Remove from My Health Record Save in MD Close

National Provider Portal

PEARSALL, MATHILDA

DOB: 01-Jan-1990 (26 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

Print

Advance 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 when applicable).

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

This section lists key documents uploaded 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)

16-Jun-2016	Personal Health Summary	MATHILDA PEARSALL
16-Jun-2016	Discharge Summary	RN Catherine Mugeridge, Bully Hospital
16-Jun-2016	e-Referral	Dr. Good Environment, Bully Hospital
16-Jun-2016	Specialist Letter	Dr. Good Environment, 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

The My Health Record system operates under the
My Health Records Act 2012 and *The Privacy Act 1988*.

The Acts establish:

- The role and functions of the system
 - A registration framework
 - A privacy framework

How patient consent works in 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 access

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

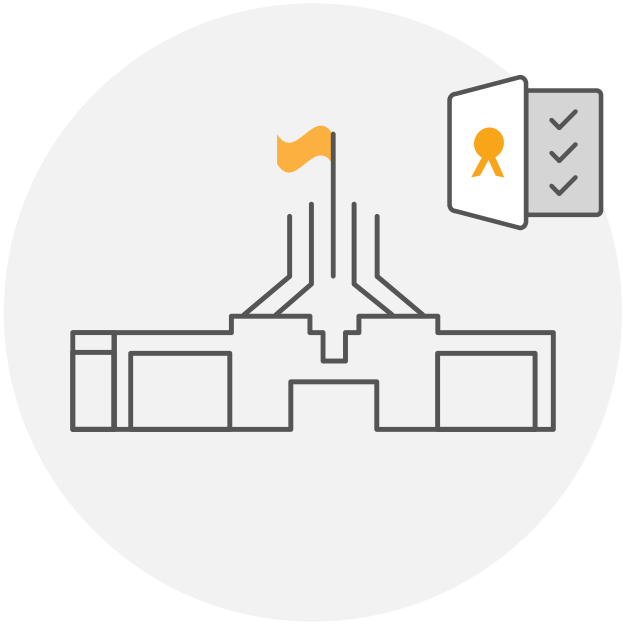
1. The provider is permitted by the organisation to access the My Health Record
2. The provider is accessing in order to provide healthcare to the patient
3. The patient has not restricted access to the record

Authority to upload

A provider is authorised by law to upload clinical documents without gaining consent of the patient each time.

A patient may instruct you that a particular clinical document not be uploaded. If they do it can not be uploaded

My Health Record legislation highlights



1. Allow people to permanently delete their records, and any backups, at any time in their life.
2. Prohibit by law access to My Health Records by anyone for insurance or employment purposes.
3. Strengthen privacy for teenagers 14 years and over.
4. Strengthen protections for people at risk of family and domestic violence
5. Make clear that the System Operator cannot delegate functions to an entity other than an employee of the Department of Health or the Chief Executive of Medicare.
6. Require law enforcement and other government agencies to produce an order from a judicial officer to access information in a My Health Record
7. Make clear that the system cannot be privatised or commercialised.

What is your role?










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My Health Record

Practice Workflow

(25 March, 2019)

Practice Manager Roles 	Receptionist Roles 	GP Roles 	Practice Nurse Roles 
MHR staff training	IHI validation	Viewing clinical information in MHR	Viewing clinical information in MHR
Development and adherence to MHR policies and procedures	Patient demographic details check	Uploading Shared Health Summaries, Event Summaries and Prescribing records to MHR	Uploading Shared Health Summaries* and Event Summaries to MHR
Risk assessment	Assisted registration (where required)	Downloading information from MHR into CIS	Ensuring a high quality of data in CIS
Ensuring CIS version is current	MHR information resource	Ensuring a high quality of data in CIS	Ensuring patient privacy and security is maintained e.g. CIS password is regularly changed and sufficiently complex, screensaver is used and deactivated by entering their username and password
Ensuring security updates are current	RO (Responsible Officer)  Existing definition	Obtaining patient consent to upload to MHR [#]	
Meeting ePIP requirements (accredited practices)		Secure messaging	
Monitoring certificate expiry dates	OMO (Organisational Maintenance Officer)  Existing definition	Ensuring patient privacy and security is maintained e.g. CIS password is regularly changed and sufficiently complex, screensaver is used and deactivated by entering their username and password	* RNs only
Registering the practice for MHR			
Ensuring privacy and security is maintained in the practice e.g. CIS passwords are regularly changed and sufficiently complex, screensavers are used and deactivated using a username and password		[#] obtaining patient consent is considered best practice	Aboriginal Health Worker  Same as Practice Nurse



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My Health Record

phn

An Australian Government Initiative

IHI Validation in Best Practice

Health Identifier: 8003608000045922

Edit patient

Title: Mr	Health Identifier: 8003608000045922 <input type="button" value="Validate"/>
Family name: * Derrington	HI Status: Active Verified
Given name: * Caleb	Medicare No. 2950790712 IRN: 1 Expiry: 31/07/2023
Middle name:	Pension/HCC No.: Expiry: 13/05/2019
Preferred name: Caleb	Pension card type:
Date of Birth: 15/06/1933 Age: 85 yrs	DVA No.: Conditions
Sex: Male	Safety Net No.:
Ethnicity: Non Aboriginal/Torres Strait Islander	Record No.: Patient ID: 76
Address Line 1: 4 Old Tenterfield Road	Usual doctor:
Address Line 2:	Deny access to other users
City/Suburb: Paddys Flat Postcode: 2632	Usual visit type:
Postal Address:	Usual account: Practice fee
City/Suburb: Postcode:	Health Ins. Fund:
Home phone: Work phone:	Health Ins. No.: Expiry: 10/12/2014
Mobile phone: 0455555555 Contact via:	Religion:
Consents to:	Head of family: Karolina Berger Set
E-mail: patient@testemail.com	Next of kin: Set
* These name fields are used for Health Identifier lookups.	Emergency contact: Set
<input type="checkbox"/> Update address of all family members	Occupation: Retired Railway Worker Set
<input type="checkbox"/> Update address of all currently at original address	Health Care Home: Nil 13/05/2019 HCH
Created By: Practice	Last Updated By: Terrance Walker
Created On: 10/12/2014	Last Updated On: 06/08/2018 09:01:31 AM

IHI Validation in MedicalDirector

IHI No: 8003 6080 0004 5922

Patient Details [X]

Pt. Details | Allergies/Adverse Reactions/Warnings | Family/Social Hx | Notes | Smoking | Alcohol | Personal Details

Title: ☐ Single Name ☐ Head of Family

First Name:

Middle Name:

Surname:

Known as:

Date of Birth: Gender: ☐ Transgender

ATSI: ☐ Registered for CTG Co-Payment relief

Ethnicity:

Contact Details

Residential ☐ Postal ☐ Preferred Mailing Address: ☒ Residential ☐ Postal

Address:

City/Suburb: Postcode:

Default phone number to be displayed

☐ Home ☐ Work ☐ Mobile

Phone:

E-mail:

Preferred Contact: ☐ Do not send SMS

☐ Update address for all family members

☒ Auto-capitalise names

Medicare No:

Medicare Expiry:

Pension No:

DVA No:

Safety Net No:

Record No:

Pension Status

☒ None

☐ Pension/HCC

☐ Full DVA

☐ Limited DVA

IHI No:

IHI Record Status:

IHI No Status:

☐ This patient has withdrawn consent to upload clinical documents to MyHealthRecord (except for prescription records and investigation requests)

☐ **Do not include in data collection!**

Assisted Registration



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My Health Record

Assisted Registration



- **Your practice can still provide Assisted Registration for patients who previously opted-out or cancelled their record**
- Patients can be registered by staff at your practice front desk or by a clinician during a consultation – whichever works best for your organisation and your patients.
- Proof of Identity
 - Patient visited the practice three times or more - Medicare or DVA card
 - New patient - could use a Driver's License, or other ID, as additional proof of identity

Legislative changes around Assisted Registration



Assisted registration requirements no longer require practices to retain assisted registration forms, however:

- provide the Essential Information sheet prior to helping them to register;
- obtain an individual's consent to register;
- if using the application form, it should be securely destroyed when no longer needed to be kept by the organisation's record keeping requirements and there is no requirement to send the form to the My Health Record System Operator.

Requirements for Assisted Registration

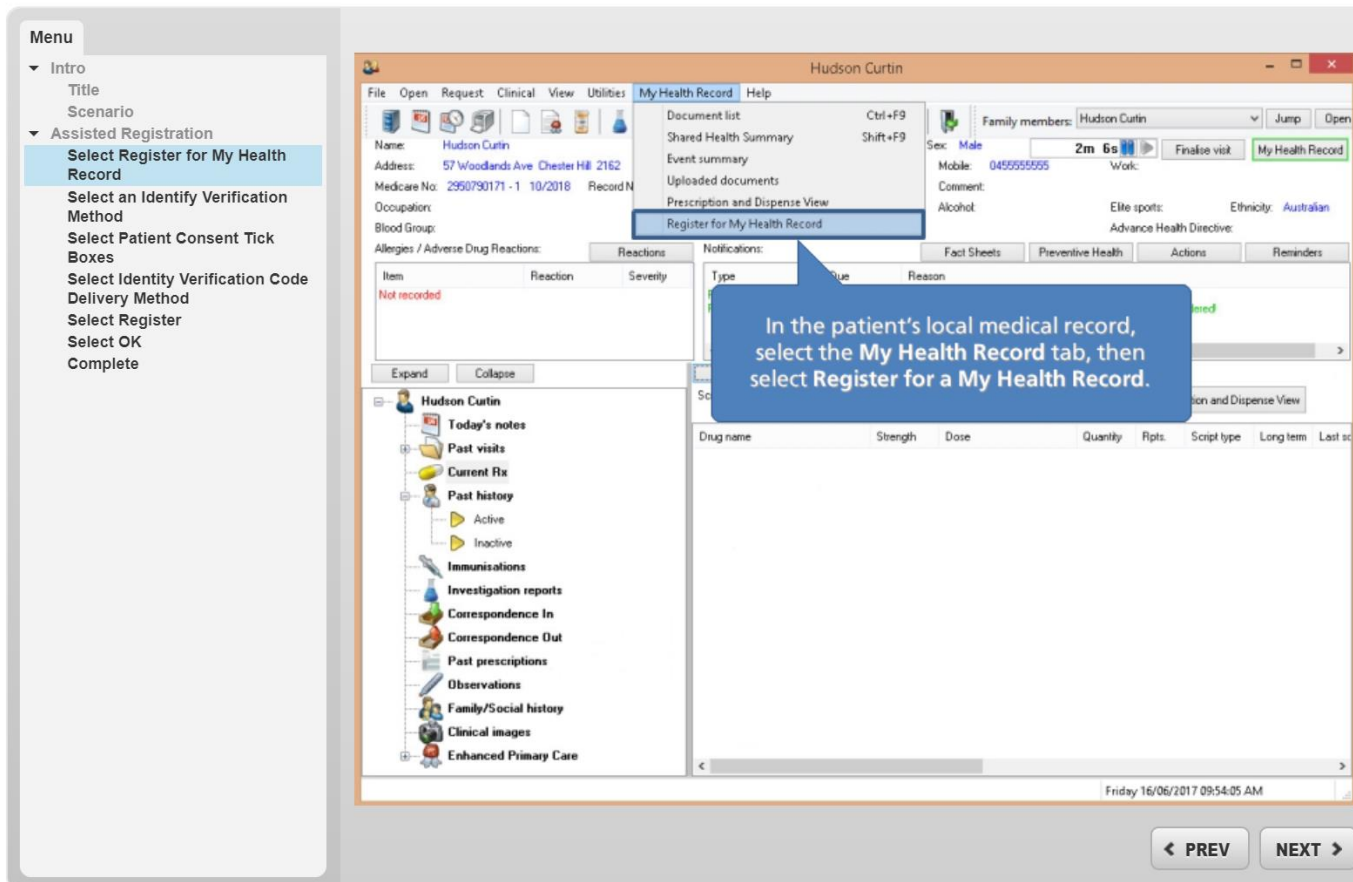


To offer Assisted Registration your organisation must:

- be registered to participate in the My Health Record system;
- use clinical software which has Assisted Registration functionality or install the standalone Assisted Registration Tool;
- update its My Health Record system policy to cover Assisted Registration practices as required under the My Health Records Rule 2016 (paragraph 42(4)(f)). For downloadable policy templates see <https://www.racgp.org.au/your-practice/ehealth/pip/resources/>;
- have internet connectivity.

How to Provide Assisted Registration

There are a number of demonstrations available which show practices how to register a patient for My Health Record using their clinical software



<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/clinical-software-simulators-and-demonstrations>

Assisted Registration Q&A



Which patients can an organisation offer assisted registration to?

- An organisation can offer assisted registration to a person who is 14 years or older, and/or to someone with parental responsibility of a minor who wishes to register that minor.
- You cannot offer assisted registration to any adult who does not have capacity to consent for themselves, or who is acting on behalf of an adult in their care. These patients will need to register via a different channel, such as in person or by post.

Assisted Registration Q&A



Who in the organisation can offer assisted registration?

- An authorised employee of the organisation can offer assisted registration. This is a staff member in your organisation who has received training and been authorised by your organisation to provide assisted registration to individuals.
- This may well be your administration or reception staff.
- Before your organisation begins providing assisted registration it must develop and implement a policy which addresses how your organisation will train and authorise staff members.

Assisted Registration Q&A



How else can an individual register for a My Health Record?

Assisted registration is offered through a number of channels. Individuals can register:

- Online at www.mygov.gov.au;
- My Health Record helpline on 1800 723 471;
- In writing by completing a registration application form available from a Medicare Service Centre or from www.myhealthrecord.gov.au



My Health Record Policies



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My Health Record

My Health Record Policies



My Health Record System Policy

- Who can access My Health Record
- How to access My Health Record
- My Health Record Training
- Security
- Assisted Registration

National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificates

- Policies and procedures in place governing use of the NASH PKI Certificate

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/establish-policies-and-procedures>

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/security-practices-and-policies-checklist>

Control your My Health Record



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My Health Record

Consumer control of the My Health Record

- Cancel their record - this may result in the record being hard deleted
- Individuals can ask that information not be uploaded to their record.

Other controls include:



They can choose to restrict access to specific documents in their My Health Record by establishing a code (LDAC).

Any Organisation given the LDAC can access those documents



They can restrict access to their record by establishing a code (RAC) that will mean only organisations given the code can access any part of their My Health Record



They can subscribe to SMS or email alerts that report in real time when a new health provider organisation accesses their My Health Record



In an emergency, a clinician can exercise a 'break glass' facility – but instances are followed up.

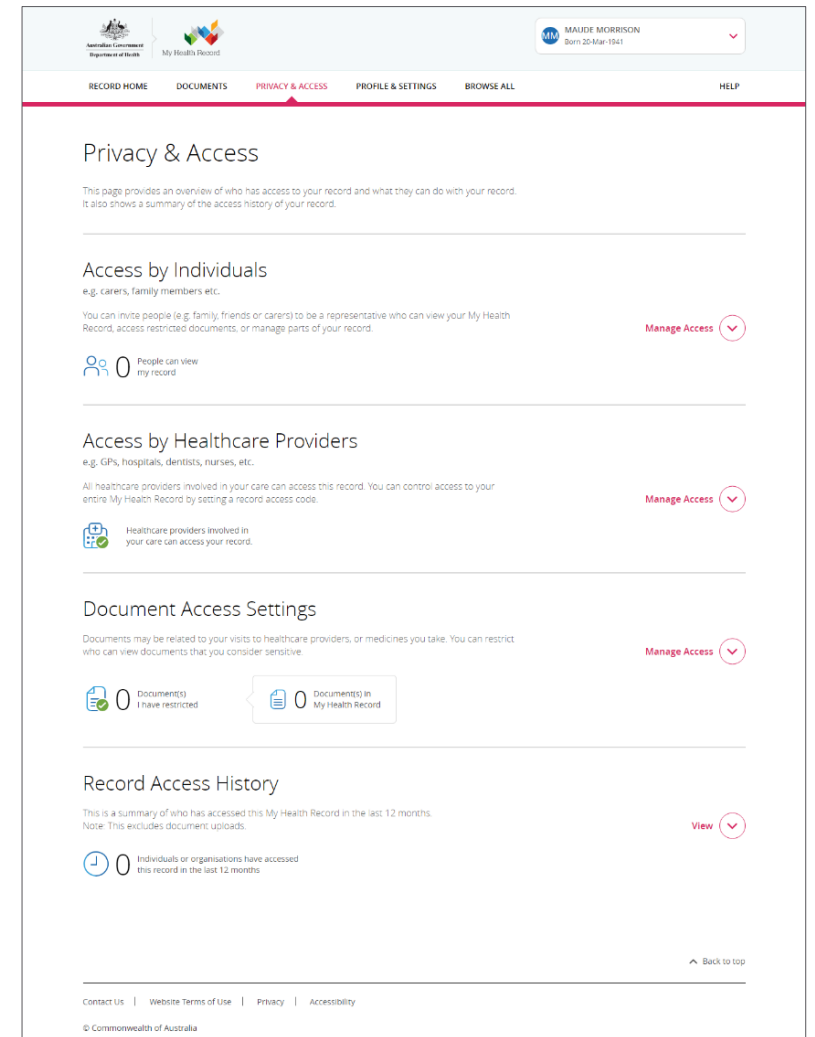


All instances of access to My Health Record are monitored and logged and the access history is available to the individual to view


Consumer Portal functions

Individuals can perform a range of functions in their My Health Record, such as:


- Manage access to documents
- Manage Medicare data consent
- Remove documents
- Set a Record Access Code (RAC) or Limited Document Access Code (LDAC)
- Set up a Nominated Representative
- Set notification settings
- View an audit log



Personal Health Notes



Consumer Portal Simulator
For Demonstration Purposes Only

 BRIANNA CURTIN
Born 20-May-1998


RECORD HOMEDOCUMENTSPRIVACY & ACCESSPROFILE & SETTINGSBROWSE ALLHELP

[< Back](#)

Personal Health Notes

Allows you to store notes about your health that are not seen by healthcare providers.

Event Date ⓘ

27-Jul-2017

Title

headache

Description

Another bad headache again today. Listing here so I can keep track of the frequency of my headaches. Took 2 strong Panadol and will make a note if I need more.

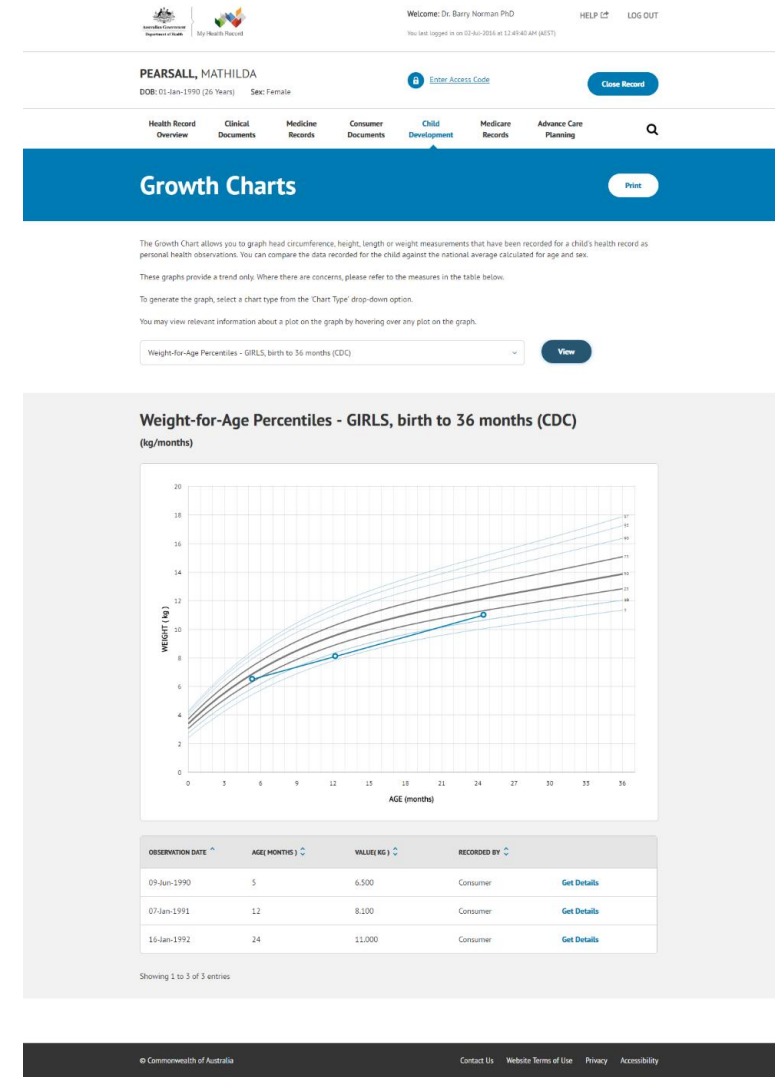
My child's eHealth Record

Authorised representatives (e.g. parent) can apply for a **My Child's eHealth record** and access the file.

The Child Development section of **My Child's eHealth record** contains information such as growth charts and reminders about health checks and immunisations

In it the representative can find and add information such as:

- Questionnaires about growth and development
- Parental observations



My Health Record Security



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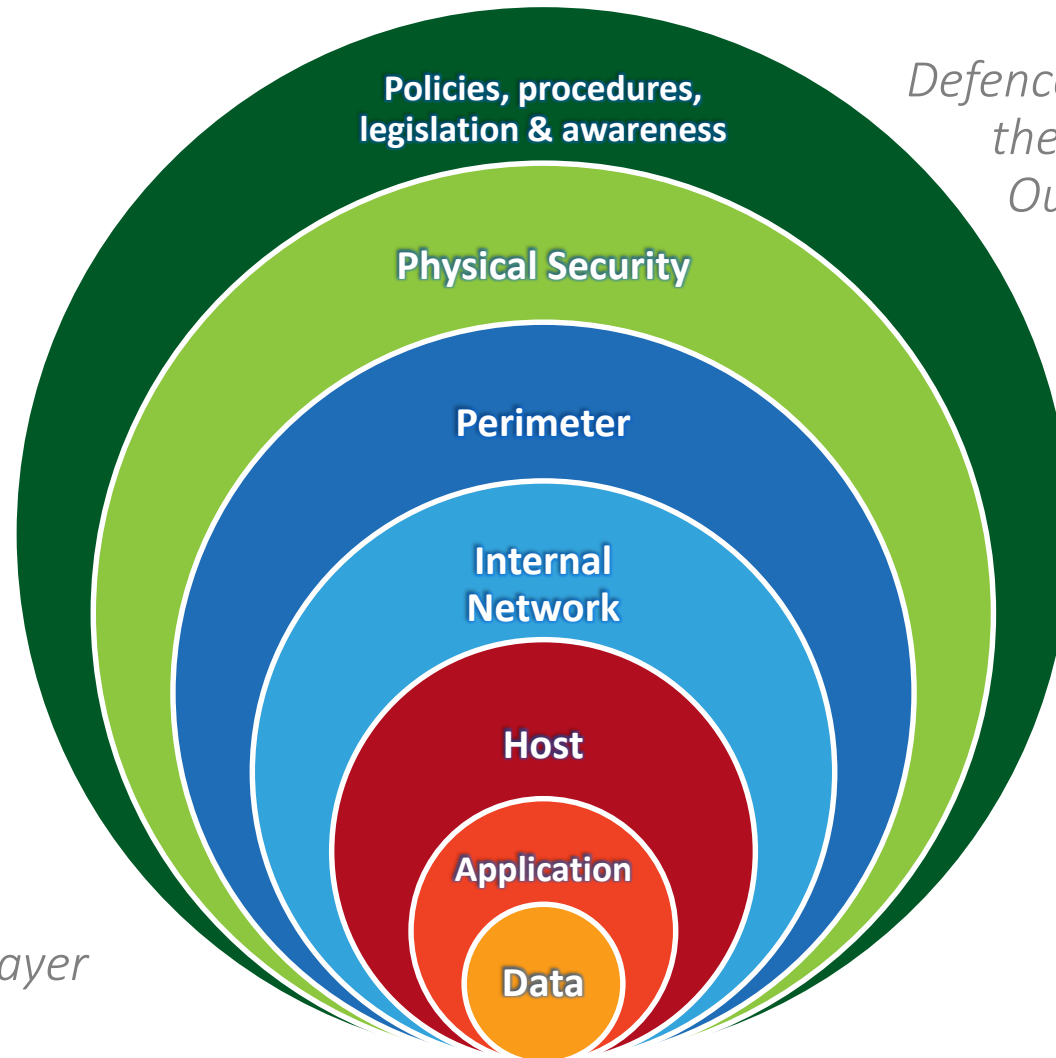


My Health Record

Layered Security Architecture

A layered approach to security provides robust protection for our sensitive health data

Within each layer, a range of technology solutions are implemented to enhance security for that layer



Defence in depth security protects the My Health Record System. Our continuous improvement approach strengthens our information security investment



My Health Record Resources



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My Health Record

Software simulators and summary sheets

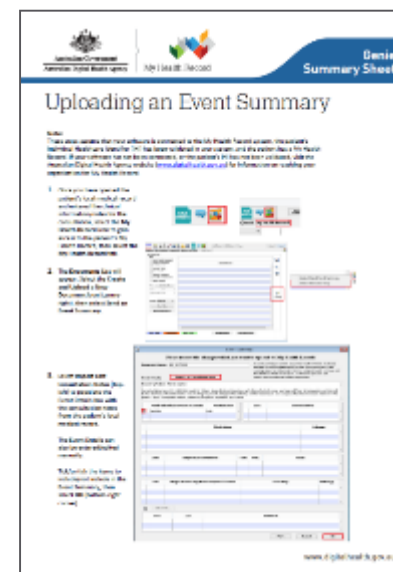
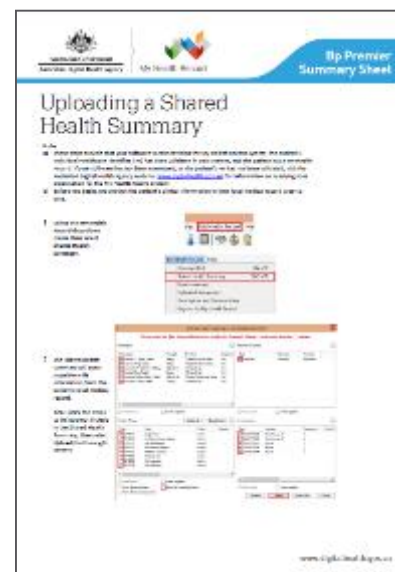
On Demand Training

A sandbox environment (simulation) for interacting with a fictional patient's My Health Record



Summary Sheets

Step-by-step instructions with screenshots for viewing information in a patient's My Health Record and uploading to it through clinical software



www.digitalhealth.gov.au > Using the My Health Record system > Training Resources



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