



Australian Government

Australian Digital Health Agency

**phn**  
GOLD COAST

An Australian Government Initiative

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# My Health Record Compliance Documents Views and Uploads

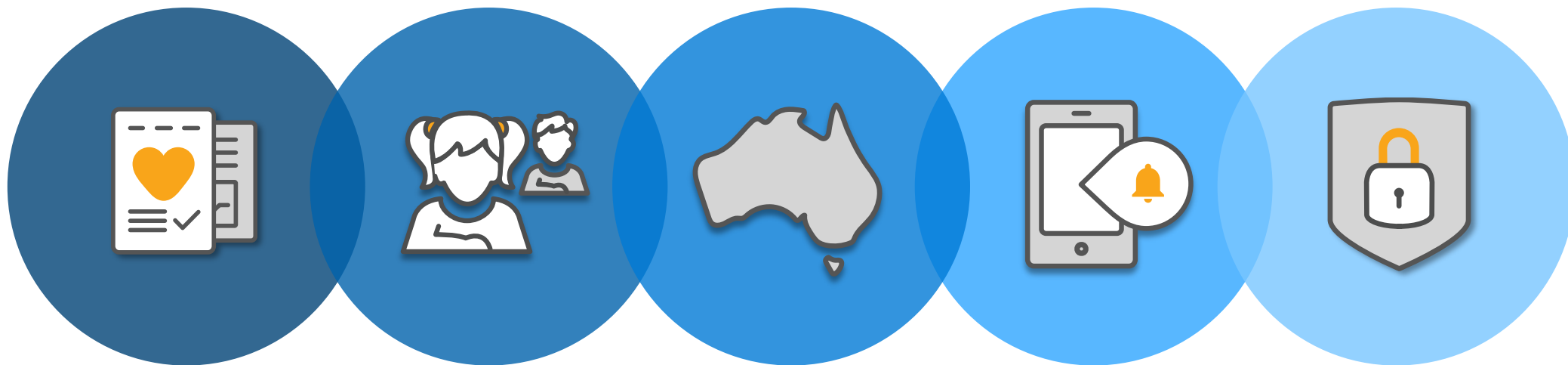
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**Aleksandar Stojkovski**

Senior Project Officer Engagement and Digital Health

*Gold Coast Primary Health Network*

# What is My Health Record?



An online summary  
of an individual's  
key health  
information

Personally  
controlled

Part of a national  
system

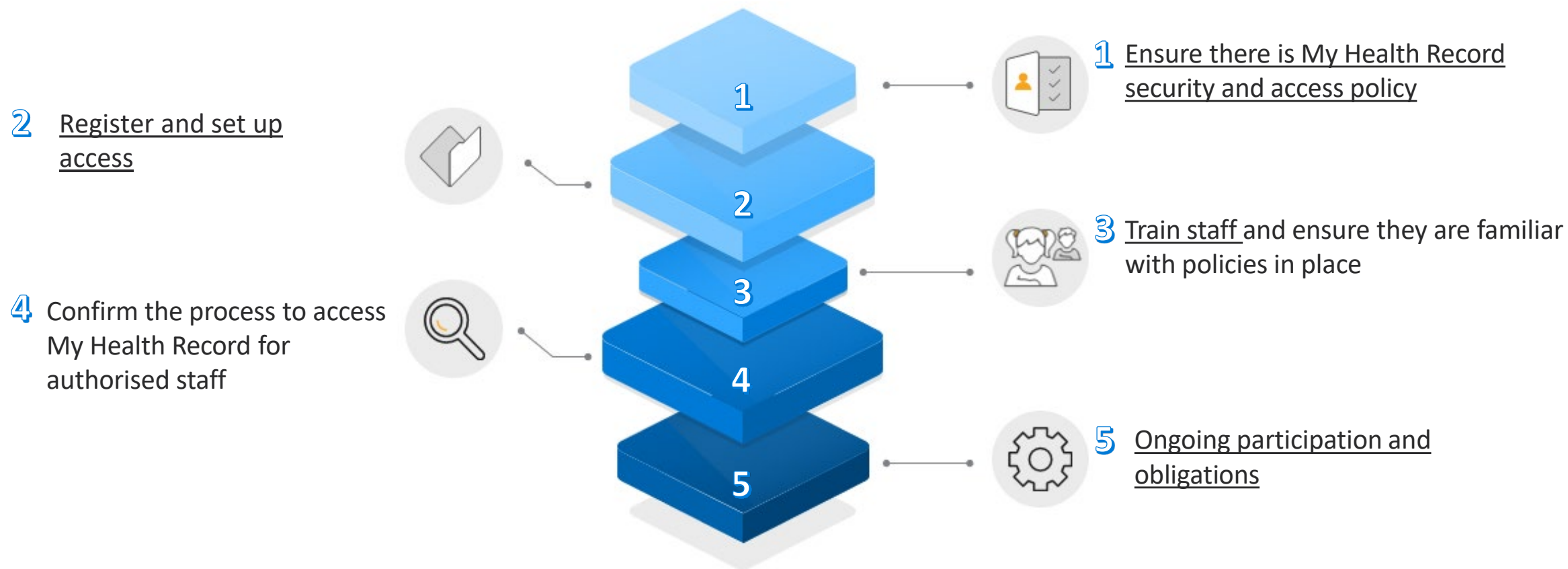
Accessible at  
all times

Protected



# My Health Record

## What do healthcare organisations need to do?



# Compliance Requirements

1

## Before registering for My Health Record

- Develop a My Health Record Security and Access policy
- Consider Responsible Officer (RO) and Organisation Maintenance Officers (OMOs)

2

## Following registration for My Health Record

- Connect to My Health Record (set up via conformant software or National Provider Portal)
- Provide staff training
- Enable user account access

3

## Ongoing participation obligations

- Regular review of My Health Record Security and Access policy (minimum: annually)
- Review data quality procedures
- User account management
- Provide refresher training to staff
- Respond to any request for assistance made by the My Health Record System Operator
- Comply with notifiable data breach requirements



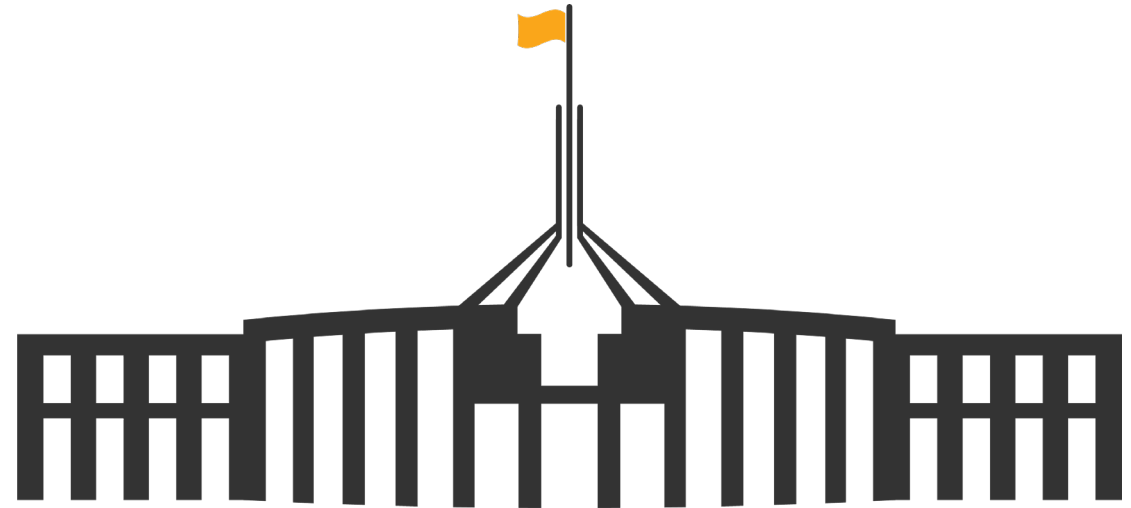
# Legislation

The My Health Record system is supported by a legislative framework that sets controls around who can access the system and the information contained within.

Relevant acts and instruments include:

[My Health Records Act 2012](#)

[My Health Records Rule 2016](#)



The Australian Digital Health Agency website has information about the My Health Records Act and more. [My Health Record legislation and governance](#).



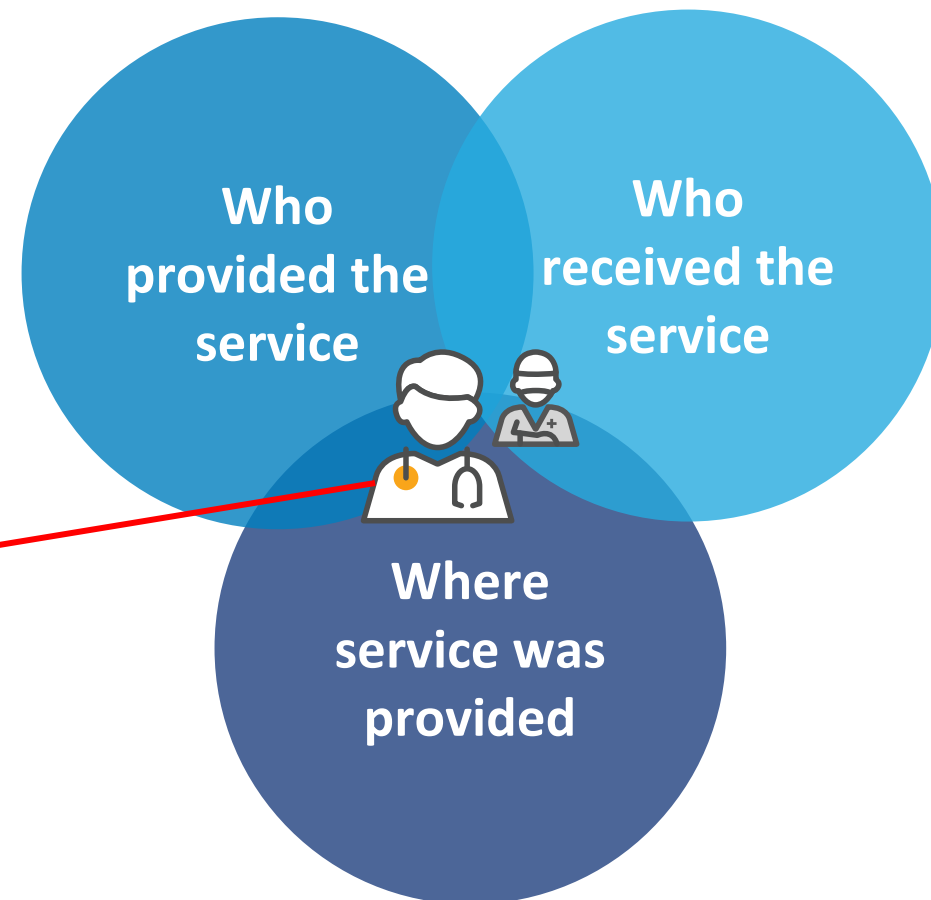
# Healthcare identifiers

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

## HPI-I

Healthcare  
Provider Identifier  
Individual

Healthcare event



## IHI

Individual  
Healthcare  
Identifier

## HPI-O

Healthcare  
Provider  
Identifier  
Organisation



# Key Roles



**RO**  
Responsible  
Officer

- Usually the business owner or CEO
- Must initiate the HPI-O registration process
- Authority to act on behalf of the healthcare organisation and ensures the organisation and its employees' compliance with legislation

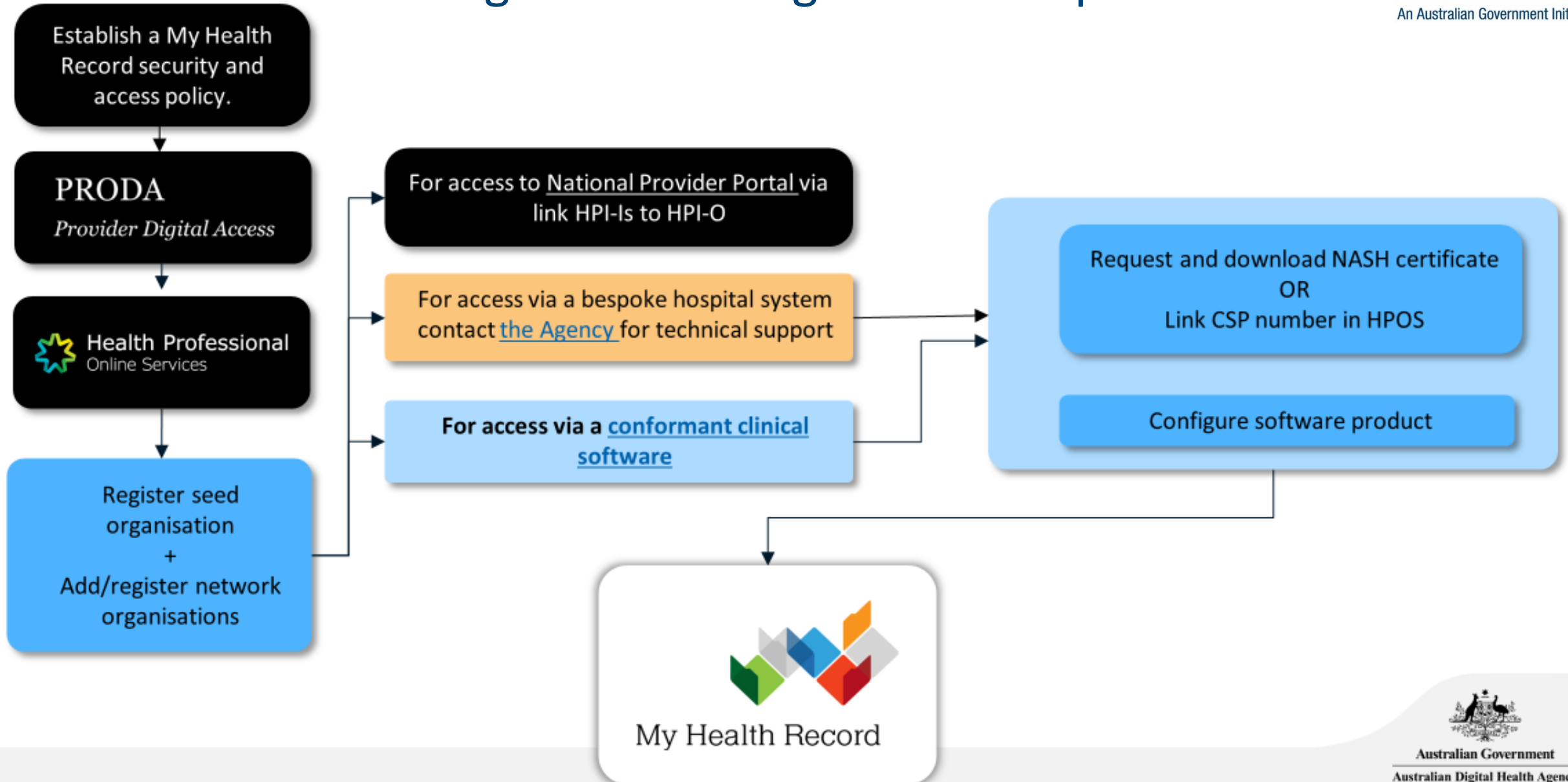


**OMO**  
Organisation  
Maintenance Officer

- A business can have multiple OMOs
- Responsible for the day-to-day administration of the HI service
- They often have the responsibility of developing and implementing the My Health Record security and access policy.



# My Health Record Organisations Registration Steps





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# My Health Record Security & Access policy and OAIC template

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# OAIC Template



Australian Government

Office of the Australian Information Commissioner

## My Health Record system security and access policy template

### Background

This My Health Record system security and access policy template provides guidance for healthcare provider organisations on meeting the requirements set out in Rule 42 of the [My Health Records Rule 2016](#).

Under Rule 42, healthcare provider organisations must establish a security and access policy prior to registering with the My Health Record system. The policy must be communicated to all employees and any healthcare providers to whom the organisation supplies services under contract. The policy must be enforced in relation to all employees and healthcare providers to whom the organisation supplies services under contract. Healthcare provider organisations must also ensure that the policy is kept up to date by reviewing it, at least annually, as well as when any material new or changed risks are identified.

The policy must cover the following matters:

- the manner of authorising people to access the My Health Record system, and deactivating or



# Key Information

[Organisation name]<sup>4</sup>

## My Health Record system security and access policy

### Key information

<b>Policy owner</b>	[Organisation name, branch/team responsible]
Contact details	[Email] [Phone]
<b>Responsible officer (RO)</b>	[Responsible officer's name, position]
Contact details	[Email] [Phone]
<b>Organisation maintenance officer[s] (OMO)<sup>5</sup></b>	[Organisation maintenance officer's name(s), position(s)]
Contact details	[Email(s)] [Phone number(s)]



# Document versions

<b>Version no.</b>	[Document version no.]
<b>Date of last review</b>	[Date of last review] This is also the date the current version of this security and access policy came into effect.
<b>Date of next review</b>	[Date of next review] This policy will be reviewed at least annually as well as when any material new or changed risks are identified.

## Document version history

Version	Date	Release comments	File location
		Approved by [name] and released via [e.g., email, intranet, hard copy]	

# Provide staff training

All staff authorised to use My Health Record undergo training before accessing the system

- How to use the system accurately and responsibly, legal obligations when using the system, and the consequences of breaching these obligations
- Training provided on a regular and ongoing basis
- A register of staff training is maintained

My Health Record Training opportunities

- Australian Digital Health Agency [website](#)
- Online [My Health Record modules](#)
- [Webinars and events](#)
- Clinical Information Software [summary sheets](#)
- [Podcasts](#)




# Training Register


ABC GENERAL PRACTICE								
MY HEALTH RECORD STAFF TRAINING REGISTER					SECURITY PRACTICE AND POLICIES CHECKLIST			
Staff Name	Role	User Training Checklist & Declaration ?	Date Trained & Date Due	RO/OMO Initials	Date Trained & Date Due	RO/OMO Initials	Date Trained & Date Due	RO/OMO Initials
Dr James Bond	General Practitioner	Completed	01/01/20 Due: 01/07/20	LL	29/06/20 Due: 01/12/20	LL		
Louis Lane	Practice Manager	Completed	09/01/2020 Due: 09/07/20	LB	09/07/2020 Due: 09/01/21	LB		
Clark Kent	Receptionist	Completed	21/03/20 Due: 21/09/20	LL	N/A – Left Practice			
MY HEALTH RECORD DEACTIVATED USERS								
Former Staff Name	Last day of Employment	User Account Deactivated or Deleted?	Date of Deactivation	Name & Role	Signed			
Clark Kent	12/08/2020	Yes	12/08/2020	Louis Lane /OMO	LL			



# Recommended Training List



Australian Government  
Australian Digital Health Agency



My Health Record

Recommended  
My Health Record  
Training

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## Recommended My Health Record Training

Healthcare provider organisations must provide staff with My Health Record training *before* they are authorised to use the system. The training is required to cover:

- How to use the system accurately and responsibly
- Legal obligations of the healthcare provider organisation and people who access the system on behalf of the organisation
- Consequences of breaching those obligations

Details of training provided to staff should be set out in the organisation's [My Health Record security and access policy](#). Healthcare organisations may be required to provide evidence of how they comply with these obligations, and it is recommended that a training register is maintained. It is recommended that training is provided to staff on a regular and ongoing basis.

### Available Training

Staff can access a range of free online eLearning modules about My Health Record [here](#). At a minimum, staff should complete the My Health Record security, privacy and access [eLearning module](#).

Staff may be directed to attend a training session or webinar hosted by the Australian Digital Health Agency. A list of available events can be found [here](#).

A range of [podcasts](#) are available to support staff training.

### Other training options

Organisations are also able to conduct internal training covering the below topics (1-7).

- 1. [What is in a record](#)
- 2. [Understand when you can view and upload information](#)
- 3. [Appropriate and lawful use of the Emergency Access \('break glass'\) function](#)
- 4. [Participation obligations](#)
- 5. [Penalties for misuse](#)
- 6. [Data breaches, and how to manage them](#)
- 7. [Clinical incidents, and how to report them](#)

It is not appropriate to use a staff member or a patient's My Health Record for training purposes.

### Request training

To arrange a tailored training session for your staff please email [education@digitalhealth.gov.au](mailto:education@digitalhealth.gov.au).

<https://www.digitalhealth.gov.au/sites/default/files/documents/my-health-record-recommended-training-list.pdf>

# Identification of users

In order to identify individual users who access the My Health Record system [organisation name] has put in place the following process:

- [Outline the organisation's process for identifying individual users]



Example (non-exhaustive) list:

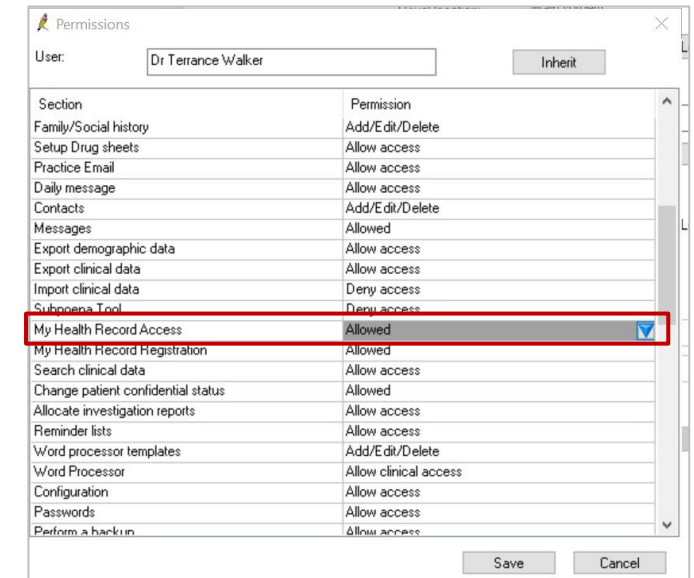
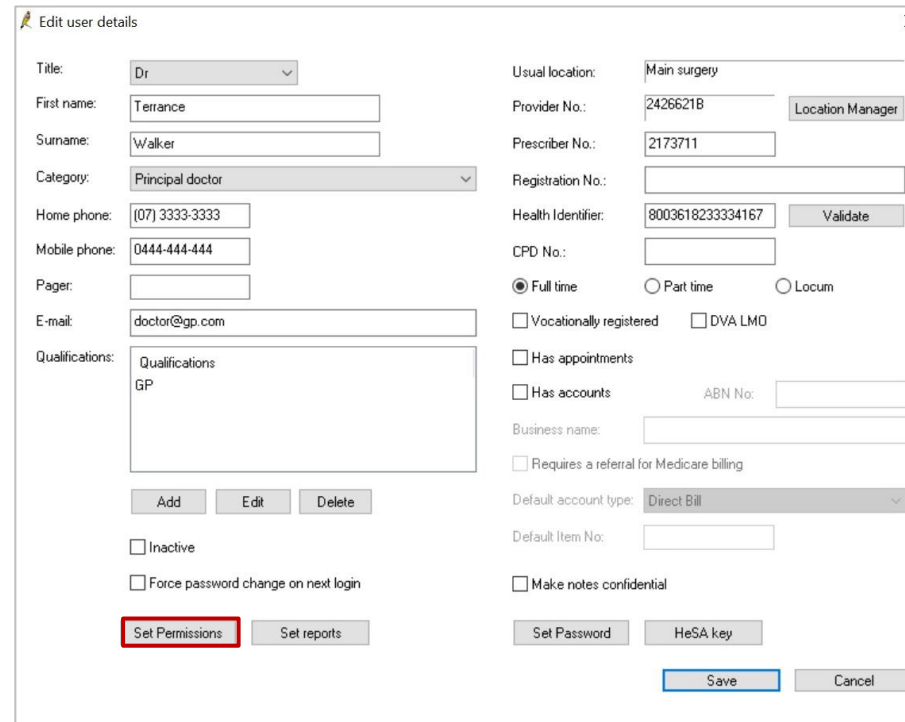
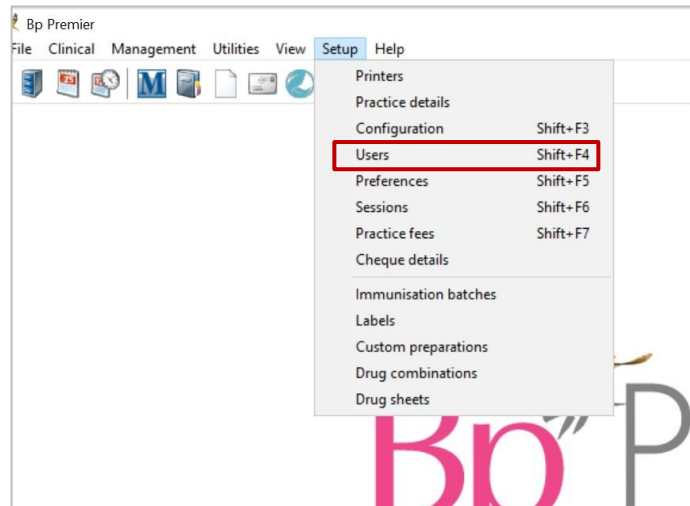
- unique identifier is assigned to users by the clinical software
- clinical software records the user's **Choose an item.** each time they access the My Health Record system, including the user identity, date and time of access, whose My Health Record was accessed and the type of information that was accessed
- maintaining a register of authorised users containing their **Choose an item..**

The above processes allow **Choose an item.** to communicate the user's identity to the System Operator when required.<sup>1</sup>

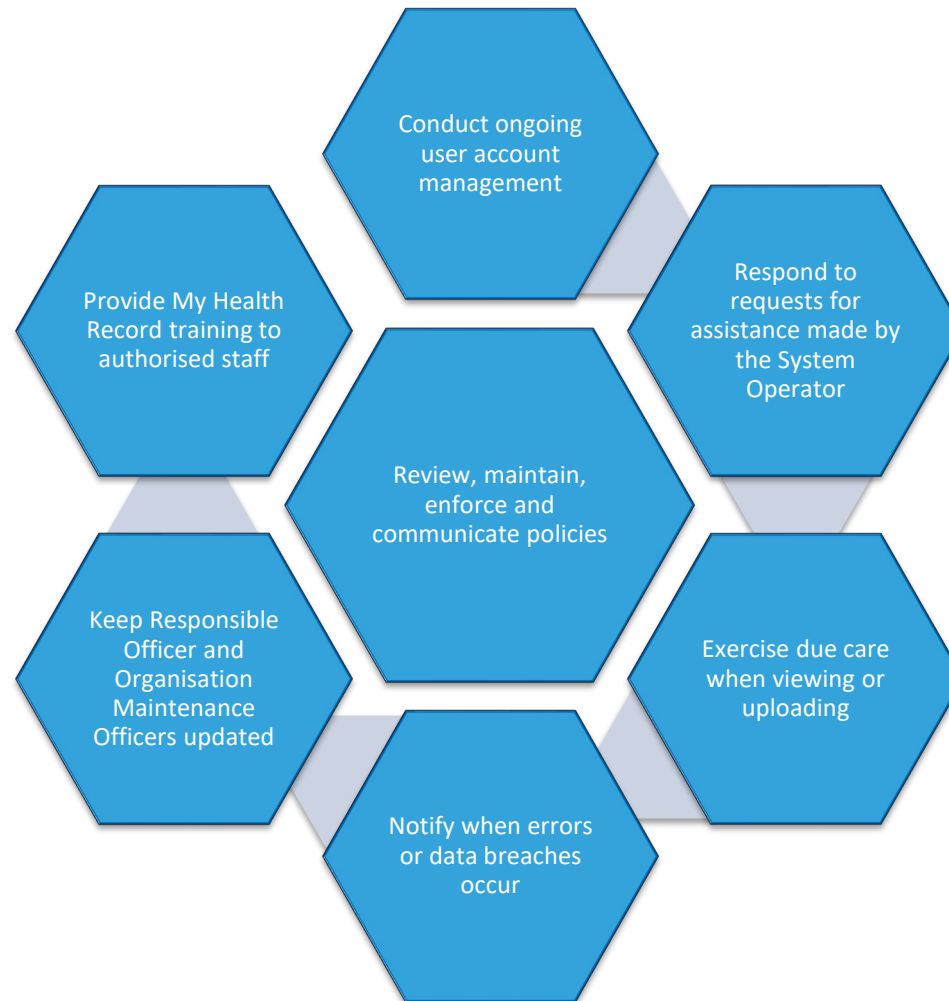


# Enabling user account access

Ensure that any authorised staff have been given access in your software through the user preferences section



# Ongoing participation obligations



<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/my-health-record-system-participation-obligations>

# Review your policy at least annually

What may change?

- Responsible Officer or Organisational Maintenance Officer
- Security measures
- Staff using the My Health Record system



When else might I need to update it?

- When a data breach has occurred, and risks have been identified

# Ongoing user account management

There are information security measures such as:



- Restricting access



- Having a unique identification for each individual
- Having passwords and/or other access mechanisms
- Regularly reviewing passwords



- De-activating access to My Health Record for those who no longer need it
- Suspending a user account, when an account has been compromised



# Respond to requests for assistance made by the System Operator

## You need to be able to:

Assist with any inquiry, audit, review, assessment, investigation, or complaint regarding the My Health Record system.



- e.g. Letters are sent out to organisations that have used Emergency Access function and the organisation is to investigate to see if the it was authorised use or not.



- Provide a copy of your organisation's policy (within 7 days).

# Notify when data breaches occur

You must notify the Agency (System Operator) when:

- you become aware of a **potential** data breach relating to the My Health Record system.
- you become aware of an **actual** data breach relating to the My Health Record system.



# Notify when errors or eligibility changes occur

- a non-clinical My Health Record system-related error in a record has occurred
- a material change has occurred in your organisation
- Your organisation [ceases to be eligible](#) for registration with the system

*For example, because you are closing your business or have ceased trading, no longer have a HPI-O for your organisation or no longer employ a healthcare provider individual who has a healthcare provider identifier (HPI-I)*



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# My Health Record Documents Overviews and Uploads

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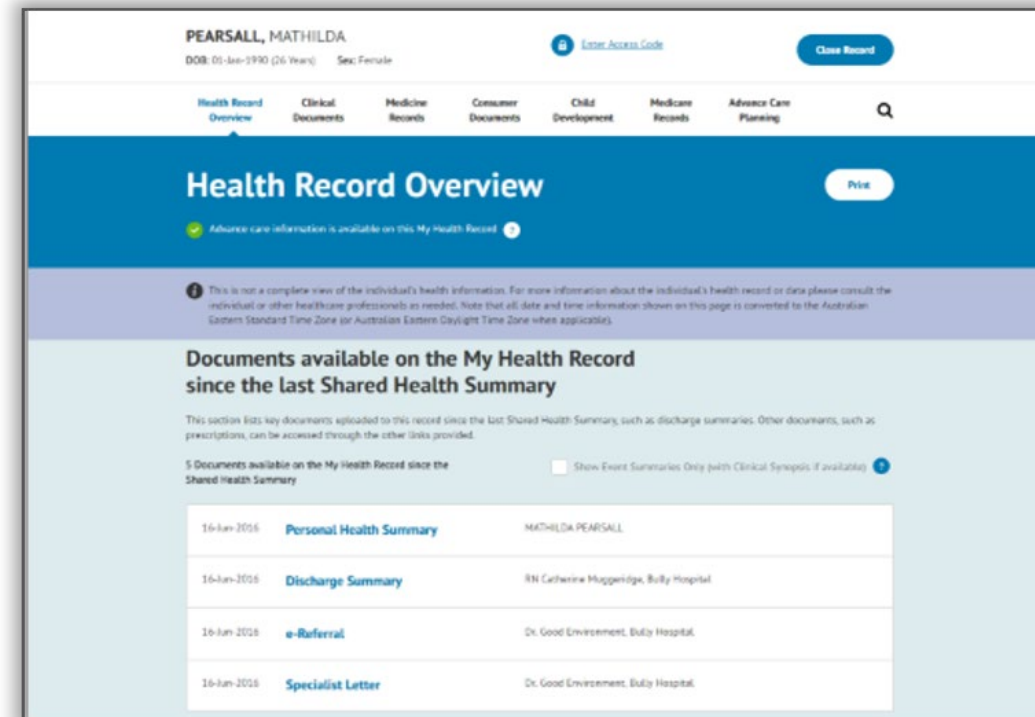
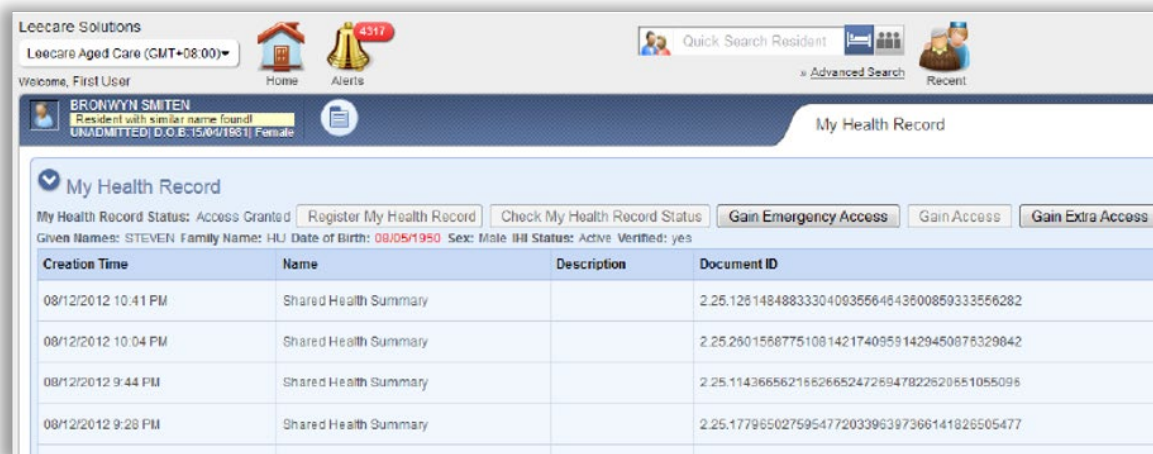




# How healthcare providers access My Health Record?

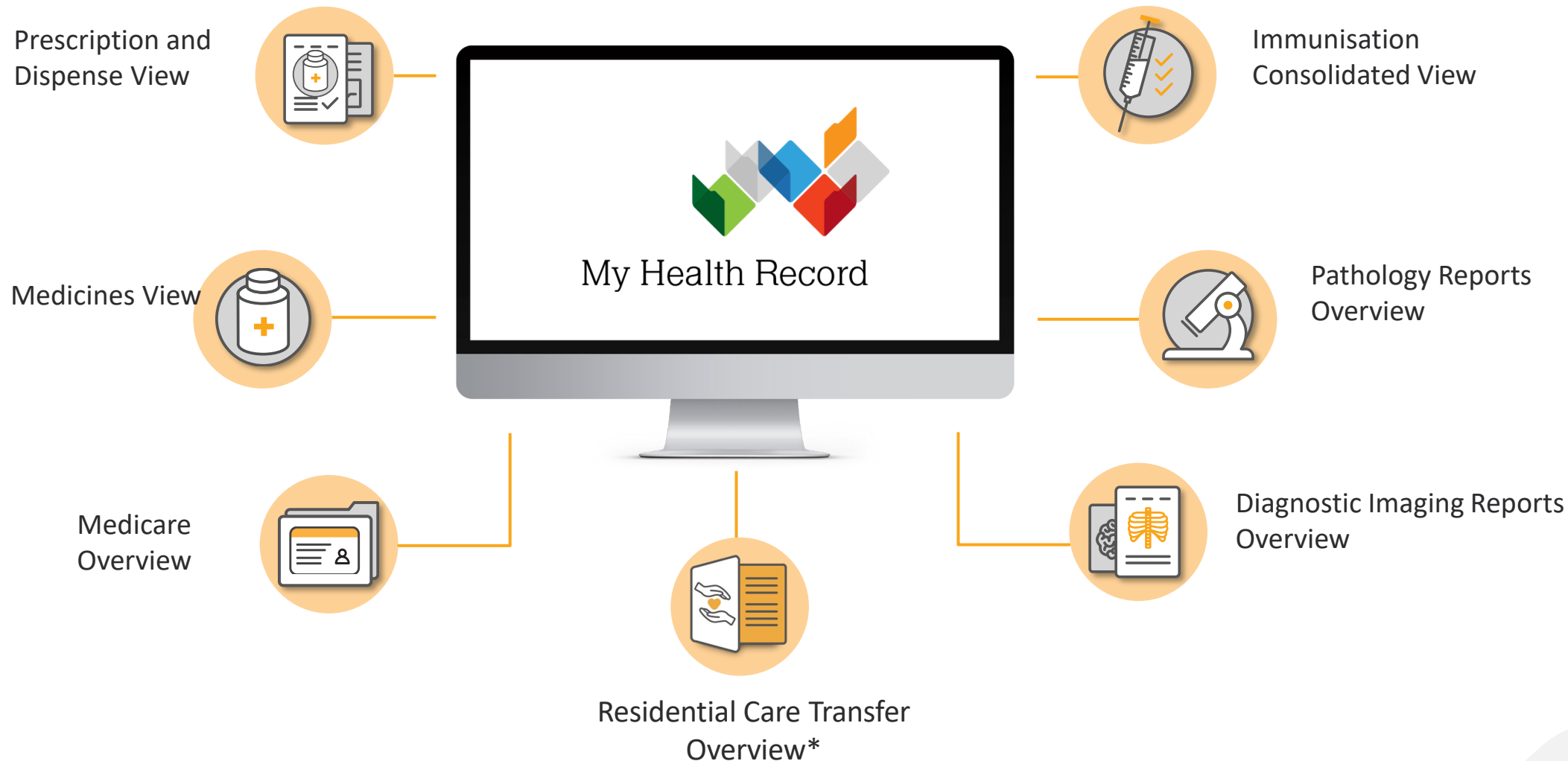
Clinical Information System (CIS)  
conformant with My Health Record

National Provider Portal (NPP)



**Register of Conformity**  
[www.digitalhealth.gov.au](http://www.digitalhealth.gov.au) > [Conformant clinical software products](#)

# Overviews



\*Functionality coming soon

# My Health Record documents



## Healthcare provider documents

- Shared health summaries
- Discharge summaries
- Event summaries
- Prescription and dispense records
- Specialist letters
- Pharmacist Shared Medicines List (PSML)
- Diagnostic Imaging reports
- Pathology reports
- Goals of Care
- eReferrals
- Residential care transfer reason\*
- Residential care health summary\*
- Residential care medication chart\*

## Medicare information

- Prescription information-PBS and RPBS
- Australian Immunisation Register-AIR
- Australian Organ Donor Register-AODR
- Medicare Services-MBS and DVA items
- MyMedicare information

## Consumer entered information

- Personal health summary
- Advance Care Planning documents
- Emergency contacts
- Childhood development

\*Functionality coming soon



# Medicines View

## Allergies and Adverse Reactions

Bee Sting, Penicillin, Morphine, Tramadol, Peanuts

## Medicines Preview

10-Jun-2018 to 14-Dec-2020  
(4 months ago)

## Shared Health Summary

10-Jun-2018 (3 years ago)  
**Author:** RN Jenny Hoffler  
[SHA2 HPIO](#)

## Discharge Summary

18-Oct-2019 (17 months ago)  
**Author:** Emily Jenkins  
[Accenture3](#)  
tel:(02) 4734 2000  
fax:(02) 4734 2904

\* More recent than the Shared Health Summary.

[\[Back to top\]](#)

[\[<\] First](#)

[\[<<\] Previous](#)

[\[Help\]](#)

Medicines Preview - Latest Documents, Prescriptions with no later dispenses - sorted by descending event date.  
10-Jun-2018 to 14-Dec-2020 (4 months ago)

Source/Author	Date	<a href="#">Medicine - Active Ingredient(s)</a>	Medicine - Brand	Dose/Directions
Prescription Record by <a href="#">Test Health Service 696</a>	14-Dec-2020 (4 months ago)	ESOMEPRAZOLE MAGNESIUM TRIHYDRATE	esomeprazole Tablets 20mg	Dose is unavailable Prescribed for Heartburn Issues maagement.
<a href="#">e-Referral</a> by <a href="#">Test Health Service 499</a>	02-Apr-2020 (12 months ago) changed		Didoxacillin 500mg	One capsule four times daily for Wound infection left leg - prior vein graft for CABG.
	cancelled		<b>CANCELLED:</b> Tramadol 50mg (Reason: Confusion)	Take as directed for Pain.
	ceased		<b>CEASED:</b> Tramadol 50mg (Reason: Vomiting)	Take as directed for Pain.
	suspended		<b>SUSPENDED:</b> Tramadol 50mg (Reason: Constipation)	Take as directed for Pain.



# Immunisation Consolidated View

**Immunisations - sorted by date**  
9 Nov 2023

**Caleb DERRINGTON**    DoB 15 Jun 1933 (90 years)    SEX Male    IHI 8003 6080 0004 5922

[Australian Immunisation Register](#)  
Displays all the immunisation information recorded in the Australian immunisation register

[Immunisations](#)  
All the immunisations recorded in both the Australian immunisation register and this My Health Record

[Shared Health Summary](#)  
04-Apr-2023 (7 months ago)  
**Author:** Own  
tel:(07) 1654 3542

[Event Summary](#)  
04-Apr-2023 (7 months ago)  
**Author:** Own  
tel:0455555555

[\[Back to top\]](#)    [\[<\] First](#)    [\[<<\] Previous](#)    [\[>>\] Next](#)    [\[>\] Last](#)

**Immunisations recorded in the Australian Immunisations Register**  
05-Jul-2017 to 04-Apr-2023 (7 months ago)

Source/Author	Date	Dose number	Immunisation - Brand	Disease/Indication
Australian Immunisation Register	04-Apr-2023 (7 months ago)	1	Fluad Quad	Influenza
Australian Immunisation Register	19-Sep-2022 (a year ago)	4	COVID-19 Vaccine Booster Pfizer	COVID-19
Australian Immunisation Register	19-Jun-2022 (a year ago)	3	COVID-19 Vaccine Booster Pfizer	COVID-19
Australian Immunisation Register	19-Apr-2022 (1 years ago)	1	Fluad Quad	Influenza
Australian Immunisation Register	27-May-2021 (2 years ago)	2	COVID-19 Vaccine AstraZeneca	COVID-19
Australian Immunisation Register	15-Mar-2021 (2 years ago)	1	COVID-19 Vaccine AstraZeneca	COVID-19
Australian Immunisation Register	01-Mar-2021 (2 years ago)	1	Fluad Quad	Influenza
Australian Immunisation Register	14-Mar-2018 (5 years ago)	1	Zostavax	Shingles
Australian Immunisation Register	05-Jul-2017 (6 years ago)	1	Pneumovax 23	Pneumococcal

End of Section - Immunisations recorded in the Australian Immunisations Register

[Back to top](#) - Ctrl + Home



# Pathology Reports Overview

## Pathology Reports Overview

9 Nov 2023

Caleb **DERRINGTON**

DoB 15 Jun 1933 (90 years)

SEX Male

IHI 8003 6080 0004 5922

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

01-Mar-2021 to 19-Oct-2022 (a year ago)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
<a href="#">Pathway Group Pathology</a>	19-Oct-2022 (a year ago)	19:34	Electrolytes Urea Creatinine	Final	<a href="#">1st Report</a>	<a href="#">(View 3 more within 1 years)</a>
		19:34	CA MG PHOS	Final	<a href="#">1st Report</a>	<a href="#">(View 2 more within 3 months)</a>
		19:34	C-Reactive protein	Final	<a href="#">1st Report</a>	<a href="#">(View 2 more within 3 months)</a>
		19:34	Full blood count	Final	<a href="#">1st Report</a>	<a href="#">(View 3 more within 1 years)</a>
		19:34	AUTOMATED DIFF	Final	<a href="#">1st Report</a>	<a href="#">(View 3 more within 1 years)</a>

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

### Reports - grouped and ordered by Test Name

01-Mar-2021 to 19-Oct-2022 (a year ago)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
<a href="#">Pathway Group Pathology</a>	19-Oct-2022 (a year ago)	19:34	AUTOMATED DIFF	Final	<a href="#">1st Report</a>	<a href="#">(View 3 more within 1 years)</a>
		19:34	CA MG PHOS	Final	<a href="#">1st Report</a>	<a href="#">(View 2 more within 3 months)</a>
		19:34	C-Reactive protein	Final	<a href="#">1st Report</a>	<a href="#">(View 2 more within 3 months)</a>
		19:34	Electrolytes Urea Creatinine	Final	<a href="#">1st Report</a>	<a href="#">(View 3 more within 1 years)</a>
		19:34	Full blood count	Final	<a href="#">1st Report</a>	<a href="#">(View 3 more within 1 years)</a>

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

[\[Ordered by Specimen collected date\]](#)

[\[Ordered by Test name\]](#)

[\[<<\] Previous Group](#)

[\[>>\] Next Group](#)

[\[Help\]](#)

### Latest Pathology Reports for Electrolytes Urea Creatinine

01-Mar-2021 to 19-Oct-2022 (a year ago)



# Access Medicare Overview documents

Medical Director

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

Show Recent Shared Health Summary Hide Medicare Records Show Medicine Records Reset A

Document Date	Service Date	Document	Organisation
08-Mar-2023	08-Mar-2023		
01-Mar-2023	01-Mar-2023		
10-Feb-2023	10-Feb-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		
03-Jan-2023	03-Jan-2023		

Enter Search Text

Starts With  Contains

Select Items to Filter By

- Consumer Entered Achievements
- Consumer Entered Measurements
- Personal Health Note
- Personal Health Summary
- Diagnostic Imaging Report
- Pathology Report
- Birth Details
- Health Check Assessment
- Diagnostic Imaging Overview
- Goals of Care Document
- Immunisation Consolidated View
- Medicare Overview - all
- Medicare Overview - past 12 months
- Pathology Overview

Select All Reset Filter

OK Cancel

Best Practice

## Document List

Filters

Reset Filter

From:

16-Feb-2022

To:

16-Feb-2023

Document Type:

All

Saved Status:

All

Exclude Medicare documents

Exclude prescription and dispense records

Exclude superseded or removed documents

Update

Communicare

<p>Patient Document List</p> <p>Patient eHealth Record Document List</p>	<p>Medicare Overview</p> <p>Information regarding Medicare and Department of Veterans Affairs benefits, pharmaceutical benefits, childhood immunisation and organ donor status available on the eHealth record.</p>	<p>Diagnostic Imaging View</p> <p>Diagnostic Imaging reports available on the eHealth record.</p>	<p>Pathology Index View</p> <p>Pathology reports available on the eHealth record.</p>
<p>Prescription And Dispense View</p> <p>Prescription and Dispense records available on the eHealth record.</p>	<p>Personal Health Summary</p> <p>Summary of personal health information such as medications, allergies and adverse reactions added by the individual or an authorised representative to the eHealth record.</p>	<p>Advance Care Directive</p> <p>Advance Care Directive Custodian contact details available on the eHealth record.</p>	



# 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**

Generic Name	Brand	Prescribed	Supplied	Form and Strength	Quantity	Repeats	Code
<a href="#">Coversyl Plus 5mg/1.25mg</a>	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
<a href="#">NOT IN ETS Coversyl Plus 5mg/1.25mg</a>	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
<a href="#">Coversyl Plus 5mg/1.25mg</a>	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
<a href="#">NOT IN ETS Coversyl Plus 5mg/1.25mg</a>	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
<a href="#">Coversyl Plus 5mg/1.25mg</a>	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
<a href="#">NOT IN ETS Coversyl Plus 5mg/1.25mg</a>	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**

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

**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**

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





# Prescription and Dispense View

## Prescription and Dispense View

Grouped by Prescription

From 19-Jan-2019

To 19-Jan-2023

JADE P LASTNAME

DoB 17-May-1966 (56y)

SEX Female

IHI 8003 6081 6679 4966

START

This view is not a complete record of the individual's medicines information.

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
15-Jun-2022	Betaloc	15-Jun-2022	15-Oct-2022	5 of 6
15-Jun-2022	Champix	15-Jun-2022	15-Oct-2022	5 of 6
15-Jun-2022	Cialis	15-Jun-2022	15-Oct-2022	5 of 6
15-Jun-2022	Karvea	15-Jun-2022	15-Oct-2022	5 of 6
15-Jun-2022	Norvasc	15-Jun-2022	15-Jul-2022	2 of 6
15-Jun-2022	Tenormin	15-Jun-2022	15-Oct-2022	5 of 6

From: 15-Feb-2022



To: 15-Feb-2023



Group by: Prescription

- Prescription
- Prescription
- Generic Name
- PBS Item Code
- Brand name

Collapse Medications

View

Save



# Discharge Summary

## Discharge Summary

18 Sep 2022

Mr Caleb **DERRINGTON**

DoB 15 Jun 1933 (89 years)

SEX Male

IHI 8003 6080 0004 5922

### Health Profile

This section may contain the following sub-sections - Adverse Reactions and Alerts.

#### Adverse Reactions

##### Adverse Reactions

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

### Event

This section may contain the following sub-sections - Problems/Diagnoses This Visit, Clinical Interventions Performed This Visit and Clinical Synopsis and Diagnostic Investigations.

#### Clinical Summary

Patient brought in by daughter due to increased thirst, urination since last discharge and nausea and vomiting for 2 days. Pathology tests revealed hyperglycaemia which was treated in hospital and patient was seen by endocrinologist and put on anti-diabetic treatment.

#### Problems/Diagnoses This Visit

Type	Description
Problem Diagnosis	Hyperglycaemia

### Medications

This section may contain the following sub-sections - Current Medications On Discharge and Ceased Medications.

#### Current Medications On Discharge

##### Current Medications On Discharge

Medication	Directions	Dispensed	Clinical Indication	Duration	Change Status	Change Description
Metformin 500mg	1 tablet twice a day		Type 2 Diabetes	Ongoing	NEW	
Denosumab (Prolia)	1 inj every 6 months	Given in hospital on 10 Aug 2022	Osteoporosis	Ongoing	Nil change	



# Advance Care Plans and Goals of Care Documents

NSW Health Advance Care Directive (ACD)

SECTION 1 YOUR
YOUR PATIENT ID LABEL HERE

**Family name:** \_\_\_\_\_

**Given names:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**Address:** \_\_\_\_\_

I have been provided with and read this document.

I have legally appointed one or more persons to make decisions for me. Please tick if yes

**Name:** \_\_\_\_\_ (maker's full name)

**Home phone number:** \_\_\_\_\_

**Mobile phone number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

I have not appointed an Enduring Guardian, because of my medical condition, the doctors or my family, my Person or Guardianship Act (1987) is \_\_\_\_\_

**Name:** \_\_\_\_\_

**Relationship:** \_\_\_\_\_

**Home phone number:** \_\_\_\_\_

**Mobile phone number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

## Advance Health Directive

**Notes:**

- To make an advance health directive, you must be 18 years of age or older and have full legal capacity.<sup>1</sup>
- A person who makes an advance health directive is called "the maker".

This advance health directive is made under the *Guardianship and Administration Act 1990 Part 9B* on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

by \_\_\_\_\_ (maker's full name)

of \_\_\_\_\_ (maker's residential address)

born on \_\_\_\_\_ (maker's date of birth)

This advance health directive contains treatment decisions in respect of my future treatment. A treatment decision in this advance health directive operates in respect of the treatment to which it applies at any time I am unable to make reasonable judgements in respect of that treatment.

**Notes about treatment decisions:**

- Treatment is any medical, surgical or dental treatment or other health care (including palliative care and life sustaining measures such as assisted ventilation and cardiopulmonary resuscitation).<sup>2</sup>
- A treatment decision is a decision to consent or refuse consent to the commencement or continuation of any treatment.<sup>3</sup>
- A treatment decision operates only in the circumstances that you specify.<sup>4</sup>
- Treatment to which you consent in this advance health directive can be provided to you.
- Treatment to which you refuse consent in this advance health directive cannot be provided to you.
- Your enduring guardian or guardian or another person cannot consent or refuse consent on your behalf to any treatment to which this advance health directive applies.<sup>5</sup>

<sup>1</sup> Guardianship and Administration Act 1990 s. 110P

<sup>2</sup> Guardianship and Administration Act 1990 s. 3(1), definitions of "life sustaining measure", "palliative care" and "treatment"

<sup>3</sup> Guardianship and Administration Act 1990 s. 3(1), definition of "treatment decision"

<sup>4</sup> Guardianship and Administration Act 1990 s. 110S(2)

<sup>5</sup> Guardianship and Administration Act 1990 s. 110ZJ

MR00H ADVANCE HEALTH DIRECTIVE

**Goals of Care Document**  
17-October-2019

DANIKA MILLS DoB 21-July-1967 (52years) SEX Female Individual Healthcare Identifier (IHI) 8003 6085 0021 8805

Start of document

Government of Western Australia  
Department of Health

Fiona Stanley Hospital

FULLTIME, TEST ()

Born: 05 Aug 1965 (34y) UNKNOWN UNKNOWN  
Gender: Male NPPA VIA 6999

A9328341

Ward/Clinic: 3A Unknown

**Goals of Patient Care**

Primary illness: Testing 311019 x 3

Significant comorbidities: \_\_\_\_\_

Person responsible: \_\_\_\_\_

Relationship to patient: \_\_\_\_\_

Has an Advance Health Directive (AHD): No

Has an Advance Care Plan (ACP): No

Has registered an organ donation decision: No

Family is aware of organ donation decision: No

Has an Enduring Power of Guardianship (EPG): No

**Goal of Care**

**Life extending intensive treatment – with treatment ceiling**

**Not for cardiopulmonary resuscitation (CPR)**

For Medical Emergency Response (MER) or Medical Emergency Team (MET) calls: No

For ventilatory support, including intubation: No

Maximum level of support specified: \_\_\_\_\_

For Intensive Care Unit (ICU) or High Dependency Unit (HDU) admission: Yes

Comment: \_\_\_\_\_

**Discussion summary**

Date and time of discussion: 05 Dec 2019 12:06:24

**Goals of Patient Care discussed with**

Senior MO (Registrar/Consultant): Dr Doctor (he1234567)

Patient: Yes

Family or carer(s): \_\_\_\_\_

Person responsible: \_\_\_\_\_

My Health Record: \_\_\_\_\_

Patient able to fully participate in discussion: Yes

Patient's likely response to cardiopulmonary (CPR) and critical intervention: Testing

Patient preferences: Testing

Decision rationale for agreed Goals of Patient Care: \_\_\_\_\_

**Extended use**

Consultant endorsement for extended use: For 12 months

Consultant: Dr Doctor (he12435)

Consultant comment: The extended plan.

**Advance Care Information Section**

Related Document

Field	Value
Date advance care planning document was written	1 Jan 1900
Author of the advance care planning document	Dr Good Environment
Contact number for the author of the advance care planning document	080425665868
Attached PDF	<a href="#">PDF attachment</a>

**Administrative Observations**

No administrative observations.

Administrative details

Patient details		Uploaded by	
Name	DANIKA MILLS	Name	DANIKA MILLS (Self)
Sex	Female	Address	Not Provided
Indigenous Status	Not stated/Inadequately described		
Date of Birth	21 July 1967 (52years)	Document details	
Individual Healthcare Identifier (IHI)	Age is calculated from date of birth 8003 6085 0021 8805	Document type	Advance Care Information
		Creation date and time	17-October-2019 16:58+1100
		Date and time assessed	Not Provided
		Document identity	2.25.697840131786632965621773405699
		Document set identity	32529601
		Document version	5282080.EPC? 11ED-8585-690849240198
		Completion code	Final



## Who can upload documents in a healthcare organisation?

- Under the *My Health Records Act 2012*, staff members authorised by a healthcare organisation can access and view a patient's record for the purpose of providing healthcare, and provided it is in accordance with any access controls.
- In addition to clinicians, a healthcare organisation may authorise other staff to access the system as part of their role in healthcare delivery.



# Who can upload documents in a healthcare organisation?



**Shared health summaries** - Can be uploaded by a nominated healthcare provider: Such as a registered medical practitioner, a registered nurse, an Aboriginal and Torres Strait Islander health practitioner with a Cert IV in Aboriginal and Torres Strait Islander Primary Health Care.



**Discharge summaries** - When a hospital creates a discharge summary, it will be sent to the intended recipient as per current practices, however a copy of the discharge summary may also be uploaded to the individual's My Health Record.



**Pathology reports and Diagnostic imaging** – A pathology or diagnostic imaging report will be uploaded to a person's My Health Record as a PDF by the service provider and sent to the referring healthcare professional. Subject to any access controls, these reports are immediately available to healthcare providers involved in a person's care.



**Event summaries** - Can be created and uploaded by any healthcare provider with a Healthcare Provider Identifier–Individual (HPI-I) who is working at a participating healthcare organisation and involved in the patient's care with conformant software.



**Prescription records** – Can be uploaded by the healthcare provider who prescribed the medication.



**Dispense records** – Can be uploaded by the healthcare provider who dispensed the medication.



# Who can upload documents in a healthcare organisation?



- **Pharmacist Shared Medicines List (PSML)** – Can only be authored by a pharmacist



- **Specialist letters** – Can be uploaded by the treating specialist



- **Goals of care** – The goals of care document is a new document uploaded by the patient's healthcare provider.



- **eReferrals** – Uploaded by any healthcare provider involved in the patient's care with conformant software



- **Aged care transfer information** – This maybe uploaded by a residential aged care home **\*Functionality coming soon**



# Shared health summary

## Shared Health Summary

4 Apr 2023

Mr Caleb DERRINGTON

DoB 15 Jun 1933 (89 years)

SEX Male

IHI 8003 6080 0004 5922

### Adverse Reactions

#### Adverse Reactions

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

### Medications

#### Medications

Medication	Directions	Clinical Indication
Metformin 500mg	1 tablet twice a day	Type 2 Diabetes
Denosumab (Prolia) 60mg injection	1 inj every 6 months	Osteoporosis
Ostelin Calcium and Vitamin D tablet	1 tablet daily	Osteoporosis
Escitalopram 10mg tablet	1 Tablet in the morning	Depression
Irbesartan HCTZ 300/12.5 Tablet	1 Tablet Daily	Hypertension
Rosuvastatin 20mg Tablet	1 Tablet Daily	Hyperlipidaemia
Levodopa/Benserazide (Madopar) 200mg/50mg Tablet	1 Tablet Three times a day	Parkinson's Disease
Isosorbide Mononitrate 120mg Tablet	1 Tablet Daily	Ischaemic Heart Disease
Aspirin 100mg EC tablet	1 Tablet in the morning	Ischaemic Heart Disease
Tiotropium (Spiriva) 18microg capsule	1 capsule daily in the morning using Spiriva Handihaler	Emphysema
Salbutamol (Ventolin) 100microg inhaler	1-2 puffs every 4-6 hours when required for shortness of breath	Emphysema

### Medical History

#### Medical History

Item	Date	Comment
Diabetes Mellitus Type 2	September 2022	
Total Hip Arthroplasty	July 2022	Fall at home, hip fracture
Emphysema	June 2018	Ex-smoker

This is a summary of a patient's health status at a point in time, which can include medical conditions, medicines, allergies and adverse reactions, and immunisations.



# Event summary

## Event Summary

4 Apr 2023

Mr Caleb **DERRINGTON**

DoB 15 Jun 1933 (89 years\*)

SEX Male

IHI 8003 6080 0004 5922

### Start of Document

#### West End Medical Practice

**Author** Dr Terrence WALKER (General Practitioner)  
**Phone** 0455555555  
**Encounter Period** 4 Apr 2023

#### Event Details

Our nurse administered Fluad Quad to Caleb- he has now had his 2023 flu vaccination.

#### Immunisations

##### Immunisations - Administered Immunisations

Vaccine	Sequence Number	Date
Fluad Quad	1	04 April 2023

### Administrative Details

Patient Details		Author Details	
Name	Mr Caleb DERRINGTON	Name	Dr Terrence WALKER (General Practitioner)
Sex	Male	Organisation	West End Medical Practice
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	400 George Street, Sydney, NSW, 2000, Australia
Date of Birth	15 Jun 1933 (89 years) * Age is calculated from DoB	Phone	0455555555 (Workplace)
IHI	8003 6080 0004 5922		
		Clinical Document Details	
		Document Type	Event Summary
		Creation Date	4 Apr 2023 19:22+1000
		Date Attested	4 Apr 2023 19:22+1000
		Document ID	2.25.167445567019374568129809 059293749546573
		Document Set ID	8986c98f-ecfa-48e9-931c- 02e58deccc45
		Document Version	1

Event summaries capture health information about a significant healthcare event that is relevant to the ongoing care of an individual.





# Specialist letter

**Specialist Letter**  
3 Apr 2017

**Mr Caleb DERRINGTON**    DoB 14 Feb 1955 (62 years)    SEX Male    IHI 8003 6080 0004 5922

Start of Document

**Medical Center**  
Author    Dr Terrence WALKER (Specialist Medical Practitioner)  
Phone    5555-7859

**Response Details**

*Response Narrative*  
Patient presented with referral from regular GP for eye and vision check. On examination: Early stages of cataracts in both eyes noted. At this stage these do not warrant immediate cataract surgery.

*Diagnoses*

- Bilateral cataracts (diagnoses)

**Recommendations**

*Recommendation Narrative*  
I would like to see patient in 12 months to reassess eyes, cataracts and vision.

*Recommendations*

Time frame	Addressee
3 Apr 2017 -> 3 Apr 2017	Dr Jolie Becker (General Medical Practitioner) 5555-3342 (WorkPlace)

**Adverse Reactions**

*Adverse Reactions*

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

**Medications**

*Medications*

Medication	Directions	Clinical Indication	Change Status
Monodur Durule 120 mg tablet: modified release, 30	One Daily	Ischaemic heart disease	Unchanged
Avapro HCT 300/12.5 tablet: film-coated, 30	One Daily	Hypertension	Unchanged
Actonel EC Once-a-Week 35 mg tablet: enteric, 4	One Once a week	Osteoporosis	Unchanged
Metformin XR 500mg tablet	1 Tablet in the morning with meals.	Diabetes Mellitus, Type 2	Unchanged

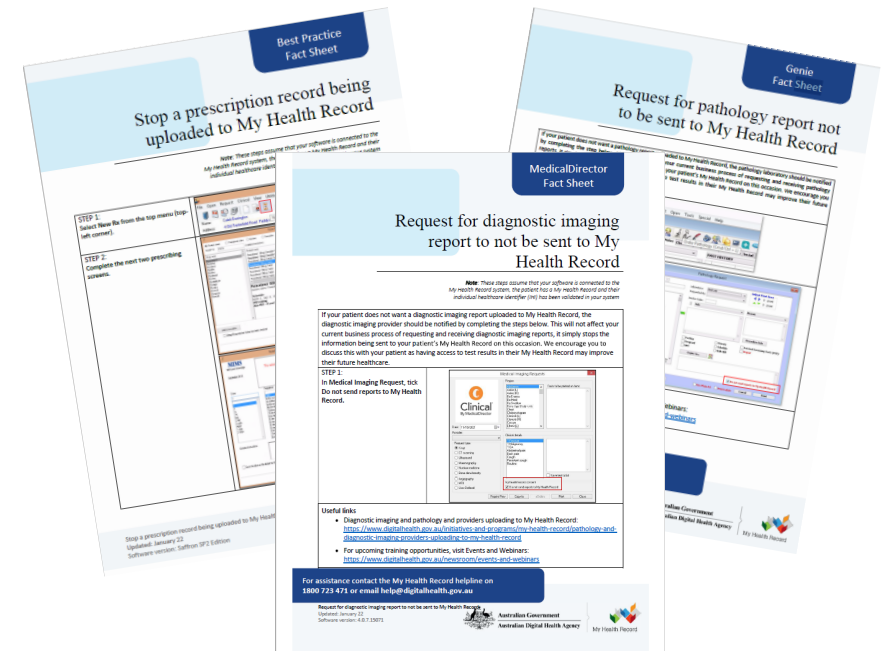
Administrative Details

Specialist letters are used by a treating specialist to respond to a referrer (for example a GP) about a referred patient. When a specialist writes back to the referrer, the letter may also be uploaded to the patient's



# Withholding uploads

- By law you must not upload a document if the patient requests for it to not be uploaded
- Ensure you are aware how to stop records or documents from being uploaded
- Ensure you note when you withhold a document, and why you have withheld, in your clinical notes
- Documents which upload by default
  - Prescription records
  - Pathology reports (via request form)
  - Diagnostic imaging reports (via request form)
  - Dispense records
  - Discharge summaries



## [Clinical software summary sheets](#)



# Emergency Access Provision



The Emergency Access provision can **only** be used if the healthcare provider:

- reasonably believes that there is a **serious threat** to the **life, health and safety** of an individual; AND
- reasonably believes it would be **unreasonable or impracticable** to obtain the **consent** of the healthcare recipient whose My Health Record is to be accessed

OR

- reasonably believes that access to the record is necessary to **lessen or prevent a serious threat to public health or public safety.**

# Penalties for misuse of information



- There are significant fines and penalties for inappropriate or unauthorised access to health information in an individual's My Health Record.
- Healthcare providers are authorised to use My Health Record for the purpose of providing healthcare, subject to any access controls the individual may have set.



- Any unauthorised use of emergency access is considered a contravention of the [My Health Records Act 2012](#) and may constitute an interference with privacy under the [Privacy Act 1988](#)



## Examples of inappropriate use



The emergency access function is not designed to be used for the following:

- to check whether any restricted documents exist
- to gain access when an individual has forgotten the access code they have set
- to view your own My Health Record or a record of a family member
- to demonstrate how to use the emergency access function

Unauthorised use of the emergency access function is subject to **civil and/or criminal penalties** under the *My Health Records Act 2012*.



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# Resources and further information


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# Resources to support

Australian Government  
Office of the Australian Information Commissioner

My Health Record system security and access policy template



OAIC

Australian Government  
Australian Digital Health Agency

Australian Digital Health Agency - Online Learning Portal

My Health Record courses

- Registering your Organisation for My Health Record
- Developing a My Health Record Security and Access Policy for your Organisation
- My Health Record Security, Privacy and Access
- Introduction to My Health Record for healthcare providers
- My Health Record in Emergency Departments
- Using My Health Record in Nursing

# Support for formalising My Health Record Security and Access Policy

- Office of the Australian Information Commissioner (OAIC) template and guidance  
<https://www.oaic.gov.au/privacy/guidance-and-advice/security-and-access-policies-rule-42-guidance>
- Digital Health website – Participation obligations & policy checklist  
<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/register-and-set-up-access/participation-obligations>
- eLearning Module – Developing a My Health Record Security and Access Policy for your Organisation  
<https://training.digitalhealth.gov.au/enrol/index.php?id=65>
- Security and access policy guidance for sole traders  
<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/register-and-set-up-access/participation-obligations/security-and-access-policy-guidance-for-sole-traders>
- Data Breaches  
<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/data-breaches>
- My Health Record Training Opportunities  
<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#education-and-training>





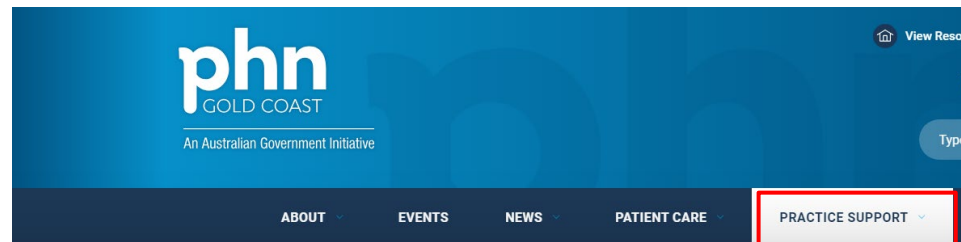
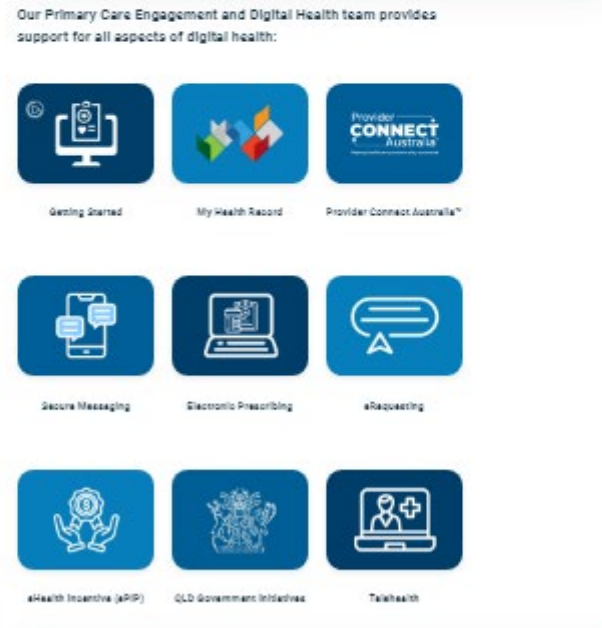
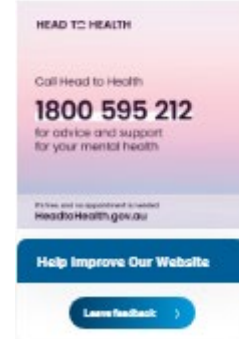
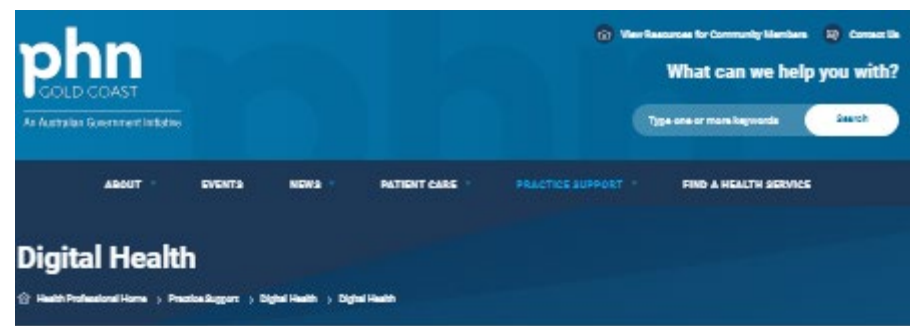
# [Gold Coast Primary Health Network \(gcphn.org.au\)](http://gcphn.org.au)



## [Digital Health - Gold Coast Primary Health Network \(gcphn.org.au\)](http://gcphn.org.au)

## [Getting Started - Gold Coast Primary Health Network \(gcphn.org.au\)](http://gcphn.org.au)

## [My Health Record - Gold Coast Primary Health Network \(gcphn.org.au\)](http://gcphn.org.au)



## Further information and support

### Australian Digital Health Agency

Web: [digitalhealth.gov.au](https://digitalhealth.gov.au)

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

Phone: General enquiries 1300 901 001

My Health Record help line 1800 723 0471

### Need Support?



Our Primary Care Engagement and Digital Health team is available to provide one-on-one support.

E: [practicesupport@gcphn.com.au](mailto:practicesupport@gcphn.com.au)

P: [07 5612 5408](tel:0756125408)

# Meet your Practice Engagement Officers

## Gold Coast Region



**Deborah Barnes**  
Project Officer (Engagement  
and Digital Health)

**Zone: Central (Broadbeach to  
Surfers Paradise and Tamborine)**



**Carolyn Gillies**  
Project Officer (Engagement  
and Digital Health)

**Zone: North (Helensvale to  
Ormeau and Canungra)**



**Rebecca Norris**  
Project Officer (Engagement  
and Digital Health)

**Zone: South (Coolangatta to  
Mermaid Beach and Robina)**

Gold Coast Primary Health Network (GCPHN) provides support to General Practice, the cornerstone of primary health care, to promote best practice methods and improved quality management. We provide a team of dedicated support officers ready to help answer your questions and are happy to come out to the practice or offer support over the phone. Depending on the support you require, we may connect you with a Primary Care Engagement Team member who specialise in digital health, quality improvement and development, Primary Sense or COVID-19 response. We also engage with local hospital services, other health care providers, and the community to enhance patient outcomes and reduce avoidable hospital admissions.



# PROVIDER CONNECT AUSTRALIA™ WEBINAR

Webinar  
Wednesday 5 June  
2024  
4.00PM - 4.45PM

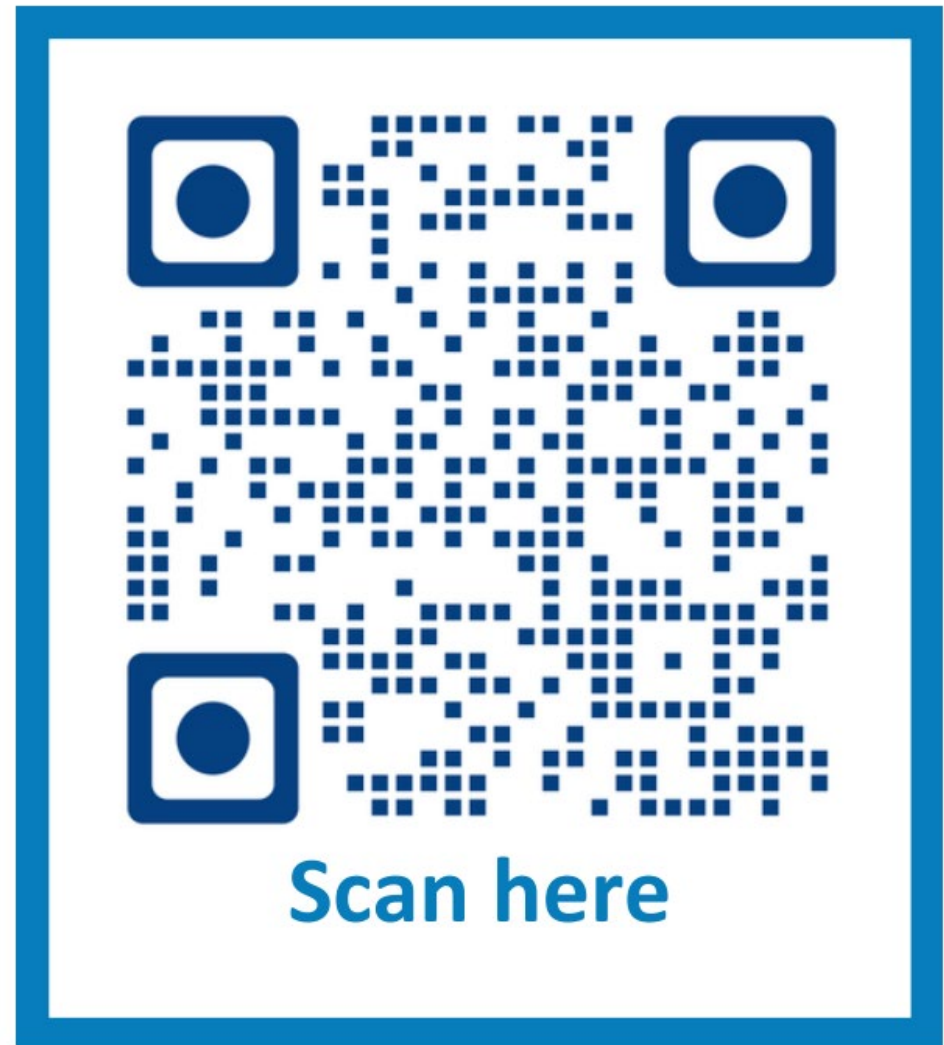


Provider  
**CONNECT**  
Australia™  
Helping healthcare providers stay connected

Join us to discover how this innovative, free national system can enhance how others access your business information and reduce unnecessary data duplication.

Australian Digital Health Agency, GCPHN, Brisbane South PHN, Brisbane North PHN and Darling Downs and West Moreton PHN invite you to a free webinar on using Provider Connect Australia™ (PCA™) - a single place for updating your business information and services, which automatically updates both the National Health Service Directory (NHSD) and the data shared with your other business partners.

## Provider Connect Australia™ Webinar



# QUESTIONS





An Australian Government Initiative

# My Health Record Compliance & Documents Views and Uploads



## Need Support?

Our Primary Care Engagement and Digital Health team is available to provide one-on-one support.

E: [practicesupport@gcphn.com.au](mailto:practicesupport@gcphn.com.au)

P: 07 5612 5408