



Australian Government
Australian Digital Health Agency

Practice Managers and Receptionists - My Health Record

Webinar - 18th July 2018



My Health Record

Today's Presenters

- Nicholas Voudouris - *Chief Executive Officer, Australian Association of Practice Management*
- Heather McDonald – *Director of Education & Adoption, Australian Digital Health Agency*
- Paul Carroll – *Program Manager Diagnostic Solutions, Australian Digital Health Agency*
- Kellie-Anne Thomas – *National PHN Liaison Coordinator, Australian Digital Health Agency*

This is an interactive session. Please write your questions at any time in the chat box. Due to the high volume of attendees joining us today we may not be able to answer your question within time, but a written response will be circulated out with presentation slides & recording in approximately 7 days time.

Learning outcomes

- Understand the features & benefits of the national My Health Record system
- Discuss benefits of the My Health Record with patients and provide information about opt-out
- Recognise consent obligation, legislation requirements and security features in place to protect the My Health Record system



Poll time - Amongst the audience...



- What type of clinic do you work at?
- Is your practice/workplace connected to the My Health Record system?

System operator - The Australian Digital Health Agency



The Australian Digital Health Agency is funded by all Australian Governments. It designs and operates national digital health services and set data standards that:

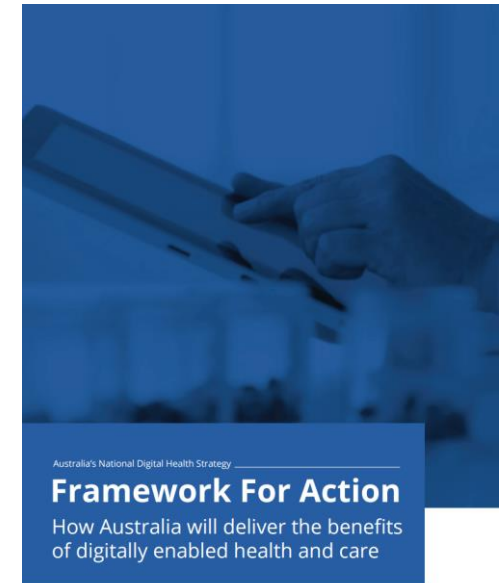
- Give **consumers more control of their health and care** when they wish it
- **Connect and empower healthcare professionals**
- Promote **Australia's global leadership in digital health and innovation**

The Agency reports to its Board, appointed by the Federal Minister of Health.

The Agency is the System Operator for the My Health Record, and a number of other clinical information systems and standards, and commenced operations on 1 July 2016.

National Digital Health Strategic Priorities: 2018 – 2022

MY HEALTH RECORD	Health information that is available whenever and wherever it is needed
SECURE MESSAGING	Health information that can be exchanged securely
INTEROPERABILITY AND DATA QUALITY	High-quality data with a commonly understood meaning that can be used with confidence
MEDICATION SAFETY	Better availability and access to prescriptions and medicines information
ENHANCED MODELS OF CARE	Digitally-enabled models of care that improve accessibility, quality, safety and efficiency
WORKFORCE EDUCATION	A workforce confidently using digital health technologies to deliver health and care
DRIVE INNOVATION	A thriving digital health industry delivering world-class innovation



July 2018 (v1.0)

Why do we need a national My Health Record system?

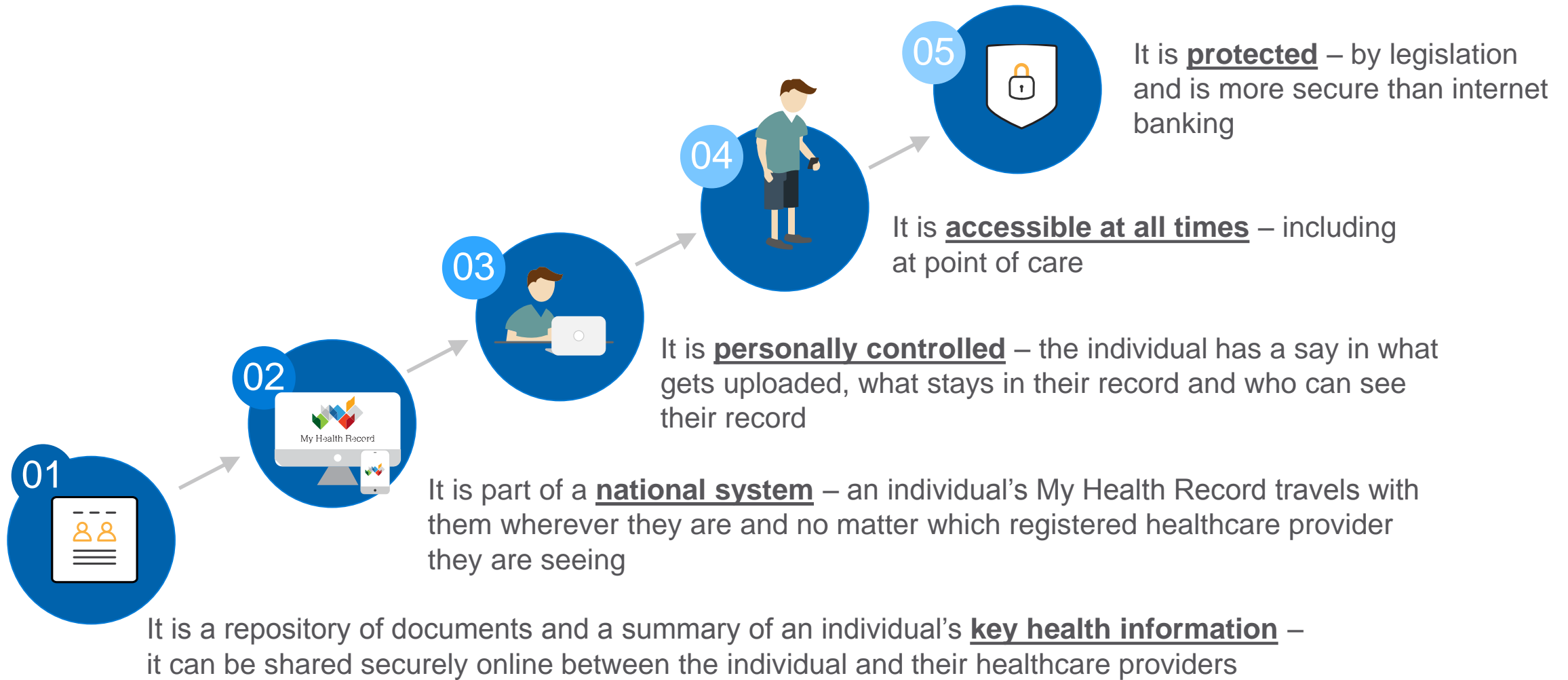
Every year Australians have an average of 22 interactions with the health system, including:

- 4 visits to a GP
- 12 prescriptions
- 3 visits to a specialist

Often the information from these visits is held in paper-based records in separate locations and most of these records are not shared electronically

Approximately 13% of healthcare provider consultations have missing information



What is My Health Record?





Enhancing not replacing

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



My Health Record Statistics

as at 8 July 2018



Australian Government
Australian Digital Health Agency



My Health Record

Consumer Statistics



5,923,180 Consumers registered

Demographic
Breakdown



54% are female



46% are male

Age Range	Aged 19 or less		Aged 20-39		Aged 40-64		Aged 65 or higher	
% of total registrations	36%		24%		25%		15%	
State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	27%	24%	22%	25%	25%	19%	31%	20%

Approximately 24% of Australia's population
is registered for a My Health Record

Provider Organisation Statistics



12,939 Healthcare provider organisations registered

Organisation Type*	Count
General Practice Organisations	6,498
Public Hospitals and Health Services	815
Private Hospitals and Clinics	178
Pharmacies	3,273
Aged Care Residential Services	187
Pathology and Diagnostic Imaging Services	58
Other categories of healthcare providers including Allied Health	1,575
Organisations with a cancelled registration	355

*Organisation type based on Healthcare Provider Organisation (HPI-O) data, except for Hospital provider data which is based on jurisdictional reported facilities that are connected to the My Health Record system.

My Health Record Usage



Clinical Document Uploads

6,465,988

Shared Health Summary	1,888,321
Discharge Summary	1,991,285
Event Summary	608,089
Specialist Letter	86,001
eReferral Note	79
Pathology Reports	1,733,295
Diagnostic Imaging Report	158,918



Prescription and Dispense Uploads

21,114,206

Prescription Documents	16,430,496
Dispense Documents	4,683,710



Consumer Documents

178,891

Consumer Entered Health Summary	113,699
Consumer Entered Notes	45,397
Advanced Care Directive Custodian Report	17,559
Advance Care Planning Document	2,236



Medicare Documents

724,792,012

Australian Immunisation Register	2,404,922
Australian Organ Donor Register	631,681
Medicare/DVA Benefits Report	426,739,544
Pharmaceutical Benefits Report	295,015,865

What's in a My Health Record?



Types of information contained in a My Health Record

Providers

- Clinical Documents



Medicare

- Medicare claims
- PBS information
- Organ Donor decisions
- Immunisations (AIR)

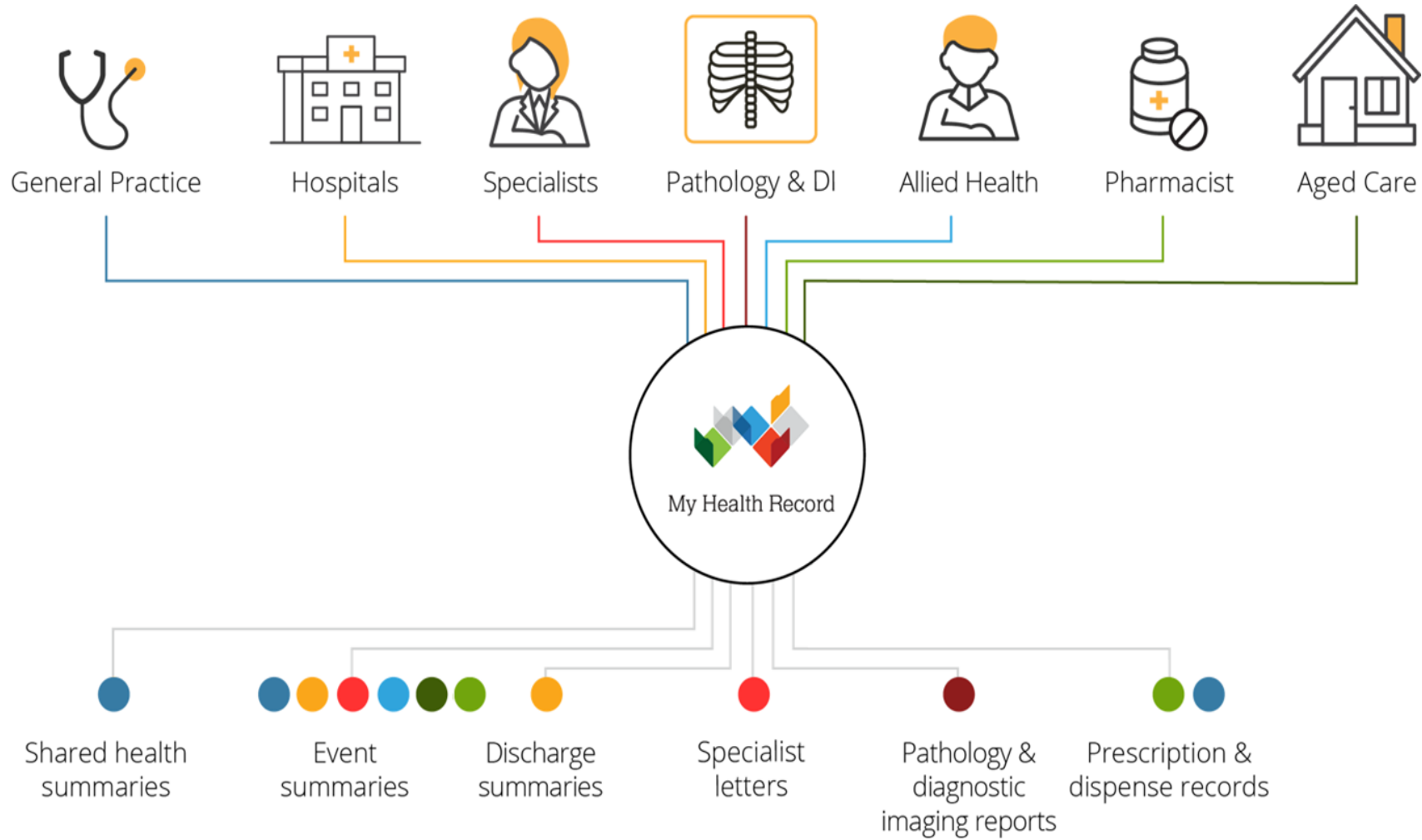


Individual OR their representative

- Emergency Contact Details
- Advance Care Plans
- Advance Care custodian
- Personal Health Summary
- Personal Health Notes



Clinical document types



Diagnostic reports - What's being introduced?

- Radiology and pathology reports will still be **sent directly to GPs via the usual process**
- However, diagnostic reports will now **also be uploaded directly to My Health Record**
 - Patients and any healthcare professional involved in their care will be able to access the reports wherever and whenever they need it
 - **Healthcare professionals** will be able to view the reports as soon as they are uploaded to My Health Record
 - For **seven days following the upload of a pathology or diagnostic imaging report**, the consumer will be able to see that the report exists, but will **not be able to open it**.
 - **Reports will only be visible to patients** through their My Health Record **after 7 days**.

Diagnostic imaging and pathology providers uploading to My Health Record

Several healthcare providers have begun adding pathology and diagnostic reports to My Health Record.

A number of public hospitals have now commenced uploading pathology reports and diagnostic imaging reports to the My Health Record. Other State and Territories will commence uploading these reports over the next few months. Private pathology and imaging providers are also coming on board.

Below is a list of the diagnostic imaging and pathology providers that are currently uploading to the My Health Record. This list was last updated on 13 Jul 2018.

State	Pathology reports	Diagnostic Imaging reports
Australian Capital Territory	The Canberra Hospital	The Canberra Hospital
New South Wales		Newcastle X-Ray and Ultrasound
New South Wales		Central Coast Local Health District
New South Wales	Far West Local Health District	

Diagnostic reports in My Health Record

8 Jul 2018

Pathology reports

1,733,295

Path labs connected

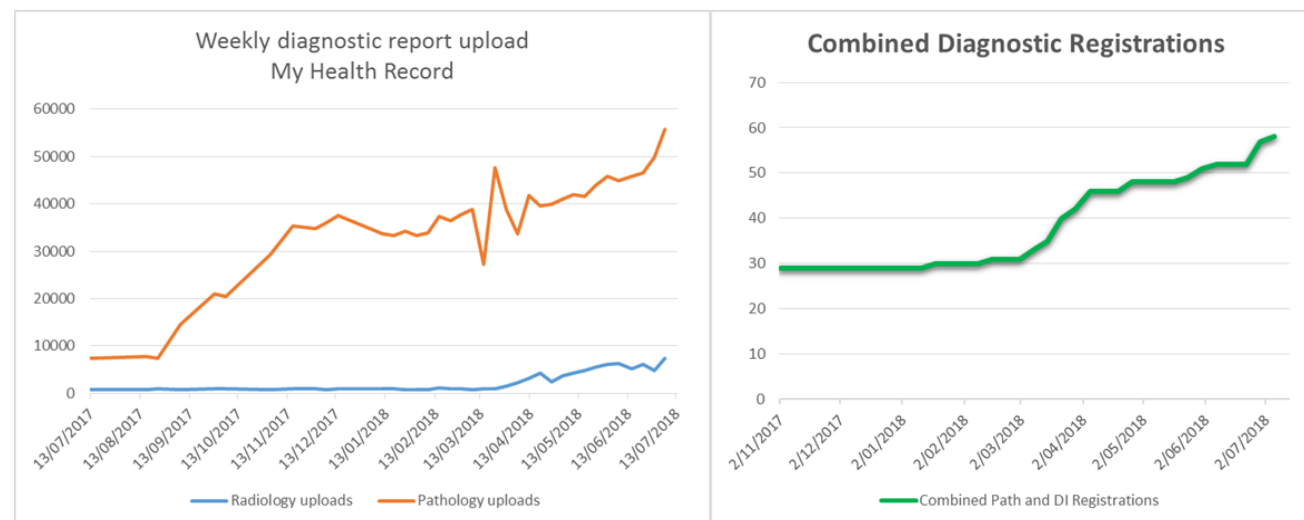
134

Diagnostic Imaging reports

158,918

Diagnostic imaging practices connected

116



If a patient wishes to withdraw consent...

- tell the requesting doctor, or
- check the ***Do not send reports to My Health Record*** box ☐ on the request form, or
- write “***Do not send reports to My Health Record***” on the request form, or
- tell staff at pathology collection centre/ diagnostic imaging practice.



Requesting software being updated to support communications

- The table below displays products and versions where the 'Do Not Send Reports to My Health Record' functionality was introduced
- Other clinical information system software vendors are currently in the process of updating their solutions and should advise clients when the changes are going live.

Product	Pathology		Diagnostic Imaging	
	Paper Request	E-Request	Paper Request	E-Request
Best Practice Premier	1.8.8.810 (LAVA SP3)	1.8.8.810 (LAVA SP3)	1.8.8.810 (LAVA SP3)	1.8.8.810 (LAVA SP3)
Communicare	18.1	n/a	18.1	n/a
Genie	9.08	n/a	9.08	n/a
Gentu	Rel 18 May 18	n/a	n/a	n/a
Global Health – Primary Clinic	3.3.9	n/a	3.3.9	n/a
Medical Director	3.17.2 (except Cytology)	3.17.2 (except Cytology)	TBC	TBC
Stat Health	3.11	n/a	3.11	n/a
Zedmed	29	n/a	29	n/a

<https://www.myhealthrecord.gov.au/about/who-is-using-digital-health/diagnostic-imaging-and-pathology-providers-uploading-my-health>

Consumer waiting room resources



Pathology and diagnostic imaging reports can now be uploaded to your My Health Record

- ✓ Improve access to your health information
- ✓ Reduce unnecessary tests and scans
- ✓ Help your healthcare team save time and focus on what is important – you!

Don't want your reports uploaded?
Advise your doctor, pathology or diagnostic imaging centre.

For more information about your results talk to your doctor or visit:

 insideradiology.com.au
 labtestsonline.org.au

For more information or to register:

 myhealthrecord.gov.au
 1800 723 471

Managing your My Health Record

You can control what information is in your My Health Record and which healthcare providers can access your record. A range of privacy controls are available, including:

- Setting a record access code (a code you give to your healthcare providers to allow them to view your record and prevent other healthcare providers from access unless in an emergency).
- Limiting certain documents in your record as 'Limited Access' and controlling who can view them.
- Removing documents from view within your record.
- Asking healthcare providers not to upload information to your record.

Under the My Health Records Act 2012 healthcare providers must comply with this request.

For more information about your results talk to your doctor or visit:

 insideradiology.com.au
 labtestsonline.org.au

For more information on managing access, privacy and security of your My Health Record Go to myhealthrecord.gov.au Call 1800 723 471

Pathology and diagnostic imaging reports can now be uploaded to your My Health Record

 myhealthrecord.gov.au

Australian Government
Australian Digital Health Agency

Pathology and diagnostic imaging collateral, including an [A2 poster](#) and [DL brochure](#), can now be ordered by PHNs and GP practices through the Agency's new print-on-demand portal, established with printing partner IMMIIJ. The online ordering portal can be accessed at myhealthrecord.immij.com.

Additional Pathology and diagnostic imaging collateral is available by accessing the '[Stakeholder materials](#)' section of the My Health Record website.

ULTRASOUND PREGNANCY (NUCHAL TRANSLUCENCY)
Clinical Details: First trimester screen. From the EDD of 18 November 2018, the expected gestation is 13 weeks 3 days.
Findings: There is a single live intra-uterine fetus.

CRL:	78 mm
FHR:	141 bpm
Nuchal Translucency:	2.0 mm

Ultrasound estimate of gestational age is in accordance with dates. No fetal anomaly is identified at this early gestation. The placenta is positioned along the posterior uterine wall.

Comment: Single live intra-uterine pregnancy demonstrating growth within the normal range.

Maternal Serum Biochemistry	
Collection Date:	18 April 2018
Free beta hCG:	0.720 MoM
PAPP-A:	0.718 MoM

Risk Assessment for	Background Risk	Adjusted Risk
Trisomy 21:	1:1048	1:17583
Trisomy 18:	1:2726	<1:20000
Trisomy 13:	1:8504	<1:20000

This is a LOW risk pregnancy for Trisomy.
Risk assessment is based on maternal age, ultrasound and biochemistry.
Based on the Fetal Medicine Foundation programme, the cut-off between high and low risk groups for Trisomy 21 is 1:300 and the cut-off for Trisomy 18 & 13 is 1:150.
Reporting Doctor:



X-RAY RIGHT HAND

Clinical Details: Thumb pain. ?1st CMC OA.

Findings: Moderate degenerative change is present at the 1st carpometacarpal joint with joint space narrowing and subchondral sclerosis. There is also moderate narrowing of the STT articulation. There is degenerative changes within the interphalangeal joints, most prominent at the distal interphalangeal joints of the index and middle fingers.

Comment: Moderately severe osteoarthritis involving the 1st carpometacarpal joint.
Reporting Doctor:



Shared Health Summaries – represents a consumer's health status at a point in time

Shared Health Summary
27-Feb-2013

FOURIE, Gert (Mr) DoB 10-Oct-1979 (33y) SEX Male IHI 8003 6023 4655 5439

START OF DOCUMENT

HCN Samples Database

Author Dr Alfonso Terri-Anne (General Medical Practitioner)
Phone 07 7878 7878

Adverse Reactions

Substance/Agent	Manifestation
NITRATES	• Hives, Rhinitis, Asthma complications
GLUTEN	• Headaches, Tiredness

Medications

Medication	Directions	Clinical Indication
IPRATROPIUM BROMIDE (ANHYDROUS) Nasal Spray 21mcg/spray	2-4 Sprays t.i.d. m.d.u.	Hay fever
VENTOLIN CFC-FREE Inhaler 100mcg/dose	1-2 Puffs q.4.h. m.d.u.	Asthma

Medical History

Procedures - Exclusion Statement - None Supplied

Medical History - Problem / Diagnosis

Onset Date / Time	Resolution Date / Time	Problem / Diagnosis	Comments
15-May-1986		Asthma	

Immunisations

Cataract (Both)	Oct 2010 ->	Bilateral
Memory loss	Mar 2009 ->	Mild short-term
Osteoporosis	Feb 2009 ->	
Hypertension	Oct 2008 ->	

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

Name Mr Caleb DERRINGTON

Sex Male

Indigenous Status Neither Aboriginal nor Torres Strait Islander origin

Date of Birth 15 Jun 1933 (84y)

IHI 8003 6080 0004 5922

Entitlements 29507907111 (Medicare Benefits)

Home Address 4 Old Tenterfield Rd, Paddys Flat, NSW, 2469, Australia

Phone 0455555555 (Workplace)

Author

Name Dr Phillip Lang (General Medical Practitioner)

Organisation NEHTA

Work Place 400 George Street, Brisbane, QLD, 4001, Australia

Phone 0730230000 (Workplace)

Clinical Document Details

Document Type Shared Health Summary

Creation Date/Time 7 Nov 2017 14:48+1000

Date/Time Attested 7 Nov 2017 14:48+1000

Document ID 15dd1e9f-b892-49f1-ad83-f4adc2804da3

Document Set ID 584f2c02-1165-47bc-a682-3d0d3ce54ebc

Document Version 1

Completion Code Final

Auto-population of clinical information



Mr Caleb Derrington

Name: Caleb Derrington D.O.B.: 15/06/1933 Age: 84 yrs Sex: Male
Address: 4 Old Tenterfield Road Paddy's Flat 2632
Medicare No: 2950790711 - 1 Record No.:
Occupation: Retired Railway Worker
Blood Group:
Allergies / Adverse Drug Reactions: Reactions
Item Reaction Severity
Penicillin Urticaria Moderate
Notifications:
Type Due Reason
Preventive health 01/11/2017 Influenza vaccination should be considered
Preventive health 01/11/2017 A Dementia Risk Assessment should be considered
Preventive health 01/11/2017 A Health Assessment should be considered

Active problems:

Date	Condition	Severity	Description	Summary	Cor
10/2008	Hypertension	Yes		No	No
02/2009	Osteoporosis	Yes		No	No
03/2009	Memory loss	Yes		No	No
10/2010	Bilateral Cataract	Yes		No	No
05/2012	Parkinson's disease	Yes		No	No
03/2013	Ischaemic heart disease	Yes		No	No
03/2013	Hyperlipidaemia	Yes		No	No
12/2013	Depression	Yes		No	No

Current Rx

- Actonel EC 35mg Tablet 1 Once a week
- Avanza 30mg Tablet 1 In the evening
- Avapro HCT 300/12.5 300mg/12.5mg Tablet 1 Daily
- Crestor 20mg Tablet 1 Daily
- Madopar 200mg/50mg Tablet 1 Three times a day
- Monodur 120mg Tablet 1 Daily

Past history

- Active

Shared Health Summary - Mr Caleb Derrington

Please review the data displayed below before sending the Summary! Changes can be made using the '...' buttons.

Medications:

Drug name	Strength	Directions	Long term
Actonel EC 35mg Tablet	35mg	1 Tablet Once a week	Yes
Avanza 30mg Tablet	30mg	1 Tablet In the evening	Yes
Avapro HCT 300/12.5 300mg/12.5mg Tablet	300mg/12.5mg	1 Tablet Daily	Yes
Crestor 20mg Tablet	20mg	1 Tablet Daily	Yes
Madopar 200mg/50mg Tablet	200mg/50mg	1 Tablet Three times a day	Yes
Monodur 120mg Tablet	120mg	1 Tablet Daily	Yes

Adverse Reactions:

Item	Reaction	Severity
Penicillin	Urticaria	Moderate

Medical History:

Date	Item	Status	Severity
12/2013	Depression	Active	
03/2013	Ischaemic heart disease	Active	
03/2013	Hyperlipidaemia	Active	
05/2012	Parkinson's disease	Active	
10/2010	Bilateral Cataract	Active	
03/2009	Memory loss	Active	
12/2009	Osteoporosis	Active	
10/2008	Hypertension	Active	

Immunisations:

Date	Vaccine	Sequence	Batch N
17/07/2004	Pneumovax 23	1	
20/07/2009	Pneumovax 23	2	
20/03/2012	Fluvax	1	
10/05/2013	Fluvax	1	
13/05/2014	Fluvax	1	

Shared Health Summary
1-Nov-2017

DERRINGTON, Caleb (Mr) DoB 15-Jun-1933 (84y) SEX Male IHI 8003 6080 0004 5922

Medications

Medication	Directions	Clinical Indication
Actonel EC 35mg Tablet	1 Tablet Once a week	Osteoporosis
Avanza 30mg 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 ->	
Cataract	Oct 2010 ->	Bilateral
Memory loss	Mar 2009 ->	Mild short term
Osteoporosis	Feb 2009 ->	
Hypertension	Oct 2008 ->	

Immunisations

Immunisations - Administered Immunisations

Vaccine	Sequence Number	Date
Fluvax	1	13 May 2014

You do not need to enter clinical information twice; it auto-populates from the local medical record.

Creating and uploading SHS: tips for maintaining quality health records

- ✓ Allocate time in **non-busy periods** to check health records.
- ✓ Allocate a **dedicated resource** with medical knowledge to maintain quality health records.
- ✓ Verify **demographic information** with the patient before and during a consultation.
- ✓ Use a print-out of the patient health summary to allow the **patient to verify** its accuracy and suggest amendments between or prior to visits with the clinician.
- ✓ Formalise **clinical coding** and agree standards and conventions for recording patient information on clinical software e.g. using drop-down lists or standard terms.
- ✓ **Record results and assessments in the right place**, including diabetes reviews, health assessments, pap smears, mammogram, faecal occult blood screening and International Normalised Ranges.
- ✓ Conduct scheduled **audits** of health records.
- ✓ **Archive** records of inactive and deceased patients.
- ✓ Use **tools** through your practice software or middleware

Mooroolbark Medical Centre – Sarah’s success story



The implementation process included:

- [Workflow chart](#) that outlines responsibilities;
- [Brief patient permission form](#) for patients (including a tear off section which informs the receptionist to create a My Health Record before the GP consultation starts);
- **Patient information** on My Health Record
- **A script** for receptionists to explain My Health Record to patients.

“When you explain it to the patients in simple terms they are really receptive.”

Read more: <https://www.emphn.org.au/news-events/news/implementing-my-health-record-in-general-practice-mooroolbark-medical-centres-success-story>

Success Story – North Mitcham Clinic



“Certainly, get in contact with your PHN and get some training, and some resources and explanations.

“I would definitely go with the idea of choosing one doctor or one nurse, or choosing two or three staff members who would be keen to assist and to train others,”

Sarah

Read more:

<https://www.emphn.org.au/news-events/news/emphn-assists-north-mitcham-clinic-to-my-health-record-success>

My Health Record Opt-Out participation



This year, every individual with a Medicare or Department of Veterans' Affairs card will get a My Health Record unless they tell us they don't want one.

A three month opt-out period will be held from 16 July to 15 October. During this period, those individuals who do not want to have a My Health Record can opt out by:

**Going to www.MyHealthRecord.gov.au or
calling the Help line on 1800 723 471**

My Health Record Opt Out options



During the 3 month opt-out window consumers will be able to:

- login to the My Health Record online portal to record their decisions – the portal will be mobile enabled
- Call the My Health Record phone number to speak with a dedicated My Health Record customer service representative 1800 723 471

Forms will be provided on request, and additional support will be provided to Aboriginal and Torres Strait Islanders, people from non-English speaking backgrounds, people with limited digital literacy, and those living in rural and remote regions.



My Health Record Expansion GP & Pharmacy Toolkits

10,000 General Practices



- 1 x Cover Letter
- 1 x Landscape Poster
- 1 x Portrait Poster
- 2 x Window Decals (two per sheet)
- 100 x DL Brochures
- 1 x Table Tent Cards
- 50 x General factsheets
- 100 x Security & Privacy factsheets
- 2 x GP Provider factsheets
- 5 x roll of stickers (100 stickers)
- 10 x Tear off note pads (50 sheets per notepad)
- 3 x brochure holders

5,738 Pharmacies



- 1 x Cover Letter
- 10 x Tear off note pads (50 sheets per notepad)
- 1 x Pharmacist Provider factsheets
- 5 x roll of stickers (100 stickers)

**Additional factsheets & translated material will be available via print on demand. Login details will be included in the cover letter.

Range of resources in the toolkit

Benefits & information about opt-out channels

How My Health Record benefits you

Better connected care
As more people use the My Health Record system, Australia's national health system will become better connected. The result is safer, faster and more efficient care for you and your family.

Access to your key health information in an emergency
In a medical emergency, healthcare providers connected to the My Health Record system can see your health information such as allergies, medicines and immunisations. This helps them to provide you with the best possible treatment and care.

A convenient snapshot of your health
When your healthcare provider uses your My Health Record, it means you don't need to remember and repeat your medical story, such as your prescriptions or the names of tests you've had. It also helps you keep track of your children's health, immunisations and any medical tests.

What do I have to do?
You don't have to do anything. A secure My Health Record will be created for you by the end of 2018 if you have a Medicare or Department of Veterans' Affairs card.
However, if you don't want a My Health Record, let us know by **15 October 2018** by visiting our website or calling our Help line.

What if I already have a My Health Record and I don't want it any more?
You can choose to cancel your record at any time. You can find the 'Cancel My Health Record' button under the 'Profile' menu within your record, or you can call the Help line.

For more information go to:
MyHealthRecord.gov.au
Help line 1800 723 471
If you have a hearing or speech impairment, go to relayservice.gov.au
If you need assistance in another language, call 131 480

Your health record in your hands
This year, you will get a **My Health Record** unless you tell us you don't want one

MyHealthRecord.gov.au
Help line 1800 723 471

Authorised by the Australian Government, Canberra.

Note-pads

Australian Government
Australian Digital Health Agency

Your health record in your hands
This year you will get a **My Health Record**, unless you tell us you don't want one.

What is 'My Health Record'?
My Health Record is an online summary of your key health information. More than 1 in 5 Australians already have one. Over time, My Health Record will bring together health information such as medical conditions, medicines, allergies and test results in one place. This means safer and more efficient care for you and your family.

For more information go to:
MyHealthRecord.gov.au | Help line 1800 723 471

Security & Privacy fact sheet

Australian Government
Australian Digital Health Agency

Keeping your My Health Record information safe
It's your choice who sees your My Health Record and what's in it.

Personally controlled
You can choose to share your information with the healthcare providers involved in your care. By allowing them to upload, view and share documents in your My Health Record, they will have a more detailed picture with which to make decisions, diagnose and provide treatment.

A secure system
My Health Record has various safeguards in place to protect your information, including secure login, firewalls and encryption.

Privacy and security controls
By default, documents in My Health Record are set to general access for healthcare providers. You can change your access controls at any time. This changes to privacy and security controls you can make include:
• setting a record access code to give access only to selected healthcare providers
• controlling access to specific documents
• giving access to a nominated representative such as a family member, close friend or carer.

Secure access
Your My Health Record is linked to a mobile account, which provides you with secure access to your My Health Record. My Health Record is a secure Australian Government service that can only be accessed using a password, as well as an answer to a secret question or an access code.
You can access your My Health Record from a desktop or mobile device. Any security and privacy settings in your My Health Record also apply to information accessed via a mobile app.

Emergency access
In emergency situations, treating doctors can view your My Health Record to provide appropriate treatment quickly. When emergency access is used, your privacy and security settings will not apply. However, if you remove a document from your My Health Record, it will not be accessible. Any instances of emergency access will appear in your Record Access history.

Monitoring access
All access to a My Health Record is monitored and audited by the Australian Digital Health Agency. It's also a good idea for you to regularly monitor who has accessed your My Health Record. You can set up automatic notifications to receive an email or text any time a new healthcare organisation accesses your My Health Record, including in an emergency.

For more information go to:
MyHealthRecord.gov.au | Help line 1800 723 471

Authorised by the Australian Government, Canberra.

GP fact sheet

Australian Government
Australian Digital Health Agency

My Health Record

General Practice

General Practice - Better access to healthcare information for you and your patients

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

My Health Record is an online summary of an individual's key health information that can be shared securely between an individual and the healthcare providers involved in their care.

This year, every individual with a Medicare or Department of Veterans' Affairs card will get a My Health Record unless they tell us they don't want one.

For your patients, it means their important health information such as medical conditions, medicines, allergies and test results are kept together securely in one place.

All patients will benefit from having a digital record accessible by their treating General Practitioner. In particular, individuals with complex health conditions who see several healthcare providers, or in situations where you are not the patient's regular GP.

The My Health Record system provides General Practitioners with a range of benefits:

- avoiding adverse drug events
- enhancing patient self-management
- improvements in patient outcomes
- reducing the time it takes to gather patient information
- improving access to patient Adherence Care (Directives for condition detail)
- avoiding the duplication of services

Healthcare information in your patient's My Health Record can assist with clinical decision making:

- **Validating clinical information** - you can check the patient's medical diagnoses, medicines, allergies and adverse drug reactions, as well as their immunisation history
- **New patient visit** - when treating a patient for the first time, get an overview of their health through their shared health summary, discharge summaries and medicines information
- **Timely access to patient information** - avoid delays which may occur in receipt of discharge summaries and other key patient information by viewing it in their My Health Record
- **Avoid unnecessary investigations** - check the patient's My Health Record before requesting pathology or diagnostic imaging tests as it may contain recent reports you can reference
- **Verify the patient's immunisation status** - check the patient's shared health summary and/or their Australian Immunisation Register (AIR) information
- **Share information with other healthcare providers** - upload a shared health summary with the patient's medical diagnoses, medicines, allergies and adverse drug reactions and immunisation history, or an event summary with information about a significant clinical event

How can healthcare providers access My Health Record?
Authorised healthcare providers can access patients' records in the My Health Record system in two ways:

1. Through continuous clinical software which integrates with the My Health Record system
2. Through the National Provider Portal, providing secure online access to the My Health Record system and available nationally to consumers and their healthcare providers 24 hours, every day of the year. The My Health Record system is available from any computer or mobile device with an internet connection.

For more information go to:
MyHealthRecord.gov.au | Help line 1800 723 471

Australian Government
Australian Digital Health Agency

Your health record in your hands
What is 'My Health Record'?
My Health Record is an online summary of your key health information. More than 1 in 5 Australians already have one. Over time, My Health Record will bring together health information such as medical conditions, medicines, allergies and test results in one place. This means safer and more efficient care for you and your family.

Personally controlled
It's your choice who sees your My Health Record and what's in it. You can choose to share your information with the healthcare providers involved in your care. By allowing them to upload, view and share documents in your My Health Record, they will have a more detailed picture with which to make decisions, diagnose and provide treatment.

A secure system
My Health Record has various safeguards in place to protect your information, including secure login, firewalls and encryption.

What do I have to do?
You don't have to do anything. A secure My Health Record will be created for you by the end of 2018 if you have a Medicare or Department of Veterans' Affairs card. However, if you don't want a My Health Record, let us know by **15 October 2018** by visiting our website or calling our Help line.

This year, you will get a My Health Record unless you tell us you don't want one

For more information go to:
MyHealthRecord.gov.au
Help line 1800 723 471

Posters for use at practice

What happens after the MHR Expansion opt-out period?

Record Creation

If an individual opts out during the three month window between 16 July – 15 October a My Health Record will not be created for them.

Record creation

For those who do not opt-out, a My Health Record will be created. However it will 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. It will be archived in accordance to legislation.

Re-activation

Individuals who have opted out, or cancelled can choose to re-engage with the My Health Record system.

My Health Record: Consent, access controls and benefits for consumers



Patient consent

Providers who have a legitimate reason to access the system (e.g. provide care to a patient) are authorised to do so subject to 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 cannot be uploaded

Patient consent: individuals aged between 14-17 years

Children

- Authorised representatives (e.g. parent/legal guardian) will have control of their child's record from 0-14 years
- After 14 years, a child can choose to take control of their My Health Record, if they choose not to, their authorised representative can continue to manage it until they turn 18
- If a 14-17 year old does not take control of their My Health Record, no new Medicare information will flow to their My Health Record

My Health Record Representatives

Access for nominated representatives is selected by the individual – access levels include:

- **General Access** – view all documents, ***except*** those marked as restricted.
 - **Restricted Access** – view all documents, ***including*** those marked as restricted.
 - **Full Access** – view all documents and make additions and changes.
- **An Authorised Representative**
 - is a person who has applied to, and satisfied, the System Operator that they have parental or legal authority, or is otherwise appropriate, to act on behalf of an individual.
 - **A Nominated Representative**
 - is a person that has been *chosen by the individual* to assist with managing the individual's My Health Record (various levels of access permissions) , and they are required to act in accordance with the will and preferences of the person they represent.

Individuals control who has access to their My Health Record

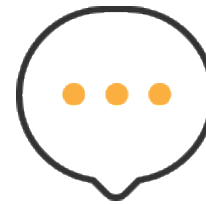


They can choose to restrict access to specific documents in their My Health Record by establishing a code (LDAC).

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 organisations accesses their My Health Record

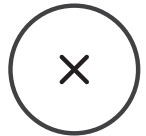


All instances of access to My Health Record are monitored and logged

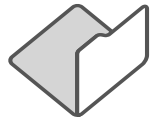
Features and benefits for consumers



24/7 access



Withholding consent to upload



Removing Documents



Limiting Access



Tracking Access

Emergency Access



Under emergency access, a registered healthcare organisation can access all information in My Health Record except for:

- Documents that have been removed by an individual, and
- Information entered by the individual in the Personal Health Notes section of their My Health Record.

Emergency access is:

- available regardless of any access controls set by the healthcare recipient
- granted for five days from the time the organisation asserts an emergency exists
- logged for audit purposes

My Health Record – Legislation, Privacy & Security



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

Medico-legal concerns

Uploading inaccurate information



Healthcare providers are under an obligation to take reasonable steps to upload accurate and up-to-date information (this is an obligation that exists already when sharing patient information with other providers)

Penalties for misuse



Healthcare providers who have a legitimate reason to access the system (e.g. provide care to a patient) are authorised to do so.

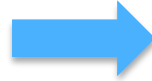
Reckless or intentional misuse may be subject to penalties up to \$126,000 for individuals; \$630,000 organisations

The Australian Medical Association (AMA) has released some guidance to assist medical practitioners on how to use the My Health Record:

<https://ama.com.au/article/ama-guide-using-pcehr>

Medico-legal concerns

**Acting on incorrect
information**



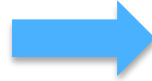
Information in the My Health Record is to aid clinical decision-making

Providers should rely on their own clinical judgement when using third party information

The My Health Record does not replace existing communication methods with the patient or other healthcare providers

Medico-legal concerns

Do I need to download My Health Record documents if my patient files are subpoenaed?



Information in the My Health Record does not form part of your local patient records and a patient's My Health Record is only to be accessed in the provision of healthcare.

Documents previously downloaded and stored in your local systems are considered to be local records and may be required as part of the subpoena.

Security



- **Strong encryption**
- **Firewalls**
- **Secure login / authentication mechanisms**
- **Audit logs**

Putting policies in place

Your organisation will need to develop, maintain, enforce and communicate to staff written policies relevant to the My Health Record system to ensure that interactions are secure, responsible and accountable.

There are sample policy templates on the Agency's website, including:

- [Sample Data Records and Clinical Coding Policy](#)
- [Sample Policies and Procedures for the Use of NASH PKI Certificates](#)
- [Sample My Health Record Security and Access Policy](#)

www.digitalhealth.gov.au > Getting Started with Digital Health > Registration > Registration Workbooks

Summary points on privacy and security

Access to My Health Record is limited to provisions in the law

- A record can only be accessed by Healthcare providers providing healthcare to a patient
- There are strict sanctions for misuse, including civil and criminal penalties such as imprisonment and/or fines (\$126,000 for an individual and \$630,000 for organisations).
- Access history is recorded, including who accessed the record, when it was accessed and what actions were taken
- Your patients can choose to be notified when their My Health Record is accessed or updated



Australian Government
Australian Digital Health Agency

My Health Record: Secondary use of data



Australian Government
Australian Digital Health Agency



My Health Record

My Health Record Secondary Use Framework

In May 2018, the Department of Health released the *Framework to guide the secondary use of My Health Record system data*. This framework provides a guide to the use of data held within the My Health Record for the purposes of research or public health.

The framework outlines the establishment of a Governance Board, sets the Data Custodianship to the Australian Institute of Health and Wellbeing, and provides a clear set of rules governing access.

Key principles for the secondary use of My Health Record data

Consumers can opt out of having their MHR data used for secondary purposes.

- This is located on your personal settings page

Consumers who have cancelled their record will not have their record used for research purposes

Next steps and summary



Key messages – when you are discussing My Health Record with your patients



Who has access
to the record



What the record
contains



How the
record is
populated



Security / integrity
of the system



How the
record is
accessed



Other questions
about
management &
administration of
record

THE 4 KEY MESSAGES

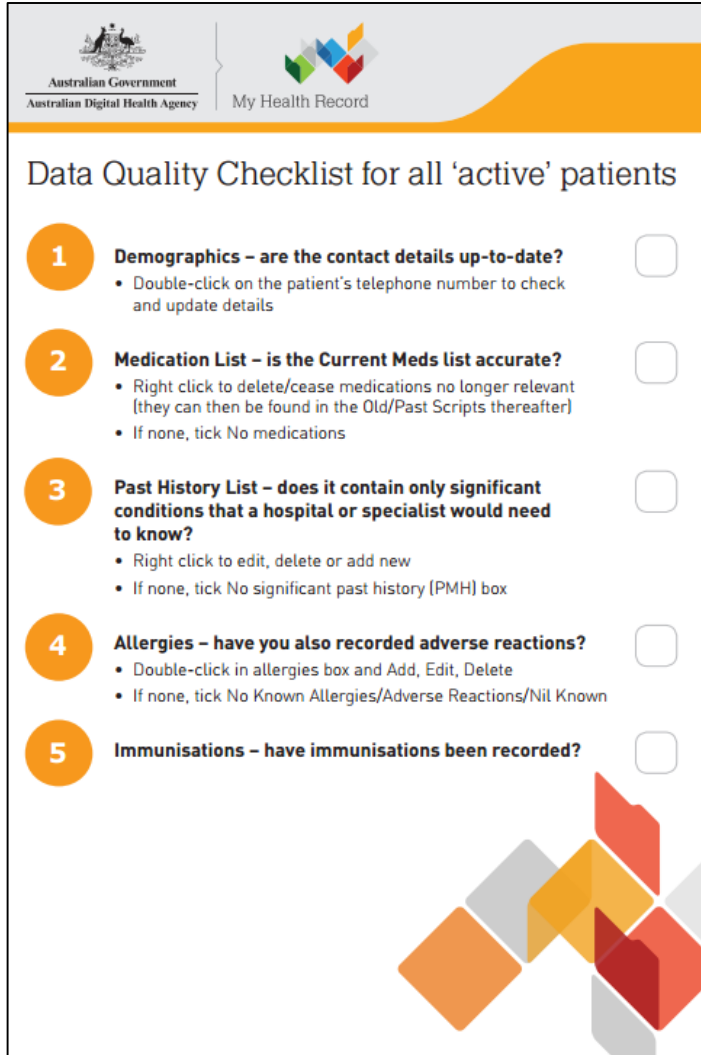
- ① Focus on the benefits to consumers (e.g. in an emergency; or when travelling)
- ② Inform about security and privacy
- ③ Explain that you can opt out or cancel
- ④ Refer for further information

A team approach

- **Practice Managers** write the Digital Health policy & train staff
- **Registrars & nurses** may be able to help clean up data
- **Nurses, Registrars, GPs & Aboriginal and Torres Strait Islander Health Practitioners** upload to the My Health Record



Data Quality Checklist



The screenshot shows the 'Data Quality Checklist for all 'active' patients' interface. At the top, there are logos for the Australian Government and Australian Digital Health Agency, and the 'My Health Record' logo. The checklist consists of five numbered items, each with a title, instructions, and an empty checkbox:

- 1 Demographics – are the contact details up-to-date?**
 - Double-click on the patient's telephone number to check and update details
- 2 Medication List – is the Current Meds list accurate?**
 - Right click to delete/cease medications no longer relevant (they can then be found in the Old/Past Scripts thereafter)
 - If none, tick No medications
- 3 Past History List – does it contain only significant conditions that a hospital or specialist would need to know?**
 - Right click to edit, delete or add new
 - If none, tick No significant past history (PMH) box
- 4 Allergies – have you also recorded adverse reactions?**
 - Double-click in allergies box and Add, Edit, Delete
 - If none, tick No Known Allergies/Adverse Reactions/Nil Known
- 5 Immunisations – have immunisations been recorded?**

At the bottom right of the checklist area, there is a decorative graphic of overlapping colored squares (orange, yellow, red, and grey).

[Data Quality Checklist](#)

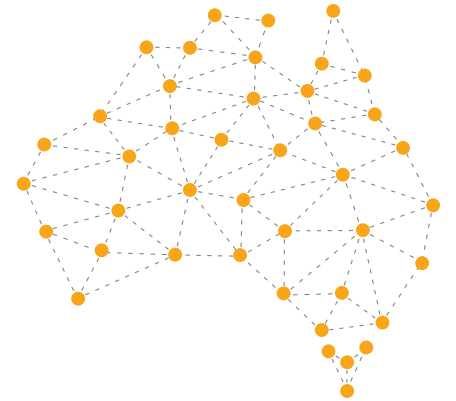
[CAT4 Recipes](#)

[Pen CAT4 Summary Sheet](#)

Tip: Recall regular patients and make appointment for a health check to update and upload their health summary.

Summary

- My Health Record is a summary of an individual's information – does not replace direct communication with patients and other healthcare providers
- Embrace & use the My Health Record system – remind your team to view patients' My Health Record and upload Shared Health Summary
- Outline features & benefits of the My Health Record to your patients – assist individuals make informed decision opt-out



Questions





Australian Government
Australian Digital Health Agency

Contact Us

Help Centre

1300 901 001

8am–6pm Monday to Friday AEDT

Email

help@digitalhealth.gov.au

Website

www.digitalhealth.gov.au

Twitter

<https://twitter.com/AuDigitalHealth>



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