



Australian Government

Australian Digital Health Agency

Practice Managers and Receptionists – My Health Record webinar

Held at 12.30pm on Wednesday, 18 July 2018

UNCLASSIFIED – For Public Release

This document includes 'health information' as defined in the Privacy Act 1988.

Webinar Presenters Heather McDonald, Paul Carroll & Kellie-Anne Thomas – Australian Digital Health Agency

The following are a list of unanswered questions posted by participants who attended the webinar that were unable to be addressed due to time constraints.

Item No.	Question	Answer
1	Privacy is a major concern for individuals who work in the medical field. What security measures are in place to prevent unauthorised access to My Health Record by medical staff?	<p>All healthcare providers in Australia have professional and legal obligations to protect their patients' health information. The Privacy Act 1988 (the Privacy Act) outlines the privacy responsibilities that most healthcare providers have to comply with in managing health and personal information. The key requirements are contained in the Australian Privacy Principles (APPs).</p> <p>The Privacy Act applies to all healthcare providers in the private sector throughout Australia. It does not apply to state and territory public sector healthcare providers.</p> <p>Further information about healthcare professionals privacy and security obligations can be found: https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/recognise-your-privacy-and-security-obligations</p>
2	If ACP is scanned into patient record can it be uploaded as document?	<p>Yes, a patient is able to upload an Advance Care Plan (ACP) to their My Health Record. Further information ACP can be found: https://www.myhealthrecord.gov.au/for-you-your-family/howtos/add-advance-care-plan</p>

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3	If you previously had a My Health Record created and cannot remember how to log in, where do you get that information from?	<p>For enquires on how to access myGov applications, please call the myGov helpdesk on 13 23 07.</p> <p>The My Health Record Help line is also available, please call 1800 723 471 (select option 1) or an online support form can be accessed via https://www.myhealthrecord.gov.au/support/contact-us</p>
4	Can patients stop Medicare claims from being uploaded? Or will all Medicare claims be added?	<p>Yes, patients can control within their account settings what Medicare claim data is available to see. It is important to understand that your Medicare information will, by default, be automatically included in your My Health Record unless you change your account settings. The upload of Medicare information from the previous two years will be triggered the first time someone accesses your My Health Record – this could be either you or your healthcare provider (whoever does so first).</p>
5	Will reports be uploaded immediately?	<p>How and when you upload should be guided by your need for information to support your clinical decision-making. Similarly, the information you choose to upload to the My Health Record system should be guided by whether that information will be of benefit to other healthcare providers, and therefore the individual, in the future. The document uploaded within the My Health Record is available to view in real time.</p> <p>For further information about individual software systems and how they upload to the My Health Record please visit, https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/upload-clinical-information</p>
6	Would non-treating doctors i.e. those doing medicolegal reports be allowed access to My Health Records?	<p>No. Only services who are providing healthcare are eligible to access the My Health Record. Organisations that provide healthcare, firstly, must be registered for an IHI-O. Then the healthcare provider themselves need to obtain an IHI-I, and link this to an IHI-O to be able to access a My Health Record.</p>
7	Can ENs upload a shared health summary	<p>The Digital Health Agency is currently reviewing this policy. Given an EN is a registered nurse (Division 2) each organisation would need to have their own policy regarding the ability and process for an EN to upload a Shared Health Summary.</p>

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8	I believe patients can delete results from MHR, is that correct?	<p>Patients can remove clinical and Medicare documents in their My Health Record. This means that healthcare providers won't be able to access these clinical documents, even in an emergency. If they change their mind, or remove a document by mistake, they can restore it.</p> <p>Further information can be found at https://www.myhealthrecord.gov.au/for-you-your-family/howtos/set-privacy-and-security-controls</p>
9	How do you opt out of my health record? If a patient doesn't want one at all?	<p>If you don't have a My Health Record and don't want one created for you, you will need to opt out. The opt-out period is from 16th July to 15th October 2018. For information on how to opt-out, please visit https://www.myhealthrecord.gov.au/for-you-your-family/opt-out-my-health-record</p>
10	How do we find out participating hospitals, pathology companies and radiology companies?	<p>Details of which public hospitals, private hospitals and diagnostic imaging and pathology providers connected to the My Health Record can be found at https://www.myhealthrecord.gov.au/about/who-is-using-digital-health</p>
11	Can a registered nurse upload a SHS on behalf of the patients GP? Or does it have to be the usual doctor?	<p>Only nominated healthcare providers are permitted to create/author a shared health summary. There are currently three types of nominated healthcare providers:</p> <ul style="list-style-type: none"> • A Registered Medical Practitioner • A Registered Nurse • An Aboriginal and Torres Strait Islander Health Practitioner with a Cert IV in Aboriginal and/or Torres Strait Islander Primary Health Care
12	If a specialist changes medication is it their responsibility to upload the change or is it the GP's?	<p>The specialist may have uploaded an event summary or a specialist letter providing details of the diagnosis. This could include the specialist's recommendations, medication change and diagnostic investigation results. It is the responsibility of the nominated GP of the patient to update the Shared Health Summary when conducting a health assessment of the patient.</p>

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13	You stated that a Shared Health Summary should be updated annually, is this documented anywhere for us to refer back to with this document?	A shared health summary can be created at any consultation; however uploading a shared health summary will be particularly beneficial for patients with chronic conditions and co-morbidities. As part of putting the My Health Record system into practice, the RACGP recommends that a healthcare provider creates and uploads a shared health summary when completing a patient health assessment or changes occur in the patient condition, because this is a time when the health summary within the local GP clinical system is being updated.
14	We are having patients ask the Doctors during consult if they can opt them out. So to be clear, is this the patient's responsibility or is this something the GP can do easily in the room?	It is the patient's responsibility to opt out. For information on how to opt-out, please visit https://www.myhealthrecord.gov.au/for-you-your-family/opt-out-my-health-record
15	Can you obtain an IHI without a Medicare number?	There is nothing an Australian resident needs to do to get an IHI. If a person is enrolled with Medicare or holds a Department of Veterans Affairs (DVA) treatment card, they are automatically allocated an IHI. If you are a non-resident you can apply for an IHI by completing the <i>Healthcare Identifiers Service Application to create, verify or merge an Individual Healthcare Identifier form</i> available from the Department of Human Services website
16	We haven't received a pack or any information at all about My Health Record so are very in the dark about everything, where should I source this pack?	If you have not received your My Health Record pack, please contact your local PHN directly.
17	What if I have a baby after the opt out period? Will there be future periodic opt out periods?	No. After the opt-out period, parents of newborn children can opt out of a My Health Record for their child as part of their Medicare registration. It is important to note, following the end of the opt-out period individuals still have the choice of being able to cancel, suspend or create a My Health Record at any time.

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18	How does a practice know whether a patient has opted out. Will the clinical software identify the patients that have opted out?	<p>Clinical software products, which include My Health Record system functionality, will all look slightly different. However, the Agency recommends that a My Health Record Status Indicator be displayed obviously and prominently for clinicians in their clinical software. In a majority of conformant software systems, the indicator will be green if a patient has a My Health Record. For individuals who have not applied additional privacy settings to their My Health Record, this mechanism will enable healthcare providers to know whether the patient has a record.</p> <p>It may also be useful to have a conversation with your patient about what is involved in having a My Health Record and the benefits it could provide.</p>
19	How does a practice know when a patient's health record has been automatically uploaded?	<p>Clinical software products, which include My Health Record system functionality, will all look slightly different. A range of clinical software demonstrations are available to access from https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/upload-clinical-information</p>
20	We are a new GP clinic opening in 2 month. How do we access a resource pack?	Please contact your local PHN directly.
21	Just to clarify, if the health provider or individual doesn't access the record and therefore activate it, the MBS and PBS data will not be added?	Until an individual My Health Record is activated, no MBS or PBS will be contained within it. The upload of Medicare information from the previous two years will be triggered the first time someone accesses your My Health Record – this could be either you or your healthcare provider (whoever does so first).
22	Are all newborns automatically given a My Health Record?	After the opt-out period, parents of newborn children can opt out of a My Health Record for their child as part of their Medicare registration.

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23	How does a specialist practice access a patient's record? Do we need to be registered as a Practice?	Yes, the practice and healthcare provider will need to register to be able to access the My Health Record. A registration overview can be found at https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/registration-overview
24	Do specialist surgeons need to upload their letters?	A specialist may upload an event summary or a specialist letter providing details of the diagnosis. This could include the specialist's recommendations, medicine review and diagnostic investigation results. While healthcare providers are not obliged to use the My Health Record system with every individual or for every encounter, it is important to be able to recognise those instances when it will be particularly beneficial.
25	Is there a digital audit trail of people who have viewed/accessed the health record visible to the patient/owner of the record?	Within your My Health Record, you can see who has accessed your record and set up notifications to see when it is accessed. Further information can be found at https://www.myhealthrecord.gov.au/for-you-your-family/howtos/see-who-has-viewed-my-record
26	If I have an enduring power of attorney over my mum. How can I become an authorised representative to manage my mum's My Health Record?	An authorised representative is someone who can manage a My Health Record on someone's behalf. For further information on how to become an authorised representative can be found at https://www.myhealthrecord.gov.au/for-you-your-family/act-someones-behalf-authorised-representative
27	Where does the data get stored	When a My Health Record is created, they are stored in Australia. We will not disclose your health or other personal information overseas.
28	What is the secondary data use?	The Australian Government has developed a framework to guide the secondary use of My Health Record system data for research, policy and planning purposes (the framework). This framework was developed in consultation with consumers, clinicians, medical researchers and industry experts.

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		For further information about how My Health Record data can improve health outcomes for Australians can be found https://www.myhealthrecord.gov.au/for-you-your-family/secondary-uses-data
29	Patients are concerned that Health Insurances will be able to access their My Health Record. Can Health Insurances access this information?	<p>No. Only services who are providing healthcare are eligible to access the My Health Record. Organisations that provide healthcare, firstly, must be registered for an HPI-O. Then the healthcare provider themselves need to obtain an HPI-I, and link this to an HPI-O to be able to access a My Health Record.</p> <p>An insurance company that also provides a health service (e.g. optical, dental, allied health services) could become a participating healthcare organisation and access the My Health Record as part of providing care to patients. The healthcare service of the insurance company is prohibited from sharing an individual's health information with any other part of the insurance company that is not directly involved in providing health care to the individual</p>
30	If a patient travels abroad, can any information be accessed from overseas countries?	Individuals and their healthcare providers may securely access their My Health Record while overseas. Information is not disclosed to any third parties when individuals or their providers access a My Health Record from outside Australia.
31	Are My Health Records stored permanently following death or destroyed?	Information in the record will be retained until 30 years after your death, or 130 years after your birth (if the date of death is unknown).
32	Are Allied Health professionals able to upload documents?	Yes, if they are registered to access the My Health Record and use conformant software. A registration overview can be found at https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/registration-overview
33	If a specialist sends a patient letter to GP, does the GP upload this letter to the MHR?	No. But a GP may wish to include what information was conveyed to them within a Shared Health Summary or Event Summary.
34	Is the Red Cross Blood Bank going to be given access to patient records?	No. As they do not provide healthcare to individuals they do not meet the registration requirements.