Preparing for
My Health Record

What is it?

My Health Record, previously known as the Personally Controlled Electronic Health Record (PCEHR) is a secure, electronic record of a patient's medical history, stored and shared in an online network of connected systems.

My Health Record brings together key health information from a number of different systems and presents it in a single view. My Health Record does not hold all the information kept in a healthcare professional's medical records, but is intended to complement existing records by highlighting key information.

Australians can choose to register for My Health Record and are able to control which healthcare providers have permission to access and to make contributions to their shared health summaries.

The Healthcare Identifiers (HI) Service

The federal, state and territory governments have developed a national Healthcare Identifiers Service (HI Service) which uniquely identifies healthcare providers (medical practitioners and allied health providers) and individuals who seek healthcare (patients). Medicare Australia is the operator of the HI Service.

My Health Record will use the HI service to identify patients and providers and assist in the transfer of electronic health records such as:

- eDiagnostics
- eReferrals
- eDischarge Summaries
- eMedication Management

There are three types of Healthcare Identifiers:

- **Individual Healthcare Identifier (IHI)**
  The IHI is a unique 16-digit number issued to each Australian resident holding a Medicare or Department of Veterans' Affairs Card. Each Australian will have only one IHI regardless of how many Medicare numbers they may hold.

- **Healthcare Provider Identifier (HPI-I)**
  Medical practitioners and other health care providers registered with the Australian Health Practitioners Registration Authority (AHPRA) have been issued with a HPI-I. Each health professional has one HPI-I only, regardless of practising location(s).

- **Healthcare Provider Identifier – Organisation (HPI-O)**
  In order to participate in the HI Service, healthcare provider organisations will need to register for a HPI-O or as a 'Seed organisation' with Medicare Australia.

NASH PKI certificates

Healthcare providers and participating supporting organisations also need to have a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate to securely access the My Health Record to add information to a patient's shared health summary.

These certificates are valid for two years and allow you to:

- access the My Health Record;
- securely identify other healthcare providers and supporting organisations who send health information to you; and
- send information to other healthcare providers securely and detect any unauthorised changes.

NASH PKI certificates cannot be used to access the Healthcare Identifiers (HI) Service or claim Medicare benefits.

Data cleansing

To ensure high quality data, it is essential to maintain your patient database. Data cleansing and data quality improvement systems will ensure that your practice is best placed to implement electronic health (eHealth) activities.

This can be done by:

- Archiving inactive or deceased patients.
- Removing sample patients.
- Merging or removing duplicate patients.
- Confirming patient identifiers such as correct name, address and date of birth every time a patient visits.
- Conducting Online Patient Verification (OPV) checks through Medicare Australia and Online Veterans Verification (OVV) through the Department of Veterans' Affairs.

Practice Incentives Program

Changes to the eligibility requirements for the Practice Incentive Program (PIP) – eHealth Incentive payments aim to encourage practices to adopt new eHealth technology as it becomes available and ensure they are kept up-to-date with technology advancements aligning with the direction set out in the Australian Government's National eHealth Strategy.

Practices must meet each of the five components to qualify for payments through this incentive.

The components are:

1. Integrate Healthcare Identifiers (HI) into electronic practice records
2. Have standards-compliant secure messaging capability
3. Use a nationally recognised disease classification or terminology system (Data Records and Clinical Coding)
4. Use a Prescription Exchange Service (PES) for electronic transfer of prescriptions.
5. Actively use the My Health Record system

More information

- Practice Assist Fact Sheet – The Healthcare Identifiers Service
- Practice Assist Fact Sheet – Data Cleansing
- Practice Assist – Practice Incentives Program eHealth Incentive Payments
- RACGP Computer and Information Security Standards – Second edition
- www.medicareaustralia.gov.au
- www.digitalhealth.gov.au
- www.health.gov.au
- www.medicareaustralia.gov.au
- If you need additional information or support, call the Medicare Australia eBusiness Service Centre on 1800 700 199

References

Australian Digital Health Agency
https://www.digitalhealth.gov.au/

E-Health for Practice Managers
https://digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/webinars/the-australian-association-of-practice-managers-aapm-and-nehta-introduction-to-ehealth-for-practice-managers-webinar-1-presentation

Department of Health
http://www.health.gov.au/internet/main/publishing.nsf/Content/pacd-ehealth-consultation-faqs

The Royal Australian College of General Practitioners. RACGP Standards for general practices: 4th edition