Practice Nurse Digital Health Training Workbook

Contents

Practice Nurses can upload a new Shared Health Summary after administering vaccinations

Introduction

Since the conclusion of the My Health Record Opt out trial, 9 out of 10 Australians have now got a My Health Record. Implementing My Health Record into the practice and uploading Shared Health Summaries and Event Summaries will ensure that all relevant health providers have access to important clinical information.

This training pack has been put together with information and suggestions gathered from different healthcare providers on how to best integrate uploading to the My Health Record system.

Please read and follow the booklet and attempt the interactive tasks set throughout. Please keep this booklet for evidence of continual professional development.

Please note that all screenshots have been taken from an online training environment and therefore all patient names and details are fictitious.

Learning Objectives

1. Successfully interview a patient to update clinical software data.

2. Select appropriate documents to upload to My Health Record.

3. Understand the appropriate opportunities to upload documents to My Health Record.

4. Understand how PENCAT can assist managing workflow.

Who is allowed to upload and view documents on My Health Record?

In registering for a My Health Record, patients provide a "standing consent" for all healthcare organisation's involved in their care to upload clinical information to their record. There is no requirement for a provider to obtain consent on each occasion prior to uploading clinical information.
-It is still best practice though to have a conversation with your patient if you will be viewing or uploading to there My Health Record-

What if the patient does not want something uploaded on My Health Record?

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

Who can create a Shared Health Summary?

A patients Nominated healthcare provider, "To be a nominated healthcare provider, the person must be a medical practitioner, registered nurse, or an Aboriginal and/or Torres Strait Islander health practitioner with a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice)."

Clinical opportunities to upload

There are occasions where as a nurse, you are required to perform assessments which are billed under particular item numbers. The most common ones will be discussed below.

<div style="text-align:center; border:2px solid #888; background:#b0bde0; padding:10px;">

GP Management Plans/Team Care Arrangements (721/723)

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Patients who have chronic health conditions are prime candidates for My Health Record. Other health professionals will be able to easily see any updates that you have made (provided they have registered to use it).

STEPS:

- Recall your patient for a GP management plan if eligible.

- Check patient demographics are up to date (such as name, DOB, Medicare number and gender)

- Check the patient's allergies and reactions.

- Discuss the patient past and current medical history and update that in the clinical software.

Adding clinical history in Best Practice: Click past history and then click the 'Add' button.

Adding clinical history in Medical Director: Click Past history tab and then right click on the screen. Click 'New Item'.

- Develop the care plan in consultation with the patient.

- Add any relevant information to the past history that may have arisen through the care plan development.

- Check that the current medication list is correct.

Checking Medication tabs in Best Practice and Medical Director

Best Practice: Click 'Add' to update Medication.

Medical Director: Right click on screen and click 'new item' to update medications.
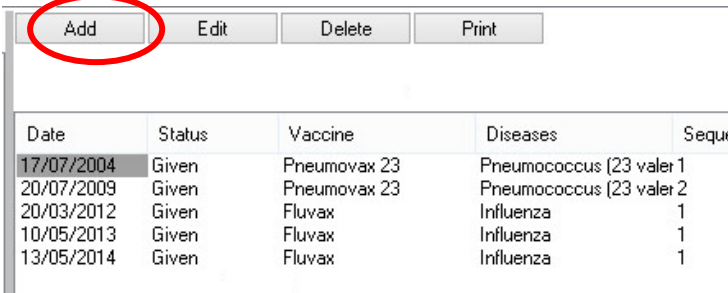
- Check that the immunisation history has been completed.
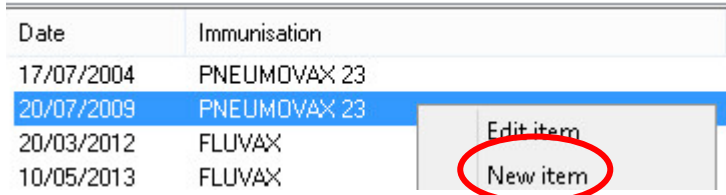
Checking immunisation tabs in Best Practice and Medical Director

Best Practice: Click 'Add' to update immunisations.

Medical Director: Right click on screen and click 'new item' to update immunisations.
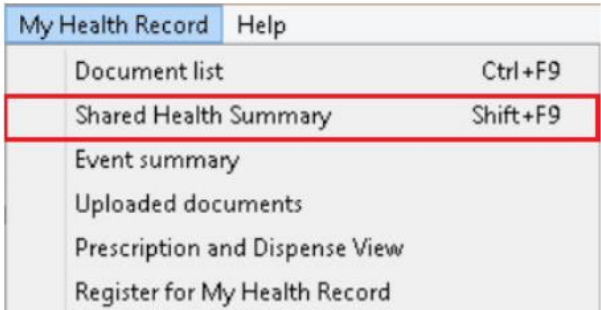
- Discuss with the patient before uploading a Shared Health Summary.

Uploading Shared Health Summary on Best Practice

Click 'My Health Record' tab then 'Shared health Summary'
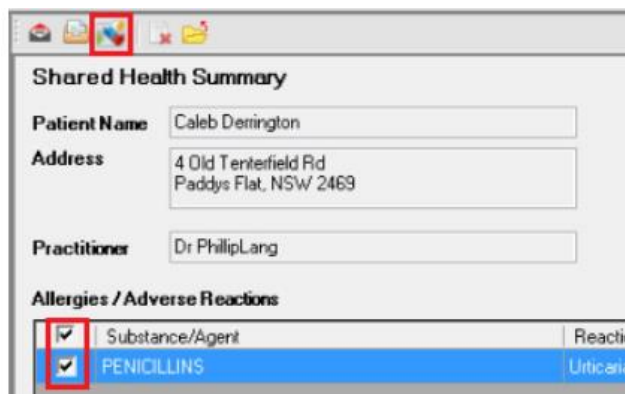
You then ensure anything that you want to be on the Shared Health Summary is ticked and click 'Upload'

Uploading Shared Health Summary on Medical Director

In the My Health Record tab select the view tab then click 'Create Clinical Document' in bottom left corner.

Then in the 'e-Health' tab double click on 'CDA Shared Health Summary

You then ensure anything that you want to be on the Shared Health Summary is ticked and click 'Send to My Health Record'

Immunisations

An updated Shared Health Summary includes the vaccination history. This is an opportunity to upload a Shared Health Summary once an immunisation has been administered. This is inclusive of people of all ages (babies, toddlers, and elderly) and those having vaccinations for overseas travel.

Many of the high risk patients that would receive vaccinations such as the flu shot, will benefit from having a Shared Health Summary uploaded.

The immunisation history can be updated as shown above.

Immunisation's are also uploaded through to the My Health Record separately from the Shared Health Summary through the Australian Immunisation Register (AIR)

Patients who have their health managed under the Health Care Home (HCH) scheme, should have their My Health Record updated regularly. This is to improve the coordination and communication between healthcare providers, especially in the event of adverse events, such as attendance to an Emergency Department.

If your practice has applied and is accepted to be part of HCH all patients registered need to have their Shared Health Summary updated regularly.

Using PENCAT or native MD & BP to maximise efficiency in the practice cohort

See the below for instructions on how to access the quantity of Shared Health Summaries uploaded by your practice. PENCAT can also assist in identifying patients who will benefit from using a digital health record.

Task 1: Which cohorts of patients would benefit the most of having a digital health record?

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A Using Cat4:
CAT Open – CAT4 view (all reports) loaded
Population Extract Loaded and Extract Pane "Hidden"

In the 'Reports' Pane

1. Click on the 'MBS Eligibility' tab then 'GPMP/TCA Eligibility tab'
2. Click on all the appropriate filters whether you want all patients who have never had a GPMP or patients who haven't had one in a certain time frame (you can select multiple)
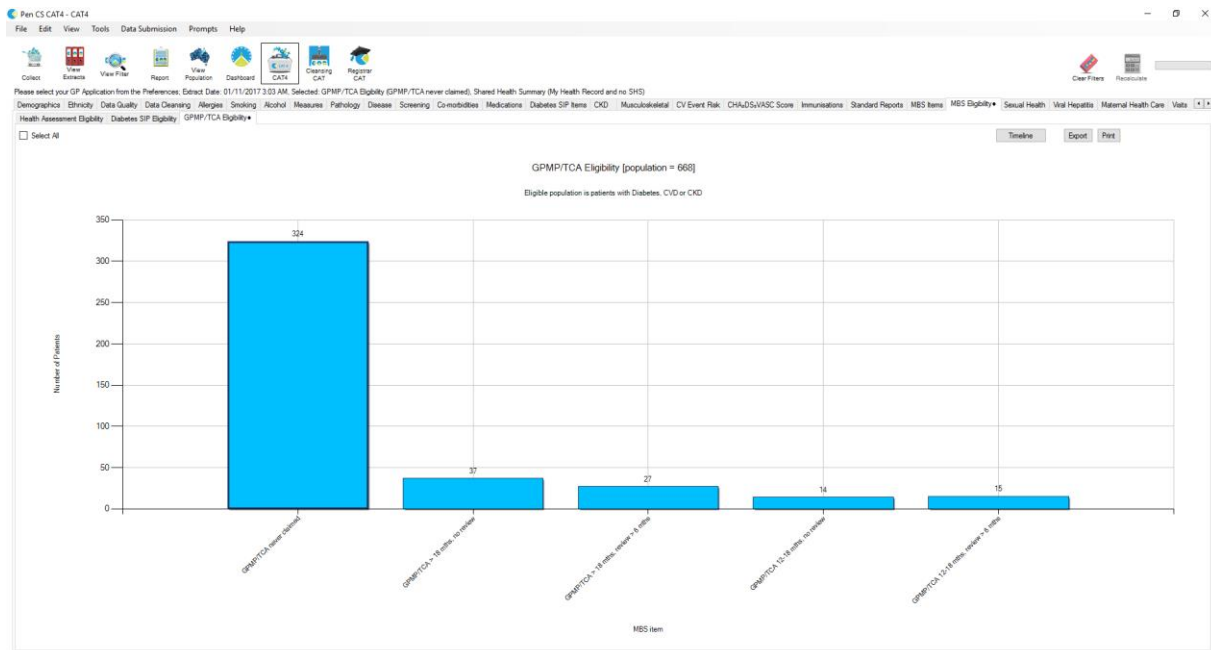
3. Then Click on 'Digital Health' tab; you may have to scroll to the right using the triangle buttons as this is one of the last reports
4. Click on the My Health Record SHS Uploads' tab
5. Then Double Click on the part of the graph labelled 'My Health Record and No SHS
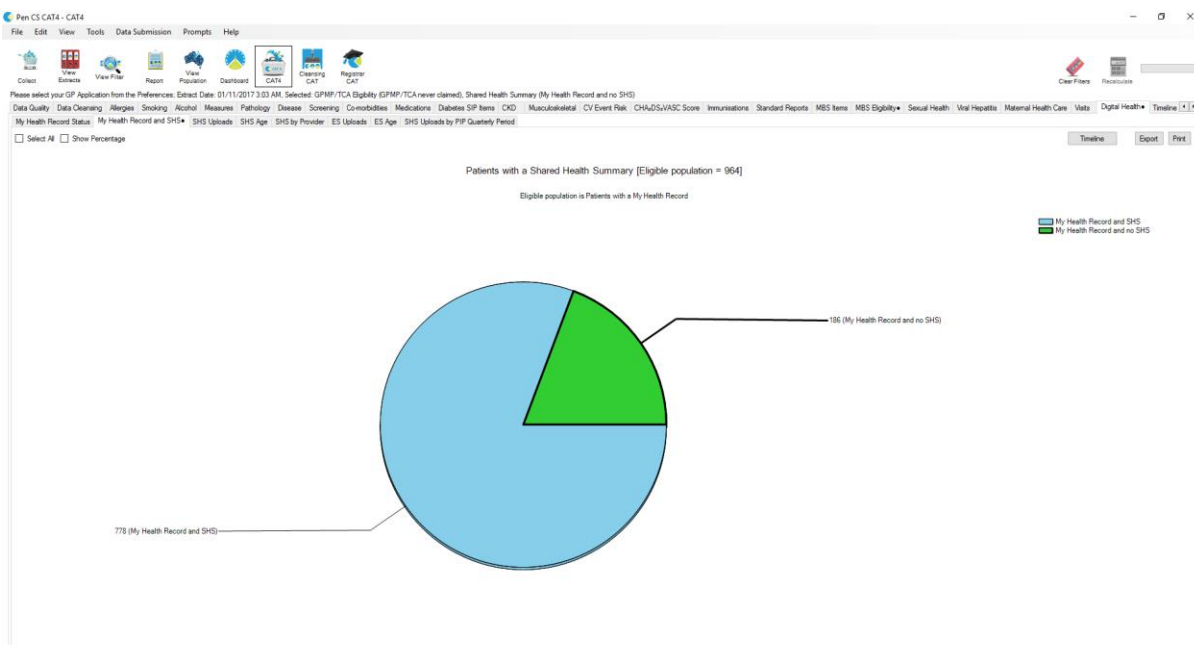
6. Click on 'Save As' then 'Excel"
7. Choose a file name and location to save

B Using Medical Director

Using the ePIP Shared Health Summary Calculator widget in Medical Director enables the practice to track compliance with the quarterly eHealth Practice Incentives Program (PIP) for Shared Health Summary uploads.

NB: The ePIP SHS Calculator Widget may not be installed as a default. Click here for instructions on how to install the widget.

Using the Widget

1.   Use the Standard Whole Patient Equivalent (SWPE) count from the Practice Incentives Program (PIP) Quarterly Payment Advice letter provided by Department of Human Services (DHS).

2.   Enter the SWPE count to the appropriate PIP Quarterly Period.

ePIP Shared Health Summary Calculator

2016 - 2017

<< View 2015 - 2016

PIP Quarterly Period	SWPE[1]		SHS min. upload target[2]	SHS Practice upload
Nov to Jan 31	NOV	0	0	0
Feb to April 30	FEB	1000	5	5
May to July 31	MAY	0	0	0
Aug to Oct 31	AUG	0	0	0

1.   Use the Standard Whole Patient Equivalent (SWPE) count from the Practice Incentives Program (PIP) Quarterly Payment Advice letter provided by Department of Human Services (DHS).

2.   Shared Health Summary (SHS) minimum upload target = SWPE * 0.5%
   Note: For new practice or practice with SWPE < 1,000 the default SWPE count is 1,000.

Learn more

1.   Check the result of SHS minimum upload target and SHS Practice upload.

- A green background in the SHS Practice Upload field indicates that the minimum SHS upload quota has been met.

PIP Quarterly Period	SWPE[1]		SHS min. upload target[2]	SHS Practice upload
Nov to Jan 31	NOV	0	0	0
Feb to April 30	FEB	1000	5	5
May to July 31	MAY	0	0	0
Aug to Oct 31	AUG	0	0	0

- A red background indicates that the minimum SHS upload quota has not been met.

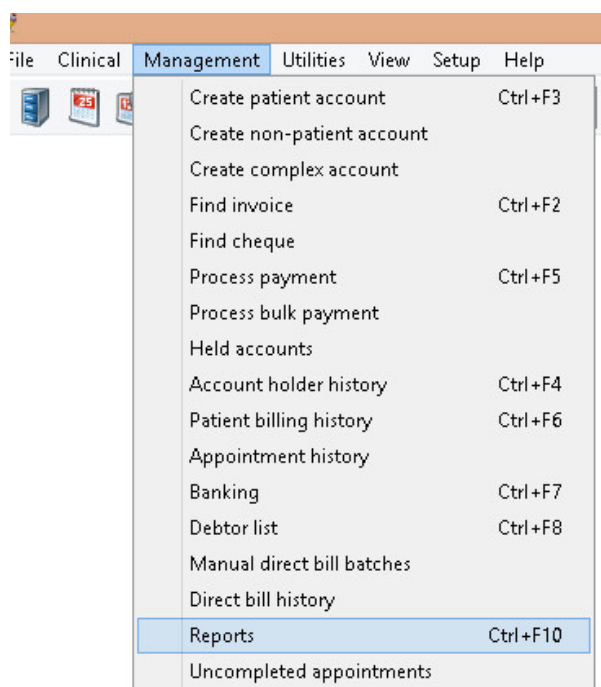| PIP Quarterly Period	SWPE[1]		SHS min. upload target[2]	SHS Practice upload ↩
Nov to Jan 31	NOV	0	0	0
Feb to April 30	FEB	1000	5	0
May to July 31	MAY	0	0	0
Aug to Oct 31	AUG	0	0	0

- To refresh the SHS Practice upload count click ↩
- The last SWPE count entered will be the default value.

C Using Best Practice

Using Best Practice Lava Edition to access the quantity of Shared Health Summaries (SHS) uploaded by your practice.

1. From the Best Practice (Bp) clinical screen, select 'Management', then 'Reports'.

   NB: To access reports a user must be setup with permissions. Click here to find out more.

   File   Clinical   Management   Utilities   View   Setup   Help

Create patient account	Ctrl+F3
Create non-patient account	
Create complex account	
Find invoice	Ctrl+F2
Find cheque	
Process payment	Ctrl+F5
Process bulk payment	
Held accounts	
Account holder history	Ctrl+F4
Patient billing history	Ctrl+F6
Appointment history	
Banking	Ctrl+F7
Debtor list	Ctrl+F8
Manual direct bill batches	
Direct bill history	
Reports	Ctrl+F10
Uncompleted appointments	

2. The 'Bp Premier Reports' window will pop-up and display a list of available reports. Select the 'Shared Health Summaries – Uploaded' report and click the 'Select' button.

3. Set the date range required and select all providers. Then click on 'View report' to view your practice's shared health summary upload count.

Creating a Shared Health Summary from a clinical consult

Task 2:

1. Go to www.digitalhealth.gov.au

2. Click 'On Demand Training' and scroll down till you find the button "Go to On Demand Training" as shown below.

Get Started with On Demand Training

The following button will direct you to a login screen.

- The **username** is 'OnDemandTrainingUser' and should be completed for you, however you will be required to enter a password to access the session.
- The **password** is 'TrainMe'. Please note this password is case sensitive.

Go to On Demand Training

3. Click on your preferred clinical software system (eg/ Medical Director).

4. Create a Shared Health Summary from the following scenario:

You have recalled Caleb Derrington for a health assessment. You begin the health assessment. In addition to his current needs on the computer, you also discover through your consultation that he has also been experiencing bradykinesia. You log onto his My Health Record and discover a discharge summary. It explains that he had a fall and has discharge instructions to see a neurologist. He has also had some medications changed. He hasn't seen his GP about this yet.

5. Add the extra medications that the hospital prescribed

6. Add the bradykinesia to the significant history.

7. Add any other information from the scenario that would help populate the record.

Feel free to make fictitious information should it be unavailable in the scenario.

Creating an Event Summary from a clinical consult.

Task 3:

Developing an event summary.

Caleb attended the GP with a painful right forearm after reporting that he had a fall at home. He had x-rays and a fracture of the ulnar has been confirmed.

1. Create and upload an Event Summary in the 'on demand training environment' as shown in the previous task.

Please write down what you would put in the event details box in relation to the case study below. You are welcome to create any fictitious information to assist you in creating a thorough event summary.

Clinical consultations and My Health Record document

Different occasions of clinical consultations mean that different documents can be uploaded to My Health Record.

Task 4:
Draw a line to match the appropriate visit to the correct digital health document.

Health Assessment

Flu vaccination

Broken leg   Shared Health Summary

Stroke

COPD   Event Summary

Asthma cycle of care

Cancer screening

Continuity of care

There is evidence where a lack of continuity of care has impacted negatively on patients' health.

A connected digital community is beneficial to ensuring that the patient receives reliable and accessible health care

Task 5 - List 3 different healthcare providers and what they would upload to the My Health Record.

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Task 6 - List a benefit of digital health to the following people:

1. **Patient**

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2. **General Practitioner**

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3. **Practice Nurse**

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4. **Specialist**

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Task 7: True or False

- You should upload a new Shared Health Summary when a vaccination is given.
  Yes   No

- A patient can be billed for uploading a Shared Health Summary as long as the patient is also receiving a clinical service
  Yes   No

- You need to have access to clinical software to upload an Event Summary or Shared Health Summary.
  Yes   No

- You can upload a Summary through the online provider portal access.
  Yes   No

- A coded diagnosis is a secret message to your patient.
  Yes   No

- If a patient doesn't have a Medicare number they can still get a My Health Record.
  Yes   No

For assistance on tasks, please contact your Practice Manager the person nominated as your Responsible Officer or Organisational Maintenance Officer. For more information on the My Health Record or further training resources please visit

https://www.myhealthrecord.gov.au/for-healthcare-professionals