



My Health Record

# Practice Nurse Digital Health Training Workbook



**WA Primary  
Health Alliance**  
Better health, together

**phn**  
PERTH NORTH, PERTH SOUTH,  
COUNTRY WA

An Australian Government Initiative

## Contents

Introduction.....	3
Learning Objectives .....	4
Who is allowed to upload and view documents on My Health Record? .....	5
What if the patient does not want something uploaded on My Health Record?.....	5
Who can create a Shared Health Summary? .....	5
Clinical opportunities to upload .....	6
Using PENCAT or native MD & BP to maximise efficiency in the practice cohort.....	10
A Using Cat4:.....	10
B Using Medical Director .....	12
C Using Best Practice.....	13
Creating a Shared Health Summary from a clinical consult .....	15
Creating an Event Summary from a clinical consult. ....	16
Clinical consultations and My Health Record document.....	16
Continuity of care .....	17



*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.

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

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.*

The screenshot shows the Best Practice clinical software interface for a patient named Mr Caleb Derrington. The left sidebar contains a tree view with the following items: 'Today's notes', 'Past visits', 'Current Rx', and 'Past history'. The 'Current Rx' section lists several medications: Actonel EC 35mg Tablet 1 Once a week, Avanza 30mg Tablet 1 In the evening, Avapro HCT 300/12.5 300mg;12.5mg Tal, Crestor 20mg Tablet 1 Daily, Madopar 200mg;50mg Tablet 1 Three times a day, and Monodur 120mg Tablet 1 Daily. The 'Past history' section is currently selected and shows a list of active problems.

Date	Condition
10/2008	Hypertension
02/2009	Osteoporosis
03/2009	Memory loss
10/2010	Bilateral Cataract
05/2012	Parkinson's disease
03/2013	Ischaemic heart disease
03/2013	Hyperlipidaemia
12/2013	Depression

Below the table, there is a section for 'Inactive problems:' which is currently empty.

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

Condition	Side	Status
Hypertension		Active
Osteoporosis		Active
Memory loss		Active
Cataract	Bilateral	Active
Parkinson's disease		Active
Hyperlipidaemia		Active
Ischaemic heart disease		Active
Depression		Active

- 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.**

Add

Edit

Delete

Print

Run all checks

Script date: 24/09/2019

Tick the boxes of the items that you want to print

Items in red have been calculated to have been fully used

Select all

Select

Drug name	Strength	Dose	Quantity	Rpts.	Script type	Lor
<input type="checkbox"/> Actonel 30mg Tablet	30mg	1 Once a week	28	1	PBS	Yes
<input type="checkbox"/> Avanza 45mg Tablet	45mg	1 In the evening	30	5	Non-PBS	Yes
<input type="checkbox"/> Avapro HCT 300/12.5 300mg;12.5mg	300mg;12.5mg	1 Daily	30	5	PBS	Yes
<input type="checkbox"/> Crestor 20mg Tablet	20mg	1 Daily	30	5	PBS	Yes
<input type="checkbox"/> Madopar 200mg;50mg Tablet	200mg;50mg	1 Three times a day	100	5	PBS	Yes
<input type="checkbox"/> Monodur 120mg Tablet	120mg	1 Daily	30	5	PBS	Yes

**Medical Director: Right click on screen and click 'new item' to update medications.**

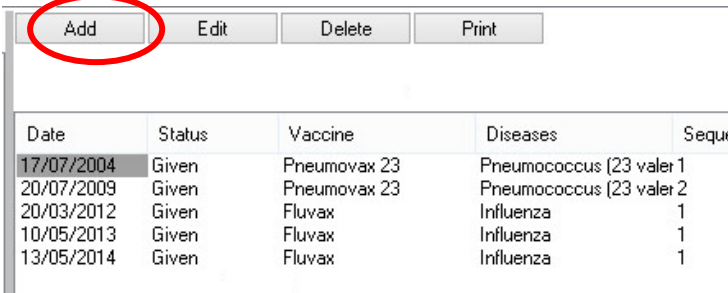
Drug name	Strength	Dose	Freq
ACTONEL EC TABLET	35mg	1	weekly
AVANZA TABLET	30mg	1	nocte
AVAPRO HCT TABLET	300mg/12.5mg	1	daily
CRESTOR TABLET	20mg	1	daily
MADOPAR 250 TABLET	200mg/50mg	1	t.i.d.
MONODUR DURULE SR TABLET	120mg	1	daily

Select/Deselect  
 New Item

- Check that the immunisation history has been completed.

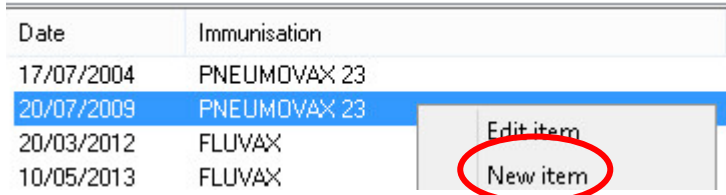
*Checking immunisation tabs in Best Practice and Medical Director*

Best Practice: Click 'Add' to update immunisations.



Date	Status	Vaccine	Diseases	Sequ
17/07/2004	Given	Pneumovax 23	Pneumococcus (23 valer 1	
20/07/2009	Given	Pneumovax 23	Pneumococcus (23 valer 2	
20/03/2012	Given	Fluvax	Influenza	1
10/05/2013	Given	Fluvax	Influenza	1
13/05/2014	Given	Fluvax	Influenza	1

Medical Director: Right click on screen and click 'new item' to update immunisations.

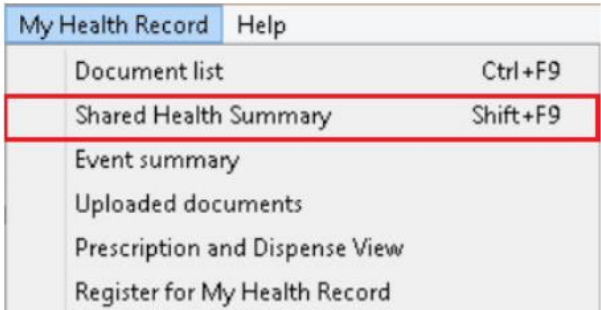


Date	Immunisation
17/07/2004	PNEUMOVAX 23
20/07/2009	PNEUMOVAX 23
20/03/2012	FLUVAX
10/05/2013	FLUVAX

- 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'



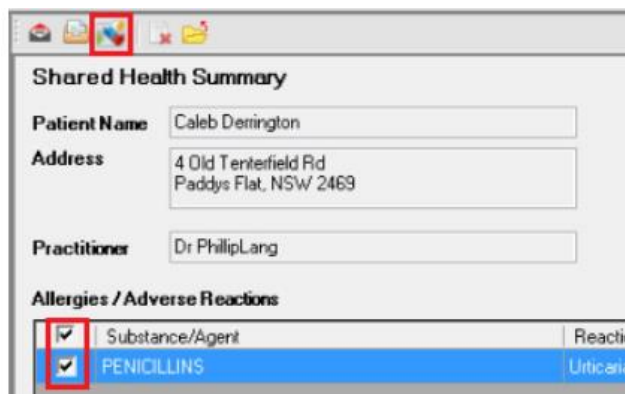
You then ensure anything that you want to be on the Shared Health Summary is ticked and click 'Upload'



### *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



Substance/Agent	Reaction
<input checked="" type="checkbox"/> PENICILLINS	Urticaria

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)

## Health Care Home

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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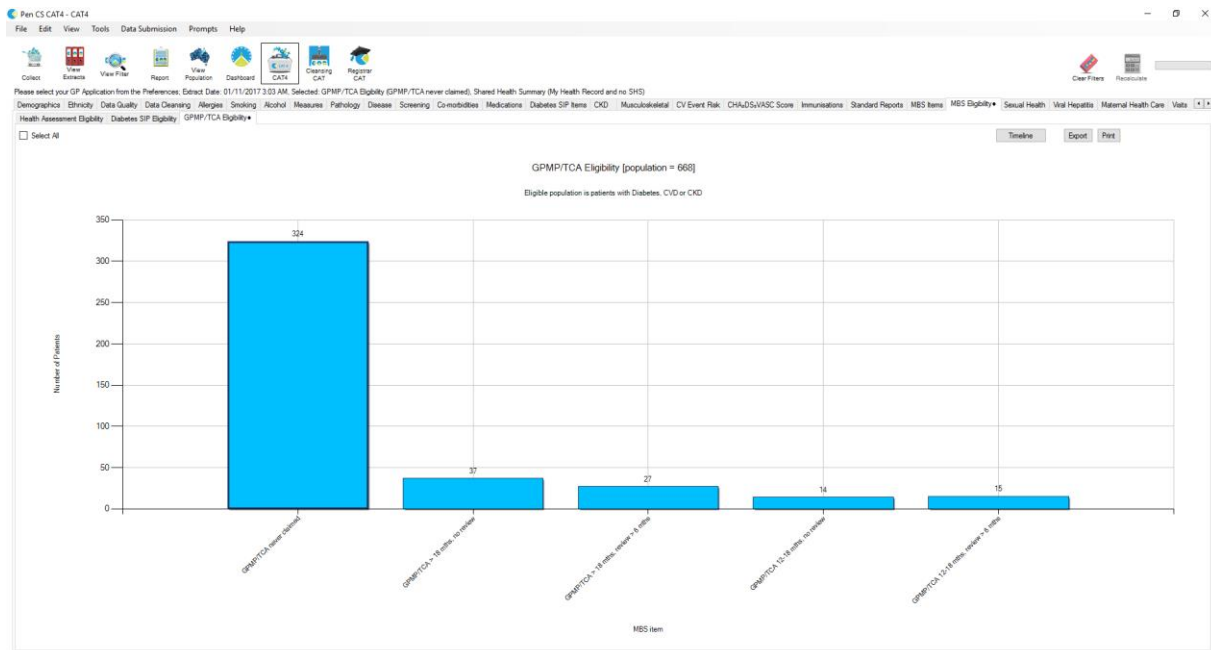
A Using Cat4:

CAT Open – CAT4 view (all reports) loaded

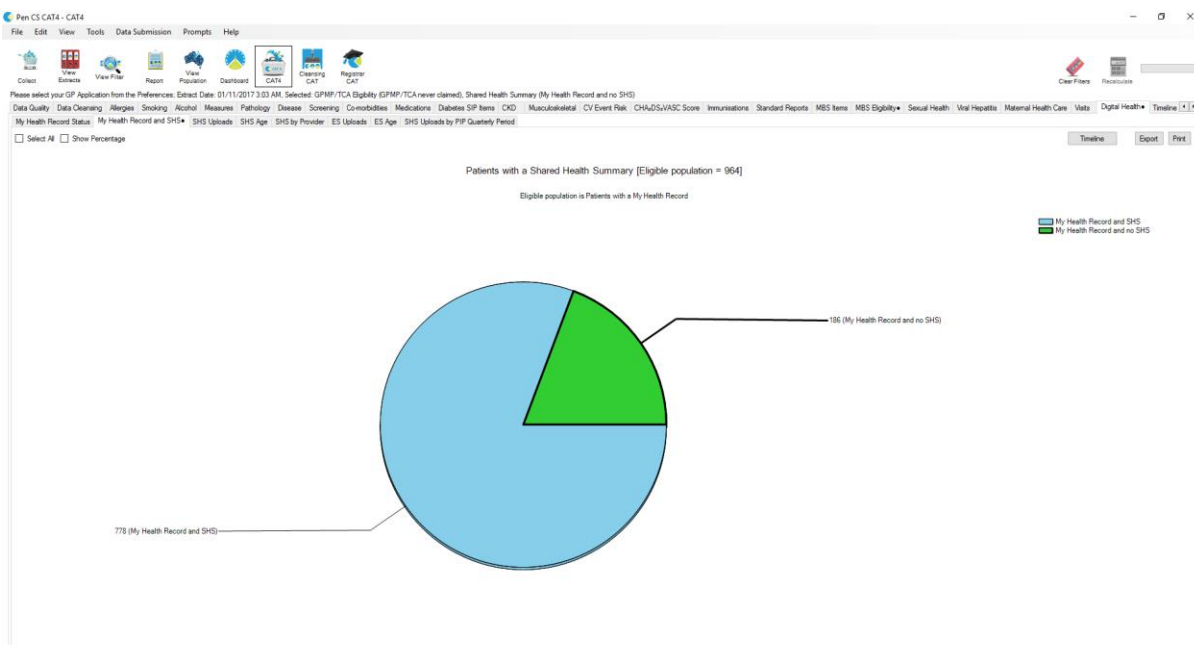
Population Extract Loaded and Extract Pane “Hidden”

### 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

<< View 2015 - 2016 2016 - 2017

PIP Quarterly Period	SWPE <sup>1</sup>	SHS min. upload target <sup>2</sup>	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 <sup>1</sup>	SHS min. upload target <sup>2</sup>	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 <sup>1</sup>		SHS min. upload target <sup>2</sup>	SHS Practice upload 
Nov to Jan 31	NOV	<input type="text" value="0"/>	0	0
Feb to April 30	FEB	<input type="text" value="1000"/>	5	0
May to July 31	MAY	<input type="text" value="0"/>	0	0
Aug to Oct 31	AUG	<input type="text" value="0"/>	0	0

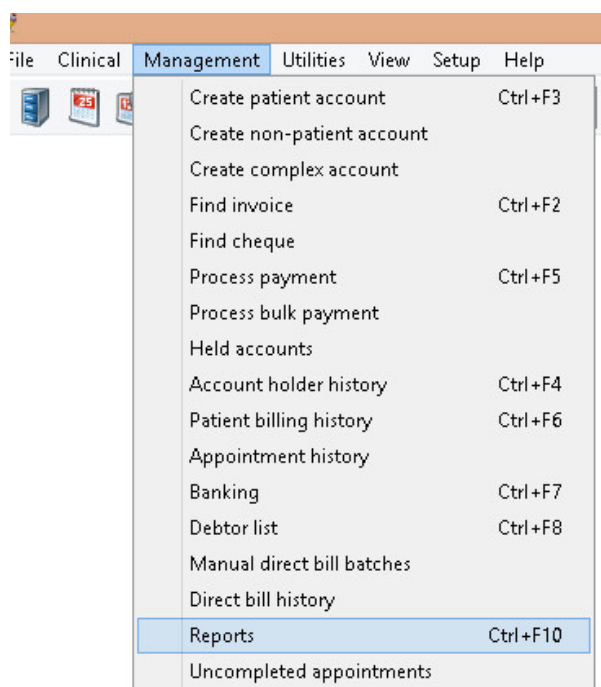
- To refresh the SHS Practice upload count click 
- The last SWPE count entered will be the default value.

### 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.*



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.

Bp Premier Reports

Available reports:

Report name	Last updated
Payments - by Payment Method (grouped by date) including related Services	30/01/2018
Payments - by Payment Method (grouped by payment date)	30/01/2018
Payments Export	30/01/2018
Payments Summary - by Account Type (grouped by payment created)	30/01/2018
Payments Summary - by Payment Method (grouped by date)	30/01/2018
Reversed payments and Bounced cheques	30/01/2018
Services - by Account Type (grouped by item)	30/01/2018
Services - by Account Type (grouped by item) using Service date	30/01/2018
Services - by Account Type (grouped by service created and item)	30/01/2018
Services - by Account Type (grouped by service created)	30/01/2018
Services - by Account Type (grouped by service date)	30/01/2018
Services Export	30/01/2018
Services Summary - by Account Type (grouped by item)	30/01/2018
Services Summary - by Account Type (grouped by service created and item)	30/01/2018
Services Summary - by Account Type (grouped by service created)	30/01/2018
<b>Shared Health Summaries - Uploaded</b>	<b>30/01/2018</b>
Transaction Report (grouped by item)	30/01/2018
Transaction Report (grouped by payment created date)	30/01/2018
Transaction Report (grouped by service created date)	30/01/2018
Transaction Summary Report (grouped by payment created)	30/01/2018

Report Types: New

This report will display the patients that have had a Shared Health Summary created within the specified date range.

The report will provide both a unique patient count and the total upload count.

Select Close

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

Choose the Report Parameters

Date, Locations, Providers Billing Banking Configuration

Dates:

☒ Range: Start: 1/11/2017 End: 31/01/2018

☐ Period:

Locations: Select All Deselect All

Providers: Select All Deselect All

☒ West End Medical Practice

☒ Dr Terrance Walker

View Report Cancel

## Creating a Shared Health Summary from a clinical consult

### Task 2:

1. Go to [www.digitalhealth.gov.au](http://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

Stroke

COPD

Asthma cycle of care

Cancer screening

Shared Health Summary

Event Summary



## 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>