Connect and share health information with digital health services

Your practice can deliver better quality healthcare by securely connecting and sharing health information with the following digital health services and programs.

My Health Record (MHR)

The My Health Record (MHR) system was previously known as the Personally Controlled Electronic Health Record (PCEHR) or eHealth record.

My Health Record is a national platform that provides a secure, online summary of an individual's key health information including:

- shared health summaries
- discharge summaries
- prescription and dispense records
- immunisation records
- pathology and diagnostic imaging reports.

My Health Record does not hold all the information kept in a healthcare professional's medical records, instead it is intended to complement existing records by highlighting key information.

All Australians now have a My Health Record, unless they chose to opt out. Patients can register for My Health Record or opt out at any time.

Further information:

- My Health Record in general practice
- My Health Record in practice management
- My Health Record fact sheets and guides
- My Health Record guide for general practice

Health Professional Online Services (HPOS)

Health Professional Online Services (HPOS) provides a convenient and secure way for healthcare providers and their delegated administrative users, such as practice staff, to interact with digital health services.

You can no longer log in to HPOS using an individual Public Key Infrastructure (PKI) certificate. To access HPOS as an individual, you need to create a PRODA account and follow the steps to set up HPOS access.

Further information:

- How to set up HPOS access
- How to use HPOS features
- HPOS education resources

Provider Digital Access (PRODA)

Provider Digital Access (PRODA) is an online identity verification and authentication system used to securely access online healthcare provider services including:

- Health Professional Online Services (HPOS)
- My Health Record National Provider Portal
- Medicare Online
- Pharmaceutical Benefits Scheme Online
- Disability Medical Assessment Online service
- Aged Care Provider Portal
- Australian Immunisation Register (AIR)
- Practice Incentives Program (PIP)
- Practice Nurse Incentives Program (PNIP)
- DVA Webclaim.

We recommend registering an individual account, using your personal (non-work related) email address so if you change employers in the future, you will still be able to access your individual account.

Further information:

- About Provider Digital Access (PRODA)
- Register for a PRODA account
- How to register an organisation
- PRODA education for health professionals

National Authentication Service for Health (NASH)

The National Authentication Service for Health (NASH) allows healthcare providers and supporting organisations to securely access and exchange health information.

NASH Public Key Infrastructure (PKI) certificates can be used to:

- access My Health Records
- securely share health information using software that meets secure message delivery requirements
- access the NASH directory on the Certificates Australia website.

NASH PKI certificates expire after two years. Eight weeks before your certificate expires, you will have the option to renew it through HPOS using your PRODA account.

Further information:

- Applying for NASH PKI certificates
- Managing your options and obligations for NASH

PIP eHealth Incentive (ePIP)

The Practice Incentives Program eHealth Incentive (ePIP) encourages practices to stay up to date with digital health and adopt new technology.

To receive the ePIP payments, practices must comply with the following five eligibility criteria:
1. Integrating healthcare identifiers into electronic practice records.
2. Secure messaging capability.
3. Data records and clinical coding.
4. Electronic transfer of prescriptions.
5. My Health Record system.

You can apply for the ePIP Incentive online through HPOS using your PRODA account.

Further information:
- PIP eHealth Incentive
- PIP eHealth Incentive fact sheet

Secure messaging (SM)

Secure messaging (SM) is the seamless and secure exchange of confidential clinical information between healthcare providers. Secure messaging provides:
- point-to-point delivery of messages
- enhanced privacy and security with encryption by the sender and decryption by the receiver
- streamlined administrative processes
- improved coordination of care.

To send and receive secure messages, practices need to have a conformant clinical information system and register with one or more secure messaging providers.

WA Health Central Referral Service (CRS)

The Central Referral Service (CRS) prefers practices to send referrals by secure messaging, rather than sending them by fax or post.

Practices can send referrals to the CRS via HealthLink Secure Messaging: crefserv. If your practice already uses HealthLink, you can upload the CRS referral templates into your practice software and link it to HealthLink using the EDI address: crefserv.

To find out more, view the CRS guide for referrers, contact HealthLink online support or call the HealthLink Help Desk on 1800 125 036.

Further information:
- About the Central Referral Service
- About secure messaging
- Secure messaging resources and fact sheets

Telehealth consultations

For added convenience and safety, health practitioners can provide patients with telehealth consultations via video or telephone, instead of face-to-face.

The benefits of offering telehealth consultations include:
- increased patient access with less location barriers
- reduced travel and waiting times for patients
- decreased amount of patient no-shows
- the ability to deliver real-time assistance for difficult cases and emergencies
- opportunities for staff to work remotely
- better use of practice space and consulting rooms
- enhanced service delivery growth and integration
- improved clinical workflows and practice efficiency.

When practitioners provide telehealth consultations, the privacy requirements relating to confidentiality, consent and the security of health information are the same as for face-to-face consultations.

Further information:
- About telehealth consultations
- Becoming telehealth enabled
- Telehealth service options
- COVID-19 temporary MBS telehealth items
- COVID-19 MBS telehealth items – RACGP FAQs

Electronic prescribing (e-prescribing)

With electronic prescribing (e-prescribing), prescription information is safely and securely created, transferred and dispensed electronically.

Patients can choose to receive either an electronic prescription, via email or text message, or a paper prescription from their prescriber.

The use of e-prescribing provides many benefits for health practitioners and patients including:
- instantaneous transmission
- improved administrative efficiency
- reduced transcription and other errors
- less need to handle or store paper documents
- decreased chance of lost prescriptions
- enhanced security and privacy.

Health practitioners can only create and dispense electronic prescriptions through specific software approved in Western Australia.

Further information:
- About Western Australia's e-prescribing systems
- Electronic prescribing for prescribers

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.

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Fact Sheet
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Pathology electronic requests (e-requests)

To improve administrative efficiency, general practices can participate in electronic requests (e-requests) of pathology tests from labs using the required software.

By using e-requests for pathology tests, general practices can streamline the process with:
- faster collection and delivery of results
- reduced transcription errors
- decreased waiting time for patients
- some results uploaded to My Health Record.

Practices should contact their preferred labs to check if they offer e-requests with compatible software systems.

Further information:
- Participating labs and required practice software

PIP QI Incentive

The Practice Incentives Program Quality Improvement (PIP QI) Incentive is a payment to general practices for undertaking continuous quality improvement activities in partnership with their local Primary Health Network (PHN).

In Western Australia, WA Primary Health Alliance (WAPHA) is the operator of the state's three PHNs – Perth North, Perth South and Country WA.

To be eligible for the PIP QI payment, practices in Western Australia must:
- be eligible for the PIP
- register for the PIP QI Incentive
- undertake continuous quality improvement activities in partnership with their local PHN (WAPHA).
- electronically submit the PIP Eligible Data Set to their local PHN (WAPHA) on a quarterly basis.

The PIP Eligible Data Set is de-identified patient data, aggregated at the practice level against the following 10 PIP QI Improvement Measures:
1. Proportion of patients with diabetes with a current HbA1c result.
2. Proportion of patients with a smoking status.
3. Proportion of patients with a weight classification.
4. Proportion of patients aged 65 and over who were immunised against influenza.
5. Proportion of patients with diabetes who were immunised against influenza.
6. Proportion of patients with COPD who were immunised against influenza.
7. Proportion of patients with alcohol consumption status.
8. Proportion of patients with the necessary risk factors assessed to enable CVD assessment.
9. Proportion of female patients with an up-to-date cervical screening.
10. Proportion of patients with diabetes with a blood pressure result.

You can apply for the PIP QI Incentive online through HPOS using your PRODA account. After your practice has registered for the PIP QI Incentive, please notify your Practice Support Team member.

Further information:
- PIP QI Incentive guidance
- PIP QI Incentive guidelines
- PIP QI FAQs
- Eligible Data Set Data Governance Framework

Find out more about digital health services

If you would like to find out more about the digital health services available for healthcare providers, visit the Australian Digital Health Agency website.

For more information about initiating or expanding your practice's digital health capabilities, contact your Practice Support Team member or email our Digital Health Team via ehealth@wapha.org.au

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