

Using My Health Record in general practice

What is My Health Record?

My Health Record is a secure online summary of a patient's health information. Healthcare providers that are involved in the care of a patient may access My Health Record to view and add patient health information.

The My Health Record system grants health providers secure access to timely information about their patient's medical history, which can include medical conditions, medications, pathology and diagnostic imaging results, allergies, immunisations and other helpful views and summaries. The system is available across Australia and is accessible by healthcare providers through clinical software or the National Provider Portal.

Why use My Health Record?

My Health Record brings us closer to an interconnected health care system by granting health providers timely, safe and secure access to patient information.

The Modernising My Health Record (Sharing by Default) Act 2025 provides a framework where health care providers can be required to upload information to My Health Record by default. The specific healthcare providers and services that must upload information will be outlined in rules, starting with pathology and diagnostic imaging. This legislation will provide better access for healthcare providers to key consumer health information and aims to make My Health Record a central part of the healthcare system.

Benefits for general practices

- Supports clinical decision making.
- Reduces risks associated with prescribing.
- Further enhances information sharing and team-based care.
- Reduces administrative labour associated with information requests between providers.
- Enables eligibility for electronic practice incentive payments (ePIP).

Benefits for patients

- Supports ability to self-manage their health and wellbeing.
- Reduces the need to re-tell or remember their medical history.
- Provides information support in an emergency.
- Lowers the risk of duplicated or unnecessary services.
- Access to their health records on a mobile device through the my health app

Example scenario

Jordan is a new patient to a general practice. He has relocated from regional interstate to be with family as he approaches retirement.

During his first visit to the practice, Jordan reveals the following:

- He has a complex medication regime and several co-morbidities.
- He was previously under the care of a GP for many years.
- He was under three different specialists.

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- He finds it difficult to recall all his clinical history and medication.
- He has run out of some of his medication and needs prescriptions.
- He knows he is due for some vaccines but can't remember which ones.

General practice <u>with</u> My Health Record	General practice <u>without</u> My Health Record
GP can access Jordan's: <ul style="list-style-type: none"> • Shared Health Summary • Medication list and dispensing history • Vaccination history • Specialist letters • Pathology and diagnostic imaging results • Hospital discharge summaries 	Needs to contact providers for clinical history: <ul style="list-style-type: none"> • Depends on provider availability • Fax and email issues (delays, less secure) • Separate process to chase up vaccine history • Might need to contact pharmacies
Potential outcomes: <ul style="list-style-type: none"> • Timely clinical history and medication review • Timely decisions and prescribing • Jordan knows which medication to take • Vaccination appointment arranged • Health Summary updated • Support ePIP claim 	Potential outcomes: <ul style="list-style-type: none"> • Delayed decision making • Delayed care and prescribing • Preventable repeat appointments • Duplicated investigations • Increased administrative burdens • Fragmented records, increased risk of error
Patient experience: <ul style="list-style-type: none"> • Jordan has had a positive experience during his transition to a new GP and is highly likely to stay on and become eligible for the MyMedicare program. 	Patient experience: <ul style="list-style-type: none"> • Jordan has been inconvenienced with the back and forth and is more out of pocket. He still feels uncertain about his medication, he's stressed and might attend a different general practice in future.

How to start using My Health Record

To implement My Health Record into your practice, the following processes need to be considered:

- Capability and system compatibility.
- Ensuring compliance with legislation.
- Setting up and accessing the service.
- Learning and integration into practice.

Refer to the resources below for specific guidance on each process to set up and use My Health Record.

The checklists and overviews provide step by step directions.

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Resources

Acronyms	
ADHA:	Australian Digital Health Agency
CSP:	Contracted Service Provider
ePIP:	Digital health Practice Incentive Payment
HI:	Health Identifier
HPOS:	Health Professional Online Services
MHR:	My Health Record
NASH:	National Authentication Service for Health
PRODA:	Provider Digital Access
Implementation support	
Checklists and overviews:	<ul style="list-style-type: none"> Implementation overview Registration checklist ADHA security and access checklist
Capability:	<ul style="list-style-type: none"> My Health Record system conformance register
Compliance:	<ul style="list-style-type: none"> Acts and regulations Security and access policies Ensure your organisation's My Health Record security and access policy is included in your onboarding checklist for healthcare providers and the policy is reviewed at least annually Ongoing participation obligations Ensure your organisation's Responsible Officer (RO) and Organisation Maintenance Officer (OMO) are up to date, and only current healthcare providers are linked to your organisation in HPOS by including this in your onboarding and offboarding checklists
Access:	<ul style="list-style-type: none"> Set up: HI PRODA HPOS NASH PKI Ensure your practice and practitioners are set up with an HI, PRODA and HPOS and the practice has its security certificate in place.
Learning:	<ul style="list-style-type: none"> Recommended training list ADHA My Health Record Clinician Assist WA (individual login required) Online Learning Portal ADHA eLearning Modules Webinars Clinical software summary sheets Health Professional Education Resources Services Australia PRODA HPOS MBS MyMedicare and more

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