Digital Health - What do practices need to know?

Practice Nurse Development Day
Vibe Hotel, Canberra

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PHN Education and Support Lead
Australian Digital Health Agency
The Australian Digital Health Agency and National Digital Health Strategy
The Australian Digital Health Agency

The Australian Digital Health Agency is funded by all Australian Governments. It designs and operates national digital health services and set data standards that:

- Give consumers more control of their health and care when they wish it
- Connect and empower healthcare professionals
- Promote Australia’s global leadership in digital health and innovation

The Agency reports to its Board, appointed by the Federal Minister of Health.

The Agency is the System Operator for the My Health Record, and a number of other clinical information systems and standards, and commenced operations on 1 July 2016.

“"When patients move between care settings, the absence of complete and up-to-date medication data can contribute to instances of care becoming high risk, resulting in medication misadventures and unnecessary hospital readmissions."

Pharmacy Guild of Australia, Submission to National Digital Health Strategy 2017
## Australia’s National Digital Health Strategy: Delivery to 2022

<table>
<thead>
<tr>
<th>Health information that is available whenever and wherever it is needed</th>
<th>MY HEALTH RECORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health information that can be exchanged securely</td>
<td>SECURE MESSAGING</td>
</tr>
<tr>
<td>High-quality data with a commonly understood meaning that can be used with confidence</td>
<td>INTEROPERABILITY AND DATA QUALITY</td>
</tr>
<tr>
<td>Better availability and access to prescriptions and medicines information</td>
<td>MEDICATION SAFETY</td>
</tr>
<tr>
<td>Digitally-enabled models of care that improve accessibility, quality, safety and efficiency</td>
<td>ENHANCED MODELS OF CARE</td>
</tr>
<tr>
<td>A workforce confidently using digital health technologies to deliver health and care</td>
<td>WORKFORCE EDUCATION</td>
</tr>
<tr>
<td>A thriving digital health industry delivering world-class innovation</td>
<td>DRIVE INNOVATION</td>
</tr>
</tbody>
</table>
My Health Record, Benefits and Expansion Program
What is My Health Record?

It is a summary of an individual’s key health information – it can be accessed and viewed securely online between the individual and their healthcare providers.

It is part of a national system – an individual’s My Health Record travels with them wherever they are and no matter which registered healthcare provider they are seeing.

It is personally controlled – the individual has a say in what gets uploaded, what stays in their record and who can see their record.

It is accessible at all times – including at point of care.

It is private and secure – protected by legislation, only accessible by authorised healthcare providers, consumer access controls, strong and multiple layers of security.

It is a summary of an individual’s key health information – it can be accessed and viewed securely online between the individual and their healthcare providers.
Types of information contained in a My Health Record

- Advance Care Plans
- Advance Care Custodian
- Personal Health Summary
- Personal Health Notes
- Emergency Contact Details
- Medicare claims
- PBS information
- Organ Donor decisions
- Immunisations (AIR)
- Clinical Documents

Individual OR their representative
- Advance Care Plans
- Advance Care Custodian
- Personal Health Summary
- Personal Health Notes
- Emergency Contact Details
My Health Record system benefits

- Avoid adverse drug events
- Enhanced patient self-management
- Improvements in patient outcomes
- Reduced time gathering information
- Avoided duplication services
How does My Health Record work?
# My Health Record Statistics as at 25 February 2018

## 5,589,716 Consumers registered

**Demographic Breakdown**
- 54% are female
- 46% are male

### Age Range

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Aged 19 or less</th>
<th>Aged 20-39</th>
<th>Aged 40-64</th>
<th>Aged 65 or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of total registrations</td>
<td>36%</td>
<td>25%</td>
<td>25%</td>
<td>14%</td>
</tr>
</tbody>
</table>

### State

<table>
<thead>
<tr>
<th>State</th>
<th>ACT</th>
<th>TAS</th>
<th>SA</th>
<th>NT</th>
<th>NSW</th>
<th>VIC</th>
<th>QLD</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of population</td>
<td>26%</td>
<td>23%</td>
<td>21%</td>
<td>24%</td>
<td>24%</td>
<td>18%</td>
<td>30%</td>
<td>19%</td>
</tr>
</tbody>
</table>

Approximately 23% of Australia's population is registered for a My Health Record.

## 10,754 Healthcare providers registered

### Organisation Type*

<table>
<thead>
<tr>
<th>Organisation Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Practices</td>
<td>6,311</td>
</tr>
<tr>
<td>Public Hospitals and Health Services</td>
<td>793</td>
</tr>
<tr>
<td>Private Hospitals and Clinics</td>
<td>174</td>
</tr>
<tr>
<td>Retail Pharmacies</td>
<td>1,489</td>
</tr>
<tr>
<td>Aged Care Residential Services</td>
<td>185</td>
</tr>
<tr>
<td>Pathology and Diagnostic Imaging Services</td>
<td>31</td>
</tr>
<tr>
<td>Other categories of healthcare providers including Allied Health</td>
<td>1,457</td>
</tr>
<tr>
<td>Organisations with a cancelled registration</td>
<td>314</td>
</tr>
</tbody>
</table>

*Organisation type based on Healthcare Provider Organisation (HPO=O) data, except for Hospital provider data which is based on jurisdictional reported facilities that are connected to the My Health Record system.

## Clinical Document Uploads

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Health Summary</td>
<td>1,499,129</td>
</tr>
<tr>
<td>Discharge Summary</td>
<td>1,620,995</td>
</tr>
<tr>
<td>Event Summary</td>
<td>481,713</td>
</tr>
<tr>
<td>Specialist Letter</td>
<td>71,613</td>
</tr>
<tr>
<td>eReferral Note</td>
<td>50</td>
</tr>
<tr>
<td>Pathology Reports</td>
<td>932,147</td>
</tr>
<tr>
<td>Diagnostic Imaging Report</td>
<td>84,051</td>
</tr>
</tbody>
</table>

## Prescription and Dispense Uploads

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescription Documents</td>
<td>13,440,219</td>
</tr>
<tr>
<td>Dispense Documents</td>
<td>3,657,922</td>
</tr>
</tbody>
</table>

## Consumer Documents

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Entered Health Summary</td>
<td>102,410</td>
</tr>
<tr>
<td>Consumer Entered Notes</td>
<td>42,288</td>
</tr>
<tr>
<td>Advanced Care Directive Custodian Report</td>
<td>15,953</td>
</tr>
<tr>
<td>Advance Care Planning Document</td>
<td>1,686</td>
</tr>
</tbody>
</table>

## Medicare Documents

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Immunisation Register</td>
<td>1,848,619</td>
</tr>
<tr>
<td>Australian Organ Donor Register</td>
<td>577,119</td>
</tr>
<tr>
<td>Medicare/DVA Benefits Report</td>
<td>378,914,017</td>
</tr>
<tr>
<td>Pharmaceutical Benefits Report</td>
<td>263,082,594</td>
</tr>
</tbody>
</table>

Information is correct as of 29/01/2018
My Health Record Opt-out Participation Trials
Nepean Blue Mountains and Northern Queensland

As part of the My Health Record opt-out participation trials, individuals in Nepean Blue Mountains and Northern Queensland had an opportunity to have a My Health Record automatically created for them. As a result of the trial:

Only 1.9% of the population in the two trial areas opted-out of having a My Health Record created for them.

More than 9 out of 10 people across the two trial areas had a My Health Record created for them.

Nearly 1 million individuals joined the 2.8 million people who are already benefiting from having a My Health Record.

What's next in the My Health Record Trials?

- Individuals were able to access their newly-created records for the first time.
- Individuals can set access controls and add emergency contact information to their My Health Record.
- Healthcare providers can view patients’ newly-created My Health Records.
- Authorised doctors and healthcare providers connected to the system can upload to their patients' My Health Records.
A My Health Record for all Australians in 2018

Forming the cornerstone of a better health system and digital health innovations for Australia.

Expanding on an existing, proven system that is safe and secure.

Giving all Australians control of their own health record, what it contains and who can access it.

Every Australian will get a My Health Record later this year. If an individual prefers not to have one, there will be an opportunity to opt-out.

Our vision is a world-leading national, digital health capability that improves the lives of all Australians by supporting the efficient delivery of healthcare.

My Health Record provides for potentially lifesaving access to a patient’s key health information such as medications, allergies, conditions and test results - supporting significant improvements in the safety, quality and efficiency of Australia’s healthcare system.
Data Quality Checklist

1. Demographics – are the contact details up-to-date?
   - Double-click on the patient’s telephone number to check and update details

2. Medication List – is the Current Meds list accurate?
   - Right click to delete/cease medications no longer relevant (they can then be found in the Old/Past Scripts thereafter)
   - If none, tick No medications

3. Past History List – does it contain only significant conditions that a hospital or specialist would need to know?
   - Right click to edit, delete or add new
   - If none, tick No significant past history (PMH) box

4. Allergies – have you also recorded adverse reactions?
   - Double-click in allergies box and Add, Edit, Delete
   - If none, tick No Known Allergies/Adverse Reactions/Nil Known

5. Immunisations – have immunisations been recorded?

www.digitalhealth.gov.au > Using the My Health Record system
> Training Resources > Guides > Data Quality Checklist
A team approach to progress – for staff use and patient info under policy

• **Practice Managers** write the Digital Health policy & train staff

• **Receptionists** register patients for a My Health Record

• **Registrars & nurses** may be able to help clean up data

• **Nurses, Registrars, GPs & Aboriginal Health Practitioners** upload to the My Health Record
My Health Record Privacy, Security and Consent
My Health Record system security

- Strong encryption
- Firewalls
- Secure login / authentication mechanisms
- Audit logs
Privacy controls and visibility

Individuals control who has access to their My Health Record:

- They can choose to decline access to specific documents in their My Health Record.
- They can set up a pin code that will mean only clinicians with permission can access their My Health Record.
- They can subscribe to SMS or email alerts that report in real time when registered provider organisations access their My Health Record for the first time.
- In an emergency, a clinician can exercise a ‘break glass’ facility – but instances are carefully monitored and reported to the citizen.
- All instances of access to My Health Record are monitored.
Information security for small healthcare businesses

An Information Security Guide for small healthcare businesses has been developed by the Agency and the Australian Government's Stay Smart Online service.
Consent

Consent to access

A healthcare provider is authorised by law to view a My Health Record without seeking consent each time, if:

1. The provider is permitted by the organisation to access the My Health Record
2. The provider is accessing in order to provide healthcare to the patient.

Consent to upload

A healthcare provider is authorised (by law and through a patient’s ‘standing consent’ given at registration) to upload clinical documents without gaining consent of the patient each time.
Medico-legal concerns

Healthcare providers who have a legitimate reason to access the system (e.g. provide care to a patient) are authorised to do so.

Reckless or intentional misuse may be subject to penalties up to $126,000 for individuals; $630,000 organisations.

Healthcare providers are under an obligation to take reasonable steps to upload accurate and up-to-date information (this is an obligation that exists already when sharing patient information with other providers).
Current priorities for improvement

**Medicines**
- Single view of medicines, allergies, adverse reactions
- Support clinicians with their medicines reconciliation

**Pathology**
- Enhanced search and filter in Pathology Report View
- Improve searchability of pathology results in provider portal and local CIS

**Diagnostic Imaging**
- Upload and view of diagnostic imaging reports
- More complete and timely access to a patient’s diagnostic imaging results

**Usability improvements**
- Improved consumer access
- Improve success rates for individuals accessing My Health Record the first time

**Operational requirements**
- Keeping systems up to date and secure

GOALS
Medicines Information View – Where will I find it in my CIS?

The **Medicines Information View** is found in most conformant clinical information systems in the Documents List.

![My Health Record Screenshot](image)

The **Medicines Information View** is found in the Provider Portal in the **Medicine Records** tab.
Viewing pathology reports through your clinical information system
Viewing DI reports through your clinical information system
Example of consent management in CIS
My Health Record Education and Training
Software simulators and summary sheets

On Demand Training
A sandbox environment (simulation) for interacting with a fictional patient’s My Health Record

Summary Sheets
Step-by-step instructions with screenshots for viewing information in a patient’s My Health Record and uploading to it through clinical software

www.digitalhealth.gov.au > Using the My Health Record system > Training Resources
My Health Record eLearning Modules

www.digitalhealth.gov.au > Using the My Health Record system > Training Resources
Consumer Portal Simulator

www.digitalhealth.gov.au > Using the My Health Record system > Training Resources > On Demand Training
Contact us

Help Centre 1300 901 001
8am–6pm Monday to Friday AEDT

Email help@digitalhealth.gov.au

Website www.digitalhealth.gov.au

Twitter https://twitter.com/AuDigitalHealth