



Australian Government
Australian Digital Health Agency

Digital Health - What do practices need to know?

Practice Nurse Development Day
Vibe Hotel, Canberra

Carey Doolan
PHN Education and Support Lead
Australian Digital Health Agency



Australian Government
Australian Digital Health Agency



My Health Record



Australian Government
Australian Digital Health Agency

The Australian Digital Health Agency and National Digital Health Strategy



Australian Government
Australian Digital Health Agency



My Health Record



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

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



Australian Government
Australian Digital Health Agency

My Health Record, Benefits and Expansion Program

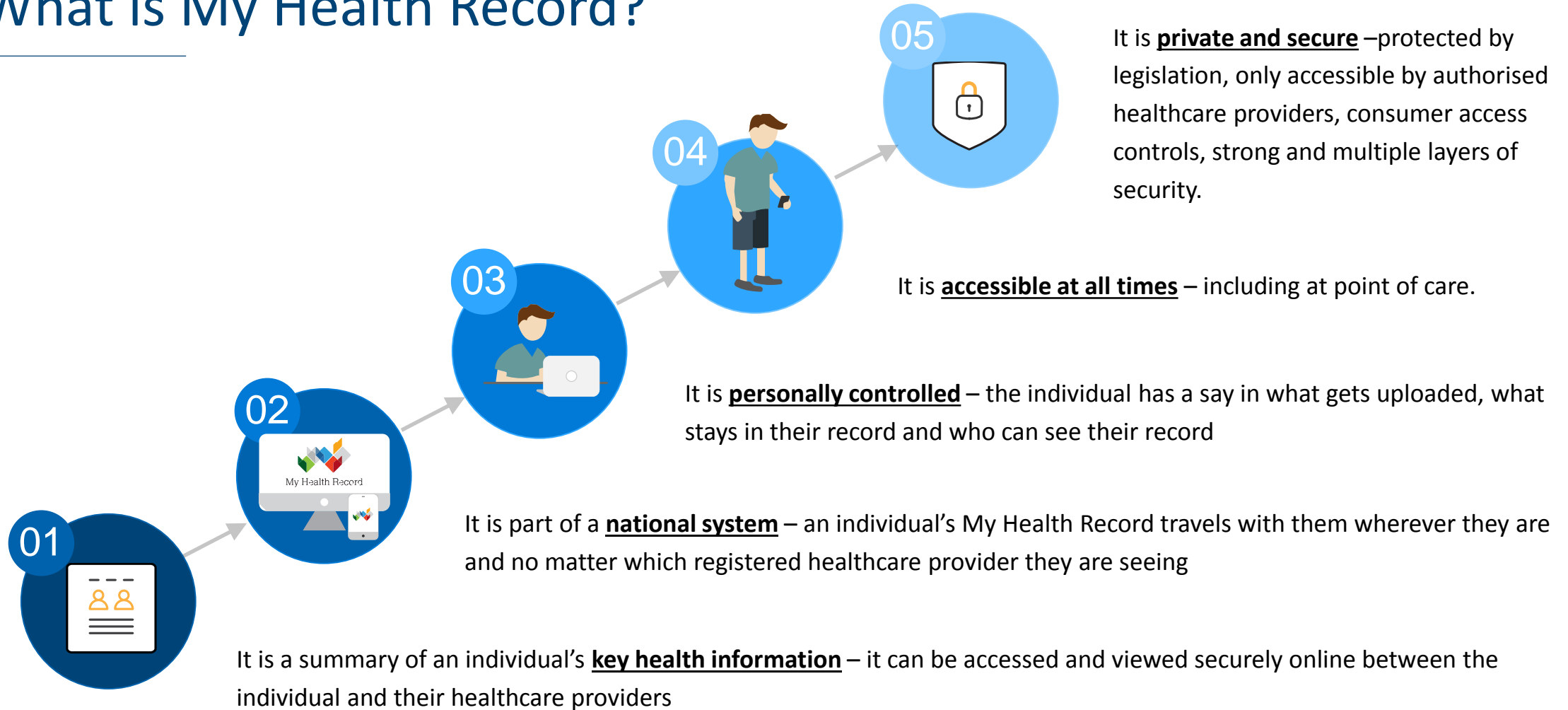


Australian Government
Australian Digital Health Agency



My Health Record

What is My Health Record?



Types of information contained in a My Health Record

Providers

- ▶ Clinical Documents



Medicare

- ▶ Medicare claims
- ▶ PBS information
- ▶ Organ Donor decisions
- ▶ Immunisations (AIR)



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



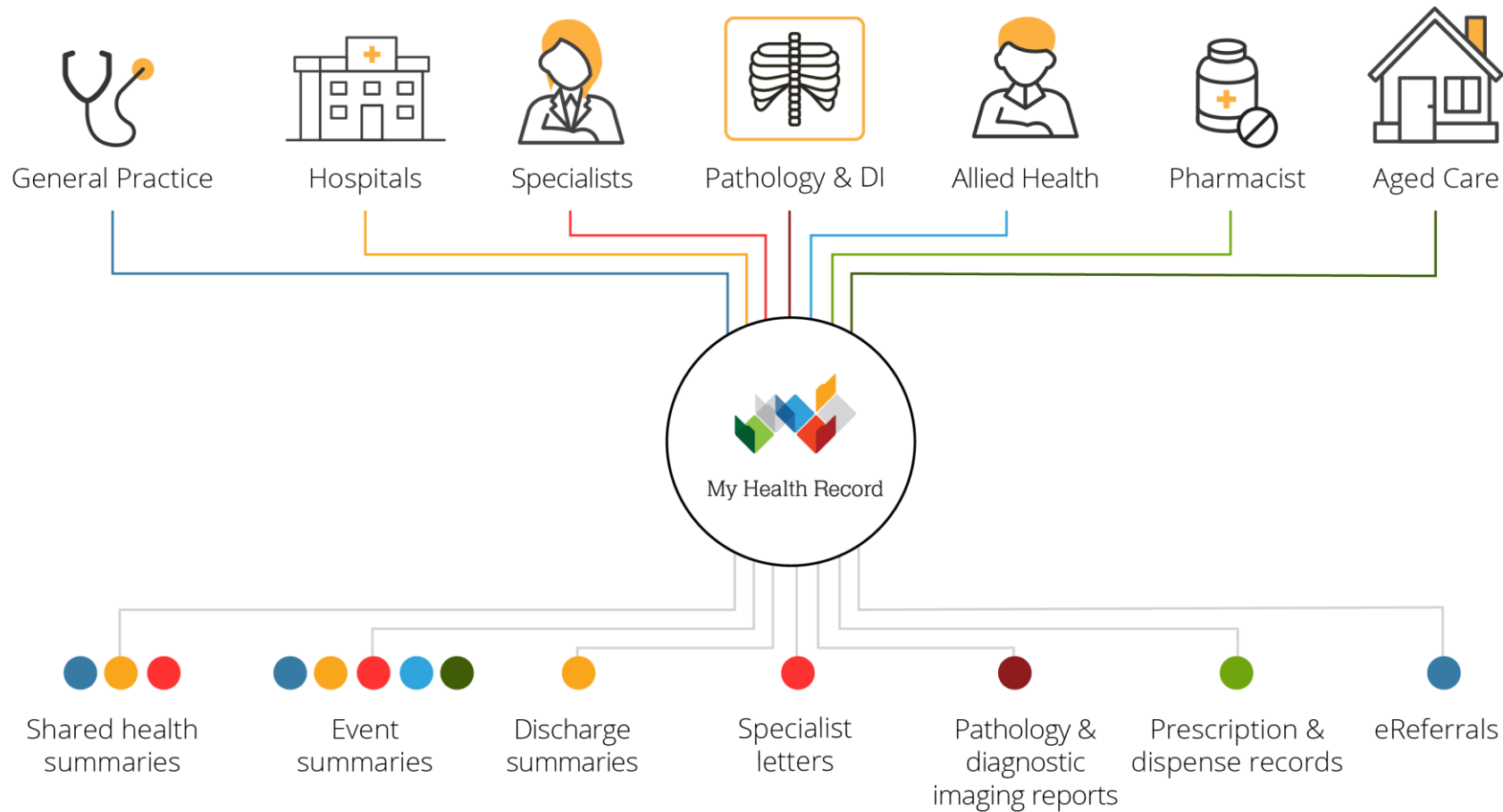
Reduced time gathering information



Avoided duplication services



How does My Health Record work?



My Health Record Statistics

as at 25 February 2018



Australian Government
Australian Digital Health Agency



My Health Record

Consumer Statistics



5,589,716 Consumers registered

Demographic
Breakdown



54% are female



46% are male

Age Range	Aged 19 or less	Aged 20-39	Aged 40-64	Aged 65 or higher
% of total registrations	36%	25%	25%	14%

State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	26%	23%	21%	24%	24%	18%	30%	19%

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

Provider Registrations



10,754 Healthcare providers registered

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

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

My Health Record Usage



Clinical Document Uploads 4,689,698

Shared Health Summary	1,499,129
Discharge Summary	1,620,995
Event Summary	481,713
Specialist Letter	71,613
eReferral Note	50
Pathology Reports	932,147
Diagnostic Imaging Report	84,051



Prescription and Dispense Uploads 17,098,141

Prescription Documents	13,440,219
Dispense Documents	3,657,922



Consumer Documents 162,337

Consumer Entered Health Summary	102,410
Consumer Entered Notes	42,288
Advanced Care Directive Custodian Report	15,953
Advance Care Planning Document	1,686



Medicare Documents 644,422,349

Australian Immunisation Register	1,848,619
Australian Organ Donor Register	577,119
Medicare/DVA Benefits Report	378,914,017
Pharmaceutical Benefits Report	263,082,594

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:



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

Only 1.9% of the population* in the two trial areas opted-out of having 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.

~1m
people



2.8m
people, have 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


Australian Government
Australian Digital Health Agency


My Health Record

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





Australian Government
Australian Digital Health Agency

My Health Record Privacy, Security and Consent

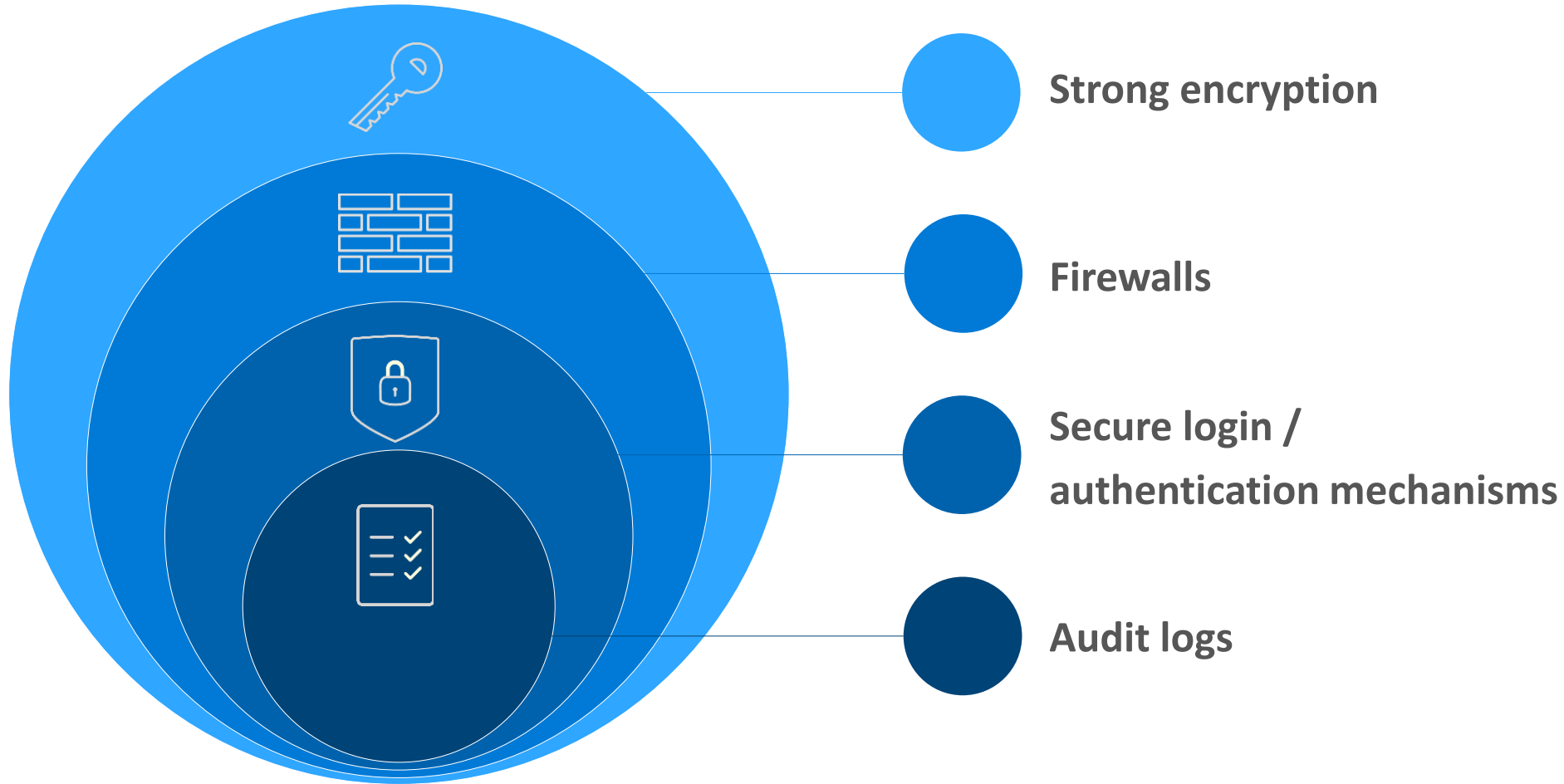


Australian Government
Australian Digital Health Agency



My Health Record

My Health Record system security



Privacy controls and visibility

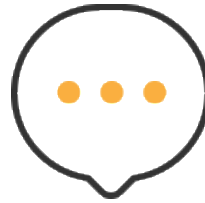
Individuals control who has access to their My Health Record:



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.



www.digitalhealth.gov.au > About the Agency > Digital Health Cyber Security Centre

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

Penalties



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

Uploading inaccurate information



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)



Australian Government
Australian Digital Health Agency

What's New

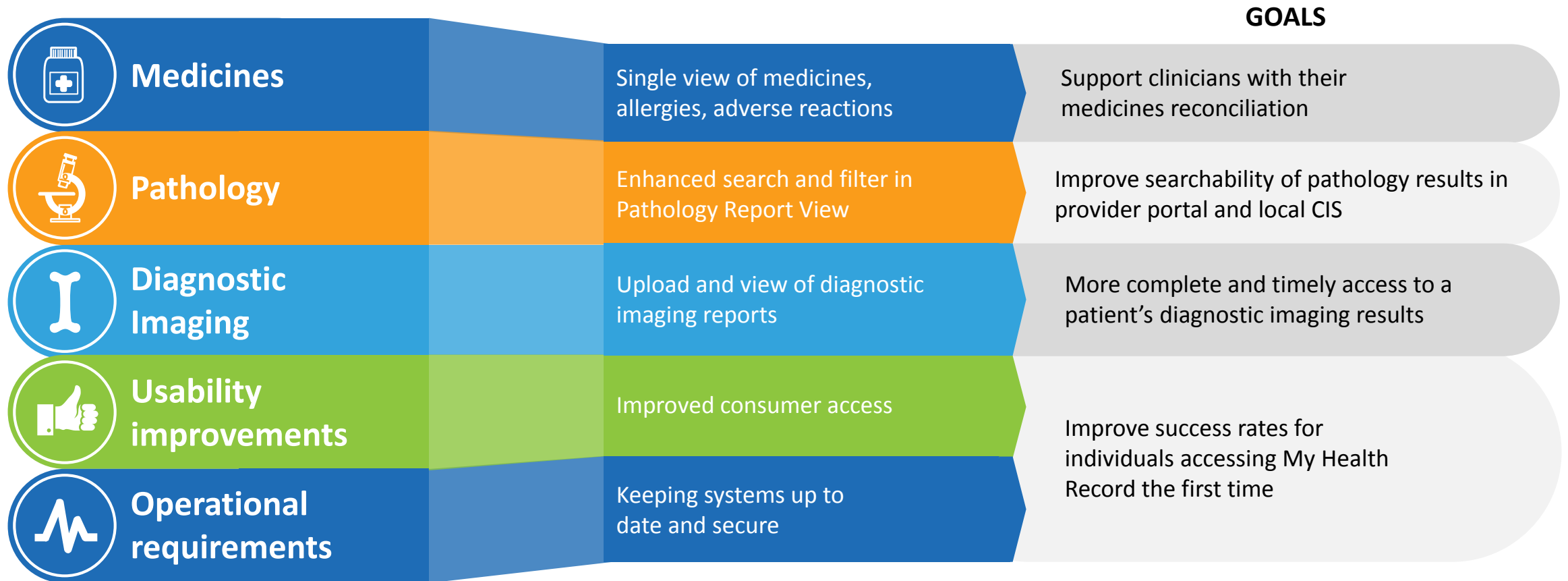


Australian Government
Australian Digital Health Agency



My Health Record

Current priorities for improvement



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 for IHI: 8003 6086 6670 1594

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

This patient has an active My Health Record to which you have access.

Change/Gain Access

My Health Record View

Prescription and Dispense View

Pathology Report View

Diagnostic Imaging Report View

Show Recent Shared Health Summary

Show Medicare Records

Show Medicine Records

Reset All Filters

List is Filtered By: Document Date (In Last 3 Months), Document

Show Preview

Document Date	Service Date	Document	Organisation	Organisation Type	Author	Size	Saved In MD
20-Oct-2017	20-Oct-2017	Medicines View	My Health Record	Provision and administration of publi...	My Health Record	0.0 bytes	Not Saved
10-Oct-2017	10-Oct-2017	Shared Health Summary	Communicare	General Practice	Lang, Phillip	11.3 KB	Saved
19-Sep-2017	19-Sep-2017	Shared Health Summary	Communicare	General Practice	Walker, Terrance	7.0 KB	Not Saved
26-Jul-2017	26-Jul-2017	Shared Health Summary	MEDTESTORGSB115	Hospitals (except Psychiatric Hospit...	Smith, Good	10.2 KB	Not Saved

The **Medicines Information View** is found in the Provider Portal in the **Medicine Records** tab.



Australian Government
Australian Digital Health Agency



My Health Record

Viewing pathology reports through your clinical information system

My Health Record for IHI: 8003 6086 6670 1594

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

This patient has an active My Health Record to which you have access.

Change/Gain Access

My Health Record View

Prescription and Dispense View

Pathology Report View

Diagnostic Imaging Report View

Show List View

Pathology Report | 18 May 2017 | Frank HARDING | DoB 4 Oct 1949 (54y) | SEX Male | IHI 8003 6086 6670 1594

START OF DOCUMENT

Pathology Queensland

Author Doctor Good Doctor (Medical Laboratory Scientist)

Phone 0345754566

Pathology

Report Date	Report	Identifier	Reporting Pathologist	Status
30 Oct 2014 10:33+1000	Full Blood Count	10523477	Doctor Good DOCTOR (Hay Bill Hospital)	Correction To Results

Pathology Test Result (Pathology > Pathology Test Result)

Pathology Test Result

Collection Date	Observation Date	Test Result Name	Diagnostic Service	Status
18 May 2017 13:00+1000	18 May 2017 13:00+1000	Serum Chemistry Test	Laboratory	Preliminary

Pathology Test Result (Pathology > Pathology Test Result)

Pathology Test Result

Collection Date	Observation Date	Test Result Name	Diagnostic Service	Status
18 May 2017 13:00+1000	18 May 2017 13:00+1000	Serum Chemistry Test	Laboratory	Preliminary

Administrative Observations

Demographic Data

Field	Value
Date of Birth is Calculated From Age	True
Date of Birth Accuracy Indicator	AAA
Age Accuracy Indicator	True
Birth Plurality	3
Age	54y
Mothers Original Family Name	JONES

ADMINISTRATIVE DETAILS

Create Clinical Document

Save in MD

Close



Viewing DI reports through your clinical information system

My Health Record for IHI: 8003 6086 6670 1594

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

This patient has an active My Health Record to which you have access.

Change/Gain Access

My Health Record ViewPrescription and Dispense ViewPathology Report ViewDiagnostic Imaging Report View

Show List View

Diagnostic Imaging Report | 10 Aug 2015 | Mr Frank HARDING | DoB 22 Jul 1958 (54y) | SEX Male | IHI 8003 6086 6670 1594

START OF DOCUMENT

Queensland Diagnostic Services

Author

Doctor Good Doctor (Medical Laboratory Scientist)

Phone

0345754566

Accession ID

10523475

Diagnostic Imaging

Report Date	Report	Reporting Radiologist	Status
22 Jul 2015 15:31:38+1000	Report Description	Doctor Good RADIOLOGIST (Hay Bill Hospital)	Final Results

Imaging Examination Result (Diagnostic Imaging > Imaging Examination Result)

Imaging Examination Result

Image Date	Observation Date	Result	Modality	Procedure	Anatomical Region	Status
22 Jul 2015 15:31:38+1000	22 Jul 2015 15:31:38+1000	Plain chest X-ray	X-ray	The examination was carried out using the particular procedure.		Final Results

Anatomical Site

Name of Location/Description	Side
Chest/Thorax	
Chest/Thorax	

Imaging Examination Result (Diagnostic Imaging > Imaging Examination Result)

Imaging Examination Result

Image Date	Observation Date	Result	Modality	Procedure	Anatomical Region	Status
22 Jul 2015 15:31:38+1000	22 Jul 2015 15:31:38+1000	Plain chest X-ray	X-ray	The examination was carried out using the particular procedure.	Chest	Final Results

Anatomical Site

Name of Location/Description	Side
Entire thorax	left
Entire thorax	left

Administrative Observations

Create Clinical DocumentSave in MDClose

Example of consent management in CIS

The screenshot displays three overlapping windows from the Best Practice software interface. The 'About Bp Premier...' window on the left provides version information: 'Version: Lava Service Pack 2' (circled in red), build number 1.8.7.802, and contact details for Best Practice Software Pty. Ltd. The 'Imaging request' window in the background shows a request for '12/09/2017' from 'John Street Radiology'. It includes a list of regions (Abdomen, Adrenal glands, etc.) and clinical details (Chest pain, Chronic cough, etc.). At the bottom, there are checkboxes for 'Add entry to the database' and 'Do not send to My Health Record' (circled in red). The 'Pathology request' window in the foreground shows a request for '12/09/2017' from 'Network Pathology'. It includes a list of favourite tests (AntenATAL SCREEN, Cervical Cytology, E/LFTs, etc.) and clinical details (Fasting, Non Fasting, LMP, EDC, etc.). At the bottom, there are checkboxes for 'Add entry to the database' and 'Do not send to My Health Record' (circled in red). The 'Do not send to My Health Record' checkbox is highlighted with a red circle in both the 'Imaging request' and 'Pathology request' windows, indicating the consent management process.

About Bp Premier...

Best Practice
An evolution in medical software

Version: Lava Service Pack 2

Build No: 1.8.7.802

Distributed by: Best Practice Software Pty. Ltd.
P.O. Box 1911
Bundaberg 4670
Phone: 1300 401 111 Fax: 07 4153 2093
Web site: www.bpssoftware.net
E-mail: support@bpssoftware.net

Copyright © 2004-2017 Pyefinch Software Pty. Ltd.

Site ID: 1
Last drug update: September 2017 (31/08/2017)

System info. Close

Imaging request

Request date: 12/09/2017 Provider: John Street Radiology

Left Right

Region

Abdomen
Adrenal glands
Arthrogram - knee
Arthrogram - shoulder
Brain
Cervical spine
Chest
Head
Kidneys
Liver
Lumbar spine

Clinical details

Chest pain
Chronic cough
Constipation
Cough
Follow up
Headache
Hypertension

Do not send to My Health Record

Pathology request

Request date: 12/09/2017 Laboratory: Network Pathology

Favourite tests

☐ AntenATAL SCREEN
☐ Cervical Cytology
☒ E/LFTs
☐ ESR
☐ FBE; Amylase; ANA
☐ HbA1C
☒ HDL Cholesterol
☐ Histology
☐ PSA
☐ test
☐ test2
☐ TSH
☐ Urine M/C/S
☐ xxxx

Clinical details:

☐ Fasting ☐ Non Fasting
LMP: 12/09/2017
☐ Pregnant EDC: 12/09/2017

Billing:

☒ Private ☐ Concession ☐ Direct Bill

Do not send to My Health Record



HealthEngine
HealthEngine Pty Ltd



My Child's
eHealth
Record
The Australian Digital Health
Agency




Tyde
Tyde Australia Pty Ltd



Healthi
Chamonix Health Solutions
Pty Ltd

Login





Enter PIN


Version 1.0.4 (96)

RESET PROFILE

Select Record

 **DR STEVEN J HAMBLETON**
Self

 **ELEANOR K HAMBLETON**
Under 18 - Parental Responsibility

 **MR RONALD F HAMBLETON**
Full Access Nominated Representative

To update your myGov login:
[Click here](#)

Australian Immunisation...
Australian Immunisation Register

5 Jul 2017
STEVEN HAMBLETON

DoB 14 Jan
SEX Male
IHI 10 4288 6072

START OF DOCUMENT

DHS Medicare Repository Services

Australian Immunisation Register Entries

Date Administered	Protection Against	Vaccine
20 Mar 2017	Influenza	Fluarix Tetra

For a detailed Immunisation History Statement, go to your Medicare Online Account.

Administrative Observations

Shared Health Summary

Kedron Park 7 Day Medical Centre

Author Dr Steve Hambleton (General Medical Practitioner)
Phone [38576288](tel:38576288)

Adverse Reactions

Adverse Substance Reactions - Exclusion Statement

Exclusion Statement

None known

Medications

Reviewed Medications - Exclusion Statement

Exclusion Statement

None known

Medical History



Australian Government
Australian Digital Health Agency

My Health Record Education and Training



Australian Government
Australian Digital Health Agency

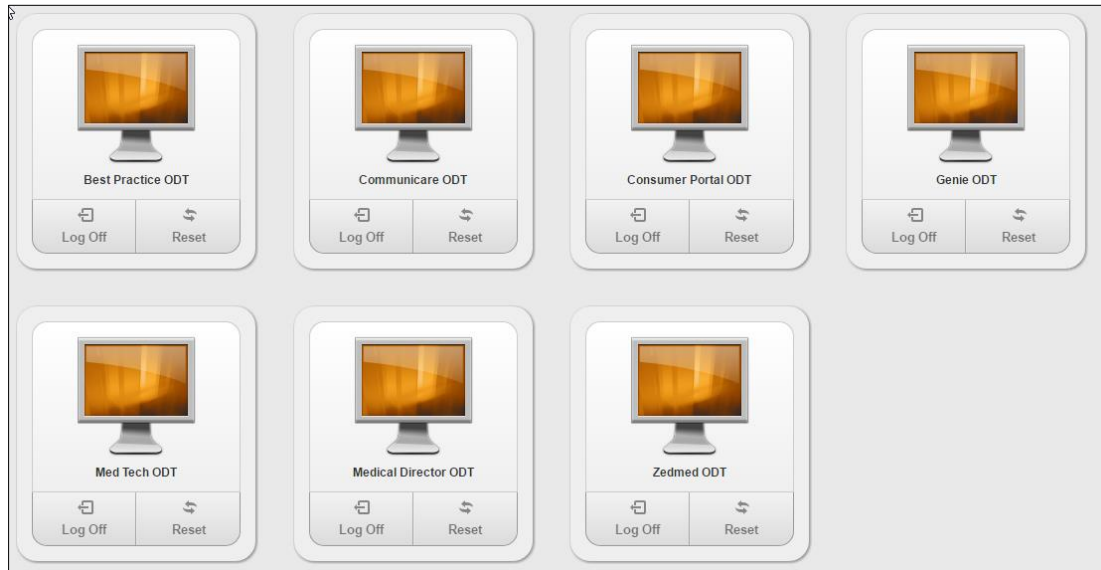


My Health Record

Software simulators and summary sheets

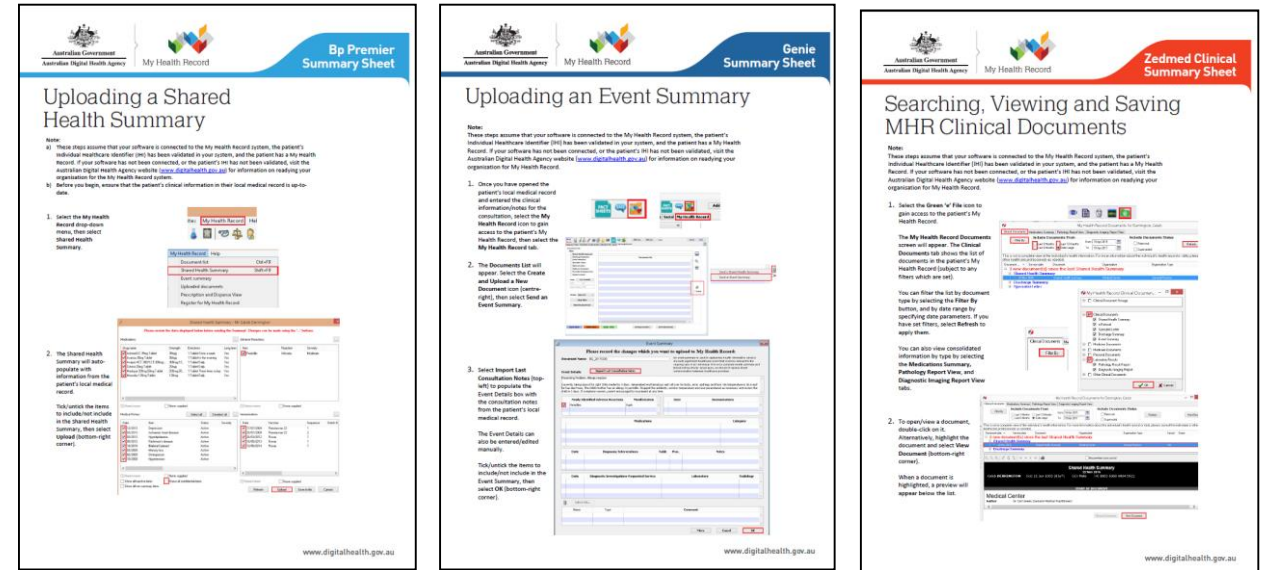
On Demand Training

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

[Home](#)[Log in](#)



Australian Government
Australian Digital Health Agency



My Health Record

Welcome to My Health Record Online Training

This training introduces My Health Record and outlines its benefits, features and functionalities in a range of healthcare settings. It covers topics such as:

- the types of information in the My Health Record system;
- how to view a person's My Health Record and upload information to it;
- the legislation which underpins healthcare providers' use of the My Health Record system;
- how the My Health Record system can improve clinical outcomes; and
- healthcare providers' participation obligations.

To register:

1. Complete and submit the [New Account form](#).
2. You should receive an email upon submitting the form.
3. Read the email and click on the weblink it contains.
4. Your Account will be confirmed and you will be logged in.
5. You can begin the training or return at a more preferable time.

[Create new account](#)

Username / email

Password

☐ Remember username

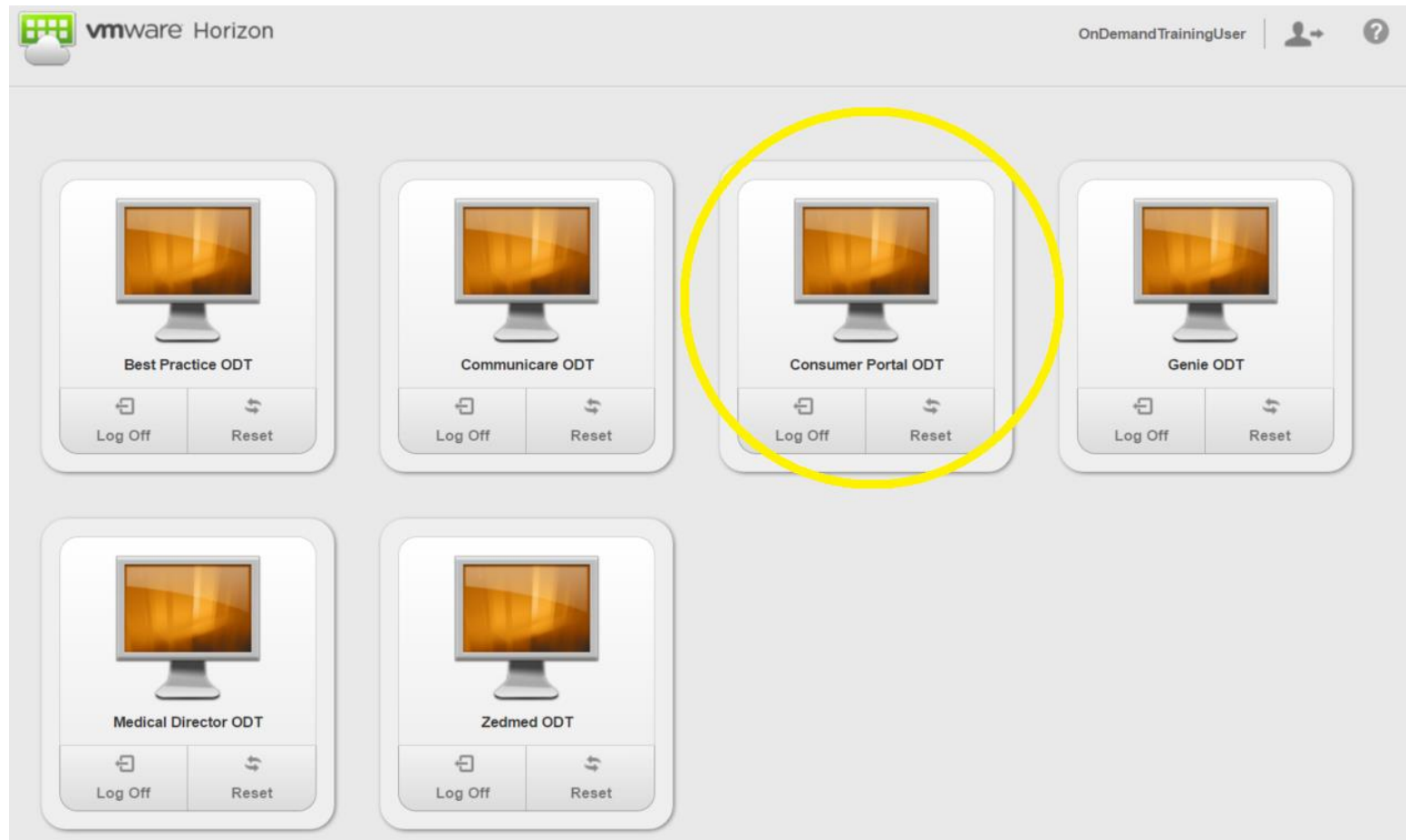
[Log in](#)

[Forgotten your username or password?](#)
Cookies must be enabled in your browser

Copyright (c) 2016-2018 Australian Digital Health Agency

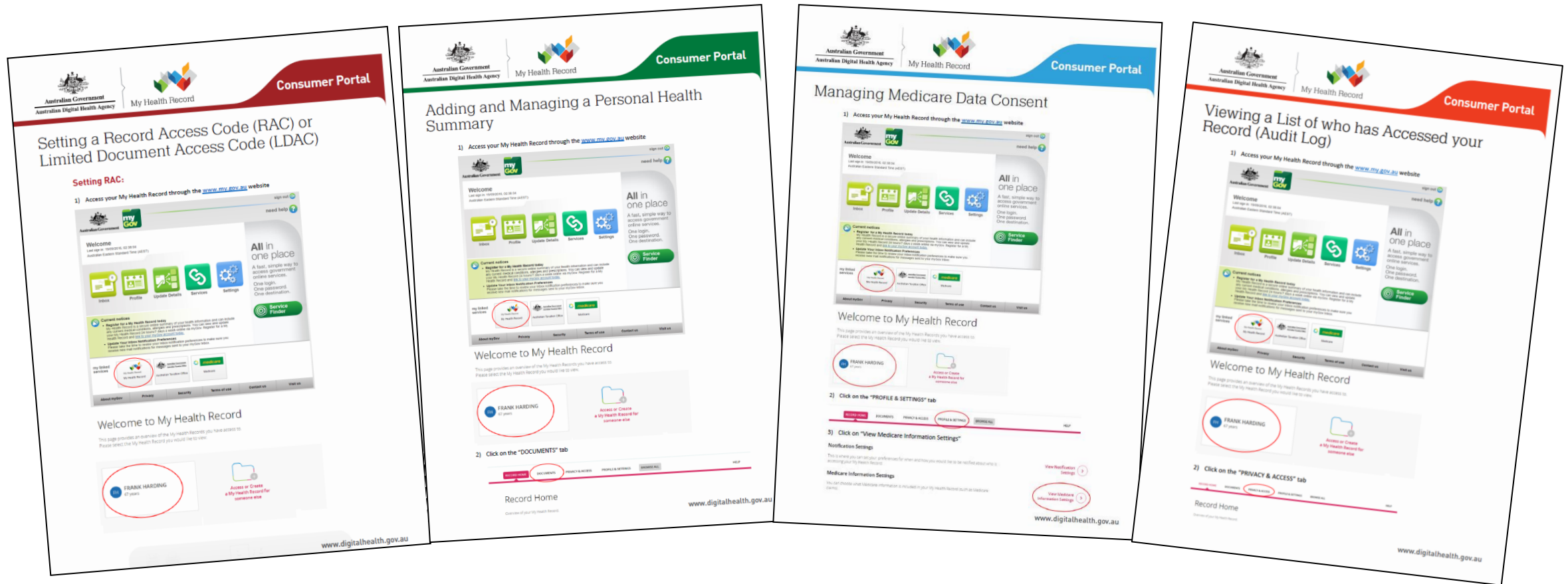
www.digitalhealth.gov.au > Using the My Health Record system > Training Resources

Consumer Portal Simulator



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

Consumer Guides



www.digitalhealth.gov.au > Using the My Health Record system > Consumer Guides

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