

Digital Health Update for GPs, Practice Managers & Nurses

PHN Eastern Melbourne

13 July 2017

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Learning Objectives:

1. Discuss 'My Health Record Expansion Program' (opt-out plans) & preparing your practices
2. Access improved 'Medication view'
3. Learn about results and strategies for successful change
4. Explore apps and patient portals

My Health Record Expansion Program



My Health Record Statistics

as at 2 July 2017



Australian Government
Australian Digital Health Agency



My Health Record

Consumer Statistics



4,970,687 Consumers registered

Demographic
Breakdown



54% are female



46% are male

Age Range	Aged 20 or less	Aged 20-39	Aged 40-64	Aged 65 or higher
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% of total registrations	36%	25%	25%	14%
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State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	24%	20%	18%	20%	21%	16%	28%	16%

Approximately 20% of Australia's population
is registered for a My Health Record

Provider Registrations



10,096 Healthcare providers registered

Organisation Type*	Count
General Practices	6,124
Public Hospitals and Health Services	760
Private Hospitals and Clinics	161
Retail Pharmacies	1,358
Aged Care Residential Services	167
Other categories of healthcare providers including Allied Health	1,260
Organisations with a cancelled registration	266

*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

2,418,635

Shared Health Summary	910,840
Discharge Summary	1,042,414
Event Summary	280,506
Specialist Letter	50,139
eReferral Note	29
Pathology Reports	81,498
Diagnostic Imaging Report	53,209



Prescription and Dispense Uploads

10,857,987

Prescription Documents	8,451,581
Dispense Documents	2,406,406



Consumer Documents

139,596

Consumer Entered Health Summary	87,249
Consumer Entered Notes	37,478
Advanced Care Directive Custodian Report	13,707
Advance Care Planning Document	1,162



Medicare Documents

513,053,858

Australian Immunisation Register	1,406,057
Australian Organ Donor Register	484,416
Medicare/DVA Benefits Report	302,215,367
Pharmaceutical Benefits Report	208,948,018

Access up-to-date statistics via www.myhealthrecord.gov.au: [Click for direct link](#)



Digital Health

My Health Record

Secure Messaging

Telehealth

Apps/ wearable technology

Electronic medical records



Who has a My Health Record?

Approx 16% of your patients will currently have a My Health Record compared with approx. 97% when opt-out



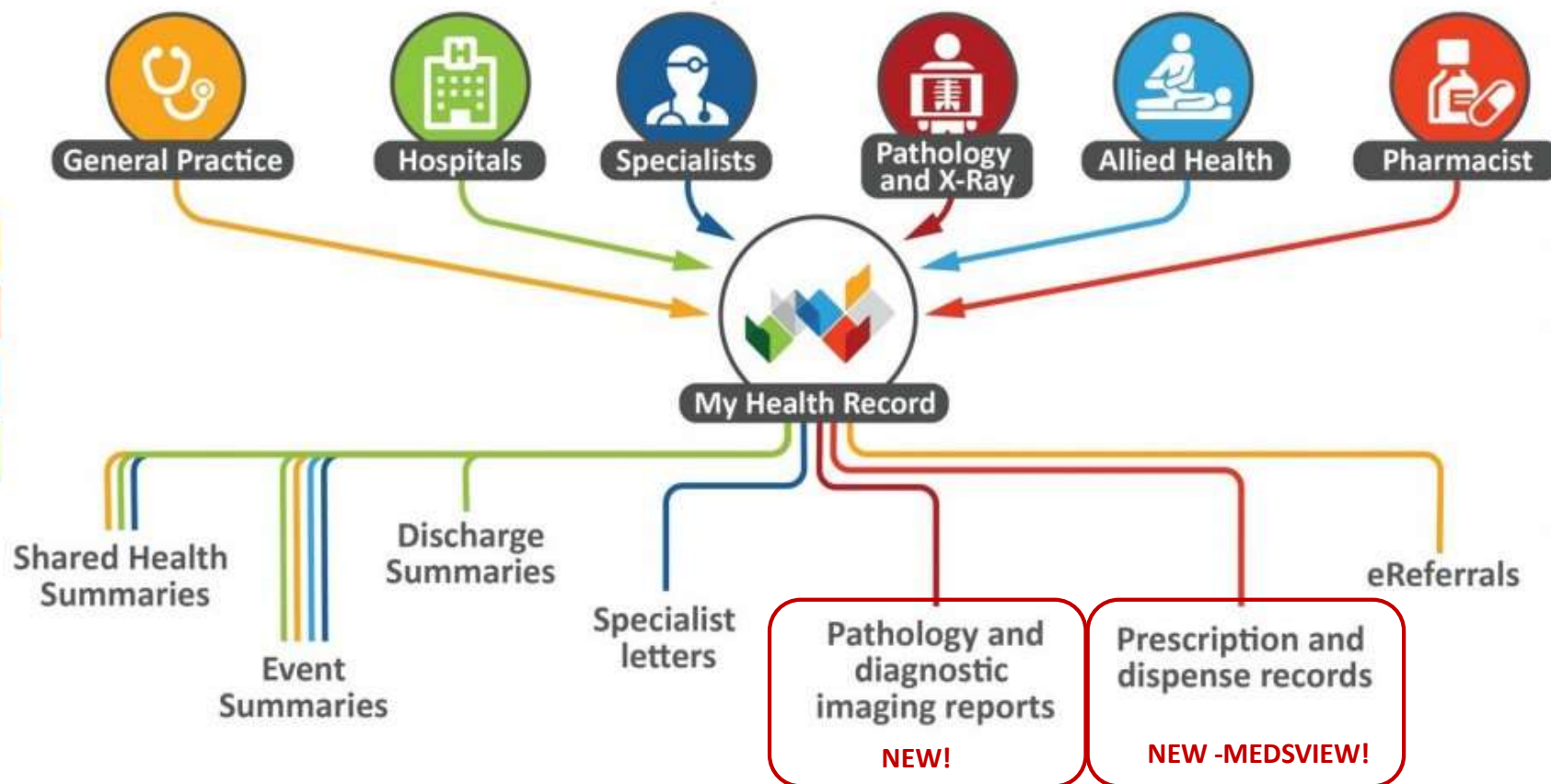
My Health Record

www.digitalhealth.gov.au

www.myhealthrecord.gov.au

[NSW patients first to view their pathology results in My Health Record](#)

Download 'My Health Record' detailed presentation: www.trainitmedical.com.au/presentations



www.digitalhealth.gov.au

www.myhealthrecord.gov.au

[NSW patients first to view their pathology results in My Health Record](#)

Download 'My Health Record' detailed presentation: www.trainitmedical.com.au/presentations

Available medicines in this My Health Record - sorted by Date

29 May 2017

MARTIN DODSON DoB 23 Jan 1969 (48y) SEX Male IHI 8003 6085 0003 1166

[Allergies and Adverse Reactions](#)

Morphine, Penicillin allergy, Prozac allergy, Tramadol

[Medicines Preview](#)

04-Dec-2015 to 08-May-2017
(3 weeks ago)

[Shared Health Summary](#)

08-May-2017 (3 weeks ago)

Author: Dr. Susan Brown

[Hospital](#)

tel: (07) 9999 8888

* More recent than the Discharge Summary

[Discharge Summary](#)

24-Apr-2016 (12 months ago)

Author: Dr. Susan Brown

[Hospital](#)

tel:(07) 9999 8888

[\[Back to top\]](#)

[\[<\] First](#)

[\[<<\] Previous](#)

[\[Help\]](#)

Medicines Preview - Latest PBS Claims, Dispenses - sorted by descending event date.

04-Dec-2015 to 08-May-2017 (3 weeks ago)

Source/Author	Date	Medicine - Active Inqredient(s)	Medicine - Brand	Directions
Shared Health Summary by Hospital	08-May-2017 (3 weeks ago)		LIPITOR 40MG	One tablet daily for Hypercholesterolaemia
			ZOFRAN 4MG	One tablet daily
Discharge Summary by Hospital	24-Apr-2016 (12 months ago) active		COVERSYL PLUS	One tablet daily for Hypertension, CCF
	active		LASIX 40MG	One tablet twice daily for CCF
	active		METFORMIN HYDROCHLORIDE 500MG TABLET	One tablet twice daily for NIDDM - Non-insulin dependent diabetes mellitus
	cancelled		CEASED: NUROFEN 400MG Reason: Reason for Change not stated.	
			Medicines found before the Discharge Summary	
Latest dispense	20-Feb-2016 (14 months ago) (1 dispense)	ONDANSETRON	Zofran Tablet 4mg	Prescription 1 day ago before this Dispense Claim is not available
Latest dispense	10-Jan-2016 (16 months ago) (1 dispense)	PERINDOPRIL with INDAPAMIDE HEMIHYDRATE	Coversyl Plus 5mg/1.25mg Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	Prescription 1 day ago before this Dispense Claim is not available
Dispense Record by Hospital	04-Dec-2015 (17 months ago) (1 dispense)	Lansoprazole	Lanzopran 30mg Capsule 30 mg	Take ONE capsule In the evening

Latest dispenses obtained from PBS Claim records with no available prior prescribe or dispense records state that prescription is not available.

What's new in My Health Record?

My Health Record for IHI: 8003 6081 6669 0511

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

Most Recent Shared Health Summary

Close Document

Available medicines in this My Health Record - sorted by Date | 12 Jul 2017 | SHAUN LEE | DoB 15 Mar 1979 (38y) | SEX Male | IHI 8003 6081 6669 0511

Print

START OF DOCUMENT

My Health Record

Available medicines in this My Health Record - sorted by Date

To assist you to find medicines related information in this patient's My Health Record, previews are provided of medicines related information in documents (where available) with links to the source documents where more detailed information can be obtained.

Important: Some documents do not allow for a preview of medicines or allergies and adverse reactions information, and should be opened by the links provided. This view should not be wholly relied upon as a complete record of medicines or allergies and adverse reactions information.

View generated on 12-Jul-2017 20:55 for medicines, allergy and adverse reactions found in this record.

Allergies and Adverse Reactions

2,4-dichlorophenoxyacetic Acid, 2-chloroethyl 2-(4-1,1-dimethylethyl) Phenoxy-1 Methylethyl Ester, Allspice oil, Combination simple analgesics, Hair spray (aerosol), Ocular lubricants, Penicillin -class of antibiotic- (substance), phenoxymethylpenicillin (medicinal product), sym-Norspermidine synthase. sym-

Click here for Medicines Preview

28-Nov-2014 to 20-Apr-2017 (3 months ago)

Click here for Shared Health Summary

20-Apr-2017 (3 months ago)

Author: Dr Craig Aram

MEDTESTORGSC168

* More recent than the Discharge Summary

Click here for Discharge Summary

09-Nov-2016 (8 months ago)

Author: DIDIER JON PALMER

DHSITESTORGD48

Create Clinical Document

Supersede

Remove from My Health Record

Save in MD

Close

Medicines View

My Health Record for IHI: 8003 6023 4655 5439

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

Most Recent Shared Health Summary

Close Document

Available medicines in this My Health Record - sorted by Date | 12 Jul 2017 | GERT FOURIE | DoB 10 Oct 1979 (37y) | SEX Male | IHI 8003 6023 4655 5439

Medicines Preview - Latest Documents, Dispenses, Prescriptions with no later dispenses - sorted by descending event date.
26-Oct-2015 to 06-Jul-2017 (6 days ago)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary by DHSITESTORG43	06-Jul-2017 (6 days ago)		This document does not allow for a preview of medicines information. Click here to view the source document.	
Shared Health Summary by Own organisation	01-Jun-2017 (6 weeks ago)		This document does not allow for a preview of medicines information. Click here to view the source document.	
Medicines found before the Shared Health Summary				
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (1 dispense)	AMISULPRIDE	SOLIAN 100 TAB 100mg	Take
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (1 dispense)	DOXYCYCLINE	DOXYLIN TAB 100mg	Take
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (2 dispenses in 6 weeks)	METFORMIN HCL	DIABEX TAB 500mg	Take
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (2 dispenses in 5 days)	PANCRELIPASE	PANZYTRAT CAP 25,000u	Take
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (1 dispense)	PARACETAMOL	PANADOL OSTEO SR-TAB 665mg	Swallow whole
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (1 dispense)	PARACETAMOL	PANAMAX TAB 500mg	Take
Dispense Record by MEDTESTORGSB31	16-Jan-2017 (6 months ago) (1 dispense)	WARFARIN SODIUM	COUMADIN (LIGHT TAN) TAB 1mg	Take
Dispense Record by MEDTESTORGSB31	13-Jan-2017 (6 months ago) (2 dispenses in 2 days)	LETROZOLE	FERA TAB 2.5mg	Take
Prescription Record by The Health Service	05-Jan-2017 (6 months ago)	OXYBUTYNIN	DITROPAN TAB 5mg	Take ONE tablet daily

Digital Health

www.digitalhealth.gov.au

New! See what
My Health Record
looks like from a
consumer perspective.




**ON DEMAND
TRAINING**

Our digital health training tool – no booking required.

Learn how to use the My Health Record system in real time using a simulated version of your clinical software.

You can upload a Shared Health Summary, view a My Health Record, and more!



[Download Privacy FAQs](#)

Success Stories

“I no longer fax our patient’s health summaries, when the hospital calls I just tell them it will be on the patient’s My Health Record and to have a look”.

Cara Young (RN) Practice Manager, Surf Beach Surgery, Batemans Bay



My Health Record

www.digitalhealth.gov.au
www.myhealthrecord.gov.au



Appletree Family Practice



- ✓ Privacy
- ✓ Quality Information
- ✓ Informed Consent

“Every time we see a patient we update their health summary information”.

Embedding into clinical workflow

*“This patient has an active
‘My Health Record’.*

*You may be able to access this through
your clinical information system or the
provider portal”.*

Dr Steve Hambleton



Mooroolbark Medical Centre – Sarah's success story



The implementation process included:

- [Workflow chart](#) that outlines responsibilities;
- [Brief patient permission form](#) for patients (including a tear off section which informs the receptionist to create a My Health Record before the GP consultation starts);
- Patient information on My Health Record
- A script for receptionists to explain My Health Record to patients.

“When you explain it to the patients in simple terms they are really receptive.”

Read more: <https://www.emphn.org.au/news-events/news/implementing-my-health-record-in-general-practice-mooroolbark-medical-centres-success-story>

North Mitcham Clinic – ‘champions’



“Certainly, get in contact with your PHN and **get some training**, and some **resources** and explanations.

“I would definitely go with the idea of choosing one doctor or one nurse, or choosing two or three staff members who would be keen to assist and to train others,”

Sarah

Read more:

<https://www.emphn.org.au/news-events/news/emphn-assists-north-mitcham-clinic-to-my-health-record-success>

Success strategies from other Practices

- ✓ Train all staff
- ✓ Add information to new patient registration form
- ✓ Include information on practice website
- ✓ Educate via 'on hold' message
- ✓ Upload new health summaries routinely every:
 - health assessment
 - care plan
 - immunisation
 - change to allergy, medication, 'past history'



Pathology & Radiology & Meds View in My Health Record

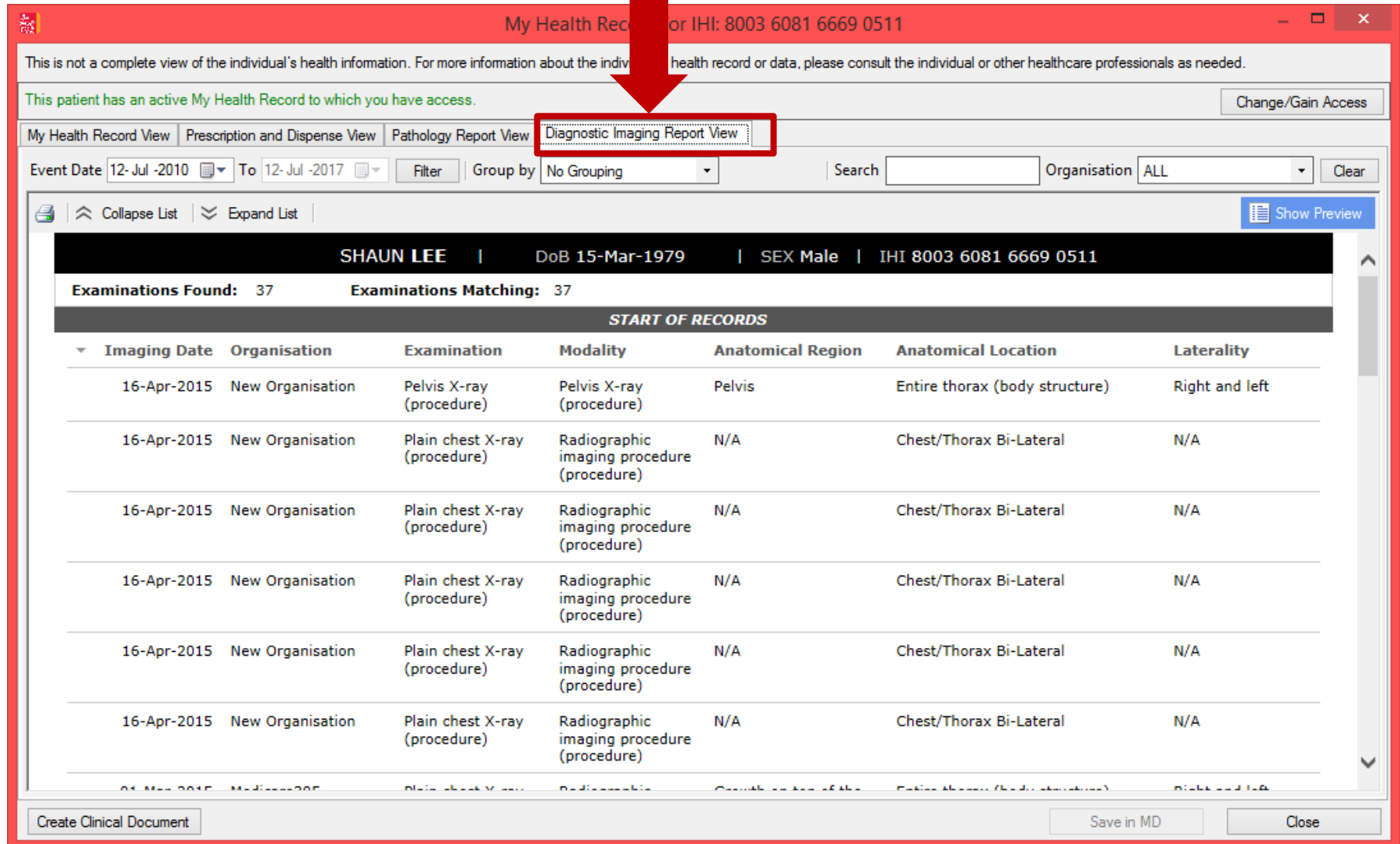
If you are looking for information that you did not receive directly - think My Health Record



The screenshot shows the My Health Record interface for a patient named Mrs Gert Fourie. The top navigation bar includes 'File', 'Open', 'Request', 'Clinical', 'View', 'Utilities', 'My Health Record' (highlighted with a red box), and 'Help'. Below the navigation bar, there is a toolbar with various icons. The patient's details are displayed in a grid:

Name: Gert Fourie	D.O.B.: 10/10/1979	Age: 36 yrs	Sex: Male	1h 1m 32s	Finalise visit	My Health Record
Address: 1 Xanthorrhoea Trk Chemsides West 4032	Phone:	Mobile: 0425 583 333	Work:			
Medicare No: 2950143711 - 1	Record No.:	Pension No.:	Comment: 5 patients with same name			
Occupation:	Tobacco: Smokes 10 cigarettes/day	Alcohol:	Elite sports:	Ethnicity: Australian		
Blood Group:			Advance Health Directive:			
Allergies / Adverse Drug Reactions:						

Pathology & Diagnostic Imaging



My Health Record for IHI: 8003 6081 6669 0511

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**

Event Date 12-Jul-2010 To 12-Jul-2017 Filter Group by No Grouping Search Organisation ALL Clear

[Collapse List](#) [Expand List](#) [Show Preview](#)

SHAUN LEE | DoB 15-Mar-1979 | SEX Male | IHI 8003 6081 6669 0511

Examinations Found: 37 **Examinations Matching:** 37

START OF RECORDS

Imaging Date	Organisation	Examination	Modality	Anatomical Region	Anatomical Location	Laterality
16-Apr-2015	New Organisation	Pelvis X-ray (procedure)	Pelvis X-ray (procedure)	Pelvis	Entire thorax (body structure)	Right and left
16-Apr-2015	New Organisation	Plain chest X-ray (procedure)	Radiographic imaging procedure (procedure)	N/A	Chest/Thorax Bi-Lateral	N/A
16-Apr-2015	New Organisation	Plain chest X-ray (procedure)	Radiographic imaging procedure (procedure)	N/A	Chest/Thorax Bi-Lateral	N/A
16-Apr-2015	New Organisation	Plain chest X-ray (procedure)	Radiographic imaging procedure (procedure)	N/A	Chest/Thorax Bi-Lateral	N/A
16-Apr-2015	New Organisation	Plain chest X-ray (procedure)	Radiographic imaging procedure (procedure)	N/A	Chest/Thorax Bi-Lateral	N/A
16-Apr-2015	New Organisation	Plain chest X-ray (procedure)	Radiographic imaging procedure (procedure)	N/A	Chest/Thorax Bi-Lateral	N/A

[Create Clinical Document](#) [Save in MD](#) [Close](#)

Prepare for patients seeing their own results

Now might be a good time to start to explain to your patients:

- doctors will still receive results first. Detail your practice process for follow-up.
- just because a result is marked red/'abnormal'/outside the value range doesn't mean the result is not normal for them.
- just because a result is marked 'normal' doesn't mean further discussion or investigations are not necessary.
- patients can let the doctor know if they do not want a specific result uploaded to their My Health Record.



► D. Our practice team can describe how patients are advised of the process for the follow up of results.

► E. Our practice team can describe how we follow up and recall patients with clinically significant tests and results.

Manage well for positive change

Create a sample dialogue to fit your own practice system.

Example of GP dialogue (relevant to one specific practice system):



*“I receive your results directly. You may also see those results.
If I am worried I will contact you. If you are worried please
make an appointment and
I will be happy to discuss them in detail with you”.*

Patient Education



Lab Tests Online^{AU}
EXPLAINING PATHOLOGY

<http://www.labtestsonline.org.au>



Diagnostic Imaging Pathways

<http://www.imagingpathways.health.wa.gov.au/index.php/consumer-info>

Is it time to refresh your practice system?

► A. Our patient health records contain evidence that all pathology results, imaging reports, investigation reports and clinical correspondence received by or performed in our practice have been:

- reviewed by a GP
- signed or initialled or electronic equivalent
- where appropriate, acted upon in a timely manner.

► B. Our practice team can describe the system by which pathology results, imaging reports, investigation reports and clinical correspondence received by our practice are:

- reviewed
- signed or initialled (or the electronic equivalent)
- acted on in a timely manner
- incorporated into the patient health record.

► C. Our practice has a written policy describing the review and management of pathology results, imaging reports, investigation reports and clinical correspondence received by our practice.

► D. Our practice team can describe how patients are advised of the process for the follow up of results.

► E. Our practice team can describe how we follow up and recall patients with clinically significant tests and results.

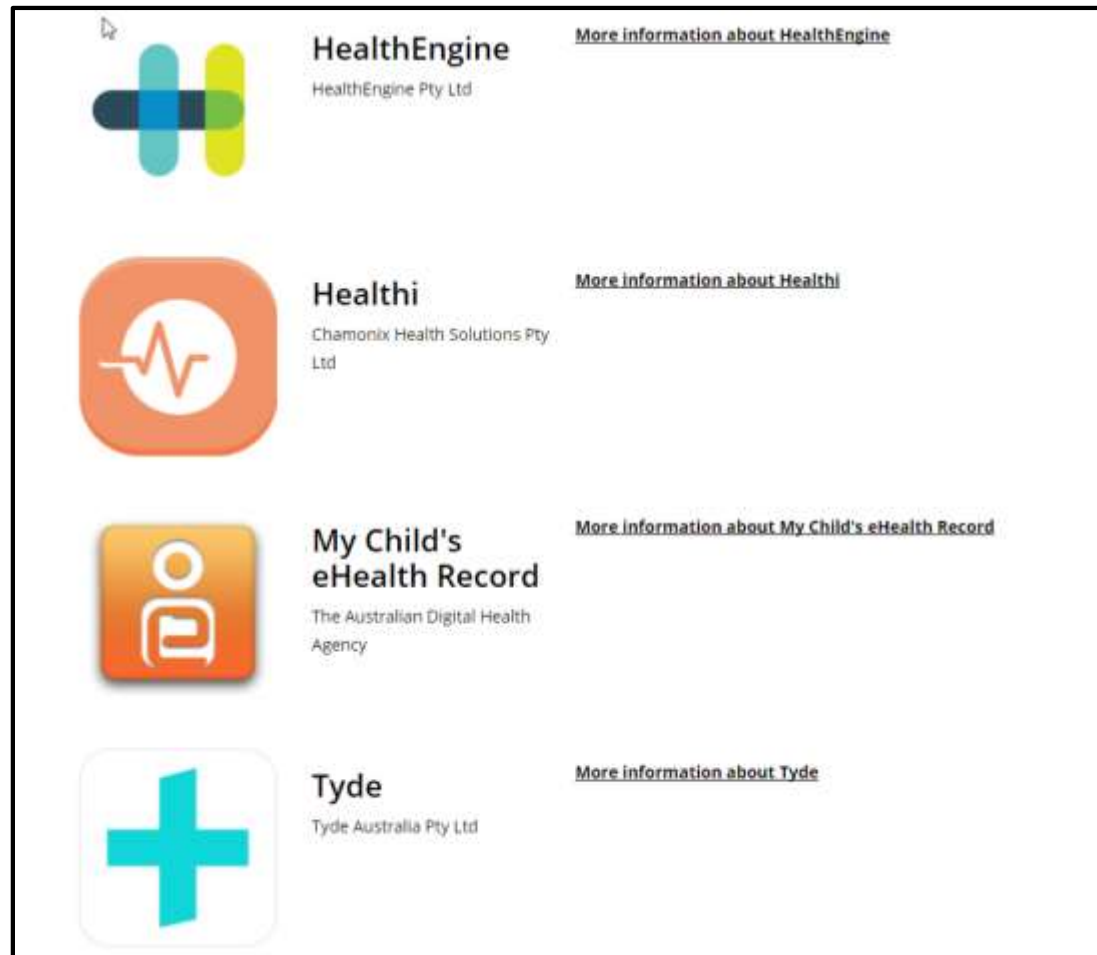
► F. Our practice has a documented system to identify, follow up and recall patients with clinically significant results.



Connecting & Communicating




Apps that are authorised to connect to My Health Record:








Learn more: <https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/appconnect>

Consent is important

 Patient Consent for BpComms ✕

Set the Patient's Consent options for Electronic Communications (BpComms):

<input type="checkbox"/> Consents to receive Appointment Reminders electronically (enrolment not required for SMS)	Send Via 
<input type="checkbox"/> Consents to receive Clinical Reminders electronically	
<input type="checkbox"/> Consents to receive Clinical Awareness electronically (Results and Messages)	
<input type="checkbox"/> Consents to receive Health Awareness electronically (Database search, App Dashboard)	

Attach signed patient consent: Linked 

Enrolment for BpComms (only required where Practice requires enrolment):

SMS via Mobile: <input type="text"/>	<input type="button" value="Enrol"/>	<input type="button" value="Disable"/>
Patient App ID: <input type="text"/>	<input type="button" value="Enrol"/>	<input type="button" value="Disable"/>

Consent for email (only required where Practice requires consent):

E-mail:

Best Practice Software 'Best Health' App



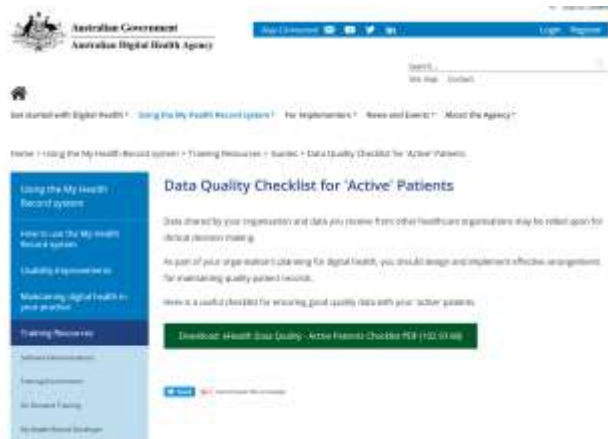
Now we're sharing, let's improve quality!



Data Quality To Do List

Download the 'Data Quality' Checklist:

<https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides/879-data-quality-checklist-for-active-patients>



[Learn more from the 'Standards for Digital Health' Webinar](#)

Tip: Recall regular patients and make appointment for a health check to update and upload their health summary.

Data Quality Checklist for all 'active' patients

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?

☐

“If you can’t measure it,
you can’t improve it”



Peter Drucker

Major changes relating to data & My Health Record

Accreditation Changes:

- linked to data



AGPAL - Accreditation for Practices

Practice Incentive Payment (PIP) changes:

- linked to data



Australian Government
Department of Human Services



It's all about quality improvements!

QI	1.1 ► C	Our practice seeks feedback from the team about our quality improvement systems and the performance of these systems.	This Criterion in the 4th edition did not have any Indicators associated with it. Indicators have now been created from the explanatory notes. This Indicator has been included in response to that identified gap in the 4th edition Standards.
QI	1.3 B	Our practice team implements activities aimed at improving clinical practice.	This Criterion in the 4th edition did not have any Indicators associated with it. Indicators have now been created from the explanatory notes. This Indicator has been included in response to that identified gap in the 4th edition Standards.

[5th Standards for Accreditation - RACGP Third Consultation phase - summary](#)
[5th Standards for Accreditation - RACGP Webinar Slides](#)

My Health Record Homework:

1. [Complete the free eLearning module](#)
2. [Download the cheatsheets for your software](#)
3. Watch how My Health Record works in your software with these [software simulations](#)
4. [Practise registering, viewing & uploading to the My Health Record System in the 'On Demand Training Environment' aka 'The Sandpit'](#)
 - 1st password is TrainMe, 2nd password is P@ssw0rd (that's a zero not an O)
5. Design an 'Assisted Registration' workflow for your practice



Digital Health – further learning

[Eastern Melbourne PHN](#)

Australian Digital Health Agency:

www.digitalhealth.gov.au

[Get Started](#)

[On Demand Training \(practise in the sandpit\)](#)

[Training Resources](#)

[Meeting the accreditation standards for Digital Health](#)

www.myhealthrecord.gov.au

Pathology

[‘NSW patients first to view their pathology results in My Health Record’](#)

Train IT Medical:

[Digital Health Free Resources including Pen CAT4](#)

[Developing a ‘My Health Record’ Practice Workflow](#) (blog)

[My Health Record – your questions answered](#) (blog)

[Top 30 questions doctors ask about My Health Record with Katrina’s responses](#) (blog)

[Event Summaries](#) (blog)

[Katrina Otto’s ‘My Health Record’ detailed presentation](#)

Practice Management - further learning

RACGP

[5th Standards for Accreditation - RACGP Third Consultation phase – summary](#)

[5th Standards for Accreditation - RACGP Webinar Slides](#)

Practice Incentive Payment Re-design:

[Webinar](#)

[Webinar slides](#)

Train IT Medical

[Practice Management Free Resources](#)

[Online Appointments: Do you want practice-centric, patient-centric or both?](#) (blog)

[Managing Results for Clinicians using Bp Premier](#) (conference presentation from Bp Summit 2017)

Apps, Kiosks & new technology to explore

[Appointuit](#)

[Automed Systems](#)

[Best Practice Software](#)

[Doctors Control Panel](#)

[eRX Express](#)

[Health Engine](#)

[Healthily \(GoShare\)](#)

[Healthsite](#)

[HealthLink](#)

[HotDoc](#)

[Jayex Solutions](#)

[Medical Channel](#)

[MedicalDirector](#)

[MediRecords](#)

[Myhealth1st](#)

[My Online Clinic](#)

[Surgical Partners](#)

[Tonic Health Media](#)

[Tyro](#)

[Whitecoat](#)

Thanks for inviting me

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