My Health Record - Apps, Results, What's Next?

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www.digitalhealth.gov.au

Learning Objectives

1. Discuss the My Health Record Expansion Program.

2. Develop an understanding of My Health Record progress including Results and Medication view.

3. Explore available patient apps that link with My Health Record.

My Health Record Statistics

as at 6 August 2017

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Australian Digital Health Agency

My Health Record

Consumer Statistics

5,071,848 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
% of total registrations	36%	25%	25%	14%

State	ACT	TAS	SA	NT	NSW	VIC	QLD	WA
% of population	24%	21%	19%	21%	22%	16%	28%	17%

Approximately 21% of Australia's population is registered for a My Health Record

Provider Registrations

10,181 Healthcare providers registered

Organisation Type*	Count
General Practices	6,159
Public Hospitals and Health Services	761
Private Hospitals and Clinics	166
Retail Pharmacies	1,382
Aged Care Residential Services	168
Other categories of healthcare providers including Allied Health	1,276
Organisations with a cancelled registration	269

*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	2,657,595
Shared Health Summary	999,570
Discharge Summary	1,120,117
Event Summary	309,223
Specialist Letter	52,982
eReferral Note	29
Pathology Reports	118,182
Diagnostic Imaging Report	57,492

Prescription and Dispense Uploads	11,710,740
Prescription Documents	9,141,564
Dispense Documents	2,569,176

Consumer Documents	143,851
Consumer Entered Health Summary	90,161
Consumer Entered Notes	38,350
Advanced Care Directive Custodian Report	14,109
Advance Care Planning Document	1,231

Medicare Documents	533,118,885
Australian Immunisation Register	1,485,873
Australian Organ Donor Register	500,266
Medicare/DVA Benefits Report	313,699,043
Pharmaceutical Benefits Report	217,433,703

My Health Record Expansion Program 2018

www.myhealthrecord.gov.au

Digital Health

Electronic Medical Records

My Health Record

Secure Messaging

Telehealth

Apps/wearable technology

HEALTH CARE

General Practice · Hospitals · Specialists · Pathology and X-Ray · Allied Health · Pharmacist

My Health Record

Shared Health Summaries · Event Summaries · Discharge Summaries · Specialist letters · Pathology and diagnostic imaging reports **NEW!** · Prescription and dispense records **NEW -MEDSVIEW!** · eReferrals
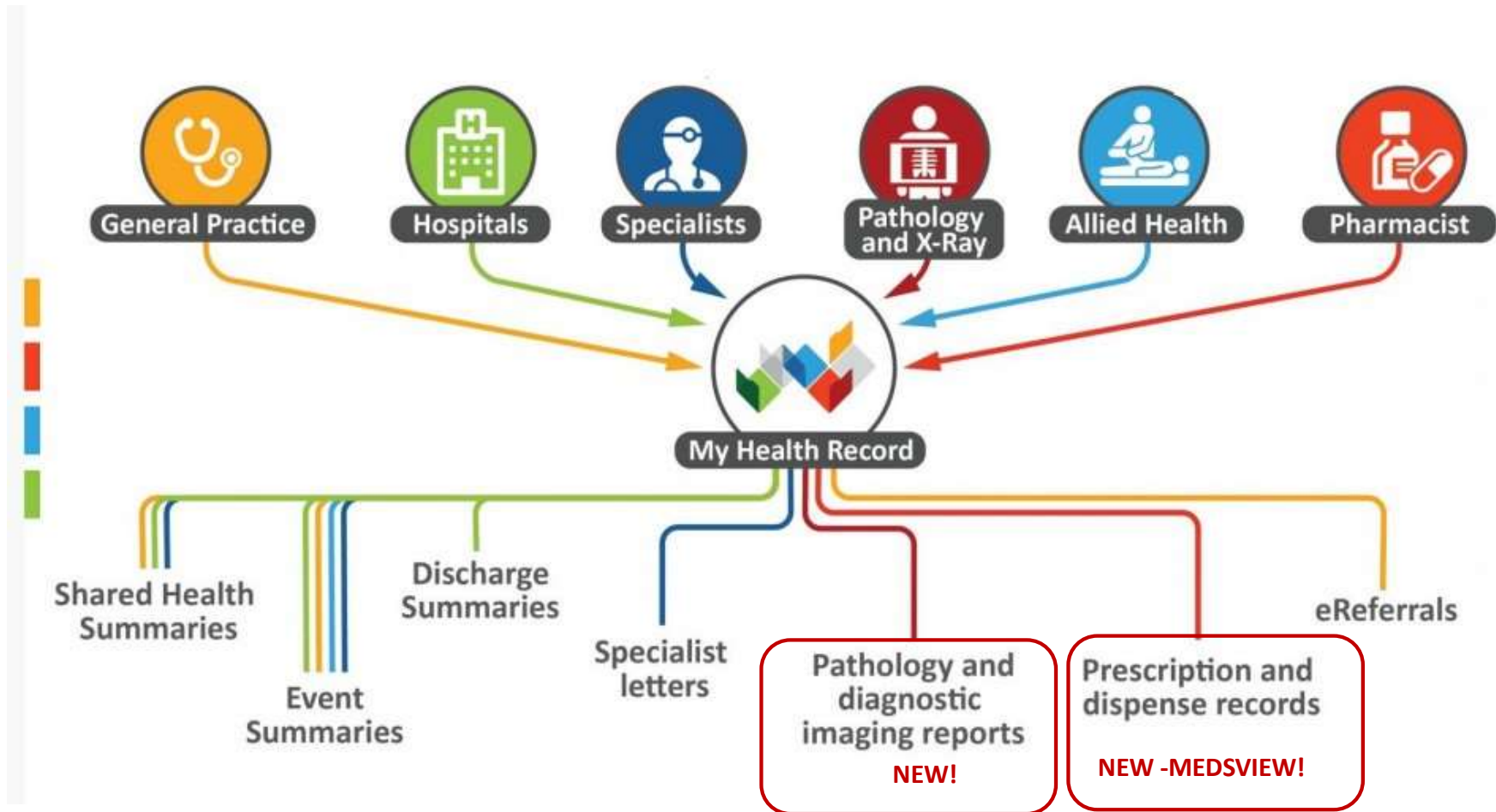
www.digitalhealth.gov.au
www.myhealthrecord.gov.au
NSW patients first to view their pathology results in My Health Record

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How do you know who has a My Health Record?

My Health Record

Approximately 22% of your patients will currently have a My Health Record compared with approx. 97% when opt-out

Access My Health Record System
through your conformant software

The Provider Portal

Connecting to My Health Record ⌄

Training for My Health Record ⌄

Log in to Provider Portal ⌃

The My Health Record Provider Portal allows you to search on and view individual digital health records through your web browser. To access the Provider Portal you must first register and obtain the appropriate credentials.

If you are an existing user of the My Health Record system you can login to the Provider Portal here.

Provider Portal ↗

If you are using a conformant clinical information system and you have obtained your digital credentials you and your staff can access the My Health Record system through your software. You can find more information on conformant systems ↗.

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The 'On Demand' Training Environment

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

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

If clinicians are looking for patient information they did not receive directly eg. discharge summary -
think My Health Record and have a look

Key to success is becoming embedded into routine clinical practice!

Access information that you may not have received directly eg. discharge summary

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

What's new in My Health Record?

Medicines Preview

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 |

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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 Ingredient(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.

Navigation panel

Provides access to each section within the view and also to the most recent Shared Health Summary and Discharge Summary (if available).

The blue underlined hyperlinks can be used to navigate between the sections

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Medicines View

Accessing the Medicines Information view from the National Provider Portal
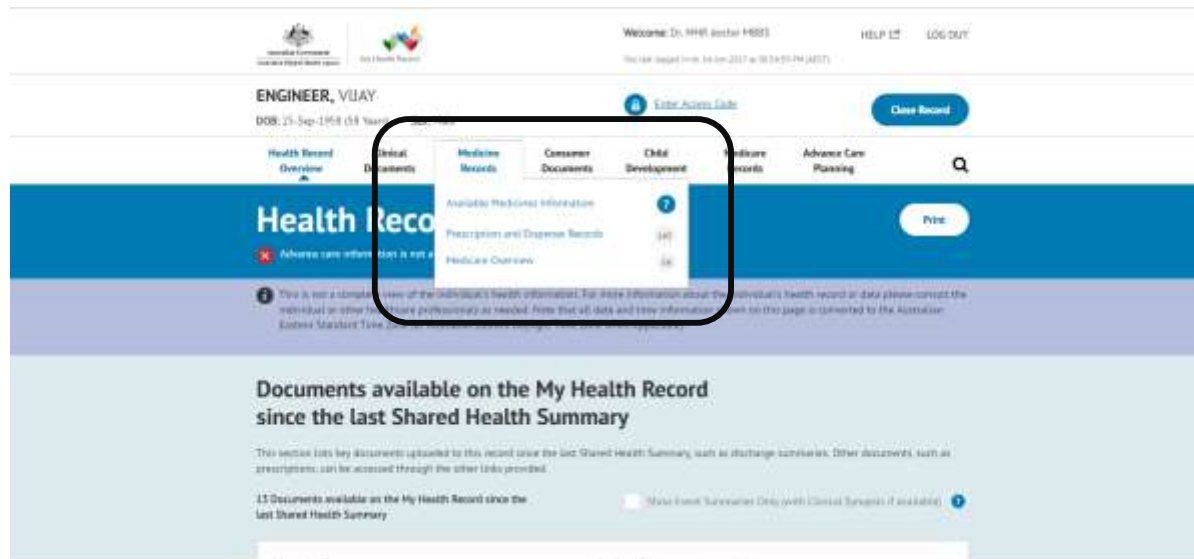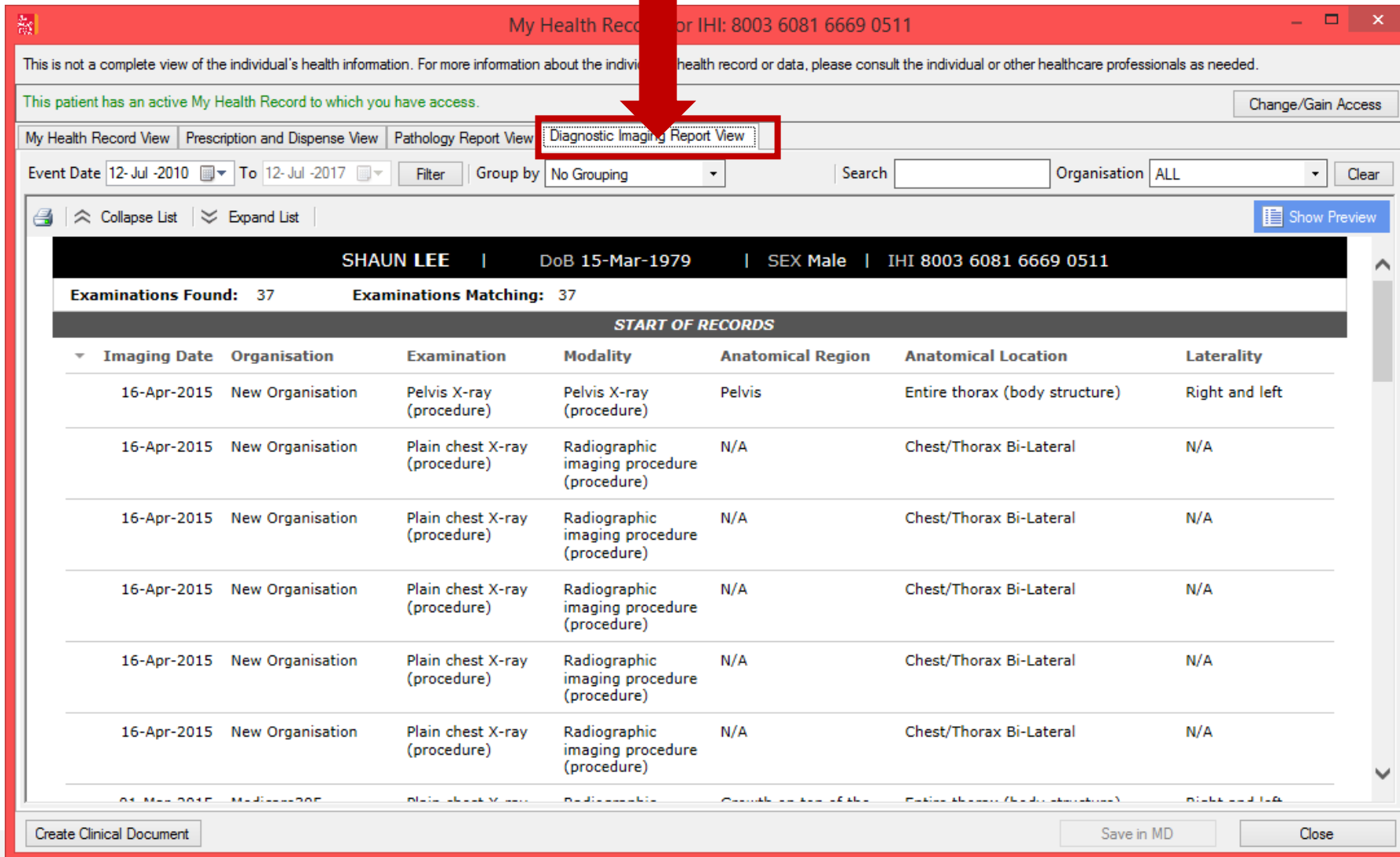
National Provider Portal

Under the drop down menu item 'Medicine Records', the Medicines Information view is the first menu item.

In the provider portal, the view is called 'Available Medicines Information'

Pathology & Diagnostic Imaging in My Health Record

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.

RACGP - http://www.racgp.org.au/standards/153

Factsheet: Pathology Reports for Clinicians
NSW patients first to view their pathology results in My Health Record

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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".

[Sample only – for discussion with practice team – shared by Katrina Otto]

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Patient Education

http://www.labtestsonline.org.au

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.

RACGP - http://www.racgp.org.au/standards/153

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Success Story – Greenmeadows Medical

Success Story – Appletree Family Practice

- ✓ Privacy
- ✓ Quality Information
- ✓ Informed Consent

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

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

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Success Story – North Mitcham Clinic

"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

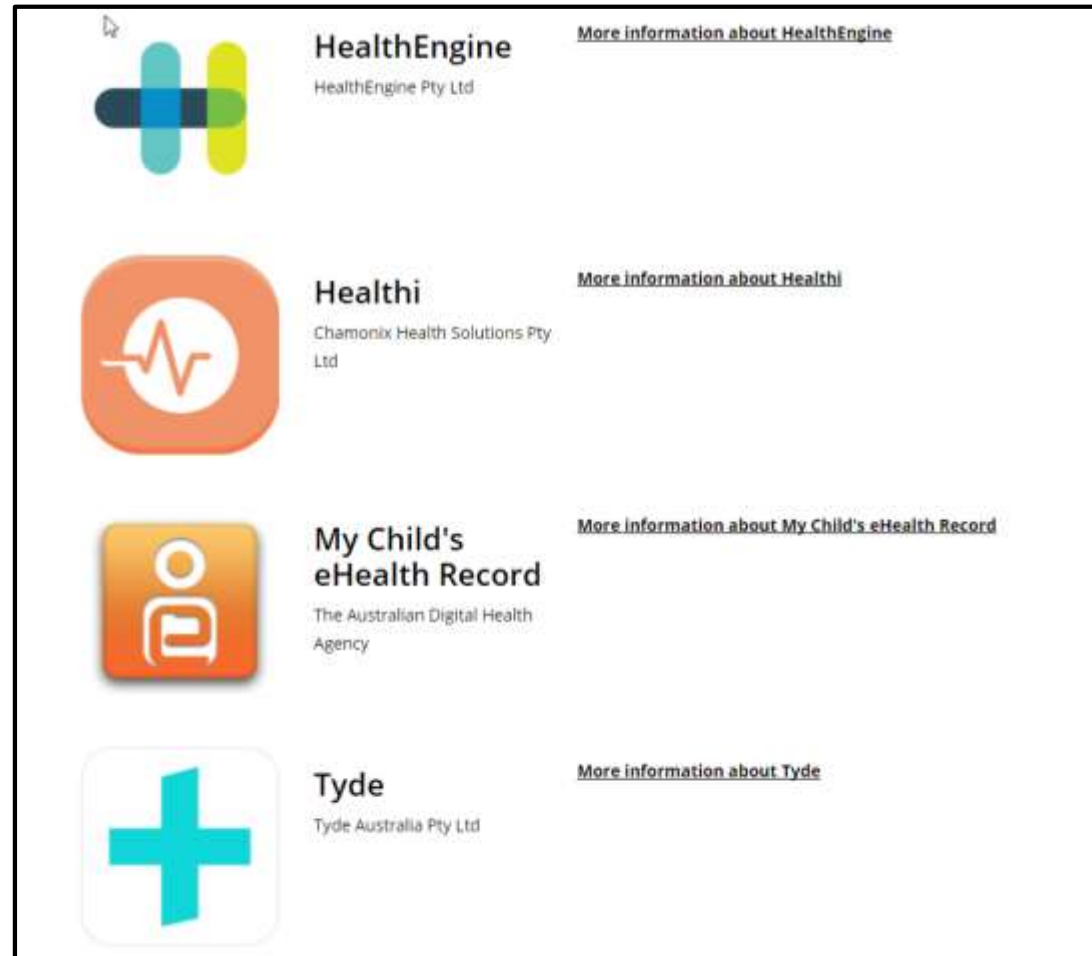Australian Government
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Patients will see their health summary information

The new 'Best Health' app from Best Practice Software

Apps that are authorised to connect to My Health Record

Data Quality Checklist

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?

Download the 'Data Quality' Checklist
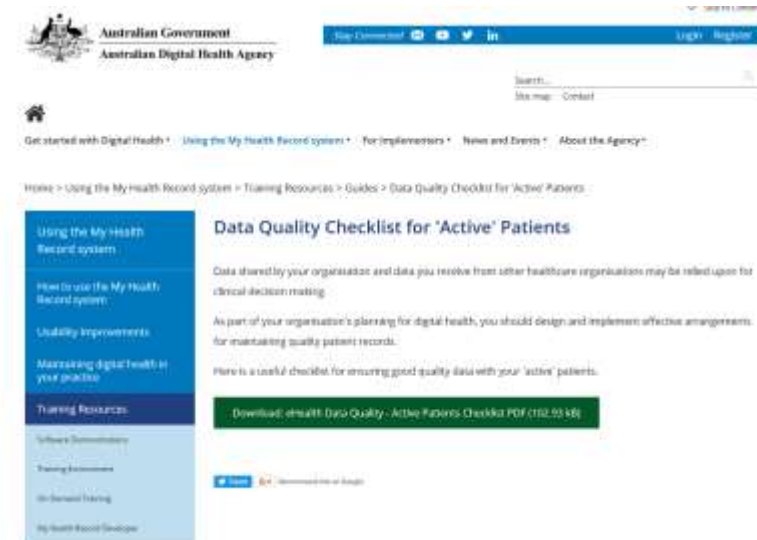
Learn more from the 'Standards for Digital Health' Webinar

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

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Next Steps

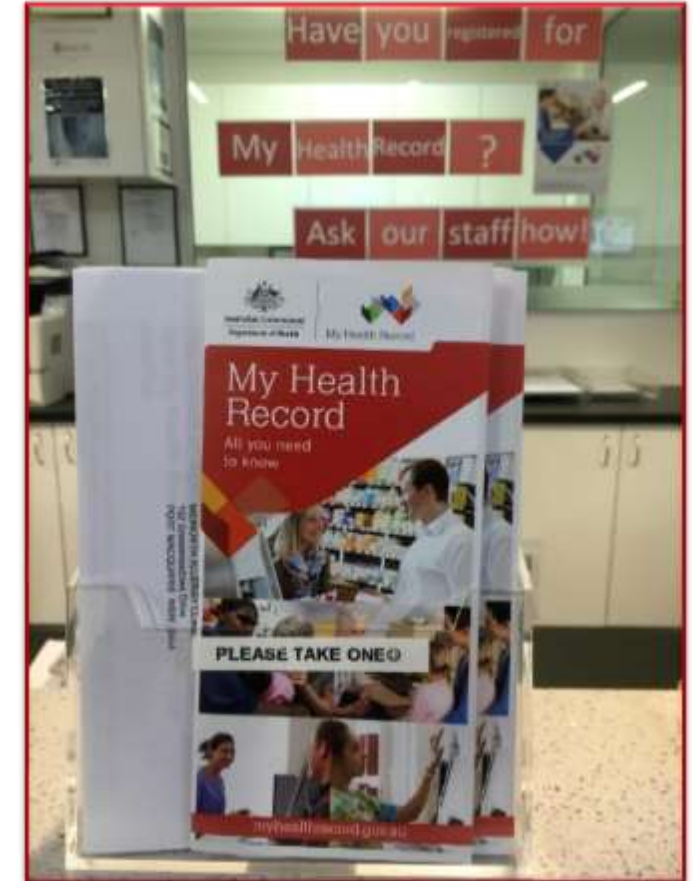1. Complete the (free) eLearning modules on the My Health Record system: https://training.digitalhealth.gov.au

2. Download the step-by-step 'guides' for your software\
https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides

3. Watch the software demonstration for your software
https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/software-demonstrations

4. Practise in the 'On-Demand' Training Environment
https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/on-demand

5. Register your patients.

6. View and upload health summaries.

My Health Record

Australian Digital Health Agency:

www.digitalhealth.gov.au

Get Started

On Demand Training (practise in the sandpit)

Training Resources

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

Data Quality and Improvements

RACGP

Using Data for Better Health Outcomes

Australian Digital Health Agency:

Importance of Data Quality

Data Cleansing & Clinical Coding

Data Quality Checklist

Train IT Medical

[Data Aggregation using Pen Clinical Audit Tools](#) (blog)

[Cancer Screening & Prevention – Free Resources](#) (blog)

[5 Steps to Data Quality Success](#)(blog)

[Pen CAT4 summary sheet](#)

Pen Clinical Systems

[CAT4 Recipes](#)

Other

['A quality improvement tool for primary health care' Crossland, Upham, Janamian and Jackson](#)

[Primary Care Practice Improvement Tool (PC-PIT)](#)

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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

www.digitalhealth.gov.au