

Top 10 Allied Health Professionals FAQs - My Health Record

Questions	Katrina's responses
1. What software do I need to view and upload to My Health Record?	Allied Health Professions Australia and Train IT Medical created a list of medical software products and listed main features including integration with My Health Record & Secure Messaging: http://ahpa.com.au/resources/ AHPA has advised they will be maintaining currency of this spreadsheet. You also need to ensure your software (and clinicians) are connected to the My Health Record system: https://www.digitalhealth.gov.au/home/get-started-with-digital-health/registration/apply-for-digital-health-online
2. Is there a cost involved for Allied Health Professionals to access the My Health Record system?	<p>No there is no cost involved. My Health Record is an online summary of a patient's important health information. It is Australia's national system and is free to use. There are also apps available for patients to enable easy access of their My Health Record which are also free: https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/appconnect</p> <p>If you do not have conformant clinical software (allowing the ability to view and upload to My Health Record) you can still view via a 'Provider Portal'. More information here: https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/healthcare-providers</p> <p>There is a cost of course for clinical software (whether conformant with My Health Record or not) however clinical software has many additional beneficial features for running a medical practice eg. appointments, billing, reporting (see list http://ahpa.com.au/resources/). Integration of My Health Record is one small aspect of clinical software. It should save allied health professionals chasing clinical information. It should also save faxing, scanning and minimise related confidentiality issues that may result from handling of paper information.</p>
3. What can I see in a patient's My Health Record that's relevant to me?	<p>Allied Health Professions may benefit from easy access to additional documents they did not receive directly. Most beneficial may be:</p> <ul style="list-style-type: none"> - A recent hospital discharge summary - Shared Health Summary from the patient's usual GP - Referral - Event Summary uploaded by another health professional - Medication View which collates dispensed medication from various sources eg. discharge summary, dispense records etc.
4. What is on a Shared Health Summary	<p>A Shared Health Summary lists:</p> <ol style="list-style-type: none"> 1. Patient demographics 2. Current medications 3. Allergies 4. Past medical history (should be chronic conditions and significant medical events) 5. Immunisations

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<p>5. Do I need my patient's consent to enter information into My Health Record?</p>	<p>If you are a registered healthcare provider eligible for an official 'HPI-I' number (Health Provider Identifier – Individual) and are providing healthcare for your patient, then you have standing consent to access your patient's My Health Record. It is however a courtesy to always discuss with your patient and gain consent prior to uploading or viewing information as they may not wish certain information to be shared. I personally recommend you clearly communicate what you are doing and why with patients at all times as this can lead to improved involvement/compliance/health literacy, less complaints and improved quality of information being shared.</p>
<p>6. What about security with this 'cloud' information.</p>	<p>Answering this only in regard to My Health Record (not generalising to all medical cloud-based software as they all differ in how they are built) I can say the Government's My Health Record has been built with bank strength security. The Australian Digital Health Agency has a Cyber Security Centre which continually monitors the system for evidence of unauthorised access. You can read more here: https://www.digitalhealth.gov.au/news-and-events/news/fact-check-security-of-my-health-record.</p>
<p>7. Why is NDIS and My Aged Care not connected to My Health Record?</p>	<p>Integration and connectivity is an ongoing challenge. NDIS and My Aged Care are separate systems and are not all yet connected. (Improving connectivity will take time. I find it helps me to be patient when I think what a massive undertaking it is to build a national system electronically connecting all points of health care – especially given the varying levels of computerisation and digital literacy). I am hoping NDIS and My Aged Care will evolve quickly to allow easier connectivity and integration with My Health Record.</p>
<p>8. Why isn't my allied health software connected to My Health Record system?</p>	<p>My Health Record has been integrated with some clinical information systems (http://ahpa.com.au/resources/) however we need all allied health software vendors to connect to maximise efficiency. If your software is not yet integrated with My Health Record please contact your vendor directly as they often tell me that if a lot of their clients request a feature, they will build it faster.</p>
<p>9. What happens if I get subpoenaed and have referred to information from the patient's My Health Record?</p>	<p>When you access a patient's My Health Record through conformant software you have a choice of whether you save that document you look at. If you choose to save it then it becomes part of your medical record. Your medical records can of course be subpoenaed and, depending on the request, you may be required to submit that document also.</p>
<p>10. How long does it take from discharge to when the Summary is available on My Health Record?</p>	<p>Once a discharge summary is typed it should be immediately visible on the patient's My Health Record.</p>

Disclaimer: Please note I am an independent trainer and Practice Management Consultant with my own Practice Management Consultancy & health IT training business – Train IT Medical. While I am an approved trainer for Australian Digital Health Agency, MedicalDirector, Best Practice Software, Avant Mutual Group, AHPRA etc and regularly present education sessions on behalf of organisations, the feedback and opinions expressed herein are my own.