

My Health Record – FAQs No. 2 - 2019

1. How often do I upload a Shared Health Summary?

Every time there is a change to the patient's medications, allergies/adverse reactions, vaccinations or there has been a new diagnosis or procedure.

Katrina Otto: "A Shared Health Summary is uploaded by the patient's regular/'nominated' GP. For some patients, eg my elderly parents, they might have a shared health summary uploaded every month as their medications are changing often. If we keep our data up-to-date in the clinical software, uploading is a fast process. This should eventually replace our current process of faxing summaries.

2. When would you use an Event Summary rather than a Shared Health Summary?

Examples might include:

- A skin cancer clinic detailing an excision performed or new diagnosis.
- An Occupational Therapist uploading an Event Summary/report following a home visit evaluation.
- An after-hours doctor uploading an Event Summary detailing the consultation.

Event Summaries should be used to convey details of a significant consultation that other healthcare professionals may need to know about. In an ideal world this 'Event Summary/letter' is sent electronically back to the usual GP. By also uploading to My Health Record, the document is also available if needed by a hospital/other clinician as well as the patient.

3. If I've already added an allergy to the patient file will it auto-populate the Event Summary template?

An [Event Summary](#) will automatically include any new allergies, medications, diagnoses and immunisations done in that visit only. There is a button to allow inclusion of previously entered allergies, medications, medical history or immunisations and, most helpfully, to include selected test results. An Event Summary is usually used by clinicians other than the patient's regular GP.

4. How does a patient set up an sms to be sent when their My Health Record is accessed?

Patients can sign into their record via myhealthrecord.gov.au and set up via the 'Profile & Settings' tab and 'Notification Settings'. There are 6 different options they can elect to have an sms (or email) sent eg when a healthcare organisation opens the My Health Record for the first time, when a new shared health summary is uploaded & when a healthcare provider opens the patient's My Health Record in an emergency. [Learn more.](#)

5. How long does Emergency Access last?

If a patient has set up a pin code to restrict access to their My Health Record, there is an 'Emergency Access' feature that can be selected in the clinical software. This lasts for a maximum of five days and will show in the [record access history](#). [Learn more about Emergency Access.](#)

Katrina Otto: There are serious penalties for deliberate and malicious misuse and audit trail of access. Ensure data security is on your practice improvement plan for 2019!

Disclaimer: Please note Katrina Otto is an independent trainer and Practice Management Consultant with her own Practice Management Consultancy & health IT training business – Train IT Medical. While she is an approved trainer for Best Practice Software, MedicalDirector, Australian Digital Health Agency, Dept of Health, AHPRA, Avant Mutual and others and regularly presents education sessions on behalf of organisations, the feedback and opinions expressed herein are her own.

FAQs from My Health Record education sessions February 2019. Answers are provided in good faith however for clarification & further information please access: www.myhealthrecord.gov.au and www.digitalhealth.gov.au