



Australian Government

Australian Digital Health Agency

Sharing digital health insights: Electronic Prescriptions and My Health Record

Dr Kathy Rainbird

Manager, Workforce and Education team



Acknowledgement



We would like to acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community.

We pay our respects to them and their cultures, and to Elders both past, present and emerging.



Panel introductions

A/Prof Amal Abou-Hamden

Neurosurgeon - Fellow of the Royal Australasian College of Surgeons

Niamh Tobin

Director of Product Strategy & Design – Genie Solutions

Darcy Webb

Customer Success Advisor - Clinic to Cloud



Electronic Prescriptions

Evolution of Prescriptions

Prescriber full name
 Prescriber qualifications
 Practice name
 Address
 Prescriber number
 Provider Id (if applicable)
 Phone number

Patient's Medicare no. Patient's Ref no.
 Patient's full name
 Patient's address
 Postcode

Entitlement no. Concessional or dependant, RPBS beneficiary or PBS Safety Net concession cardholder
 PBS Safety Net entitlement cardholder
 (Tick appropriate boxes)
 PBS RPBS Brand substitution not permitted

Pharmacist/patient copy
Pharmacy notices on reverse
 Doctor's signature _____ Date / /
 Patient's or agent's signature _____ Date of supply / /
 Agent's address _____
 PB03.1711



Prescriber no. Prescriber no.
 Patient's Medicare no. Patient's Medicare no.
 Pharmaceutical benefits entitlement no. Pharmaceutical benefits entitlement no.
 Patient's name Address Patient's name Address
 Date Date
 PBS FPBS Brand substitution not permitted PBS FPBS Brand substitution not permitted

Pharmacist/patient COPY	Script No.: 12345678910 PANADEINE FORTE TABLET 500mg/30mg 2 t.i.d. p.r.n. Qty: 20 1 item. No repeats.	Medicare / DVA	Script No.: 12345678910 PANADEINE FORTE TABLET 500mg/30mg 2 t.i.d. p.r.n. Qty: 20 1 item. No repeats.
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Pharmacist/patient COPY
Pharmacy notices on reverse
 Doctor's signature _____ Date / /
 Patient's or agent's signature _____ Date of supply / /
 Agent's address _____
 PB03.1711



Messages
 ehp-ehp-int-qrcode-web-au-se.azurewebsites.net
TRIMETHOPRIM 300mg 7
 Prescription Date 23 Jul 2020
 1 Supply Remaining

21KR326QMCJGWMYNT7
 Copy Token

Privacy Notice: The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information so we can process and manage your medication and payments, and provide services to you. We will share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to www.health.gov.au/privacy

Electronic Prescription Token-
 legal prescription
 stored in PDS



What are electronic prescriptions?



- Electronic prescriptions are an alternative option to paper prescriptions.
- Previously, only a paper prescription signed by a prescriber has been the legal form by which medicines can be supplied.
- Paper and electronic prescriptions meet both the relevant Commonwealth, state and territory legislation.
- Electronic prescriptions are not mandatory.
- Patients and prescribers are able to choose between a paper and an electronic prescription.



Vendor EP demos

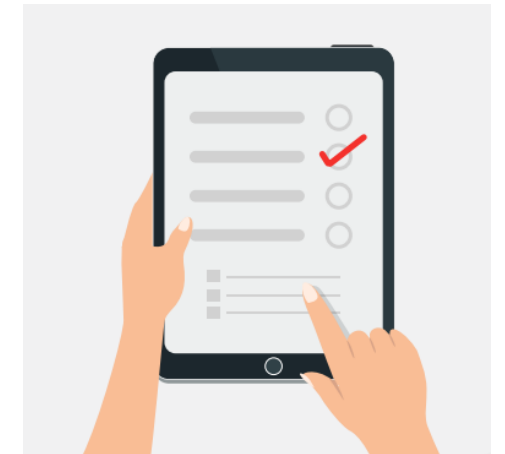
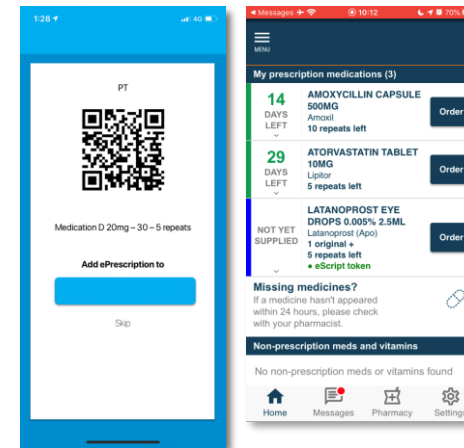
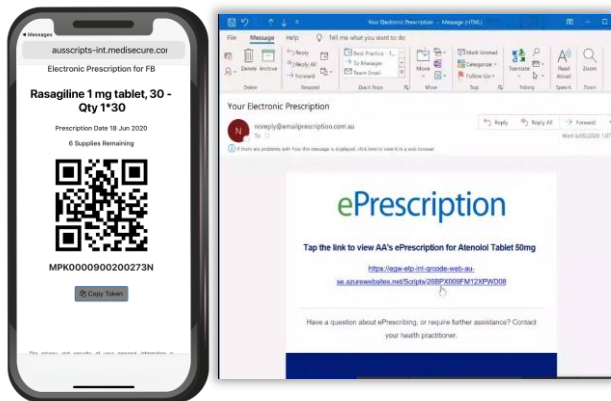
Management Options

Receive token on mobile device as SMS or Email

Carer/Agent receives token as SMS/Email on behalf of patient

Use a mobile app to store tokens

Register for an Active Script List



Withdrawing consent to add electronic prescriptions to ASL

Enter Dose

CRESTOR TABLET 10mg

Drug details
Dose: Recommended start dose: 5mg or 10mg once daily. Initiation with 5mg once daily should be considered for Asian patients

Route of Admin
Oral - Swallowed

Purpose of action
 Print prescription
 Hand-written prescription
 Product advised here
 Product supplied here
 Advised or prescribed elsewhere

Duration of medication
 Long term
 Limited

MyHealthRecord consent
 Send to MyHealthRecord

Active Ingredient Prescribing
 Include brand name on script
 Brand substitution not allowed

Active Script List
 Exclude from Active Script List

Script owing
 Script Owing (Medication already supplied) Do not provide to patient, send directly to pharmacy.

Dose: 1

Frequency: Stat, Daily, Every alternate day, Every third day, In the morning, Midday, At night, Twice a day, 3 times a day, 4 times a day, Two hourly, Four hourly, Six hourly, Eight hourly, Weekly, Nil

Instructions: Nil, If required, As directed, Before meals, With meals, After meals, Left side, Right side, To both sides, Plus as required, Other

Note to pharmacist (included with ePrescription token only)

Unusual dosage

Add to favourites Save as default

Start date of medication: 20/01/2021

Ok Cancel

- Patients agree to their prescriptions being available in their ASL during registration.
- Patient's responsibility to inform their prescriber whether to withhold a script from ASL.
- Prescriber will need to select "Exclude from Active Script List".
- This option will remain unticked by default if a patient has an ASL.

Electronic prescriptions conformance register

- Published on the Australian Digital Health Agency website.
- Regularly updated to reflect software that is conformant for electronic prescriptions.

About us

National Digital Health Strategy and Framework for Action

Corporate plans

Annual reports

Executive team and board members

Clinical reference leads

Careers

Policies, privacy and reporting

Procurement, tenders and contracts

Freedom of Information (FOI)

Public Interest Disclosure

Registers

Electronic Prescribing Conformance Register

A register of conforming software products has been created to ensure that software developers are creating software that is conformant to government legislation, and for healthcare providers and vendors to understand which software companies are conformant.

A register of conforming software products

This register will be used for the following stakeholders:

- **Open prescription delivery services** will be able to integrate into systems, this allows for vendors to connect into the operations of the electronic prescribing environment.
- **Health care providers** will be able to make decisions on which electronic prescribing software they use, based on whether the software is conformant to legislation.
- **Regulators** will also be able to see and understand which software is conformant and follows government legislation.

Conformant Software Register

- [Download: Electronic Prescribing - External Conformance Register \(PDF, 195.39 KB\)](#) of software vendors that conform to the framework.

<https://www.digitalhealth.gov.au/about-us/policies-privacy-and-reporting/registers#electronic-prescribing-conformance-register>



Electronic prescriptions readiness checklist

- Healthcare organisations need a Healthcare Provider Identifier-Organisation (HPI-O). Information about how to register is available [here](#).
- Healthcare organisations need to request, download and installed a **NASH Certificate**.
- Organisations and individual prescribers need to be **connected to a Prescription Delivery Service**.
- Software may need to be upgraded to the latest version and relevant identifiers recorded (**HPI-O, HPI-I, IHIs**).
- Check the [Australian Digital Health Agency](#) website for electronic prescriptions information, updates and training.



Upgrade your software today

People will soon have the option to choose an electronic prescription as an easy and convenient alternative to paper. Make sure your software is up to date.

Learn more at [digitalhealth.gov.au](#)
Connecting Australia to better healthcare



My Health Record

What is My Health Record?



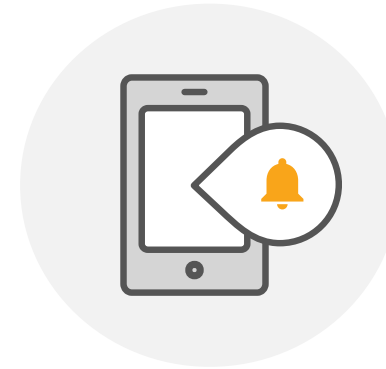
An online summary of an individual's key health information



Personally controlled



Part of a national system



Accessible at all times



Protected



My Health Record - documents

Consumer documents

- Personal health summary
- Personal health notes
- Advance care planning docs and custodian details
- Emergency contacts
- Childhood development

Medicare documents

- MBS and PBS claims
- Organ Donor Register status
- Australian Immunisation Register (AIR) records



Provider documents

- Shared health summaries
- Discharge summaries
- Pathology reports
- Diagnostic imaging
- Event summaries
- Prescription records
- Dispense records
- Pharmacist Shared Medicines List (PSML)
- Specialist letters
- Goals of care



Clinical Scenarios

New patients

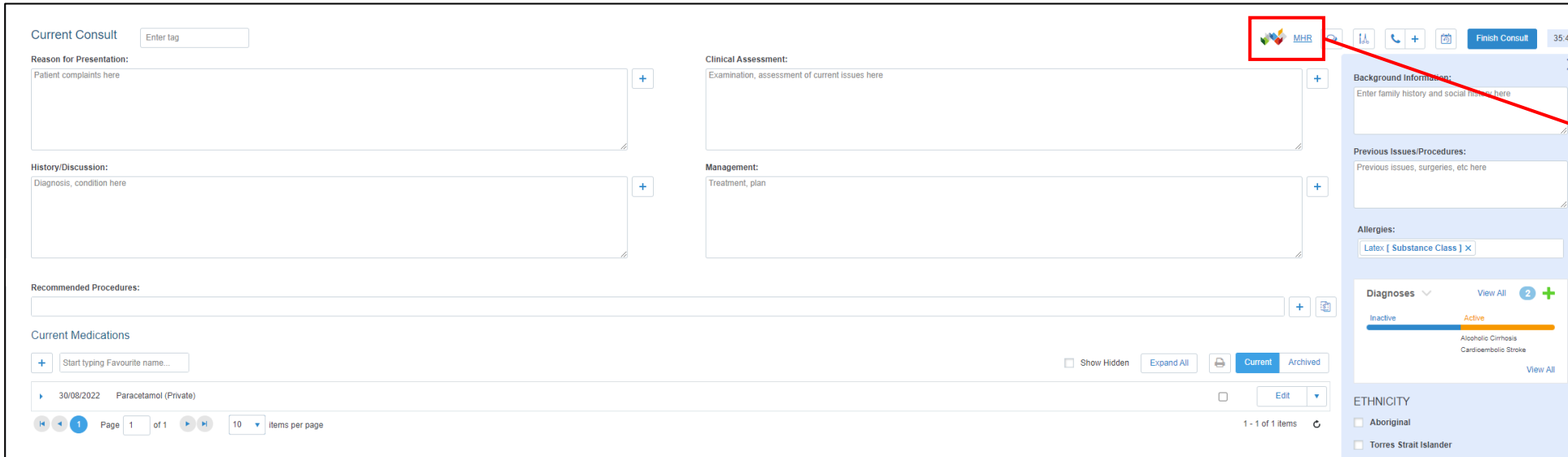
- Medicines View
- Discharge summary
- Shared health summary



Vendor demos – accessing key documents in My Health Record

My Health Record - Accessing Key Documents

Accessing My Health Record



The screenshot shows a medical consult interface. At the top right, there is a toolbar with several icons. One icon, representing the My Health Record (MHR) logo, is highlighted with a red box. A red line extends from this box to a larger, clearer view of the MHR logo on the right side of the image. The main area of the screen contains several text input fields for 'Reason for Presentation', 'Clinical Assessment', 'History/Discussion', and 'Management'. Below these are sections for 'Recommended Procedures' and 'Current Medications'. The 'Current Medications' section shows a list with one item: '30/08/2022 Paracetamol (Private)'. At the bottom, there is a pagination control showing 'Page 1 of 1' and '10 items per page'.



Accessed in the consult screen by clicking the *MHR* button.

My Health Record - Accessing Key Documents

Advanced Views and Filters – Views

Ludwig's My Health Record

Manage a patient's medical record by viewing, uploading, and downloading them from My Health Record. Restrictions on what you can view may be applied by patients.

All Ludwig's Documents 35 Upload Records Records Uploaded 29 Records Downloaded 0

Advanced Views & Filter

Different Views

Select

All Records Overview Imaging Pathology Prescription & Dispense Medicare Overview

Show By Group

Select

Date

27 / 03 / 2021 - 27 / 03 / 2023

OR Select

3 months 6 months 9 months

Apply Filter Clear Filter

Access All Records

Prescription & Dispense Report View

Name	Prescribed	First Dispensed	Last Dispensed	Dispensed	Actions
FLUNITRAZEPAM	Unavailable	unavailable	unavailable	—	View
Anamorph	Unavailable	unavailable	unavailable	of 2	View
Cabazitaxel 60mg per 3mL Infu...	Unavailable	unavailable	unavailable	of 1	View
Zonisamide 100mg Oral Capsule	Unavailable	unavailable	unavailable	of 1	View
Lofenoxal	Unavailable	unavailable	unavailable	of 1	View
Atacand Plus	Unavailable	unavailable	unavailable	of 6	View

One click views

- Imaging
- Pathology
- Prescription & Dispense

My Health Record - Accessing Key Documents

Advanced Views and Filters – Document Types

The screenshot shows the 'Ludwig's My Health Record' interface. At the top, there are navigation tabs: 'All Ludwig's Documents' (1), 'Upload Records', 'Records Uploaded' (29), and 'Records Downloaded' (0). Below this is a section for 'Advanced Views & Filter'. On the left, under 'Different Views', there are tabs for 'All', 'Records Overview', 'Imaging', 'Pathology', 'Prescription & Dispense', and 'Medicare Overview'. A 'Show Document Type' dropdown menu is highlighted with a red box, showing options for 'dis', 'All Other Document Types', and 'Discharge Summary'. To the right, there is a 'Date' filter set to '27 / 03 / 2021 - 27 / 03 / 2023' and an 'OR Select' section with options for '3 months', '6 months', and '9 months'. Below the filters are 'Apply Filter' and 'Clear Filter' buttons. A section titled 'Access All Records' is visible, followed by a table of documents.

Name	Created	Service Date	Created By	Specialty	Organisation	Organisation Type	Actions
Discharge Summary	19 January 2023	10 January 2023	Anna Jones	General Hospital	DHSITESTORGI26	Hospitals (except Psyc...	View

Documents can be filtered by document type.

e.g. Discharge summaries

My Health Record - Accessing Key Documents

Medicines View

Ludwig's My Health Record

Manage a patient's medical record by viewing, uploading, and downloading them from My Health Record. Restrictions on what you can view may be applied by patients.

All Ludwig's Documents **97** Upload Records Records Uploaded **29** Records Downloaded **0**

Advanced Views & Filter

Access All Records

All Documents on MHR

Name	Created	Service Date	Created By	Specialty	Organisation	Organisation Type	Actions
Medicare Overview - p...	27 March 2023	27 March 2022	My Health Record	Public Health Program	My Health Record	Public Health Program	View
Medicare Overview - all	27 March 2023	1 December 1953	My Health Record	Public Health Program	My Health Record	Public Health Program	View
Immunisation Consolid...	27 March 2023	27 March 2023	My Health Record	Public Health Program	My Health Record	Public Health Program	View
Specialist Letter	23 March 2023	23 March 2023	Agnes Hashaway	General practice medic...	Test Health Service 611	General Practice	View
Specialist Letter	23 March 2023	23 March 2023	Agnes Hashaway	General practice medic...	Test Health Service 611	General Practice	View
eHealth Prescription R...	8 March 2023	8 March 2023	AGNES HASHAWAY	General practice medic...	Test Health Service 564	General Practice	View

Ludwig's Medicines View

View Medicines View

Available medicines in this My Health Record - sorted by Date

LUDWIG P HOBBS DoB 26 Sep 1995 (27Y) SEX Male IHI 8003 6088 3334 5721

27 Mar 2023

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 27-Mar-2023 16:42 for medicines, allergy and adverse reactions found in this record.

Allergies and Adverse Reactions

Medicines

Shared Health Summary

Discharge Summary

All available Allergies and Adverse Reactions

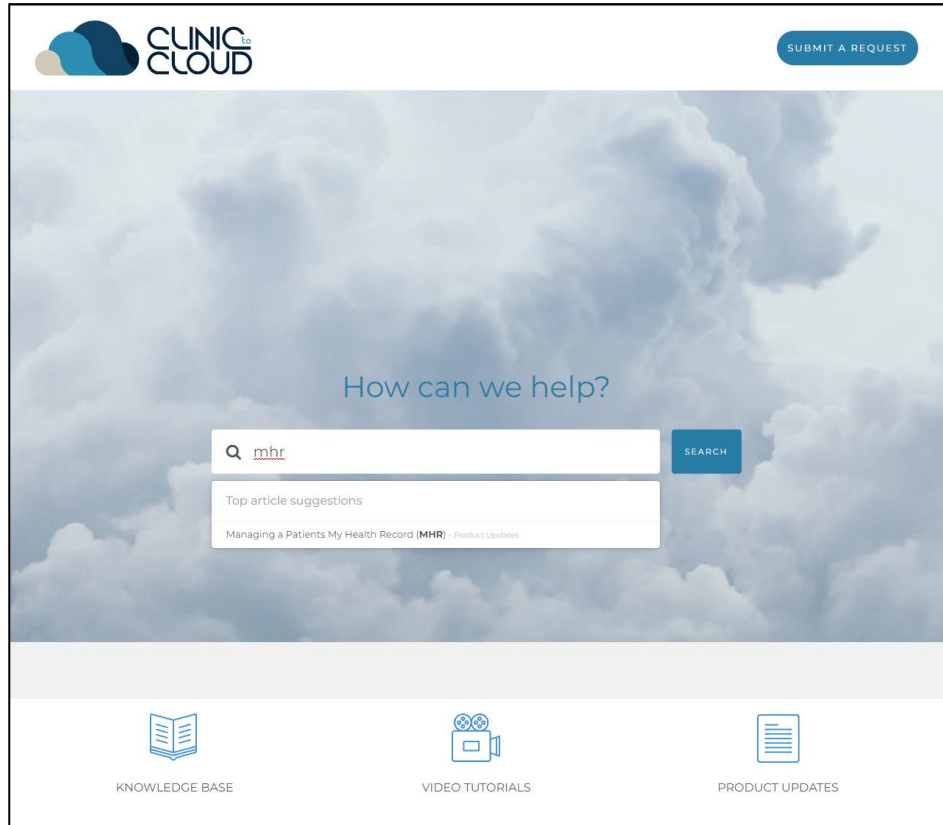
Source/Author	Date	Substance/Agent	Manifestation(s)
Shared Health Summary By Test Health Service 611	27-Jan-2023 (8 weeks ago)	FAB IRON Liquid Iron Oral liquid	FAB IRON Liquid Iron Oral liquid
Shared Health Summary By Test Health Service 611	27-Jan-2023 (8 weeks ago)	Kabiven G19% Emulsion for infusion	Kabiven G19% Emulsion for infusion
Shared Health Summary By Test Health Service 611	27-Jan-2023 (8 weeks ago)	Pachyribus erosus	Pachyribus erosus
Event Summary By Test Health Service 611	13-Mar-2021 (2 years ago)	and	and
Event Summary By Test Health Service 611	13-Mar-2021 (2 years ago)	band	band
Event Summary By HENTESTORGSCL191	29-May-2019 (4 years ago)	Lactose	Bowel irritation
Event Summary By HENTESTORGSCL191	29-May-2019 (4 years ago)	Nuts	Rashes

End of Section - All available Allergies and Adverse Reactions

Medicines view available through a single click of the *Medicines View* link.

My Health Record - Accessing Key Documents

Resources and Help



Managing a Patients My Health Record (MHR)

<https://trust.clinictocloud.com.au/hc/en-us/articles/360003947515-Managing-a-Patients-My-Health-Record-MHR->

Post-op

- Supporting continuity of care by uploading Specialist Letters



Vendor demos – uploading specialist letters

My Health Record – Uploading a Specialist Letter

- Letters are automatically uploaded to a patient's My Health Record after they are signed.
- Letters can still be manually uploaded if needed.
- Letters can be edited for 24hrs after signing and will automatically supersede previous versions on My Health Record.

The screenshot shows the Clinician Cloud interface for creating a specialist letter. At the top, patient information is displayed: Patient Name: Mr Will Hyde, Sex: Male, Birthdate: 12/04/1993 (29 years old), Mobile Phone: 0000000000, and Account Type: Private. Below this, the 'TO:' field is populated with 'Mr Will Hyde' and '12/04/1993', with 'To Patient' and 'CC Patient' buttons. The 'CC:' field is empty with the placeholder 'Start typing Surname or Company name...'. The 'Template:' dropdown is set to 'Specialist Letter'. A 'Search For Patients:' checkbox is present. The main text area contains a rich text editor with a toolbar and a text area containing placeholder text for recipient details: '[LetterMainRecipientSalutation], [LetterMainRecipientFirstName] [LetterMainRecipientSurname]', '[LetterMainRecipientCompany]', '[LetterMainRecipientAddressLine1]', '[LetterMainRecipientSuburb] [LetterMainRecipientState] [LetterMainRecipientPostCode]', 'Dear [LetterMainRecipientFirstName],', 'Re: Mr. Will Hyde', '151 East Pl', 'CHATSWOOD NSW 2067', 'DOB: 12/04/1993', and 'Thank you for referring patient to my room.' At the bottom, there is a 'Send to My Health Record' checkbox, a 'Sign' button, a 'Create' button, a 'Get PDF' button, a 'Preview' button, and a 'Cancel' button.

My Health Record – benefits

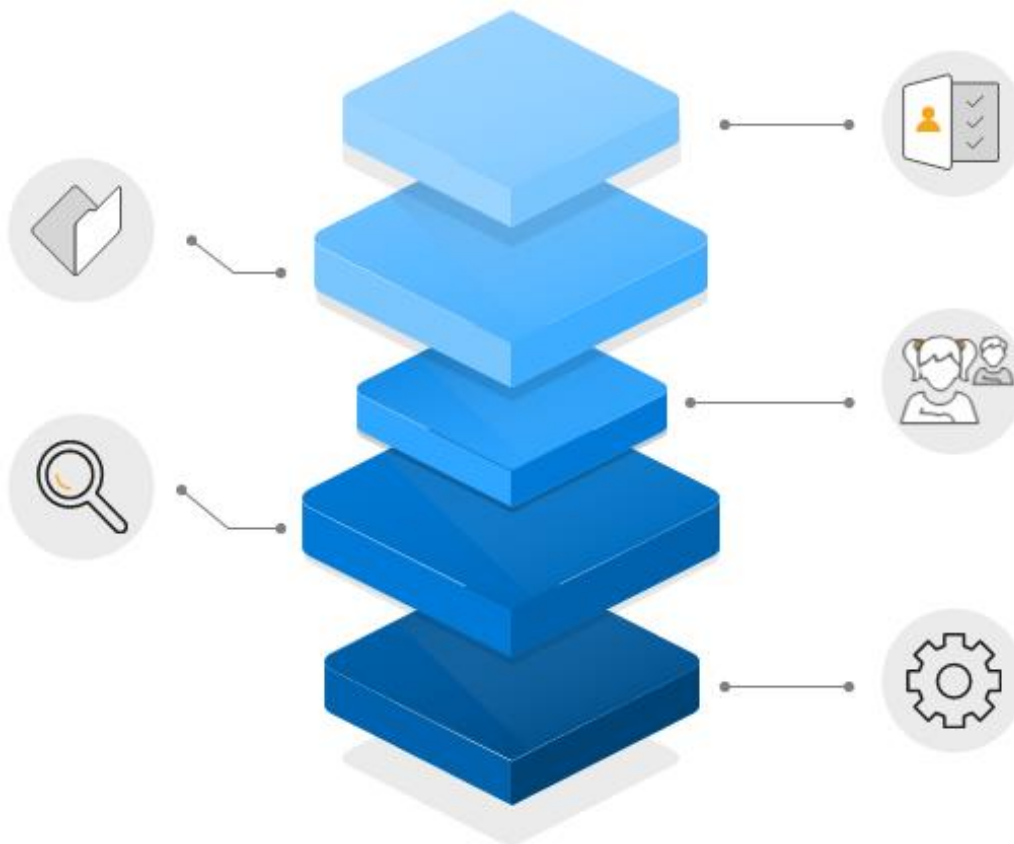
- Quick and easy access to key health information that has not been received directly
- Less administrative burden gathering patient information
- Saving time and costs associated with sending key information to other healthcare providers
- Improved quality and safety by uploading patient-specific information
- Avoidance of duplicating tests, scans and diagnostics



My Health Record – what do I need to do?

Register and set up access

Confirm the process to access My Health Record for authorised staff



Ensure there is My Health Record security and access policy

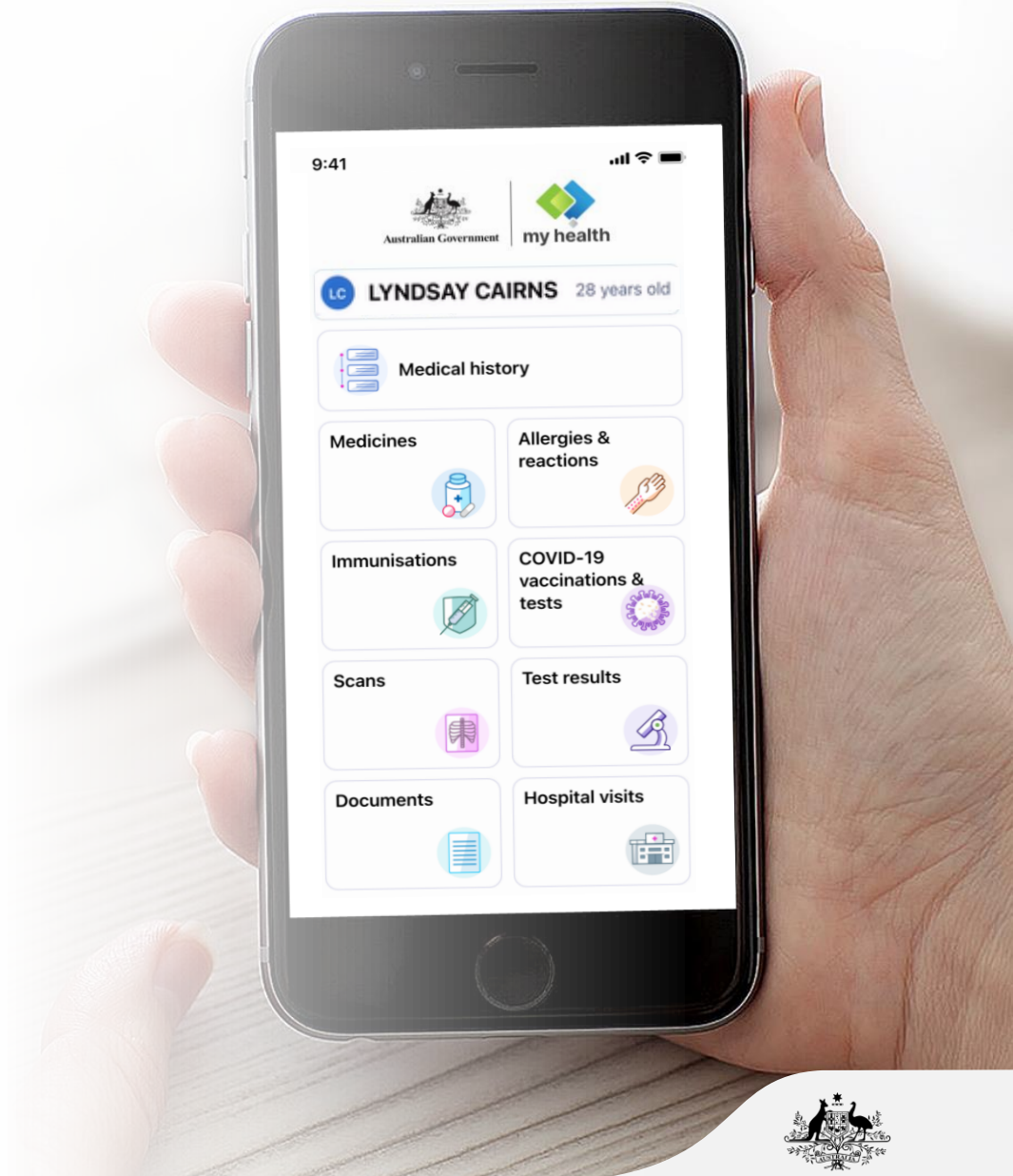
Train staff and ensure they are familiar with policies in place

Ongoing participation and obligations

What is the **my health** app?

my health is an application which can be used by consumers to access key health information in My Health Record.

- The **my health** app lets consumers download documents from My Health Record onto their mobile device.
- The app also lets consumers share documents that contain their health information with other healthcare providers or organisations.



Useful resources

Get connected and start using My Health Record and Electronic Prescriptions

- Visit the website:

<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/register-and-set-up-access>

- Contact the Agency Help Line (ask for the specialist connections support team)

Email: connections@digitalhealth.gov.au

Phone: 1300 901 001

- Contact your local Primary Health Network (PHN) and request support

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator>

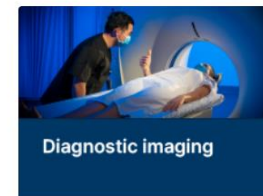
- Find out how to access and view My Health Record via hospital applications
 - ask your Clinical Informatics Manager or your Quality manager
 - or check the Intranet



Stay up to date with Digital Health

- Complete our free online [eLearning modules](#)
- To register for an upcoming webinar visit: www.digitalhealth.gov.au/newsroom/events-and-webinars
- Software summary sheets and resources relevant to your clinical area: <https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#education-and-training>
- Explore the Australian Digital Health Agency YouTube channel: <https://www.youtube.com/user/eHealthAus>
- Request a tailored training session via education@digitalhealth.gov.au

Find an eLearning course in your area of practice



Vendor knowledge base materials

Genie

<https://help.geniesolutions.com.au/genie/s/>

Gentu

<https://help.geniesolutions.com.au/gentu/s/>

Clinic to Cloud

<https://trust.clinictocloud.com.au/hc/en-us#knowledge-base>



Panel Discussion

Further information and support



Australian Government

Australian Digital Health Agency

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

Agency help line: 1300 901 001

Twitter: twitter.com/AuDigitalHealth

Linkedin: linkedin.com/company/australian-digital-health-agency



Australian Government

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