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

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.
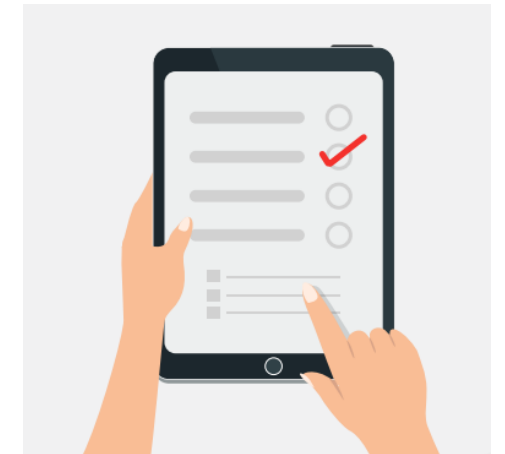
Vendor EP demos

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
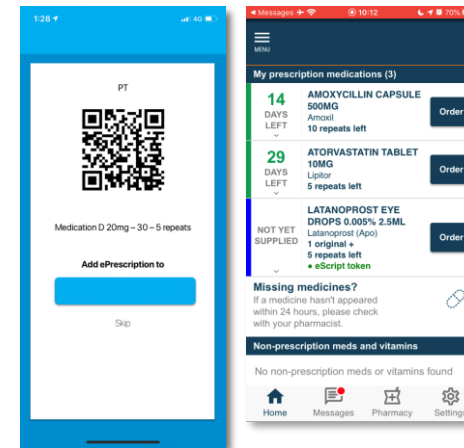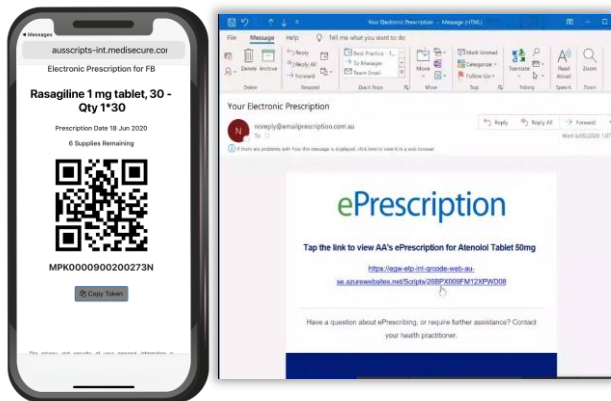
Withdrawing consent to add electronic prescriptions to ASL

Example: Medical Director (MD)

- 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.

1 MY HEALTH RECORD
2 SECURE MESSAGING
3 INTEROPERABILITY AND DATA QUALITY
4 MEDICINES SAFETY
5 ENHANCED MODELS OF CARE
6 WORKFORCE AND EDUCATION
7 DRIVING INNOVATION

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

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Electronic prescriptions readiness checklist

o Healthcare organisations need a Healthcare Provider Identifier-Organisation (HPI-O). Information about how to register is available [here](#).

o Healthcare organisations need to request, download and installed a **NASH Certificate.**

o Organisations and individual prescribers need to be **connected to a Prescription Delivery Service**.

o Software may need to be upgraded to the latest version and relevant identifiers recorded (**HPI-O, HPI-I, IHIs)**.

o Check the [Australian Digital Health Agency](#) website for electronic prescriptions information, updates and training.

Electronic prescriptions are you ready?

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
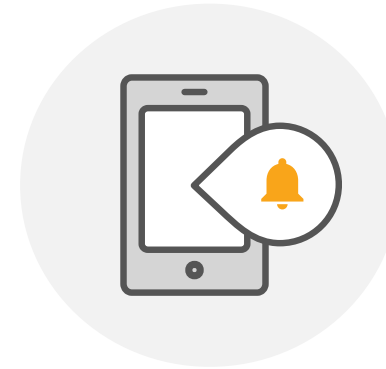
My Health Record

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

- Medicines Information View
- Medicare overview
- Immunisation Consolidated view
- Pathology reports overview
- Diagnostic imaging reports overview

My Health Record

Clinical Scenarios

New patients
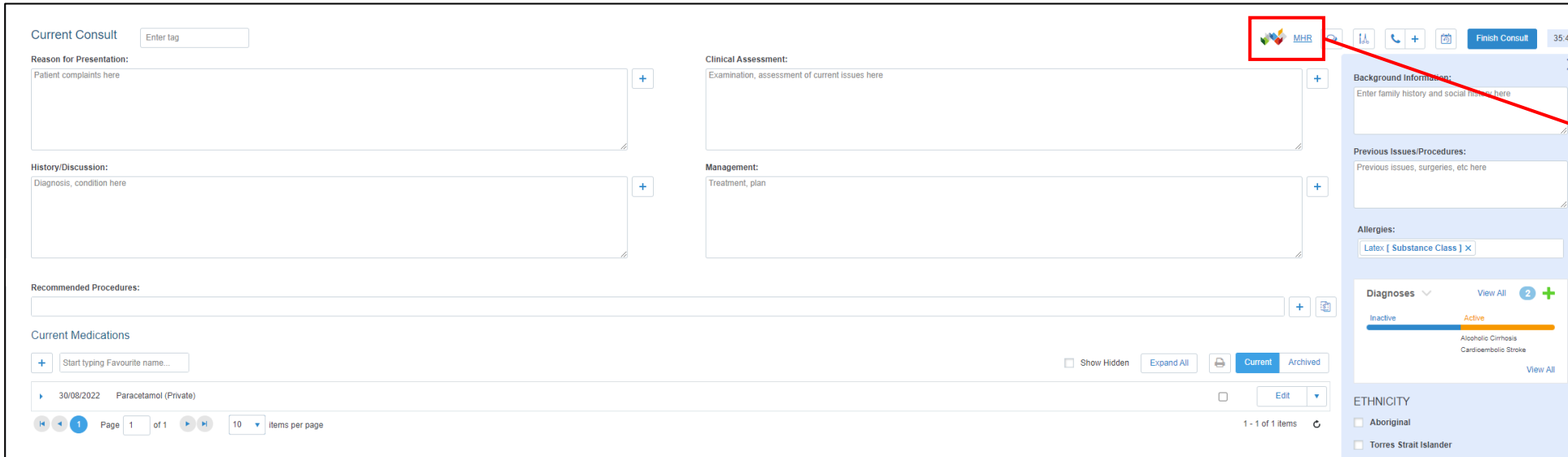
- Medicines View

- Discharge summary

- Shared health summary

Vendor demos – accessing key documents in My Health Record

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

My Health Record - Accessing Key Documents
Advanced Views and Filters – Views

One click views

- **Imaging**
- **Pathology**
- **Prescription & Dispense**

My Health Record - Accessing Key Documents

Advanced Views and Filters – Document Types

Documents can be filtered by document type.

e.g. Discharge summaries

My Health Record - Accessing Key Documents
Medicines View

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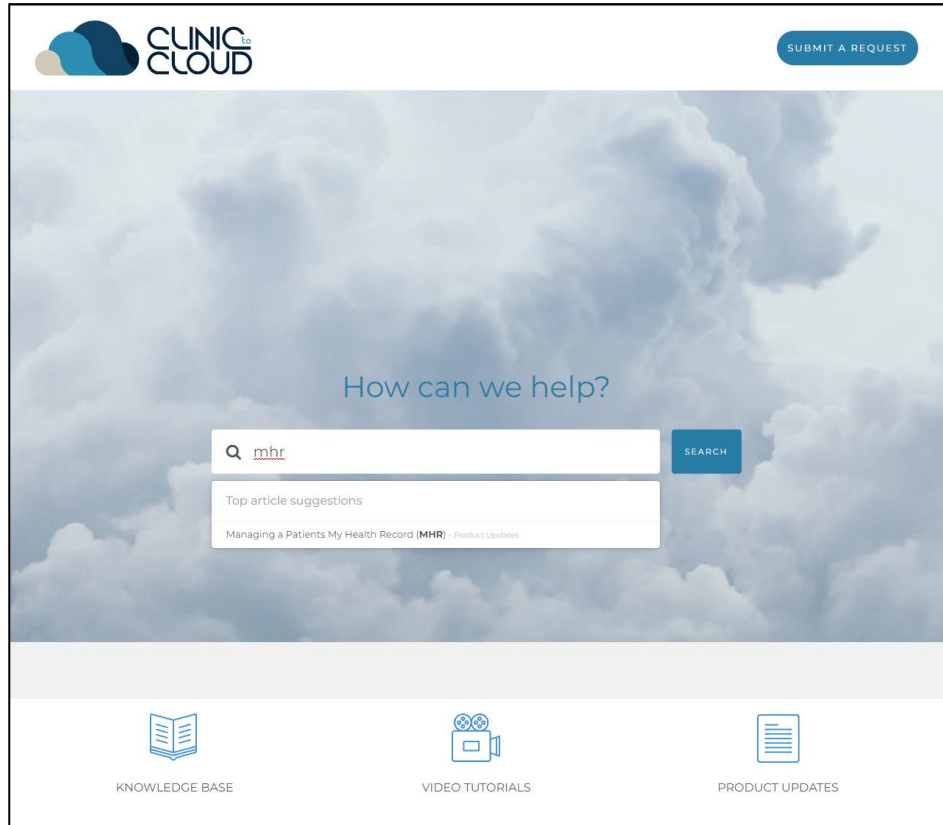
https://trust.clinictocloud.com.au/hc/en-us/articles/360003947515-Managing-a-Patients-My-Health-Record-MHR-

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.**

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
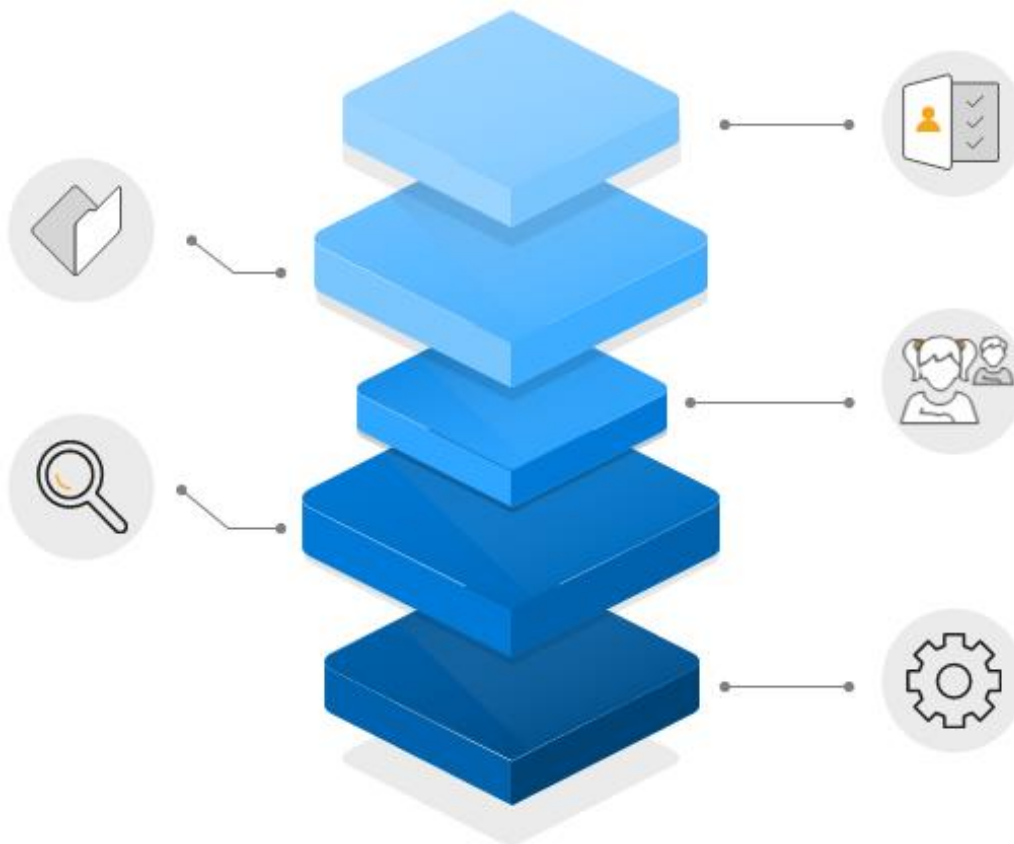
Ensure there is My Health Record security and access policy

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.

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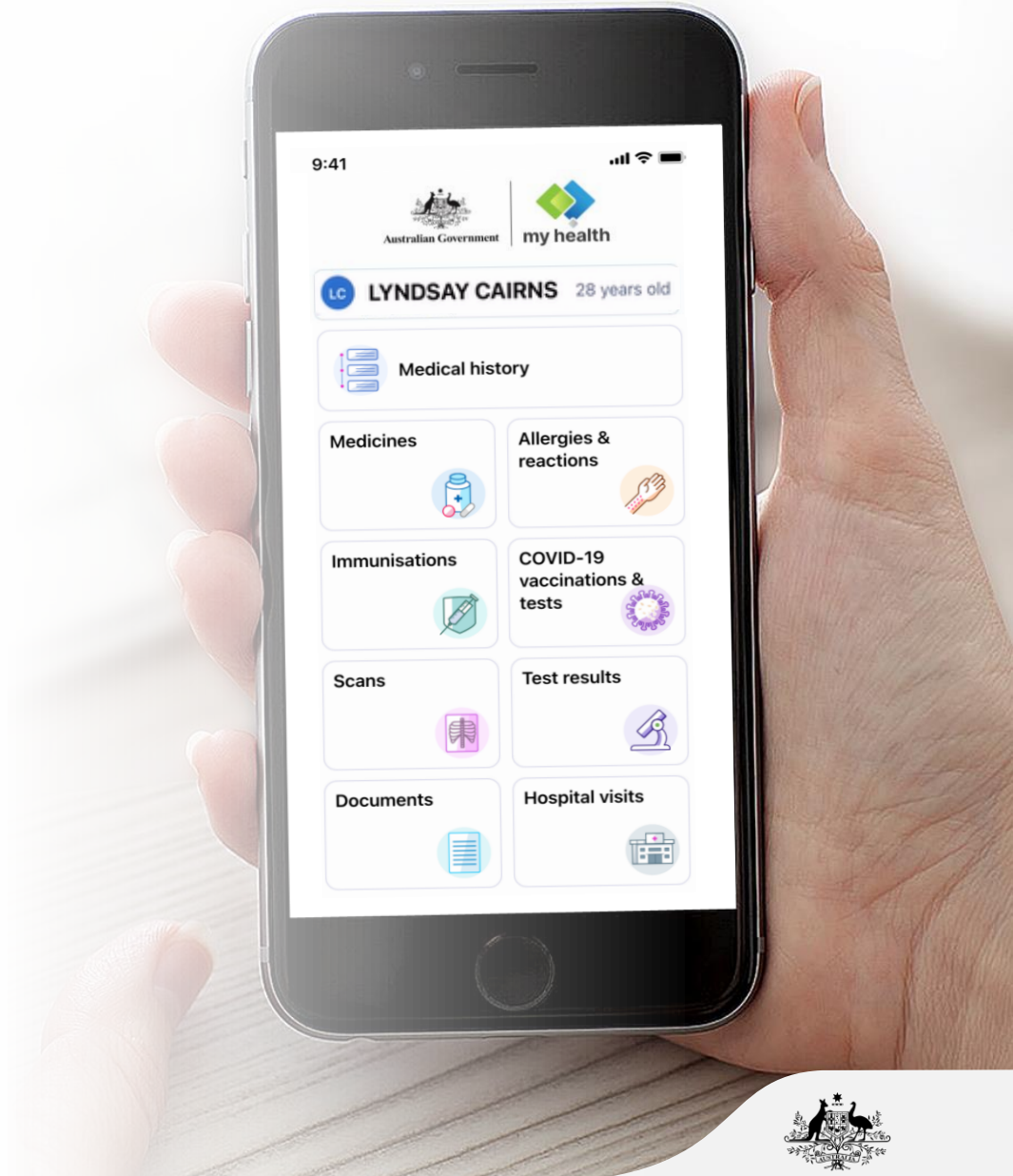
Useful resources

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

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Stay up to date with Digital Health

- Complete our free online eLearning modules

- To register for an upcoming webinar visit:
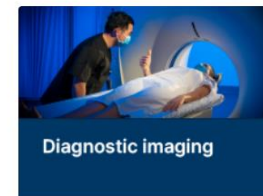 www.digitalhealth.gov.au/newsroom/events-and-webinars

- 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

Aboriginal and Torres Strait Islander Health

Aged care

Allied health

Community health

General practitioners

Community pharmacy

Hospitals

Nursing and midwifery

Pathology

Diagnostic imaging

Practice management

Specialists

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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 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