Australian Government

Australian Digital Health Agency

My Health Record in Aged Care

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Manager, Provider Adoption

17 June 2021

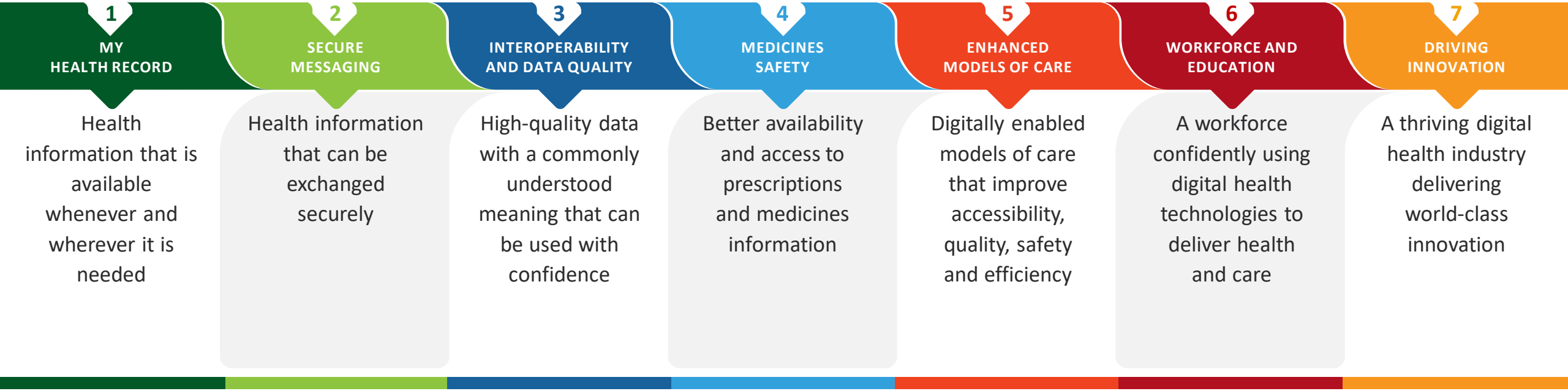
Acknowledgement

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.

National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories



Research identifying challenges to providing care

- Limited opportunities for medication reconciliation during transition of care
- Limited access to complete and current health and social information
- Inability to recall or articulate medical history properly.
- Important information about patients' medical histories on admission to acute care settings cannot be accessed
- The mode and effectiveness of information transmission is variable, as well as the variation in digital health literacy of staff in aged care setting .

https://www.australianageingagenda.com.au/2016/11/25/surprising-findings-prompt-call-for-improved-reporting-of-medication-errors-in-aged-care/

The Big Picture

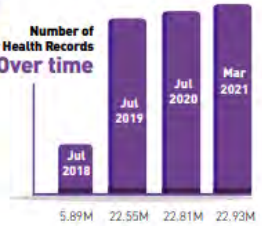
My Health Record | Statistics and Insights MARCH 2021

22.93M Total My Health Records

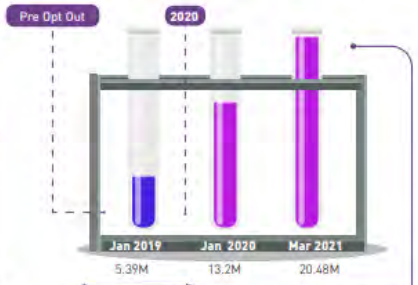
When you have a My Health Record your health information can be viewed securely online from anywhere, at any time - even if you move or travel interstate. You and your healthcare providers can also access your health information from any computer or device that's connected to the internet.

An increase of 120,000 records since July 2020 and 20,000 in the last month.

Number of My Health Records Over time

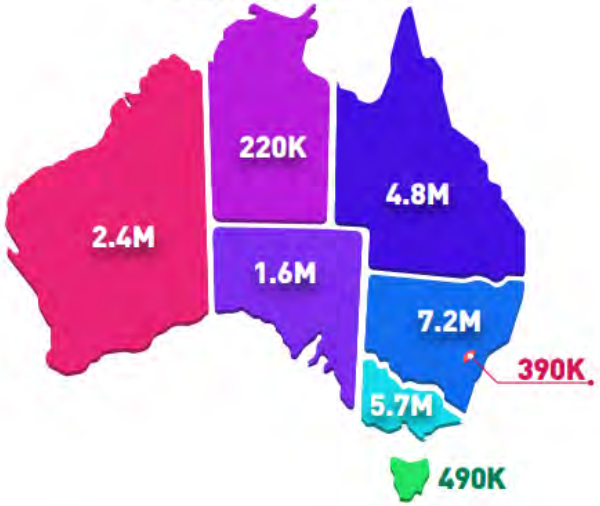


more than 20M records now have data in them



89% of all records now have data in them

Records by state



What's inside?

2.74B Documents uploaded to My Health Record

From medical histories to the latest blood tests, from pathology reports to advanced care plans, more vital health information is now securely stored and available when needed.

There are more than 350M documents in the system that have been uploaded by consumers or healthcare providers.

Nearly **129M Clinical Documents**

Documents uploaded by a healthcare provider like hospitals, pathologists and radiologists.

An increase of more than **6 million** documents in March

223M Medicine Documents

Documents uploaded by healthcare providers like pharmacies and GPs.

An increase of more than **9 million** documents in March

Nearly **2.4B Medicare Documents**

Documents uploaded by government agencies like Services Australia and Veterans' Affairs.

358K Consumer Documents

Documents uploaded by people

Key Insight

There have been 67,000 people who have registered for a My Health Record that had previously opted out and another 11,000 registered that had previously cancelled their record.

My Health Record – how are healthcare providers using it?

99% of pharmacies are now registered

93% have used My Health Record

An increase of **1% in March**

97% of GPs are now registered

88% have used My Health Record

An increase of **1% in March**

97% of public hospitals are now registered

95% have used My Health Record

How many documents are in the system now?

There are more than **96 million** Pathology Reports

An increase of **more than 5M** in March

There are more than **13 million** Diagnostic Imaging Reports

An increase of **more than 500K** in March

There are more than **129 million** Dispense Records

An increase of **more than** in March

There are more than **10 million** Discharge Summaries

How do healthcare providers view each others documents?

Public Hospitals

uploaded 548,000 documents viewed by others since March 2020

An increase of nearly **6%** in March

viewed 578,000 documents uploaded by others since March 2020

An increase of more than **6%** in March

General Practitioners

An increase of more than **6%** in March

uploaded 360,000 documents viewed by others since March 2020

An increase of nearly **6%** in March

viewed 656,000 documents uploaded by others since March 2020

As at March 2021

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 security

- Many safeguards are in place to protect the My Health Record system
- These include strong encryption, firewalls, secure login processes and audit logging.

- The Agency's Cyber Security Centre monitors the system
- Health information in the system is protected by legislation
- Significant penalties apply for deliberate misuse.

- All data within the system is stored securely in Australia
- External software goes through a conformance process before it is allowed to connect.

Viewing and Consent

Must you view My Health Record for every patient?

When should I view the individual's My Health Record?

Healthcare providers are under no legal obligation to use the My Health Record system. It is up to the healthcare provider and his or her clinical judgement as to when and how they use the system. However, examples of when it might be relevant to see if a patient has a My Health Record are outlined below.

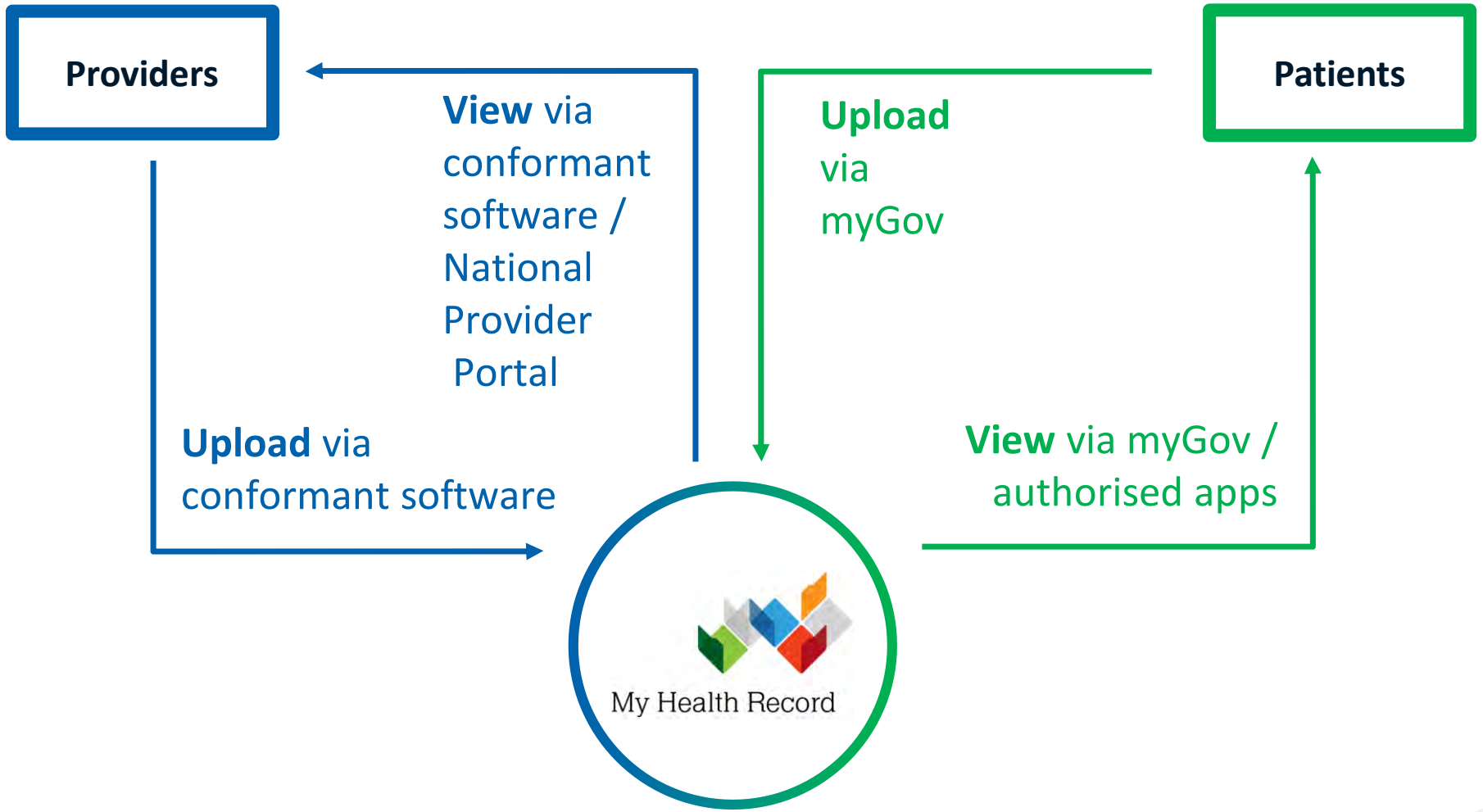
Do you need to obtain consent?

Patient Consent

- A provider is authorised to view a record when providing healthcare to the patient
- A provider is authorised to upload clinical documents without gaining consent of a patient each and every time
- Best practice is to discuss with patient if the document contains sensitive information

https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/view-my-health-record

How does My Health Record work?



Utilising My Health Record in aged care

Viewing

- Key clinical health information e.g. on admission to RACF

Uploading

- Uploading Advance Care Plan to My Health Record

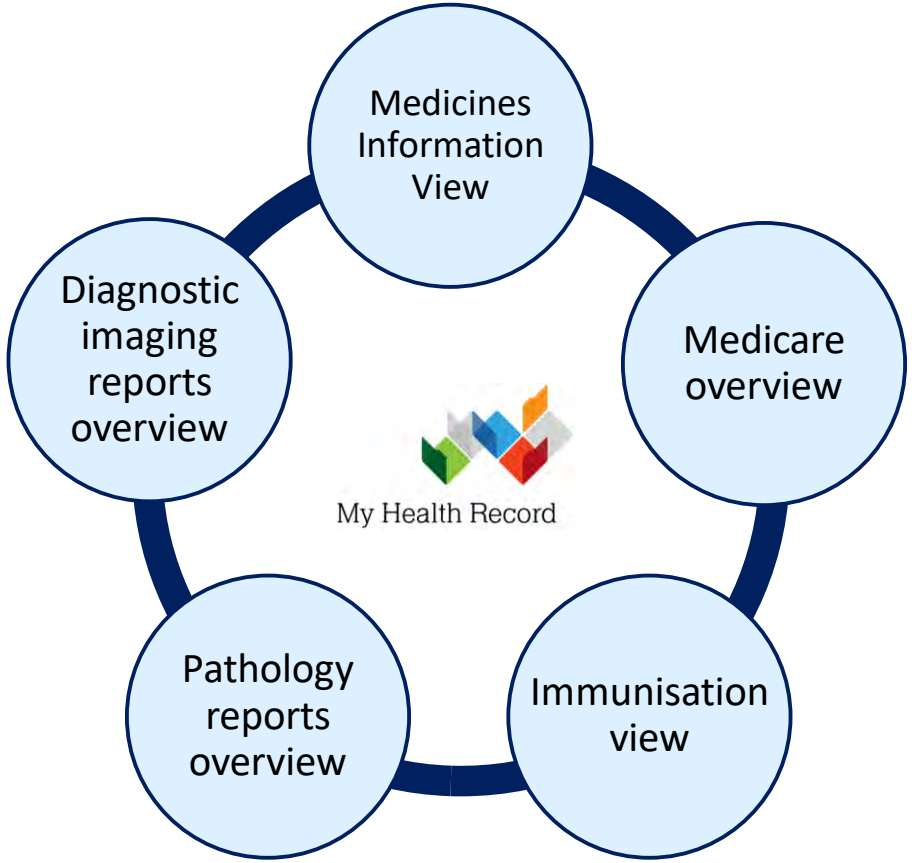
My Health Record - documents

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

My Health Record - documents

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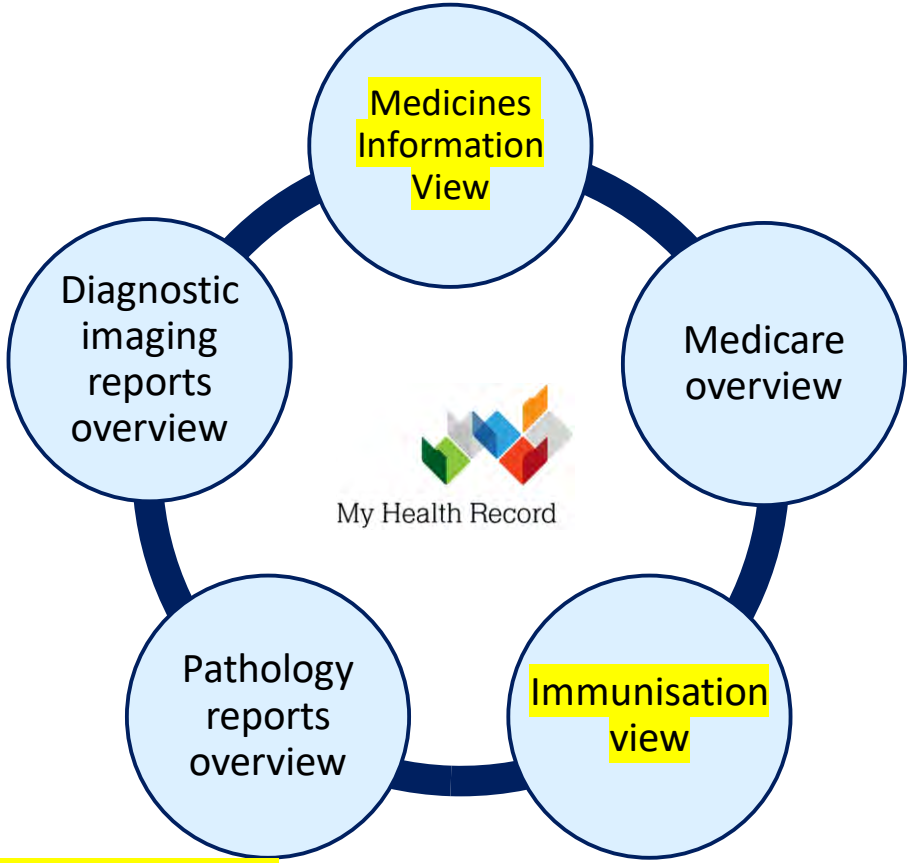

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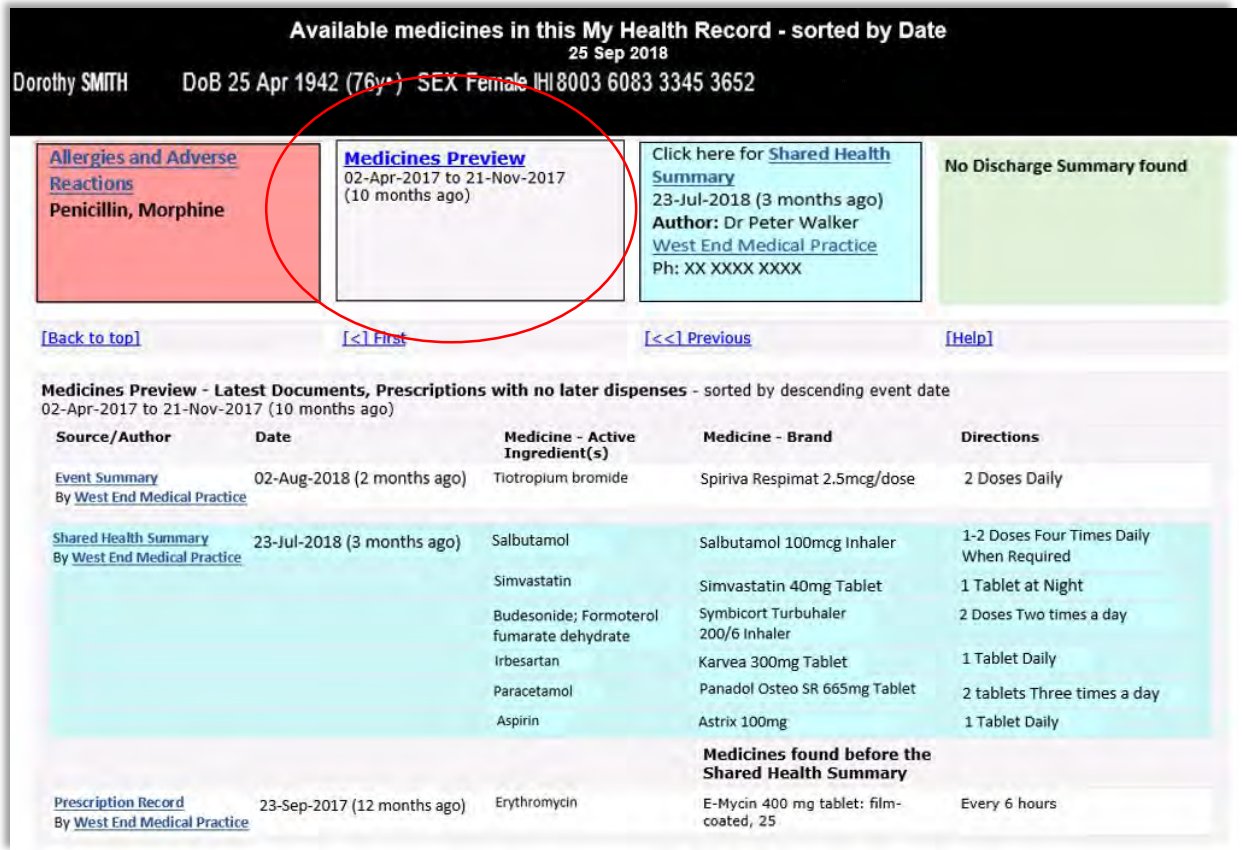
Medicines information in My Health Record

Medicines information can be found in:

- Dispense records (pharmacies)
- Prescribing records (general practices, specialists)
- Medicare/PBS information (Services Australia)
- Shared health summaries (general practices)
- Discharge summaries (hospitals)
- Event summaries (all healthcare providers)
- Personal health summary (entered by the patient)
- Pharmacist Shared Medicines List (pharmacies)



Available medicines in this My Health Record - sorted by Date
25 Sep 2018

Dorothy SMITH DoB 25 Apr 1942 (76y*) SEX Female IHI 8003 6083 3345 3652

Allergies and Adverse Reactions
Penicillin, Morphine

Medicines Preview
02-Apr-2017 to 21-Nov-2017
(10 months ago)

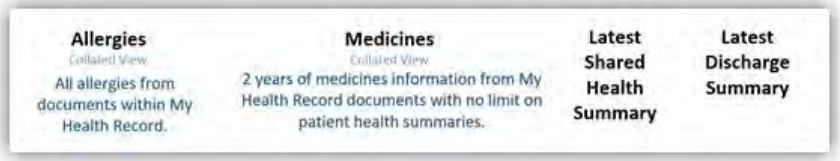
Click here for Shared Health Summary
23-Jul-2018 (3 months ago)
Author: Dr Peter Walker
West End Medical Practice
Ph: XX XXXX XXXX

No Discharge Summary found

[Back to top] [<] First [<<] Previous [Help]

Medicines Preview - Latest Documents, Prescriptions with no later dispenses - sorted by descending event date
02-Apr-2017 to 21-Nov-2017 (10 months ago)

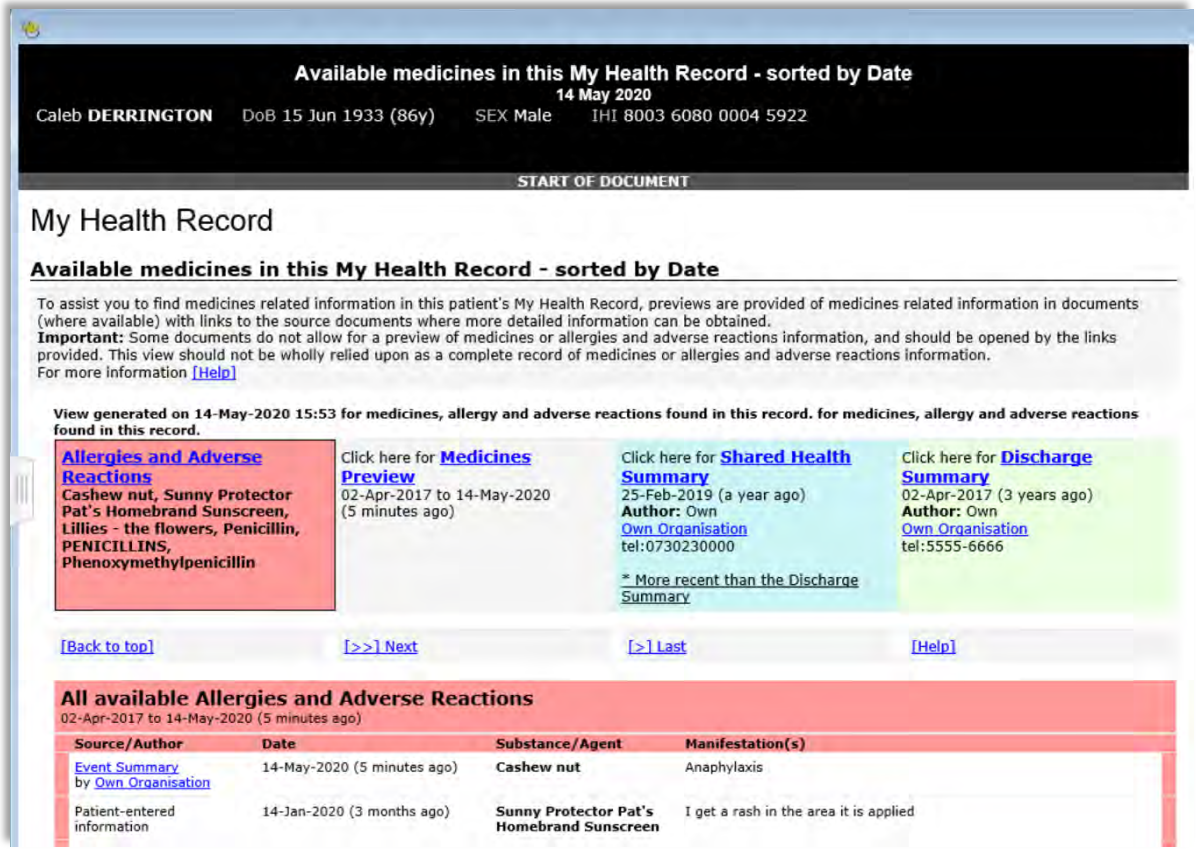
Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary By West End Medical Practice	02-Aug-2018 (2 months ago)	Tiotropium bromide	Spiriva Respimat 2.5mcg/dose	2 Doses Daily
Shared Health Summary By West End Medical Practice	23-Jul-2018 (3 months ago)	Salbutamol	Salbutamol 100mcg Inhaler	1-2 Doses Four Times Daily When Required
		Simvastatin	Simvastatin 40mg Tablet	1 Tablet at Night
		Budesonide; Formoterol fumarate dehydrate	Symbicort Turbuhaler 200/6 Inhaler	2 Doses Two times a day
		Irbesartan	Karvea 300mg Tablet	1 Tablet Daily
		Paracetamol	Panadol Osteo SR 665mg Tablet	2 tablets Three times a day
		Aspirin	Astrix 100mg	1 Tablet Daily
			Medicines found before the Shared Health Summary	
Prescription Record By West End Medical Practice	23-Sep-2017 (12 months ago)	Erythromycin	E-Mycin 400 mg tablet: film-coated, 25	Every 6 hours



Allergies	Medicines	Latest Shared Health Summary	Latest Discharge Summary
All allergies from documents within My Health Record.	2 years of medicines information from My Health Record documents with no limit on patient health summaries.		

Medicines Information View – Medicines tab

Allergies information in My Health Record



Available medicines in this My Health Record - sorted by Date
14 May 2020

Caleb **DERRINGTON** DoB 15 Jun 1933 (86y) SEX Male IHI 8003 6080 0004 5922

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.
For more information [Help]

View generated on 14-May-2020 15:53 for medicines, allergy and adverse reactions found in this record. for medicines, allergy and adverse reactions found in this record.

Allergies and Adverse Reactions	Click here for Medicines Preview	Click here for Shared Health Summary	Click here for Discharge Summary
Cashew nut, Sunny Protector Pat's Homebrand Sunscreen, Lillies - the flowers, Penicillin, PENICILLINS, Phenoxymethylpenicillin	02-Apr-2017 to 14-May-2020 (5 minutes ago)	25-Feb-2019 (a year ago) **Author:** Own Own Organisation tel:0730230000 * More recent than the Discharge Summary	02-Apr-2017 (3 years ago) **Author:** Own Own Organisation tel:5555-6666

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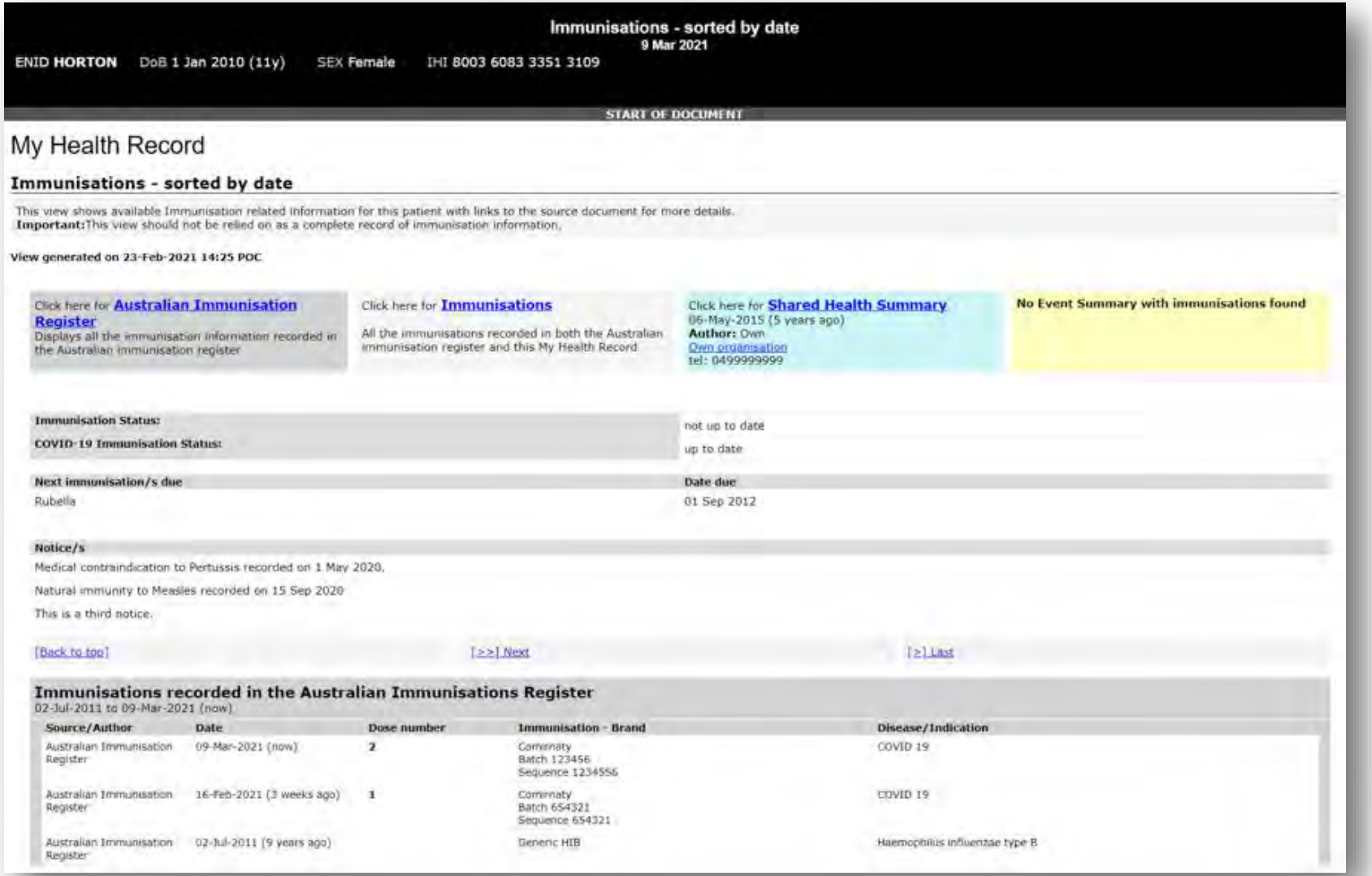
All available Allergies and Adverse Reactions
02-Apr-2017 to 14-May-2020 (5 minutes ago)

Source/Author	Date	Substance/Agent	Manifestation(s)
Event Summary by Own Organisation	14-May-2020 (5 minutes ago)	**Cashew nut**	Anaphylaxis
Patient-entered information	14-Jan-2020 (3 months ago)	**Sunny Protector Pat's Homebrand Sunscreen**	I get a rash in the area it is applied

Enhanced Immunisation View (adult)



Immunisations - sorted by date
9 Mar 2021

ENID **HORTON** DoB 1 Jan 2010 (11y) SEX Female IHI 8003 6083 3351 3109

START OF DOCUMENT

My Health Record

Immunisations - sorted by date

This view shows available Immunisation related information for this patient with links to the source document for more details.
Important: This view should not be relied on as a complete record of immunisation information.

View generated on 23-Feb-2021 14:25 POC

Click here for **Australian Immunisation Register**
Displays all the immunisation information recorded in the Australian immunisation register

Click here for **Immunisations**
All the immunisations recorded in both the Australian immunisation register and this My Health Record

Click here for **Shared Health Summary**
06-May-2015 (5 years ago)
Author: Own
Own organisation
tel: 0499999999

No Event Summary with immunisations found

Immunisation Status:	not up to date
COVID-19 Immunisation Status:	up to date

Next immunisation/s due	**Date due**
Rubella	01 Sep 2012

Notice/s

Medical contraindication to Pertussis recorded on 1 May 2020.

Natural immunity to Measles recorded on 15 Sep 2020

This is a third notice.

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Immunisations recorded in the Australian Immunisations Register
02-Jul-2011 to 09-Mar-2021 (now)

Source/Author	Date	Dose number	Immunisation - Brand	Disease/Indication
Australian Immunisation Register	09-Mar-2021 (now)	2	Comirnaty Batch 123456 Sequence 1234556	COVID 19
Australian Immunisation Register	16-Feb-2021 (3 weeks ago)	1	Comirnaty Batch 654321 Sequence 654321	COVID 19
Australian Immunisation Register	02-Jul-2011 (9 years ago)		Generic HIB	Haemophilus influenzae type B

- Navigation panel
- COVID-19 immunisation status
- Next immunisation/s due
- Notices
- Immunisations recorded in the Australian Immunisation Register (listed in descending date order)

Enhanced Immunisation View (adult)

Australian Immunisation Register
Displays all the immunisation information recorded in the Australian immunisation register

Immunisations
All the immunisations recorded in both the Australian immunisation register and this My Health Record

Shared Health Summary
06-May-2015 (5 years ago)
Author: Own
Own organisation
tel: 0499999999

No Event Summary with immunisations found

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Immunisations recorded in the Australian Immunisations Register and My Health Record
31-Oct-2010 to 09-Mar-2021 (now)

Source/Author	Date	Dose number	Immunisation - Brand	Disease/Indication
Australian Immunisation Register	09-Mar-2021 (now)	2	Comirnaty Batch 123456 Sequence 1234556	COVID 19
Shared Health Summary by Own organisation	09-Mar-2021 (now)	2	Comirnaty	
Australian Immunisation Register	16-Feb-2021 (3 weeks ago)	1	Comirnaty Batch 654321 Sequence 654321	COVID 19
Australian Immunisation Register	02-Jul-2011 (9 years ago)		Generic HIB	Haemophilus influenzae type B
Shared Health Summary by Own organisation	02-Jul-2011 (9 years ago)		Haemophilus influenzae type B	
Shared Health Summary by Own organisation	31-Oct-2010 (10 years ago)		Flu vaccination (Comvax)	

End of Section - Immunisations recorded in the Australian Immunisations Register and My Health Record

- After clicking on the Immunisations tab in the navigation panel
- All immunisations recorded in the Australian Immunisation Register and My Health Record clinical documents (for adults listed in descending date order)
- Note duplication between AIR and SHS summary listings

Patient control

How can consumers engage with their My Health Record?

Consumers can choose to **restrict access to specific documents** in their My Health Record by setting a code (LDAC)

Only organisations given the LDAC can access those documents

Consumers can **restrict access to their record** by setting a code (RAC)

Only organisations given the RAC can access any part of their My Health Record

In an emergency, a clinician can exercise a **'break glass'** facility to allow temporary access

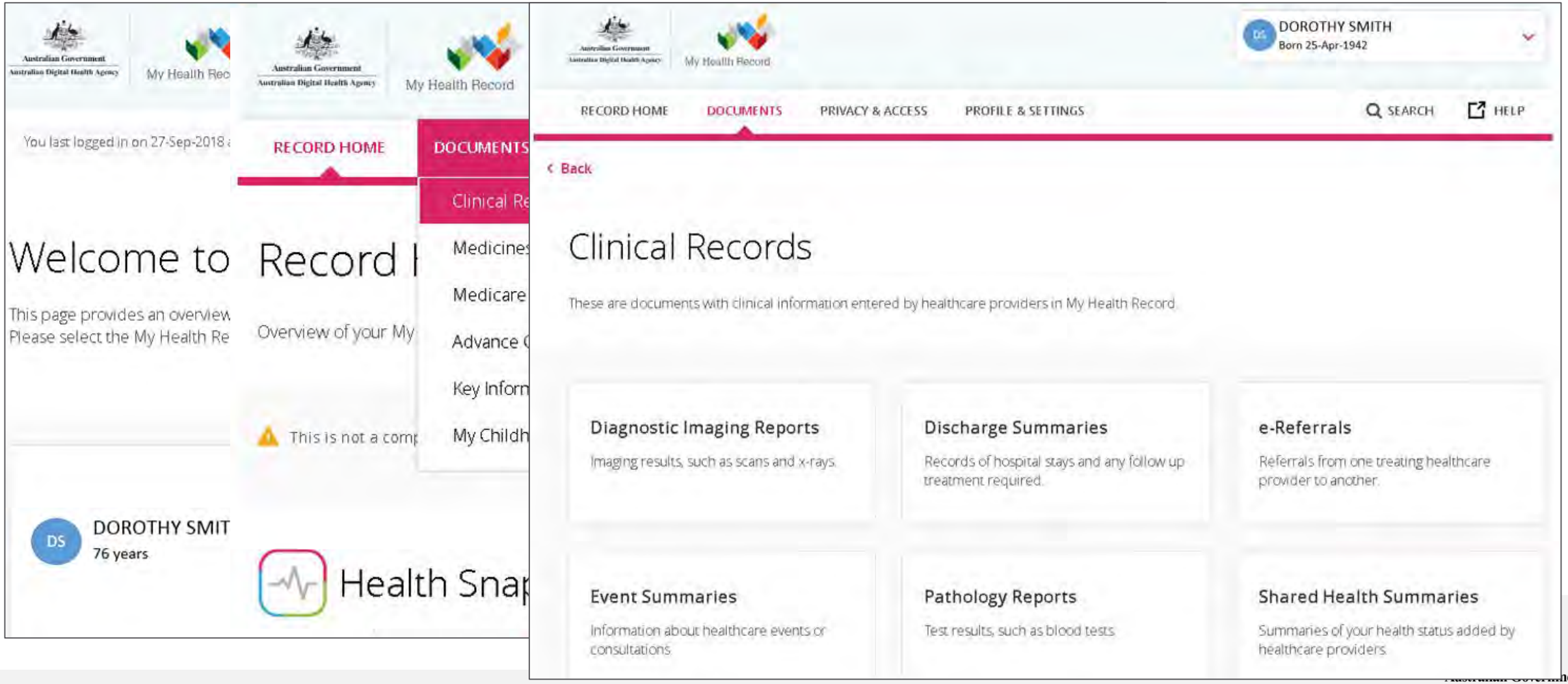
Consumers can choose to receive an **SMS or email alert** when a health provider organisation accesses their My Health Record

All instances of access to My Health Record are **monitored and logged**

Nominated vs Authorised Representatives

Nominated Representative	A person that an individual has invited to access their My Health Record, such as a family member, close friend or carer.
Authorised Representative	A person who is responsible for managing the My Health Record of someone who is not able to make decisions for themselves. This could be a parent, legal guardian or Enduring Power of Attorney (EPOA).

Patient's viewing their My Health Record



Further information and resources

Further Information and Resources

Aged care resources:

- Residential Aged Care - Fact Sheet
- My Health Record in Aged Care

The My Health Record website contains:

- Webinars, eLearning modules and education resources
- Information about registration, provider portal and conformant software
- Links to consumer information, such as brochures and guides

Australian Government
Australian Digital Health Agency

My Health Record

Residential Aged Care

Residential Aged Care - Better access to healthcare information for you and your residents

My Health Record is designed to provide you with better access to healthcare information to support you in caring for your residents.

Access to key health information

Through the My Health Record you will have access to timely and current information about your residents such as:

- Shared health summaries which include a individual's medical history, immunisations, medicines, allergies and adverse drug reactions
- Hospital discharge summaries
- Event summaries from treating clinicians
- Prescription and dispense records
- Medicines information view
- Pathology reports and diagnostic imaging reports
- Specialist letters
- Advance care planning documents and custodian information
- MBS and PBS history

Safer care

Having this information available can lead to:

- Improved clinical decisions
- Fewer adverse medicines events
- Less avoidable hospital admissions
- Better health outcomes

Furthermore, if you have conformant software, you will also be able to upload your residents information which can then be viewed by other healthcare providers involved in their care in hospitals, GP practices and other primary healthcare services in the community.

Access training and resources

Visit **MyHealthRecord.gov.au** for a range of resources to help you to become familiar with and confident in using the My Health Record system, and support and inform those under your care.

Support

For further support contact the My Health Record Help line on 1800 723 471 (select option 2 for healthcare providers) or your Primary Health Network (PHN).

Examples of how you can use the **My Health Record** system

- When seeing a resident for the first time, you can view their health information in their shared health summary, such as any chronic conditions they may have, current medicines they may be taking, and allergies and adverse drug reactions.
- When consulting with a resident, you can communicate information about your treatment, findings and recommendations with others involved in the resident's care via an event summary.

Access the My Health Record system

There are two ways through which authorised healthcare providers can access individuals' records in the My Health Record system:

Conformant software

Accessing the My Health Record system through conformant clinical software enables healthcare providers to upload, view and download information from an individual's My Health Record.

A full list of My Health Record conformant software types can be found at **MyHealthRecord.gov.au**

National Provider Portal

If a healthcare provider does not have access to conformant software, they can view an individual's My Health Record through the National Provider Portal at **https://portal.ehealth.gov.au**. The healthcare provider will be able to view and download information from the individual's My Health Record, but will not be able to upload any clinical information.

Register for the My Health Record system

Visit **MyHealthRecord.gov.au** for a registration overview and step-by-step instructions on how to register, or call the Help Line on 1800 723 471 (select option 2 for healthcare providers).

For more information go to:
MyHealthRecord.gov.au | Help line 1800 723 471

Authorised by the Australian Government, Canberra.

www.digitalhealth.gov.au > Using the My Health Record system > Training Resources

Advance care planning - further information and resources

Advance Care Planning Australia

www.advancecareplanning.org.au

Find forms and fact sheets for your state or territory

The Advance Project

www.theadvanceproject.com.au

The Advance Project is a practical toolkit of screening and assessment tools, and a training package, designed specifically for GPs, nurses and practice managers.

National Advance Care Plan Guidelines

The National Guidelines – Using My Health Record to store and access advance care planning goals

Further information and support

Australian Government
Australian Digital Health Agency

My Health Record

Web: www.myhealthrecord.gov.au

My Health Record Help line: 1800 723 471 (select 2 for providers)

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

Agency help line: 1300 901 001

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