

Maximising benefits of digital health changes

- WentWest -

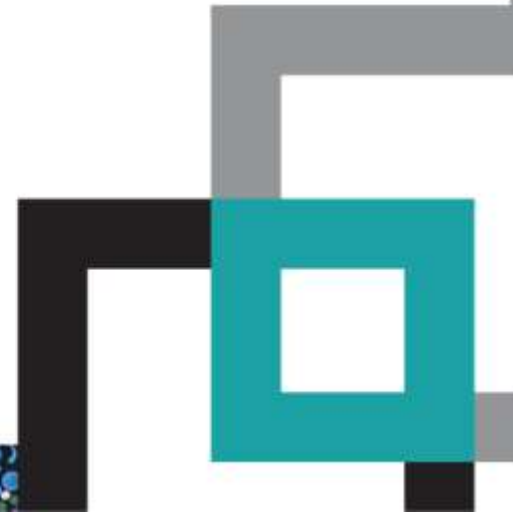
Presented by:

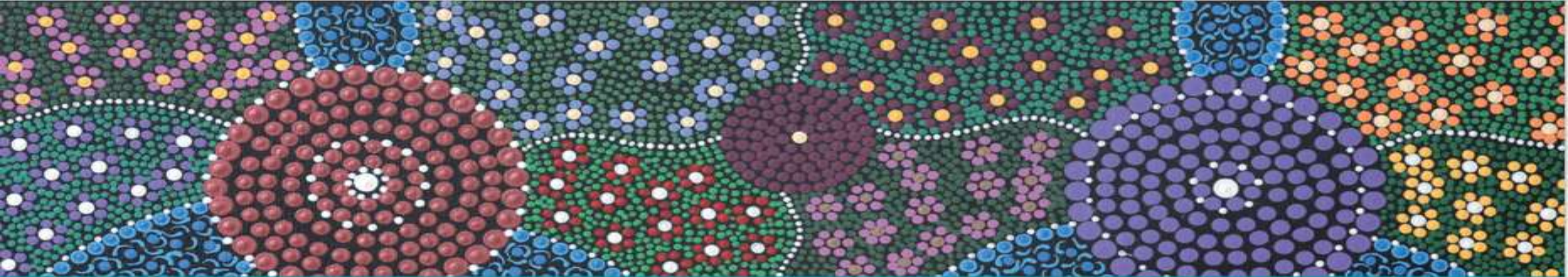
Katrina Otto

Train IT Medical Pty Ltd

katrina@trainitmedical.com.au

www.trainitmedical.com.au






Acknowledgement of Country

Train IT Medical acknowledge the traditional owners and custodians of land and waterways we meet on today.

We wish to pay our respects to Aboriginal and Torres Strait Islander elders past, present and future.



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Over our years of presenting, training & consulting to medical practices, we have collated thousands of learning resources.

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Sydney

HealthPathways

Commissioning
and Tenders

support@wentwest.com.au | ph 8811 7117

Further learning:



ePrescriptions

Australian Digital Health Agency


[Frequently Asked Questions](#) | ADHA | document
[Dispenser Information](#) | ADHA | document

Department of Health

[Electronic Prescribing](#) | Dept of Health | document
[Covid-19 National Health Plan Primary Care – Fast Track Electronic Prescribing](#) | Dept of Health | Fact Sheet

MedicalDirector

[The way we prescribe is changing – are you ready?](#) | MedicalDirector | Blog and Patient Education Video
[Preparing your practice for ePrescribing](#) | MedicalDirector | Checklist
[Why a unified approach to ePrescribing roll-out is so crucial](#) | MedicalDirector | blog



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Course Content

Expand All

WEBINAR RECORDINGS

8 Lessons

Collapse

Section Content

50% Complete | 4/8 Steps

1 - Nurse Connect - Covid19 - 9 April 2020

2 - Telehealth with HealthDirect Australia - 21 April 2020

3 - Telehealth & MBS Item Numbers - 19 May 2020

4 - Advanced Telehealth and Digital Health Improvements - 27 May 2020

5 - Telehealth for Specialists & Specialist Practice Managers - 3 June 2020

6 - ePrescribing, Results and My Health Record - 10 June 2020

7 - Electronic transfer of prescriptions using MedicalDirector Clinical - 17 June 2020

8 - Electronic transfer of prescriptions using Bp Premier - 8 July 2020

Enrolled

Train IT Medical

Leading Your Practice Into The Digital Future

phn WESTERN SYDNEY
An Australia Government Initiative

WentWest
Progressing Health, Now

COVID-19 & Telehealth

- WentWest -

Presented by Katrina Otto

Train IT Medical Pty Ltd

www.trainitmedical.com.au

katrina@trainitmedical.com.au

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WENTWEST – COVID19

See more...





Learning Objectives:

1. Prepare for upcoming industry changes in relation to Secure Messaging and medication management (including My Health Record).
2. Access pathology and radiology results via My Health Record.
3. Maximise use of digital health technologies for data driven improvement.
4. Create Quality Improvement activities in relation to practice improvement and patient engagement and meet incentive payments.



Learning Objective 1:

Prepare for upcoming industry changes in relation to Secure Messaging and medication management (including My Health Record).

Secure Messaging



What is Secure Messaging (SM)?

A safe, seamless, secure exchange of clinical information between health and care providers.

- ◆ Secure point-to-point delivery of messages
- ◆ Delivery to a single, intended, entity
- ◆ Encryption (by sender)
- ◆ Decryption (by receiver)

Secure Messaging Benefits

- ✓ **Improved Clinical Care**
Facilitates access to clinical information to improve patient care.
- ✓ **Streamline Administrative Processes**
Reduces time managing paper-based correspondence.
- ✓ **Improved Coordination of Care**
Improved communication between health and care providers as part of an end-to-end clinical workflow.
- ✓ **Enhanced Privacy & Security**
Information managed securely in transit preventing interception, assuring privacy and security.

[Secure Messaging for Specialists](#) | [Secure Messaging for Allied Health Providers](#) | [Secure Messaging for General Practitioners](#)

What's New in Secure Messaging?

Have you ever wanted to send a secure message to another clinician and not known their address?

The Agency and industry have been working together to help solve this issue, and a new integration capability has been developed which enables users to search for health care providers across multiple directories including HealthLink, Telstra Health and ReferralNet provider directories.

The new capability has been built into the following secure messaging clinical workflows in their most recent software releases.

For support:

MasterCare+	Best Practice	Medical Director
03 9675 0600	1300 40 1111	1300 788 802

If your practice management software is not listed above, please contact your supplier directly to ask about the federated directory capability and secure messaging.

Setting up Secure Messaging



Secure Messaging for Practice Managers

Australian Digital Health Agency & Secure Messaging

Australian National Digital Health Strategy – aims to eliminate clinicians' dependence on all paper-based messaging by 2022.

Collaboration between 42 software vendors

New messaging standards.

[Read more about Dept Health Secure Messaging Industry Offer](#)



How is Best Practice Software Getting Involved?

Best Practice Software has actively participated in the collaboration between software providers and government bodies to define interoperability standards for secure messaging solutions.

Enhance secure messaging (while conforming to ADHA specifications) is currently in a testing phase and the enhanced functionality will be in Bp Premier Saffron and VIP.net Ruby SP3 releases, available in the coming months.



Enhanced Secure Messaging – the Path to Interoperability

[Read Best Practice Article dated 22/6/20](#)

Secure Messaging Industry changes – what can you expect?

1. Practices will be able to send from own software to a directory.
2. Will check format the recipient is able to receive.
3. Sends in a compatible format for recipient.
Working towards a 'agreed-upon standardised specification for message content'.
4. Acknowledgement receipt issued.



Active Ingredient Prescribing (AIP)

- AIP – 2nd project under the Govt Electronic Prescribing initiative
- Aims to reduce risk as patients often take multiple medications that contain the same active ingredient.
- Doctors can still prescribe by brand (noting the active ingredient must still be on the script) if “doctors considers this necessary for the medical treatment of the patient”
- Does not apply to hand-written or paper based medication charts with 4 or more active ingredient. excluded.

[Read AMA article](#)



What is ePrescribing?

- Alternative option to paper prescriptions.
- Not mandatory.
- Patients and prescribers choose between paper or electronic prescription.
- Federal and state legislation changes required to make ePrescribing legal.



What are the benefits of ePrescribing?

- Supports telehealth services.
- Minimises potential for dispensing errors.
- Removes need for printing, sharing and storing paper prescriptions.
- Improves patient centred choice.
- May save patient travel if delivery service also available.
- Can minimise prescribing and dispense errors.
- It will be important if you want a progressive practice of the future.





“So far so good.”

***All looks very positive with great feedback
from both the GPs and patients
that have been involved with the testing.”***

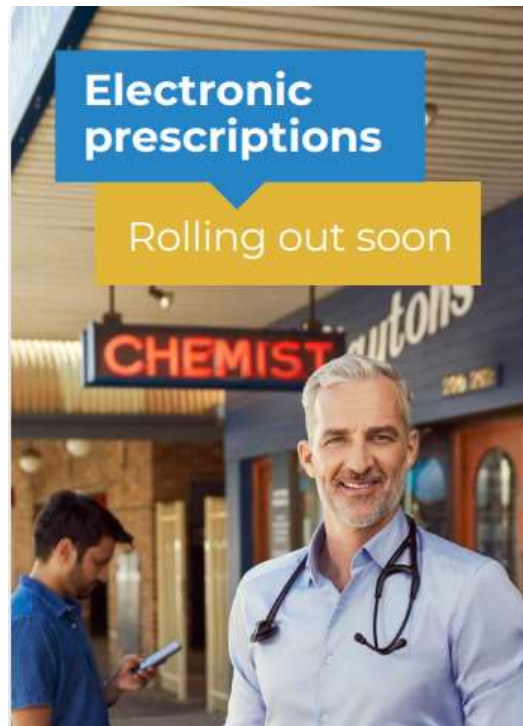


Jacquie Morgan, Practice Manager, Rusden Street Medical Practice. Armidale NSW



Electronic prescriptions

Rolling out soon



Soon you can choose an electronic prescription as an easy and convenient alternative to paper prescriptions.

Check that your doctor and pharmacy are ready

Learn more at
digitalhealth.gov.au
Connecting you to better healthcare

This is how it will work

Step 1



During your consultation your doctor will send you an SMS or an email.

Step 2



You will then take it to your pharmacy or send it to them.

Step 3



If you have repeats, a new SMS or email will be sent to you when you get your medicine from the pharmacy.

Remember to check that your doctor has your correct mobile number and email address.

Resources for practices



[Facebook Carousel](#) | ADHA



Educate

learn | power | excel

Bp Learning

INTRODUCING ELECTRONIC PRESCRIBING BP PREMIER—MASTERCLASS

Bp Premier | Jade SP3



00:14

Best Practice

<https://vimeo.com/423908248>

Prepare Your Practitioners



<https://vimeo.com/427973289/d630573577?fbclid=IwAR2C5rQeIY4l6gdKgP7hHFi61DWXcZi-NSGIljIRqIWcgNHUg2UAP7js2V3E>

Prepare Your Patients



[Introducing ePrescribing to Patients by Best Practice Software](#)

Patient Education



[Share MedicalDirector's video on your website/social media channels](#)

Access Medical Directors' Training & Resources

CHECKLIST

Prepare for ePrescribing in MedicalDirector Helix and Clinical

ePrescribing is almost here! Before you can get started, you'll need to ensure your practice and practitioners are ready for the ePrescribing rollout. To make it easier, we've put together a quick checklist of what you need to do.

For your practice

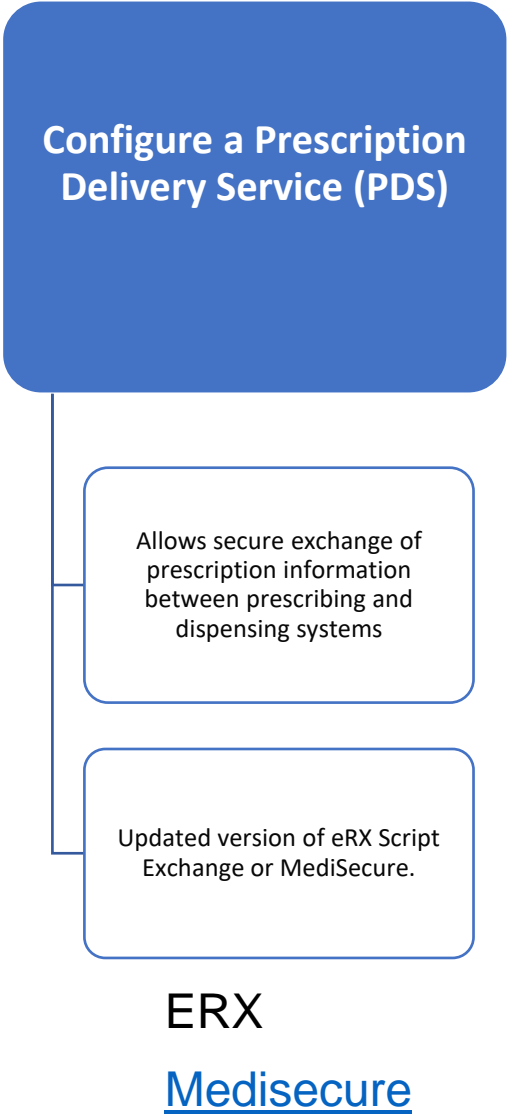
- ☐ Check you have a HPI-O number
- ☐ Make sure you have a PKI Site Certificate
- ☐ Set up eRx script exchange

Note, this applies to practices using MedicalDirector Clinical only. Practices using MedicalDirector Helix will have access to eRx automatically.

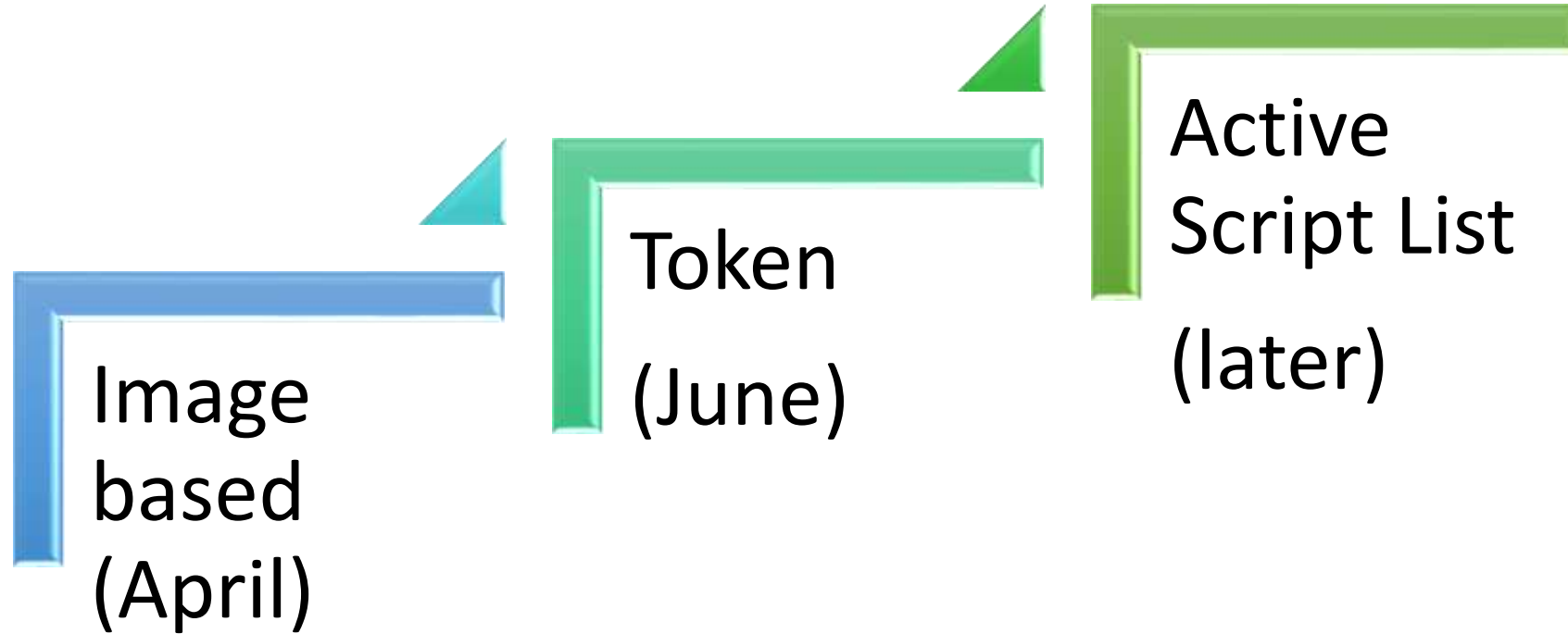
For each practitioner

- ☐ Make sure they are registered with AHPRA
- ☐ Check if they have a HPI-I number

Preparing for electronic prescriptions



Continual Progression



Token Model

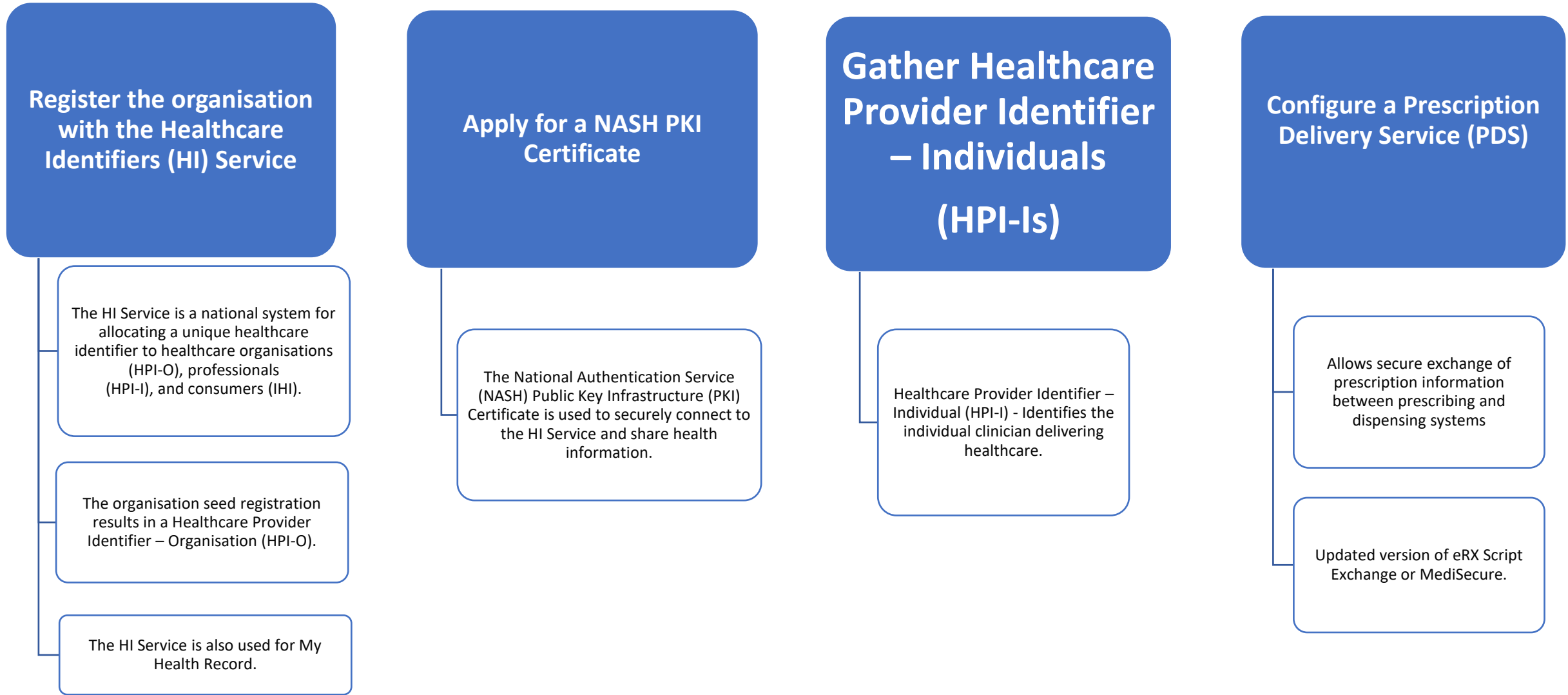


Prescription tokens can be managed on mobile devices. The mobile device will display the token in a manner suitable for scanning using existing pharmacy equipment.

Electronic prescriptions – Token Model Demo



Preparing for electronic prescriptions




10 Step Preparation Plan

1. Connect to the HI service
2. Enter Prescriber Numbers
3. Enter Healthcare Provider Identifier-Organisation (HPI-O)
4. Enter HPI-Is for clinicians
5. Connect to a Prescription Delivery Service (eRX or Medisecure)
6. Import patient IHI numbers
7. Enter AHPRA numbers
8. Design education plan for practice and patients
9. Document a simple Quality Improvement Idea (PDSA)
10. Add carers' details (as appropriate)



Configuration – Edit Doctor Details



Edit Doctor Details

User Details

Name: Tobias Rodger

Address: 12 Fake St

City/Suburb: Burier

Postcode: 2540

Phone: 0741512345

Fax:

Prescriber No.: 9006058

Provider No.: 0127697W

HPI-I No.: 8003 6165 6666 7013

AHPRA No.:

State Registration No.:

Qualifications: MBBS

E-mail:

* = required fields

Status

☒ Prescriber ☐ Locum

GPRN Details

DOB: / / Sex: ▾ Graduation:

MyHealthRecord Details

☒ Participate in MyHealthRecord

When the 'Participate in MyHealthRecord' option is checked:

- You can download or upload clinical documents to each patient's MyHealthRecord. This is subject to each patient's MyHealthRecord security status.
- You can upload prescription records to each patient's MyHealthRecord. Registration with ePrescribing is required.

Title: Mr

First Name: Tobias

Middle Name:

Last Name: Rodger

ePrescribing

Status: Registered: entity ID = N7RGW

☐ Disable ePrescribing for this Practitioner ☐ Participate in SafeScript

☒ Enable Paperless ePrescribing

☒ Top Level Access? ☒ Options Editing? ☒ Data Export Privileges?

☒ Auto-capitalise names ☐ PKI Encryption ☐ MyHealthRecord Assisted Registration

OK Cancel

Set your patient's preference for eScript token

Edit patient

Title:Mr

Family name:Abbott

Given name:Alan

Middle name:John

Preferred name:Al

Date of Birth:9/06/1961Age:58 yrs

Birth Sex:Male

Gender Identity:Non-binary

Pronouns:They/Them/Theirs

Ethnicity:Aboriginal but not Torres Strait Islander

Address Line 1:12 Jogger Street

Address Line 2:

City/Suburb:Albany CreekPostcode:4035

Postal Address:

City/Suburb:Postcode:

Home phone:4121 8976Work phone:

Mobile phone:0419710047Contact via:Mobile ph.

E-mail:tpyefinch@bigpond.com

Consents to:

☐ Opt out de-identified data sharing

☐ Update address of all family members

☐ Update address of all currently at original address

These name fields are used for Health Identifier lookups.

Created By:Frederick Findacore

Created On:18/05/2006 12:34:47 PM

Health Identifier:8003605678919032Validate

HI Status:ActiveVerified

Medicare No.:4089050064IRN:1Expiry:12/28

Pension/HCC No.:1Expiry:6/05/2020

Pension card type:Pensioner Concession Card

DVA No.:

Safety Net No.:

Record No.:101Patient ID:51

Usual doctor:Dr Frederick Findacore

Deny access to other users

Usual visit type:

Usual account:Practice fee

Health Ins. Fund:

Health Ins. No.:Expiry:6/05/2020

Religion:

Head of family:SelfSet

Next of kin:Madeline AbbottSet

Emergency contact:Set

Occupation:TestSet

Health Care Home:SetExpiry:6/05/2020HCH

eScript Token:

SMS (Default)PaperSMS (Default)SMS (Other)Email (Default)Email (Other)

Last Updated By:

Last Updated On:



3 ways to receive an eScript

1. Token via SMS
2. Token via Email
3. Token printed on paper

The image shows a software window titled "Prescription Preview - Rowan Bartlett". It is divided into two main panes. The left pane, which is highlighted with a red border, contains the "Deliver prescription by" section. It has four radio button options: "SMS *" (selected), "Email *", "Paper Token (Letter Printer)", and "Printed Prescription (Script Printer)". The "SMS *" option has a text field containing "0412345678". The "Email *" option has a text field containing "frederick.hope@medicaldirector.com". Below these options is a note: "Note: The prescription preview is a mock of a paper script to facilitate reviewing its contents. The script number is a placeholder, the actual number will be generated during submission or printing." and a disclaimer: "* Owing scripts will have a paper token printed for providing to the pharmacy, not the patient. An electronic token will not be issued to the patient." The right pane, titled "Prescription 1 of 3", shows a preview of the eScript. It includes patient details: "Tobias Rodger", "2 Fake St. Burrier. 2540", "Phone: 0741512345". It also shows the "Prescriber Number: 9006058" and "Patient's Medicare No. 4950323601 1". There are checkboxes for "Pharmaceutical benefits entitlement No." with options "PBS Safety Net entitlement cardholder" and "Concessional or dependant RPBS beneficiary or PBS Safety Net concession cardholder". The patient's name is "Mr Rowan Bartlett" and the address is "123 Demo St. Rossville. 4871". The date is "22/05/2020" and there is a checkbox for "Brand substitution not permitted". The script details are: "Script No: 12345678", "ENDONE TABLET 5mg", "1 q.4.h. p.r.n.". Below this, it says "Qty: 20" and "No repeats.". At the bottom of the preview, it says "1 Item", "Tobias Rodger", and "MBBS". The word "ePrescription" is centered at the bottom of the right pane. At the very bottom of the window, there is a disclaimer: "By clicking OK I acknowledge that the prescriptions are true and correct. (Use the Next button above to review all prescriptions before clicking OK)" and "OK" and "Cancel" buttons.

Prescription Preview - Rowan Bartlett

Deliver prescription by

☒ SMS *

0412345678

☐ Email *

frederick.hope@medicaldirector.com

☐ Paper Token (Letter Printer)

☐ Printed Prescription (Script Printer)

Note: The prescription preview is a mock of a paper script to facilitate reviewing its contents. The script number is a placeholder, the actual number will be generated during submission or printing.

* Owing scripts will have a paper token printed for providing to the pharmacy, not the patient. An electronic token will not be issued to the patient.

Prescription 1 of 3

Tobias Rodger
2 Fake St. Burrier. 2540
Phone: 0741512345

Prescriber Number: 9006058

Patient's Medicare No. 4950323601 1

Pharmaceutical benefits entitlement No.

☐ PBS Safety Net entitlement cardholder ☒ Concessional or dependant RPBS beneficiary or PBS Safety Net concession cardholder

Patient's name: Mr Rowan Bartlett
Address: 123 Demo St. Rossville. 4871

Date: 22/05/2020

☐ Brand substitution not permitted

Script No: 12345678

ENDONE TABLET 5mg
1 q.4.h. p.r.n.

Qty: 20 No repeats.

1 Item
Tobias Rodger
MBBS

ePrescription

By clicking OK I acknowledge that the prescriptions are true and correct. (Use the Next button above to review all prescriptions before clicking OK)

OK Cancel

3 ways to receive an eScript

The screenshot shows a medical software interface for creating a prescription. At the top, there are buttons for 'Add', 'Edit', 'Delete', 'Print', 'eScript', and 'Token'. The 'Token' dropdown menu is open, showing options: 'SMS (Other)', 'Paper', 'SMS (0411460460)', 'SMS (Other)', and 'Email (Other)'. Below the buttons, there is a 'Script date' field set to '6/05/2020' and a 'Run all checks' button. A table below contains prescription details for 'Focamax Plus 70mg:140mcg Tabl 70mg:140mcg In the evening'. The table has columns for Drug name, Strength, Dose, Quantity, Price, Script type, Using term, Last script, Approval No., Subst., Reg. 24, First script, and Reason for prescription.

Drug name	Strength	Dose	Quantity	Price	Script type	Using term	Last script	Approval No.	Subst.	Reg. 24	First script	Reason for prescription
<input checked="" type="checkbox"/> Focamax Plus 70mg:140mcg Tabl 70mg:140mcg In the evening			4	5	Non-PBS	Yes	/ /		Yes	No	06/05/2020	

Token via email | Token via SMS (patient no. or 'other') | Token printed on paper

Doctors responsibility to have correct mobile &/or email.

Patient Details

Pt. Details Allergies/Adverse Reactions/Warnings Family/Social Hx Notes Smoking Alcohol Personal Details

Title: Ms ☐ Single Name Head of Family
First Name: Maureen Ms Maureen Andrews (79yrs 4mths)
Middle Name:
Surname: Andrews
Known as: Maureen
Date of Birth: 01/01/1941 Gender: Female ☐ Transgender
ATSI:
☐ Registered for CTG Co-Payment relief
Ethnicity:
Set
Medicare No:
Medicare Expiry:
Pension No:
DVA No:
Safety Net No:
Record No: HCH1
IHI No:
IHI Record Status:
IHI No Status:
Pension Status
☒ None
☐ Pension/HCC
☐ Full DVA
☐ Limited DVA
Validate
IHI History
☐ This patient has withdrawn consent to upload clinical documents to MyHealthRecord (except for prescription records and investigation)
☐ This patient has withdrawn consent to upload deidentified clinical data to the PHN data set.
☐ This patient has withdrawn consent to upload deidentified clinical data to the OneNil data set.

Contact Details
Residential Postal Preferred Mailing Address ☒ Residential ☐ Postal
Address: 1 Happy Street
City/Suburb: Happy Valley Postcode: 4825
Default phone number to be displayed
☒ Home ☐ Work ☐ Mobile
Phone:
E-mail: maureen.andrews@gmail.com
Preferred Contact: SMS ☐ Do not send SMS
☐ Update address for all family members
☒ Auto-capitalise names
Save Cancel

Or enter a carer's number while prescribing

The screenshot shows a medical software interface for prescribing. At the top, there are buttons for 'Add', 'Edit', and 'eScript'. A red box highlights the 'eScript' button and the 'Token: SMS (Other)' dropdown menu. A red arrow points from the 'eScript' button to a dialog box titled 'SMS Phone number'. The dialog box contains the text 'Enter the number to send the token to:' and a text input field with the number '0413472820'. Below the input field are 'Continue' and 'Cancel' buttons. In the background, a table lists drugs: 'Fosamax Plus 70mg,140mcg Tabl 70mg,140mcg in the evening' and 'Keflex 500mg Capsule'. A red arrow points from the 'Keflex 500mg Capsule' row to the dialog box.

Drug name	Strength	Dose	Quantity	Rate	Script type	Long term	Last script	Annual No.	Subst	Reg. 24	First script	Reason
<input type="checkbox"/> Fosamax Plus 70mg,140mcg Tabl 70mg,140mcg in the evening			4	5	Non-PRS	Yes	06/05/2020		Yes	No	06/05/2020	
<input checked="" type="checkbox"/> Keflex 500mg Capsule	500mg	Twice a day	20	0						No	06/05/2020	

Reissue

Re-Issue Token - Rowan Bartlett

Deliver prescription token by

☒ SMS *

0412345678

☐ Email *

frederick.hope@medicaldirector.com

☐ Paper Token (Letter Printer)

OK Cancel

Reissue – sent notification

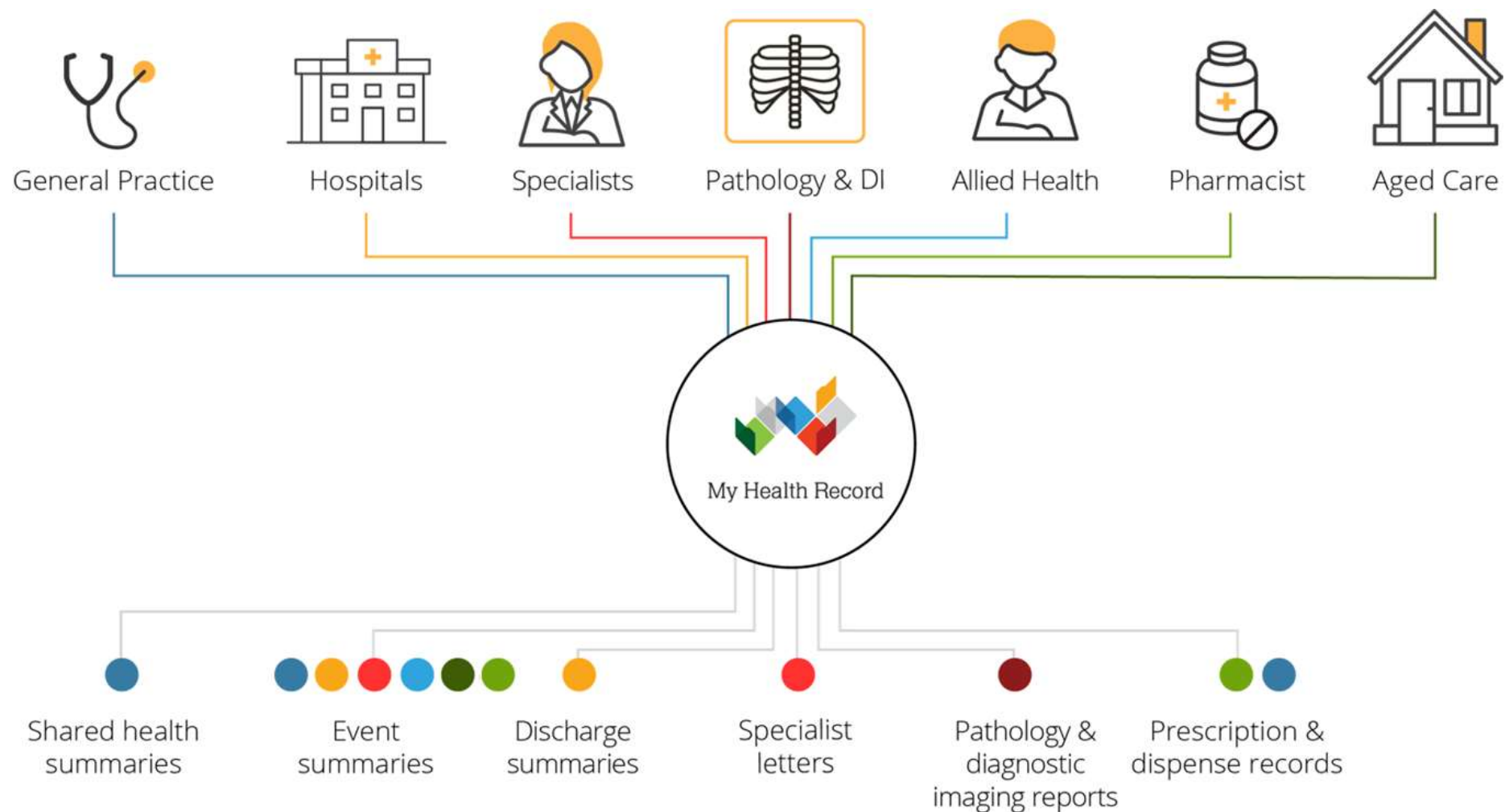
The screenshot displays the MedicalDirector Clinical 3.18c (DEV) interface for a patient named Ms Karen Anderson (27yrs 4mths). The patient's details include DOB: 21/01/1993, Gender: Female, and Address: 428 Carbery's Lane, Bayswater, Qld 4352. The interface shows a list of ePrescriptions with a table of reissue status.

Old scripts

Script Owing	Authorisation number	ePrescription Send Date	ePrescription Send Status	ePrescription Re-issue Date	ePrescription Re-issue Status	ePrescription Cancel Date	ePrescription Cancel Status
No		28/05/2020 09:44:42	Sent				

The interface also includes a sidebar with various tools and a bottom status bar showing the user Tobias Rodger and the date Thursday, 28 May 2020.

Digital Health Technology – My Health Record



My Health Record – Prescription & Dispense View

Prescribe and Dispense - Mr Caleb Derrington

File Help

From: 16-Jun-2010 To: 24-Feb-2019 Group by: Prescription Collapse Medications View Save

Prescription and Dispense View

Grouped by Prescription From 16-Jun-2010 To 24-Feb-2019

Mr Caleb DERRINGTON DoB 15-Jun-1933 (85y) SEX Male IHI 8003 6080 0004 5922

START

This view is not a complete record of the individual's medicines information.

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
3-Apr-2017	E-Mycin 400 mg tablet: film-coated, 25	unavailable	unavailable	unavailable
unavailable	E-Mycin 400 mg tablet: film-coated, 25, bottle	3-Apr-2017	3-Apr-2017	unavailable

ADMINISTRATIVE DETAILS

Patient

Name

Mr Caleb DERRINGTON

Sex

Male

Indigenous Status

Neither Aboriginal nor Torres Strait Islander origin

Date of Birth

15-Jun-1933 (85y)

IHI

8003 6080 0004 5922

Address

Not Provided

Author

Device Name

My Health Record Simulator

Clinical Document Details

Document Type

PCEHR Prescription and Dispense View

Creation Date/Time

24 Feb 2019 08:07+1000

Date/Time Attested

Not Provided

Document ID

2.25.163744197330031482862116458018043021049

Document Set ID


2a22e56f-1363-48e4-bd1d-f0a35ca078c7

Document Version

1

Completion Code

Final

 Train IT Medical

trainitmedical.com.au

SMITH, JOHN DOB 17-Mar-1963 (50 yrs) SEX Male [CLOSE](#)

Help

Showing All



Health Record Overview

Clinical Documents

Medicine Records

Consumer Documents

▼ Dispense Record

13-Feb-2013 Dispense Record

13-Jan-2013 Dispense Record

16-Nov-2012 Dispense Record

▼ Prescription Record

13-Jan-2013 Prescription Record

16-Nov-2012 Prescription Record

Prescription and Dispense View

Child Development

Medicare Records

More

Print

Prescription and Dispense View

This view should not be wholly relied upon to be a complete record of prescribed and dispensed medicines.



Note: Your search could return information created up to 2 hours before the start date and up to 5 hours after the end date you select. This is to cater for the different time zones in Australia. At times this may mean the search will return information about healthcare events on the day before or after the date selected.

Event date 08-Aug-2011 to 08-Aug-2013 [Filter](#)

Group by Prescription

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
16-Nov-2012	APO-Tramadol	16-Nov-2012	16-Nov-2012	1 of 6
16-Nov-2012	Dispensed Tramadol hydrochloride - APO-TRAMADOL - 50 mg - 1 tablet prn - Tablet - Supply 20 - Original dispense			
16-Nov-2012	Prescribed Tramadol hydrochloride - APO-TRAMADOL - 50 mg - 1 tablet prn - Tablet - Supply 20 - Dispense original and 5 repeats			
31-Oct-2010	Amoxil 250mg	13-Jan-2013	13-Feb-2013	2 of 3
13-Feb-2013	Dispensed AMOXIL 250MG - One tablet three times a day- Supply 30 tablets - Repeat 1			
13-Jan-2013	Dispensed AMOXIL 250MG - One tablet three times a day- Supply 30 tablets - Original dispense			
13-Jan-2013	Prescribed AMOXIL 250MG - One tablet three times a day- Supply 30 tablets - Dispense original and 2 repeats			

← → ↻ 🏠 <https://www.myhealthrecord.gov.au/for-healthcare-professionals>



For you & your family **For healthcare professionals**

News and media Support About

Home

For healthcare professionals

As of June 30 2020, all individual NASH PKI certificates will be decommissioned. You will need a PRODA account to log in.

[Sign up for one here](#)

What is My Health Record?

My Health Record is a secure online summary of an individual's health information and is available to all Australians. Healthcare providers authorised by their healthcare organisation can access My Health Record to view and add patient health information.

Through the My Health Record system you can access timely information about your patients such as shared health summaries, discharge summaries, prescription and dispense records, pathology reports and diagnostic imaging reports.

Register your organisation for My Health Record

Healthcare professionals can access patients' records in the My Health Record system through conformant clinical information systems or via the web-based and read-only Provider Portal.

Not registered yet?

[Start registration process](#)

Provider Portal

If you have a login to the Provider Portal, you can access it here:

[Log in to Provider Portal](#)

[GET STARTED](#)

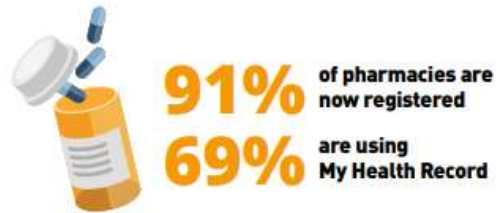




Learning Objective 2:

Access pathology and radiology results via My Health Record.

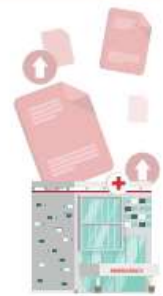
How are healthcare providers using it?



There are almost
43 million
Pathology Reports



There are nearly
7 million
Diagnostic Imaging Reports



There are more than
6 million
Discharge Summaries



There are more than
4 million
Shared Health Summaries

How many documents are in the system now?

How did healthcare provider views change in March?



Views by GP's in March reached nearly

250,000

An increase of almost
20% since February.

Views by Public Hospitals and Health Services were

180,000



That's an increase of more than
40% in the last month.

[My Health Record](https://myhealthrecord.gov.au)

Clinical Records

These are documents with clinical information entered by healthcare providers in My Health Record.

[Diagnostic Imaging Reports](#)

Imaging results, such as scans and x-rays.

[Discharge Summaries](#)

Records of hospital stays and any follow up treatment required.

[e-Referrals](#)

Referrals from one treating healthcare provider to another.

[Event Summaries](#)

Information about healthcare events or consultations.

[Pathology Reports](#)

Test results, such as blood tests.

[Pharmacist Shared Medicines List](#)

Medicines list prepared by a pharmacist.

[Shared Health Summaries](#)

Summaries of your health status added by healthcare providers.

[Specialist Letters](#)

Documents added by specialists in response to a referral.

My Health Record for IHI: 8003 6080 0004 5922

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

This patient has an active My Health Record to which you have access.

Change/Gain Access

My Health Record View

Prescription and Dispense View

Pathology Report View

Diagnostic Imaging Report View

Show Recent Shared Health Summary

Show Medicare Records

Show Medicine Records

Reset All Filters

List is Filtered By: Document Date (In Last Year), Document

Show Preview

Document Date	Service Date	Document	Organisation	Organisation Type	Author	Size	Saved In MD
08-Jul-2020	08-Jul-2020	Medicines View	My Health Record	Provision and administrati...	My Health Record	175.8 KB	Not Saved
08-Jul-2020	08-Jul-2020	Pathology Overview	My Health Record	Provision and administrati...	My Health Record	833.5 KB	Not Saved
08-Jul-2020	08-Jul-2020	Diagnostic Imaging Overv...	My Health Record	Provision and administrati...	My Health Record	761.9 KB	Not Saved
22-Dec-2019	22-Dec-2019	Advance Care Planning D...		Central Government Healt...	Derrington, Caleb	677.1 KB	Not Saved
01-Dec-2019	01-Dec-2019	Advance Care Directive C...	National Consumer Portal	Central Government Healt...	Derrington, Caleb	4.6 KB	Not Saved

Show More

Available medicines in this My Health Record - sorted by Date

8 Jul 2020 | Caleb DERRINGTON | DoB 15 Jun 1933 (87y) | 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 [\[Help\]](#)

Create Clinical Document

Supersede

Remove from My Health Record

Save in MD

Close

trainitmedical.com.au

Pathology and Diagnostic Imaging included

My Health Record Document List - Mr Caleb Derrington

DocumentType: ☐ Show last 3 months only

☒ Exclude Medicare documents ☒ Exclude prescription and dispense records ☒ Exclude superseded or removed documents

Current filter: Excluding Medicare documents; Excluding prescription and dispense records; Excluding superseded or removed records

Document Date	Service Date	Document	Organisation	Organisation Type
22/11/2017		Medicines View		Local Government Healthcare Administration
22/11/2017		Event Summary	Medical Center	Local Government Healthcare Administration
22/11/2017		Shared Health Summary	Medical Center	Local Government Healthcare Administration
03/04/2017		Shared Health Summary	Medical Center	General Practice
03/04/2017		e-Referral	Medical Center	General Practice
03/04/2017		Specialist Letter	Medical Center	General Practice
03/04/2017		Discharge Summary	Medical Center	General Practice
27/03/2017		Pathology Report	Sullivan Nicolaides Pathology	Pathology and Diagnostic Imaging Services
27/03/2017		Diagnostic Imaging Report	Imaging Queensland	Pathology and Diagnostic Imaging Services
17/03/2017		Diagnostic Imaging Report	Wesley Medical Imaging	Pathology and Diagnostic Imaging Services
17/03/2017		Pathology Report	Mater Pathology	Pathology and Diagnostic Imaging Services
10/03/2017		Pathology Report	Pathology Queensland	Pathology and Diagnostic Imaging Services
10/03/2017		Diagnostic Imaging Report	Brisbane Diagnostics	Pathology and Diagnostic Imaging Services
01/03/2017		Diagnostic Imaging Report	Queensland Diagnostic Imaging	Pathology and Diagnostic Imaging Services
01/03/2017		Pathology Report	QML Pathology	Pathology and Diagnostic Imaging Services

Pathology and Diagnostic Imaging included

My Health Record - Mr Caleb Derrington

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

View Latest Shared Health Summary

Document List

Filters

Reset Filter

From:
☒ 16-Jul-2019

To:
☒ 16-Jul-2020

Document Type:
All

Saved Status:
All

☒ Exclude Medicare documents
☒ Exclude prescription and dispense records
☒ Exclude superseded or removed documents

Update

Current filter:
From 16-Jul-2019; To 16-Jul-2020; Excluding Medicare documents; Excluding prescription and dispense records; Excluding superseded or removed records

Document Date	Service Date	Document	Organisation	Organisation Type	Saved
16/07/2020		Medicines View	My Health Record	Provision and administration of	Not Saved
16/07/2020		Pathology Overview	My Health Record	Provision and administration of	Not Saved
16/07/2020		Diagnostic Imaging Overview	My Health Record	Provision and administration of	Not Saved
13/05/2020		Shared Health Summary	West End Medical Practice	General Practice	Not Saved
20/02/2020		Shared Health Summary	GP	General Practice	Not Saved
20/02/2020		Event Summary	GP	General Practice	Not Saved
14/01/2020		Personal Health Summary		General Health Administration	Not Saved
22/12/2019		Advance Care Information		Central Government Healthcare	Not Saved
01/12/2019		Advance Care Directive Custodian	National Consumer Portal	Central Government Healthcare	Not Saved

Superseded

Removed

Open

Save

History

Supersede

Access Code

Close

trainitmedical.com.au

My Health Record for IHI: 8003 6080 0004 5922

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other health professionals.

This patient has an active My Health Record to which you have access.

My Health Record View Prescription and Dispense View Pathology Report View Diagnostic Imaging Report View

Show Recent Shared Health Summary Hide Medicare Records Hide Medicare Records Reset All Filters List is Filtered By: Document Date (In Last Year)

Document Date	Service Date	Document	Organisation	Organisation Type	Author
08-Jul-2020	08-Jul-2020	Enter Search Text		Division and administrati...	My Health Record
08-Jul-2020	08-Jul-2020			Division and administrati...	My Health Record
08-Jul-2020	08-Jul-2020			Division and administrati...	My Health Record
08-Jul-2020	08-Jul-2020			Division and administrati...	My Health Record
08-Jul-2020	08-Jul-2020			Division and administrati...	My Health Record
05-Apr-2020	05-Apr-2020			General Practice	
01-Apr-2020	01-Apr-2020			General Practice	
26-Feb-2020	26-Feb-2020			General Practice	

Available medicines in this My Health Record - sorted by Date | 8 Jul 2020

My Health Record

Available medicines in this

To assist you to find medicines related information in this patient's My Health Record, previews are provided of medicines related information (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 not be relied upon as a complete record of medicines or allergies and adverse reactions information. For more information [\[Help\]](#)

Create Clinical Document Supersede Remove from My Health Record

Enter Search Text

☐ Starts With ☐ Contains

Select Items to Filter By

☒ Advance Care Directive Custodian Record
☒ Advance Care Planning Document
☒ Discharge Summary
☒ e-Referral
☒ Event Summary
☒ Shared Health Summary
☒ Specialist Letter
☒ eHealth Dispense Record
☒ eHealth Prescription Record
☒ Australian Childhood Immunisation Register
☒ Australian Organ Donor Register
☒ Medicare/DVA Benefits Report
☒ Pharmaceutical Benefits Report

Select All Reset Filter

OK Cancel

Document

Medicines View

Pathology Overview

Diagnostic Imaging Overview

Medicare Overview - past

Medicare Overview - all

Medicare/DVA Benefits

General Practice

Filter by this Column

Reset Filter from this Column

Reset All Filters

Save Current Filters

Remove Saved Filters

Learning Objective 3

Maximise use of digital health technologies for data driven improvement.





Criterion QI1.1 – Quality improvement activities


Indicators

QI1.1►A Our practice has at least one team member who has the primary responsibility for leading our quality improvement systems and processes.

QI1.1►B Our practice team internally shares information about quality improvement and patient safety.

QI1.1►C Our practice seeks feedback from the team about our quality improvement systems and the performance of these systems.

QI1.1►D Our practice team can describe areas of our practice that we have improved in the past three years.



Evidence has shown that
quality improvement activities lead
to positive change in practices,
particularly when a
whole practice team
approach is adopted.

Use data analytic tools to identify improvements eg alcohol recorded



Pen CS CAT4 - Cleansing CAT

File Edit View Tools Prompts Help

Collect View Extracts View Filter Report View Population Dashboard CAT4 Cleansing CAT Registrar CAT

Data Cleansing

Missing Demographics Missing Clinical/Accreditation Items Indicated CKD with no diagnosis Indicated Diabetes with no diagnosis Indicated Mental Health with no diagnosis Indicated COPD with no diagnosis Medication Review

Patient List [count = 4]

Double-click a patient to open it in your clinical system (MD,BP,Zedmed) Page No. Go

	Surname	Firstname	Date of Birth	Sex	Allergies	Height	Weight	Alcohol	Smoking	Assigned Provider
	Sumame	Firstname_1442	12/02/1955	M	Recorded	171.5	115		Ex smoker	Sumame
	Sumame	Firstname_184	12/02/1934	F	NKA	152	102.9		Smoker	Sumame
	Sumame	Firstname_385	12/02/1941	F	Recorded	166.5	100		Ex smoker	Sumame
	Sumame	Firstname_858	12/02/1949	M	Recorded	182	88		Never smoked	Sumame

Start small & simple

Start with your vulnerable patients

- ✓ *Patients aged over 65*
- ✓ *Chronic conditions & care plans*
- ✓ *Asthma, COPD, smoking, flu clinic*



File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Window Help

Go MDF

Mrs Laura Curtin (83yrs 2mths) DOB: 05/03/1937 Gender: Female Occupation: 0m 59s

87 Chapman Ave. Gurnang. Nsw 2787 Ph: 0455555555 (mobile) Record No: ATSI: Neither Aboriginal nor Torres Strait Islander

Allergies & Adverse Reactions: Nil known Pension No: Ethnicity: Smoking Hx: Never smoked IHI No: 8003 6085 0004 5331

Warnings: MyHealthRecord: Exists with access permission as of 17/05/2020

Summary Current Rx Progress Past history Results Letters Documents Old scripts Imm. Cervical Screening

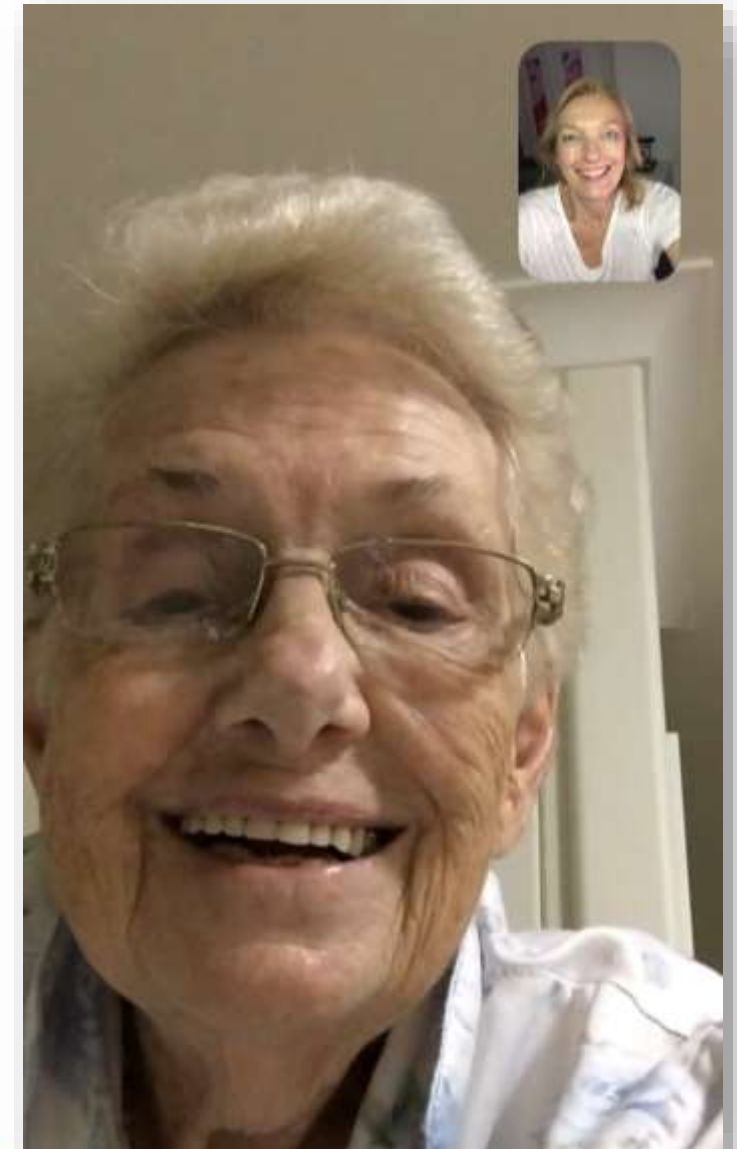
Consultation date: 17/05/2020 Previous visits: ALL

Visit type: Surgery Consultation

Sunday May 17 2020 14:43:37
Dr Phillip Lang
Visit type:
Surgery Consultation

Date	Recorded by:	Visit type	Reason for contact
07/08/2018	Dr Phillip Lang	Surgery Consultation	
17/05/2020	Dr Phillip Lang	Surgery Consultation	

Tuesday August 7 2018 09:43:08
Dr Phillip Lang
Visit type:
Surgery Consultation



Digital Health

Mr Luke Booty

File Open Request Clinical View Utilities My Health Record Bp Comms Help

Name: Luke Booty D.O.B.: 28/11/1940 Age: 79 yrs Bath Sex: Male 0m 22s Finalise visit My Health Record

Address: 38 Black Range Road Greendale 2546 Phone: (in) 0455555555 Gender: Not Recorded Pronouns:

Medicare No: 2560750352 - 1 Record No.: Pension No.: Consent: Alcohol: Elite sports: Ethnicity: Non Aboriginal

Occupation: Tobacco: Advance Health Directive:

Blood Group:

Allergies / Adverse Drug Reactions:

Item	Reaction	Severity
House dust mite	Bronchospasm	Moderate
Iron supplements	Nausea	Moderate

Expand Collapse

Notifications:

Type	Due	Reason
Preventive health	17/05/2020	Influenza vaccination should be considered
Preventive health	17/05/2020	Vaccination against pneumococcus should be considered
Preventive health	17/05/2020	Vaccination against shingles should be considered
Preventive health	17/05/2020	A smoking history should be recorded
Preventive health	17/05/2020	A Health Assessment should be considered

Reason for visit: All Hide non visits Include deleted Preview All Notes

Provider: All Search: View all

Date	Doctor	Reason	Visit type	Start	Duration
28/10/2015	Dr Terence Walker		Surgery	2:04 pm	0m
10/12/2015	Dr Terence Walker		Surgery	9:15 am	14m
18/04/2017	Dr Terence Walker		Surgery	1:21 pm	2m
14/06/2017	Dr Terence Walker		Surgery	1:42 pm	2m
22/02/2019	Dr Terence Walker	Left Pain in arm	Surgery	9:09 am	73h 20m
22/02/2019	Dr Terence Walker	Mild Hypertension	Surgery	9:34 am	4h 32m

Mr Luke Booty

Today's notes

Past visits

Current Rx

- Diamox 250mg Tablet 1 Daily before meals
- Panadol Dosteo 665mg Tablet 1 Daily with meals

Past history

- Active
- 25/02/2019 Pain in arm
- 25/02/2019 Hypertension
- Inactive

Immunisations

Investigation reports

Correspondence In

Correspondence Out

Past prescriptions

Observations

Family/Social history

Clinical images

Enhanced Primary Care

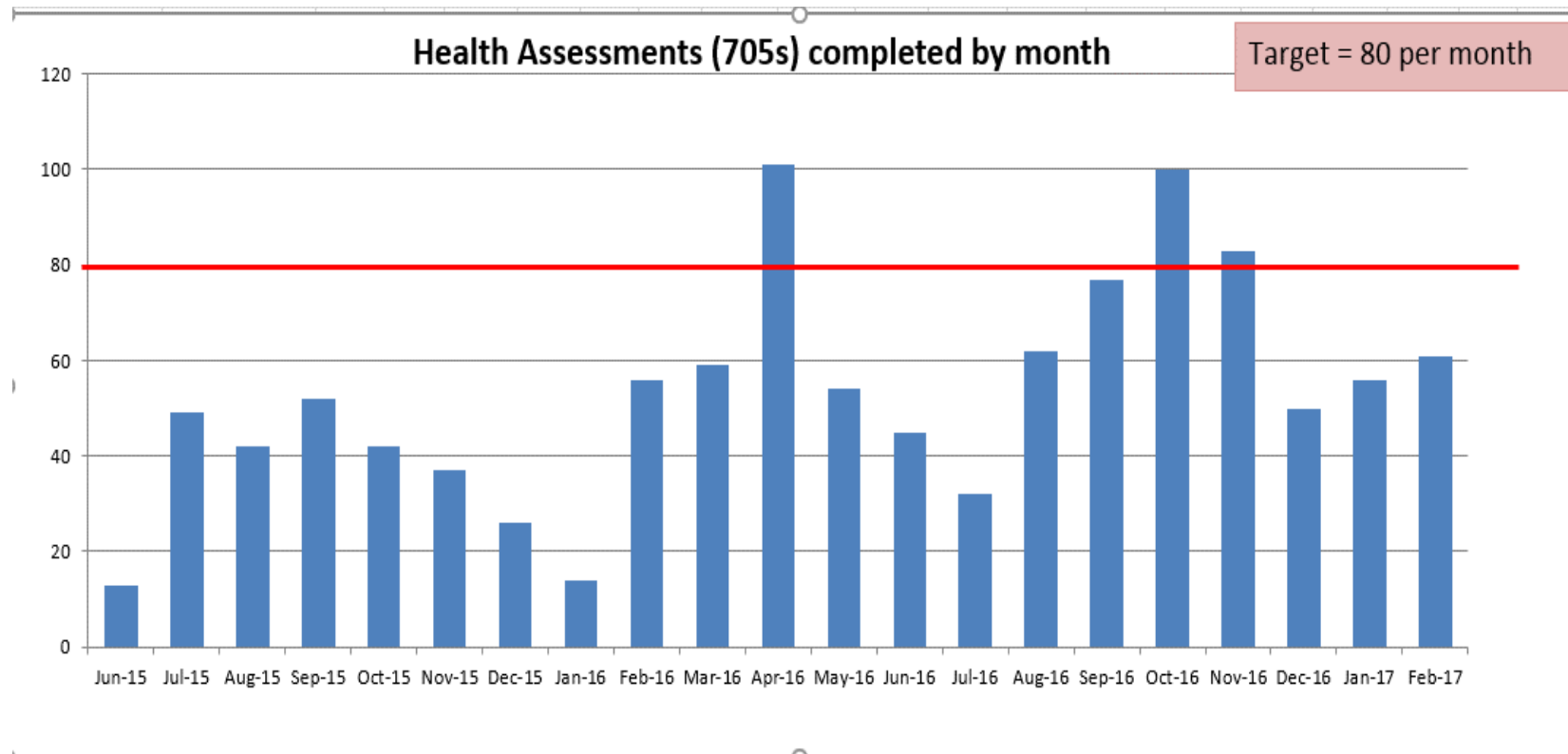
1. My Health Record
2. ePrescribing
3. Telehealth
4. Remote monitoring
5. Patient reported measures
6. Secure Messaging
7. Medical Software

Lead your team in continuous quality improvements



Example from the outstanding Greenmeadows Medical, Port Macquarie, NSW

Your KPIs – track performance



Tips: Encourage a team effort to achieve the goals by setting a target on the graph & place graph in the staff room/noticeboard to encourage a proactive approach.



Learning Objective 4

Create Quality Improvement activities in relation to practice improvement and patient engagement and meet incentive payments.

What is our GOAL (what are we trying to accomplish)		Raise Awareness of Clinical Coding <ul style="list-style-type: none"> ▪ Code diagnoses ▪ Enter reason for visit ▪ Enter for reason for medication ▪ Maintain updated allergy detail 		
What measures will we use? (i.e. data)		Data Extraction Tools eg. Pen CAT or POLAR		
What ideas can we use? (how are we going to achieve our goal)		<i>List ideas here to work on in table below</i> Start a Quality improvement folder Team meeting Attend education eg. webinars / face to face sessions Post-education follow-up team discussion GP & RN team review of clinical documentation (opportunistic or planned) Pen CAT / Polar Data Quality Audit		
IDEAS	PLAN How will we do it – who, what, where and when?	DO Did we do it	STUDY What happened?	ACT What is our next step?
1.				
2.				
3.				
4.				
5.				

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PDSA/Quality Improvement Activity - Sample

Topic – My Health Record

Area of Focus: Shared Health Summaries

Step 1. The 3 Fundamental Questions

1. What are we trying to accomplish?

(By answering this question, you will develop your goal for improvement)

Improve the management of vulnerable patients through the use of digital health and in particular the use of My Health Record (as a method to share information) with a focus on vulnerable patients.

2. How will we know that a change is an improvement?

(By answering this question, you will develop measures to track the achievement of your goal)

The total number of Shared Health Summaries for 'vulnerable patients' uploaded to My health Record will increase by 10% each month for the next 6 months.

3. What changes can we make that can lead to an improvement? – list your ideas for change

(By answering this question, you will develop the ideas you would like to test to achieve your goal)

Idea 1 – Team meeting to define 'vulnerable' patients by agreeing criteria we will use to identify and flag patients in our software and to develop a plan of action.

Idea 2 – Establish a register of 'vulnerable' patients

Idea 3 – Review the register and check whether patients have registered for My Health Record and have a recent Shared Health Summary uploaded.

Idea 4 – Retrain clinical staff on use of My Health Record

Idea 5 - Book a telehealth consultation with GP and each vulnerable patient on the register

Idea 6 – Upload a Shared Health Summary (as required) to ensure the most up-to-date information is available to other healthcare providers.

Idea 7 – For patients that have opted out, ask if they would like to opt in and explain the benefits.

Idea 8 – If GPMP in place, RN/AHW to follow up by telehealth to check on patient's welfare periodically and upload new SHS as health summary information changes.



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Course

Materials

1. Powerpoint presentation (pdf) from 'Advanced Telehealth' Webinar 4 - 7
2. Powerpoint presentation (pdf) from 'Telehealth and MBS Item Numbers' \ Medical
3. Powerpoint (pdf) from 'COVID19, Telehealth and HealthDirect Australia' | \ Medical
4. Powerpoint (pdf) from 'Telehealth Basics' | Webinar 1 - 16 April 2020 | Train
5. Telehealth Video Consultations Guide | RACGP
6. How to do video consultations well | ACRRM
7. Health Pathways - CESPHN

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www.trainitmedical.com.au
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