Train IT Medical
Competence with Confidence

phn WESTERN SYDNEY
An Australian Government Initiative

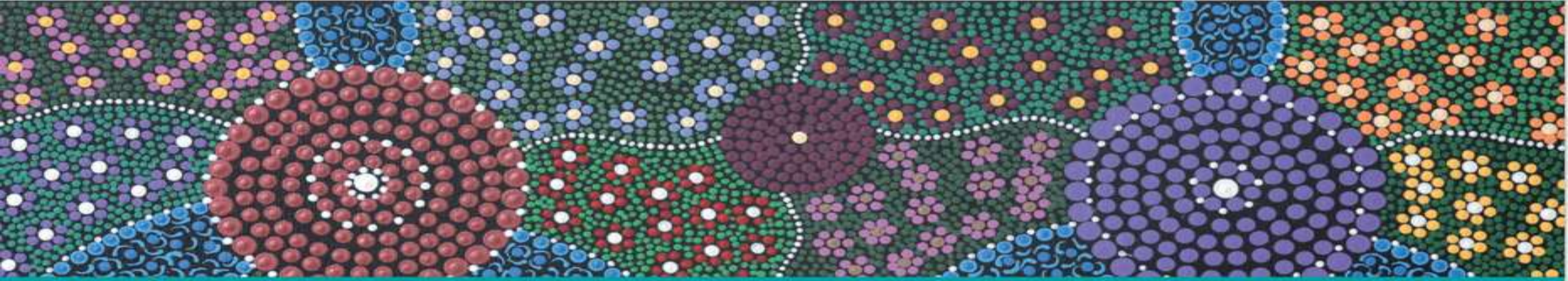
WentWest
Progressing Health Now

# Electronic transfer of prescriptions using MedicalDirector Clinical

## - WentWest -

Presented by:
Katrina Otto
Train IT Medical Pty Ltd
www.trainitmedical.com.au
enquiries@trainitmedical.com.au

© Train IT Medical Pty Ltd 17062020



# *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.

phn WESTERN SYDNEY
An Australian Government Initiative

WentWest
Progressing Health Now

About Us | Health Professionals | Community | Events | News and Resources | Work with Us

Keep up-to-date with the latest health information on COVID-19

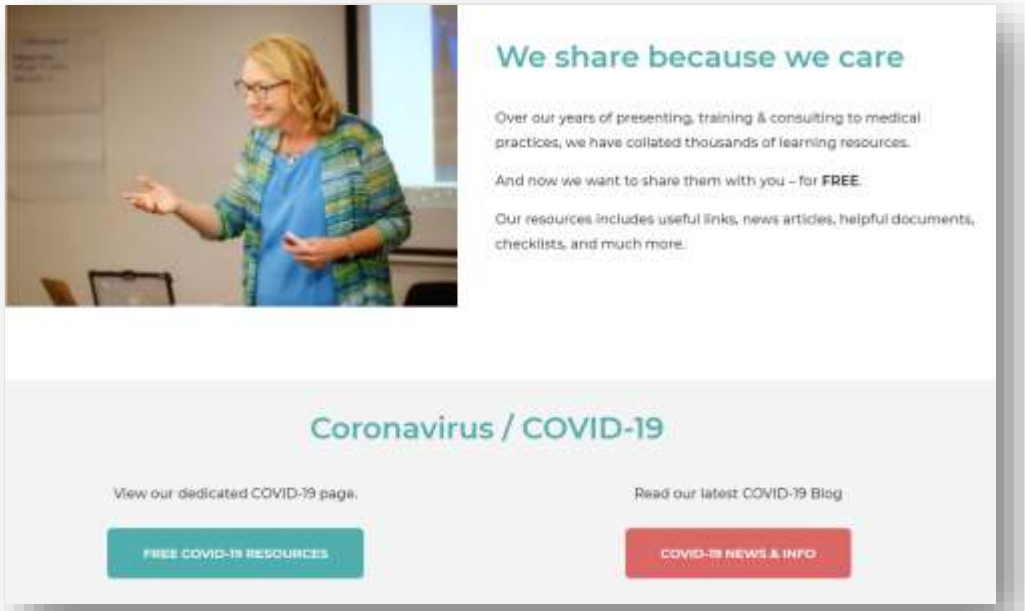
Health Alerts | After Hours

CommunityHQ | Healthy Western Sydney

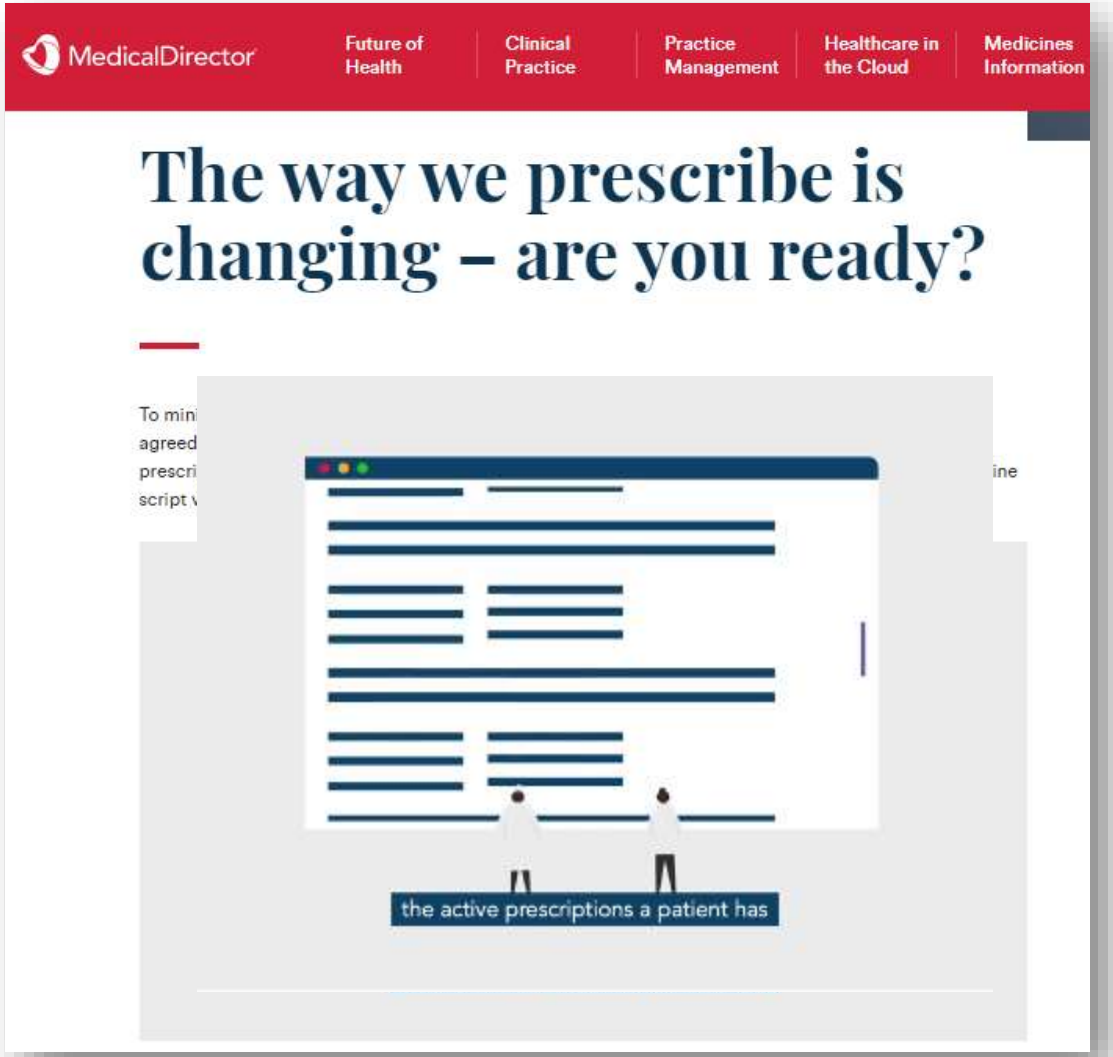
HealthPathways | Commissioning and Tenders

support@wentwest.com.au | ph 8811 7117

# Further learning:




[TRAIN IT MEDICAL](trainitmedical.com.au)
[trainitmedical.com.au](trainitmedical.com.au)

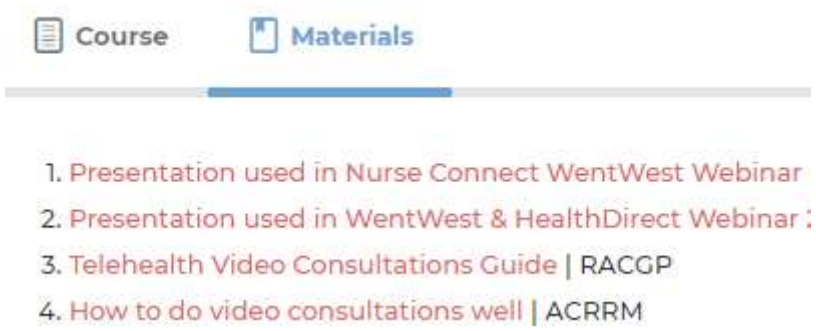



[Video for staff and patients]

# Access eLearning course:

https://courses.trainitmedical.com.au/

**Enrolment Code: p8GsSTHo**



## Learning Objectives:

1. Discuss the use of the token model and patient impact of changes to electronic prescribing.

2. Learn about the changes in the prescribing process in MedicalDirector Clinical.

3. Explore ideas for improved use of My Health Record for medication management.

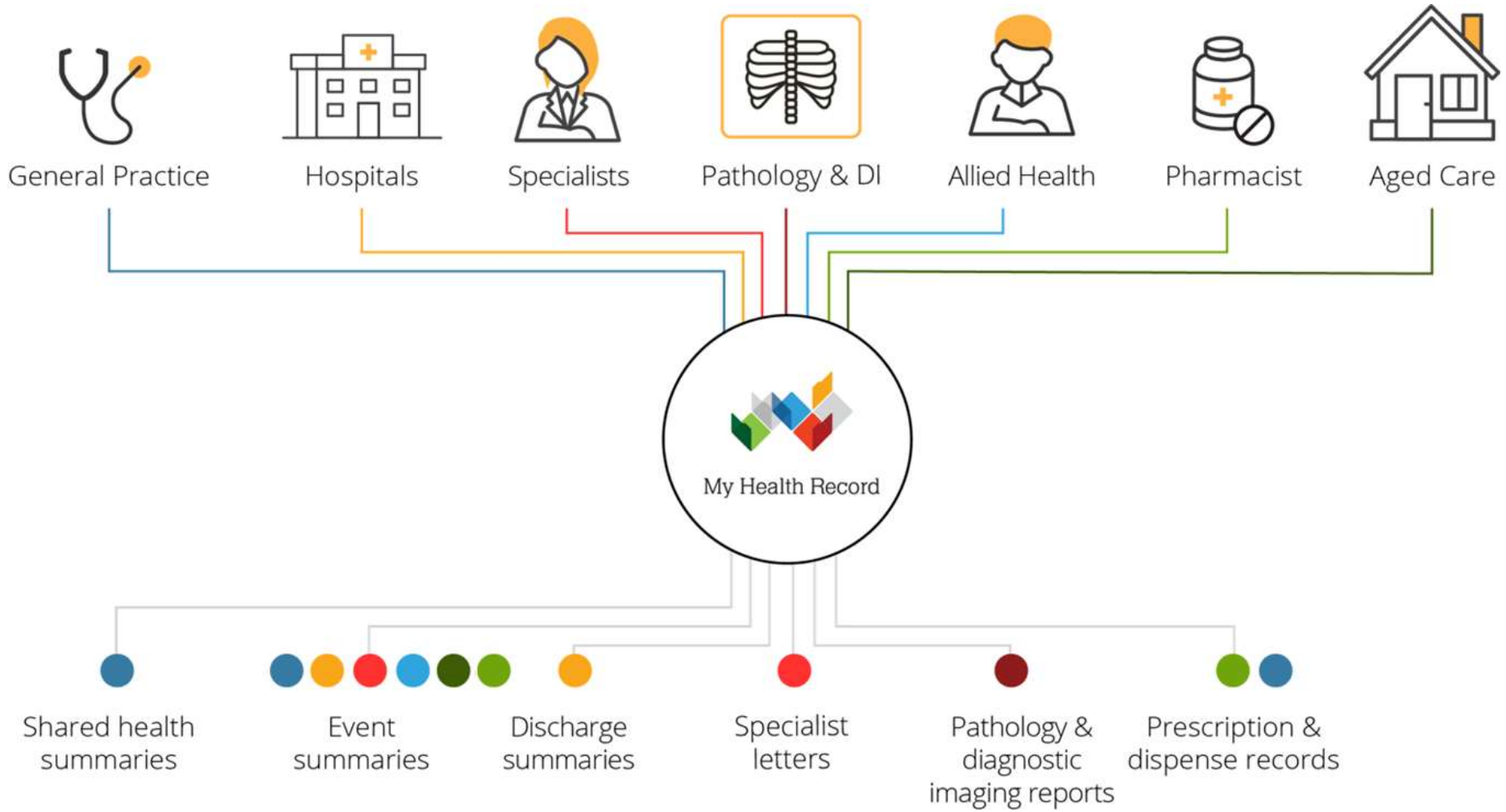
## Learning Objective 1:

Discuss the use of the token model and patient impact of changes to electronic prescribing.

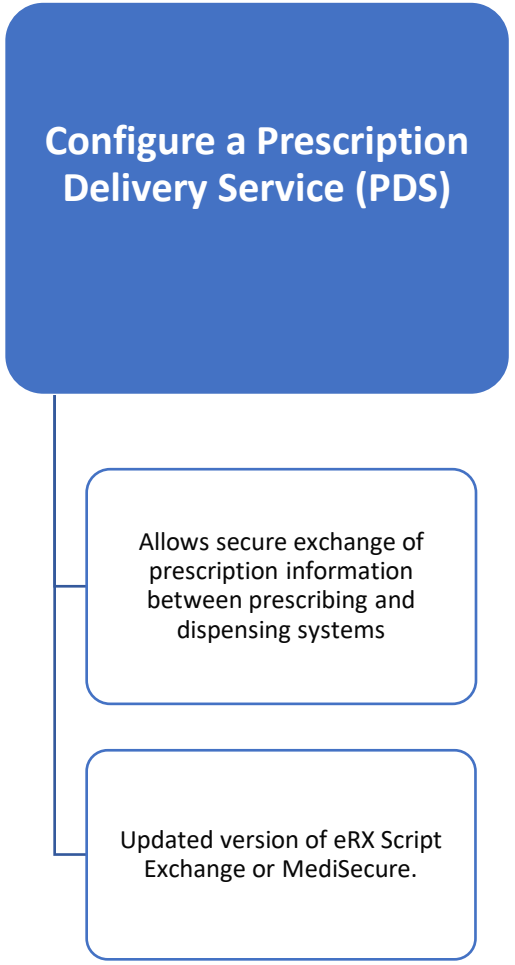
## What is ePrescribing?

- 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.

# Digital Health Technology – My Health Record



# Preparing for electronic prescriptions




ERX

Medisecure

# Continual Progression

Image based (April)

Token (June)

Active Script List (end 2020)

*"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

# 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.

## Tokens

The solution for the delivery of electronic prescribing has been accelerated and will be progressively available from the end of May 2020 and will see a unique QR barcode known as a 'token' sent via an app (if your patient has one), SMS or email.

The token will be scanned by your pharmacist as a key to unlock the electronic prescription from an encrypted and secure electronic prescription delivery service.

If you have any repeats of a prescription, a new token will be sent to you when the prescription is dispensed. You will need to keep the token to send to your pharmacy when you need to get the repeat filled.

## Active Script List

By the end of this year, more functionality will be available and in addition to the token, there will also be an option for your pharmacy to have a list of your active prescriptions in their software, so you don't have to forward it on.

To get your medicines you will need to prove your identity to the pharmacist and provide consent for the pharmacist to view your prescriptions.

## Steps to take in preparation for using an electronic prescription

- Ensure your address, email address and mobile number are up to date with your doctor and pharmacy.
- Check that your pharmacy can take an electronic prescription and are delivering medicines.

Electronic Prescriptions - ADHA

# Continual Progression

Image based (April)

Token (June)

# Multiple Medications

- One token (QR code) per medication.
- Each token is scanned by pharmacy. Tokens will not contain multiple medications.
  5 medications = 5 tokens
- Can be sent to carer's phone or email.
- Apps will allow easier management.
- Active Script List will allow easier management.

# Token Model

Doctor prescribes medication via conformant software (incl. HPI-O, IHI, eRx)

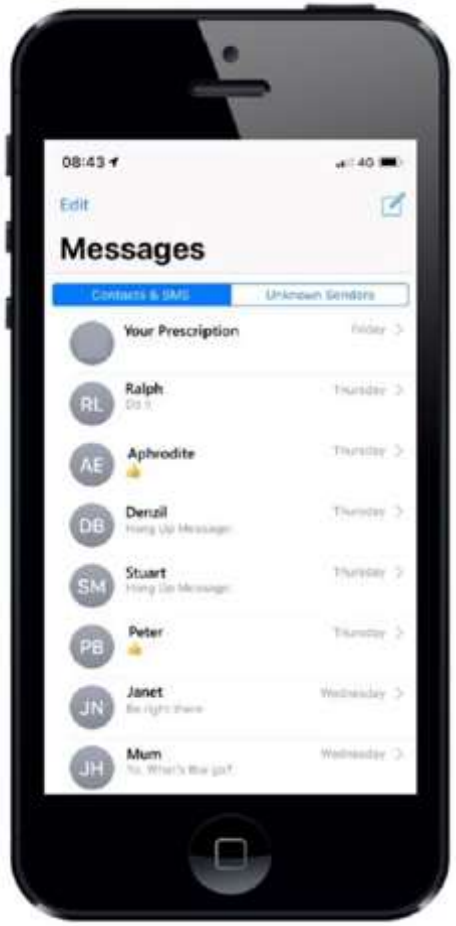
Confirm patient's contact details

Patient receives token

Patient sends it electronically via SMS/Email. Once receipt is confirmed by pharmacy, medication is dispensed via existing method. (incl. HPI-O, IHI, eRx)

**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

## Register the organisation with the Healthcare Identifiers (HI) Service

- The HI Service is a national system for allocating a unique healthcare identifier to healthcare organisations (HPI-O), professionals (HPI-I), and consumers (IHI).
- The organisation seed registration results in a Healthcare Provider Identifier – Organisation (HPI-O).
- The HI Service is also used for My Health Record.

## Apply for a NASH PKI Certificate

- The National Authentication Service (NASH) Public Key Infrastructure (PKI) Certificate is used to securely connect to the HI Service and share health information.

## Gather Healthcare Provider Identifier – Individuals (HPI-Is)

- Healthcare Provider Identifier – Individual (HPI-I) - Identifies the individual clinician delivering healthcare.

## Configure a Prescription Delivery Service (PDS)

- Allows secure exchange of prescription information between prescribing and dispensing systems
- Updated version of eRX Script Exchange or MediSecure.

# Prepare Your Practice

- Ensure your practice has a Healthcare Provider Identifier-Organisation (HPI-O) and is connected to the HI service.  This is a core requirement for electronic prescribing.

- Ensure your practice is connected to an Open Prescription Delivery such as eRx and MediSecure.

- Update your patients' and their carers' contact details on file (mobile phone number / email).
- Keep your staff informed about electronic prescribing and how they may respond to patient's questions.

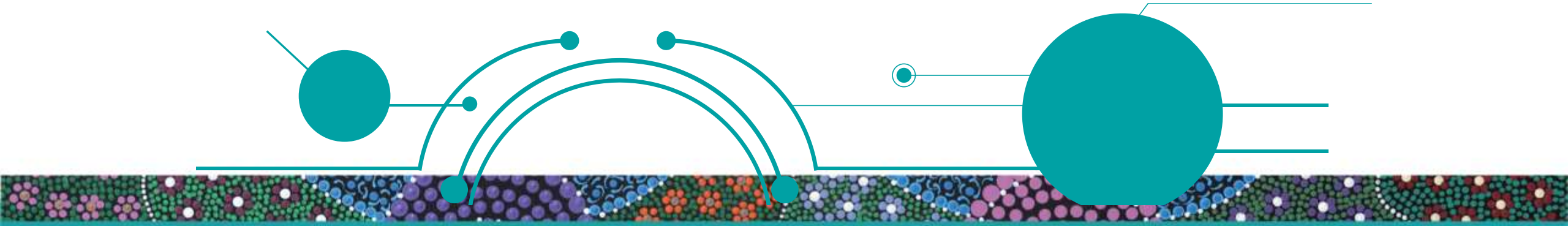
## Learning Objective 2:

Learn about the changes in the prescribing process in MedicalDirector Clinical.

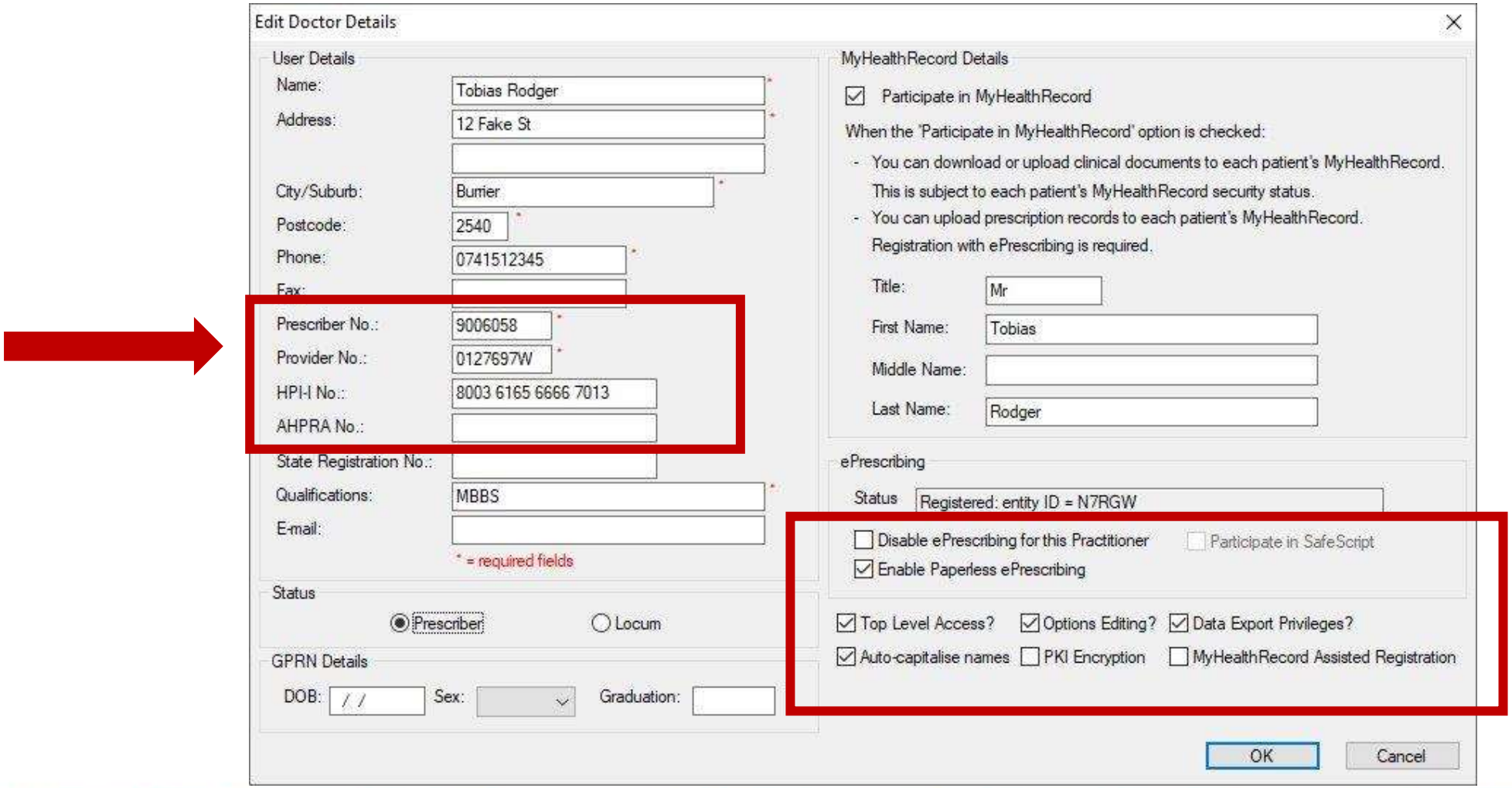
Standard 1.3 “Expect to Share”

# “Health Professionals should expect to share their health information with colleagues and with patients to facilitate safe and effective health care”

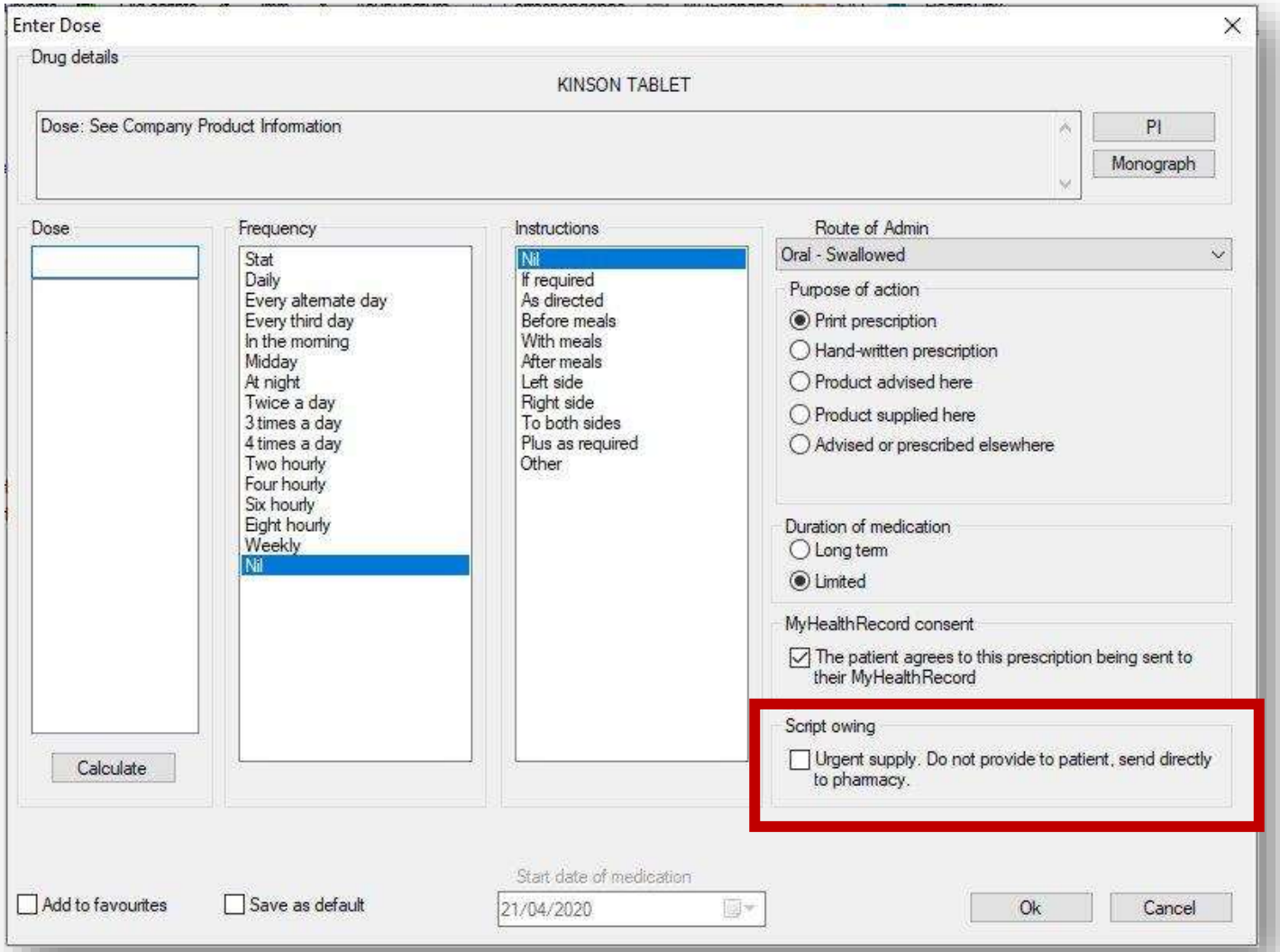
RACGP Quality Health Records in Australian Primary Healthcare



# Configuration – Edit Doctor Details

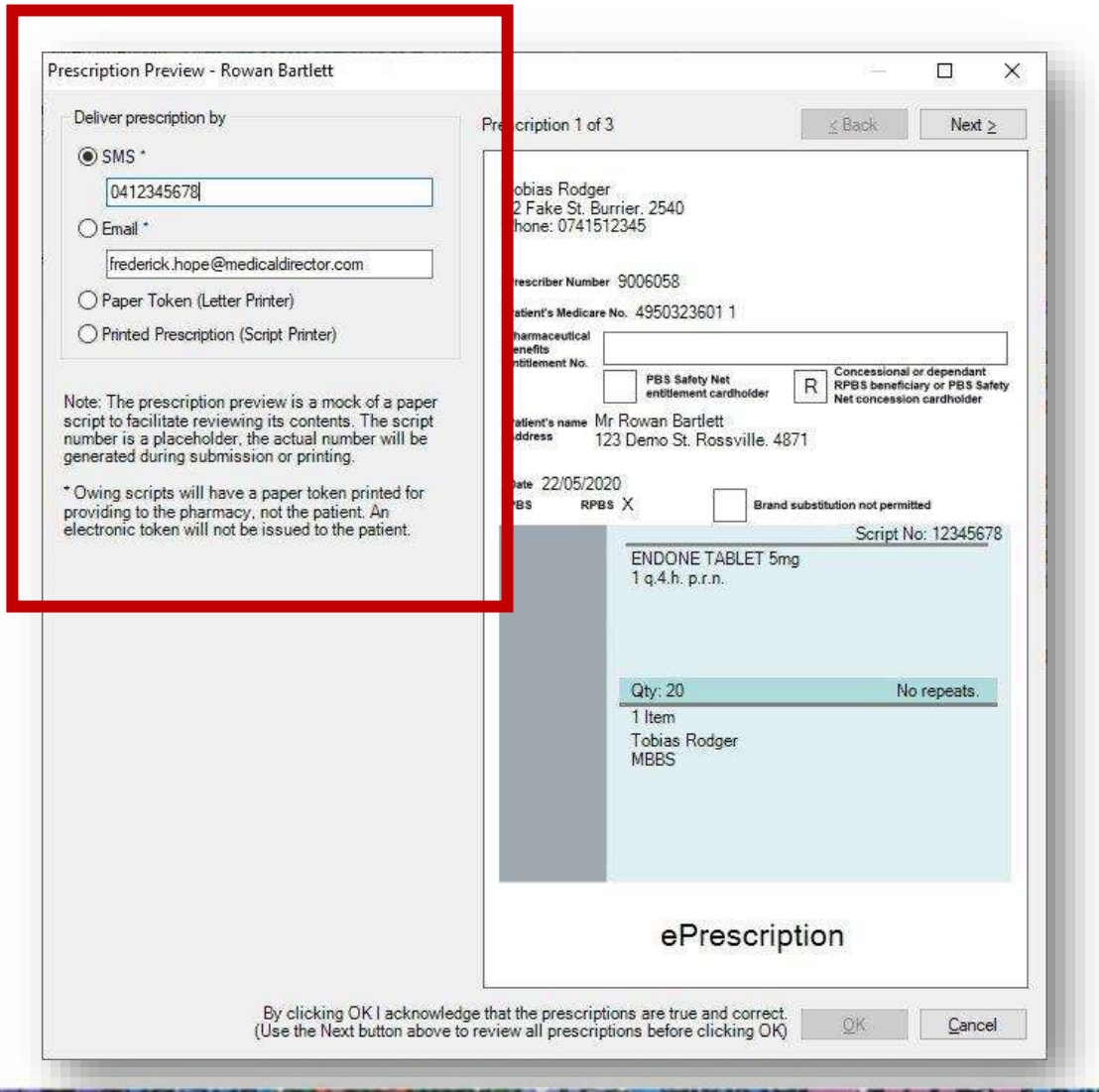


# Owing Scripts

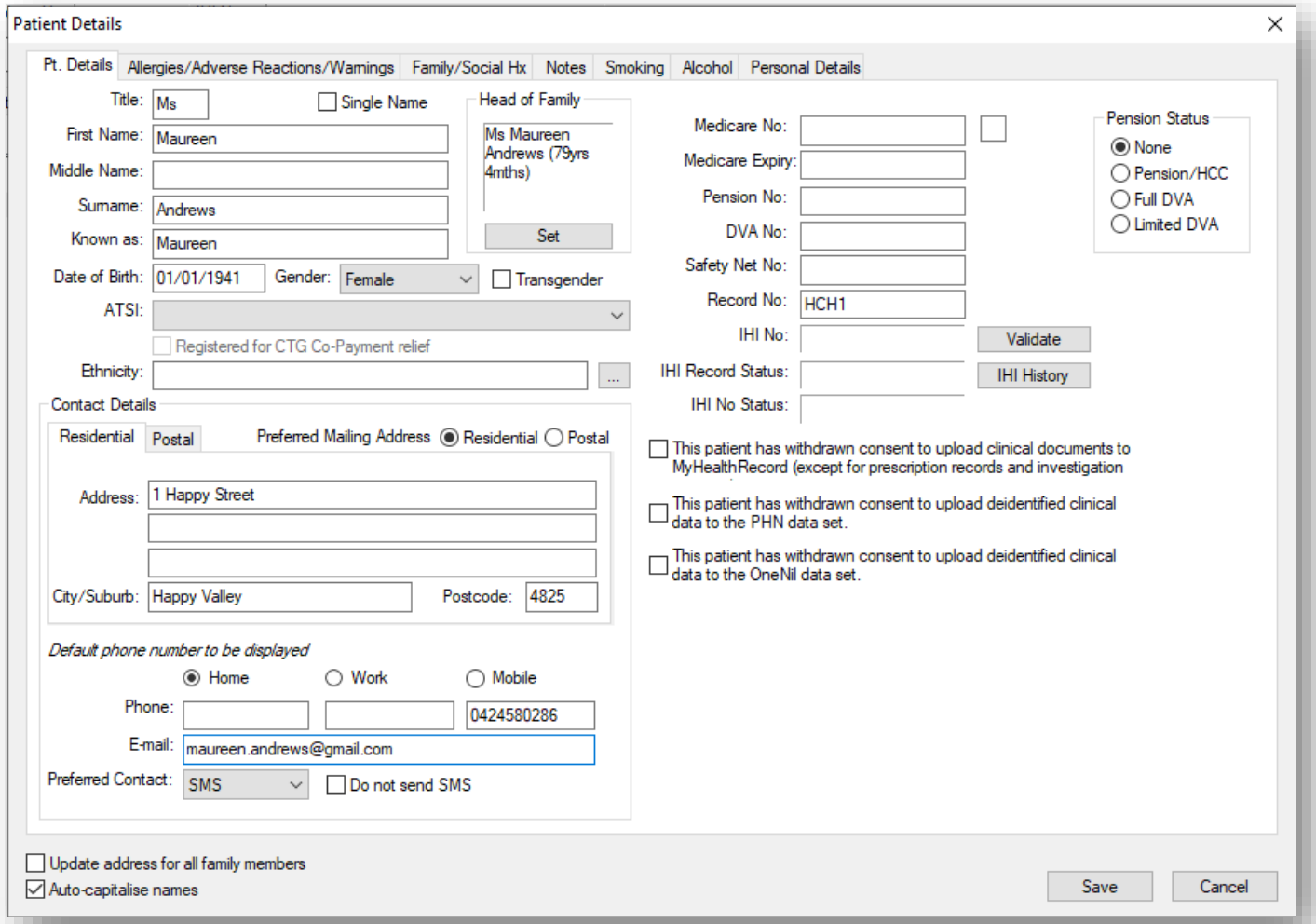


# 3 ways to receive an eScript

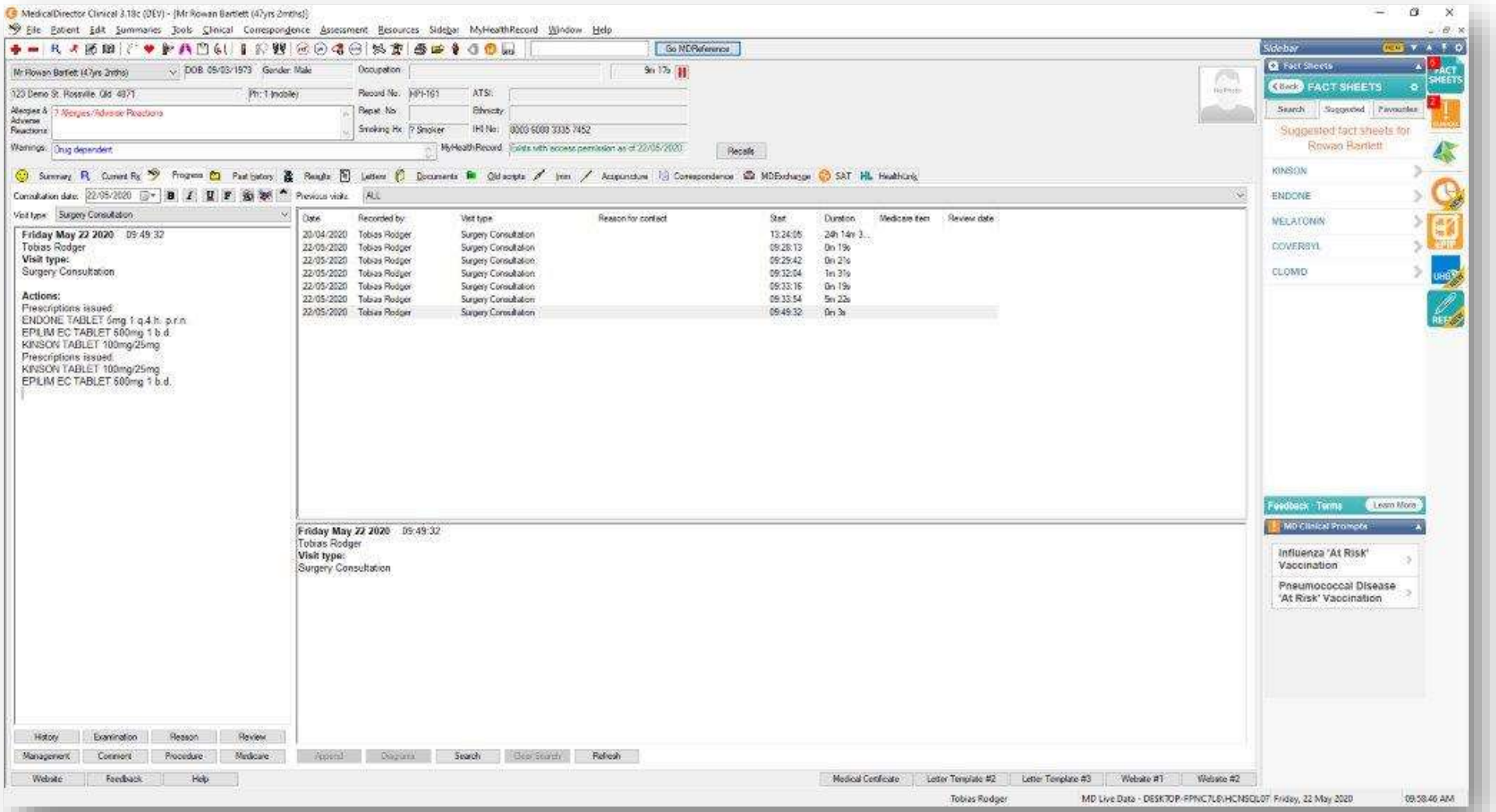
1. Token via SMS
2. Token via Email
3. Token printed on paper



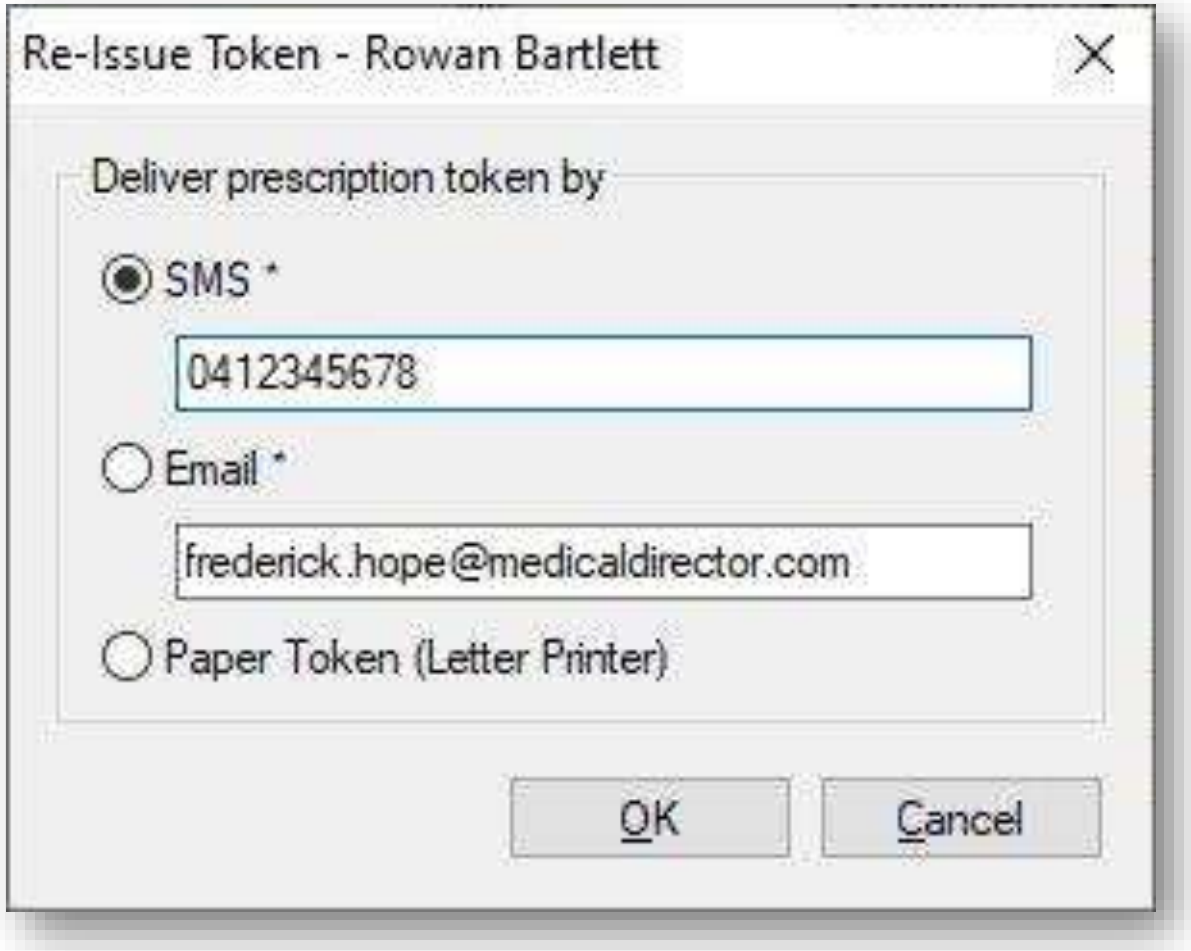
# Doctors responsibility to have correct mobile &/or email.



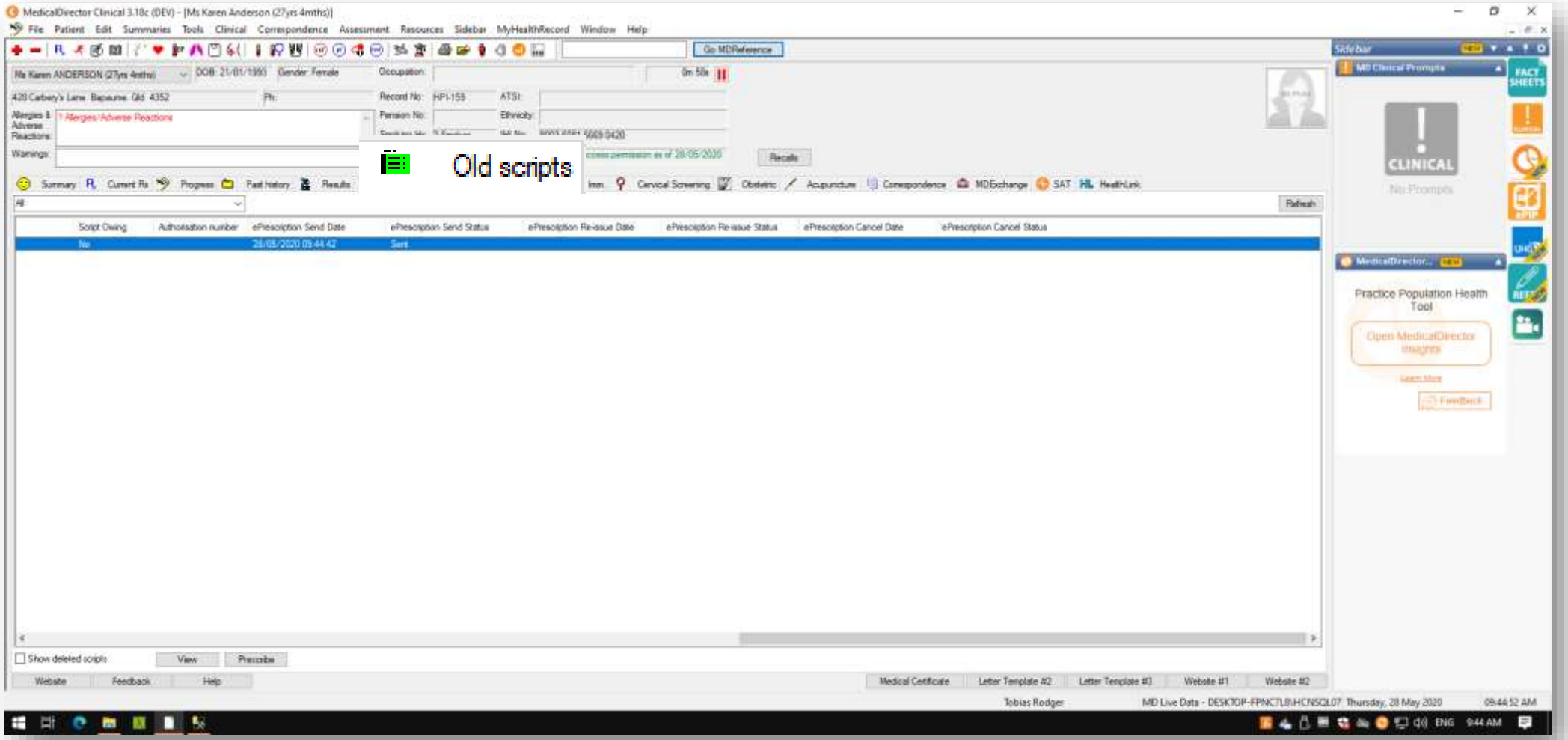
# Recorded in Progress Notes – as usual



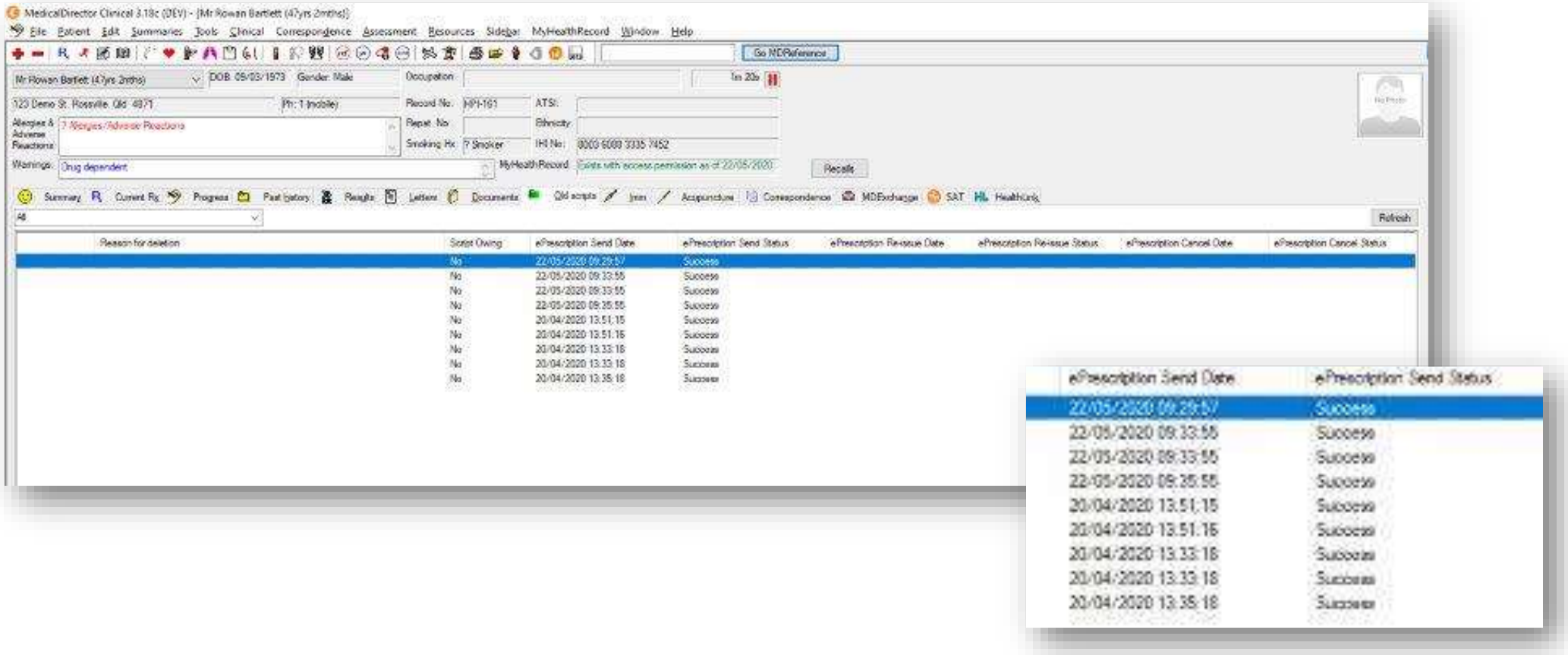
# Reissue


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

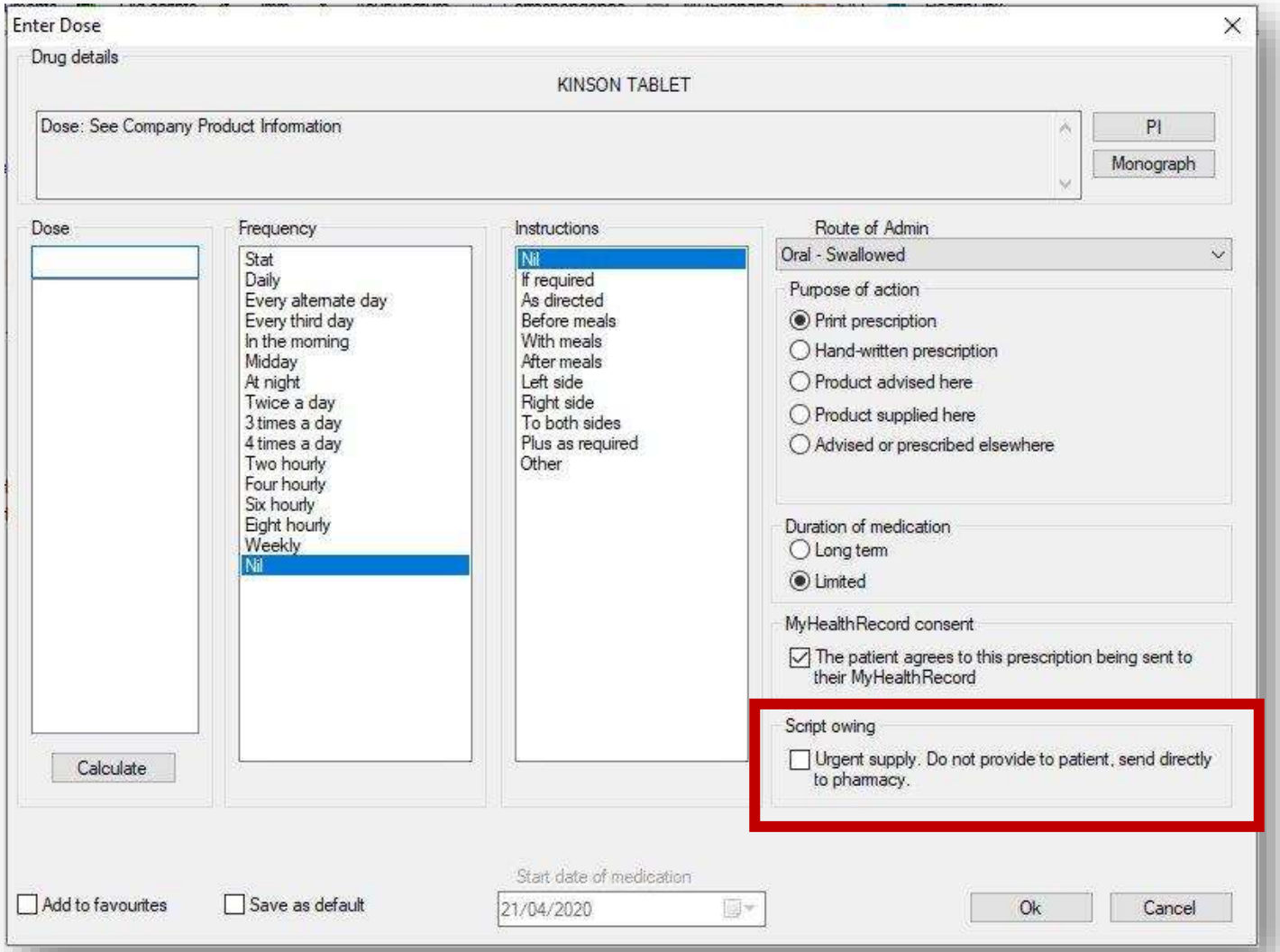


# Reissue – success

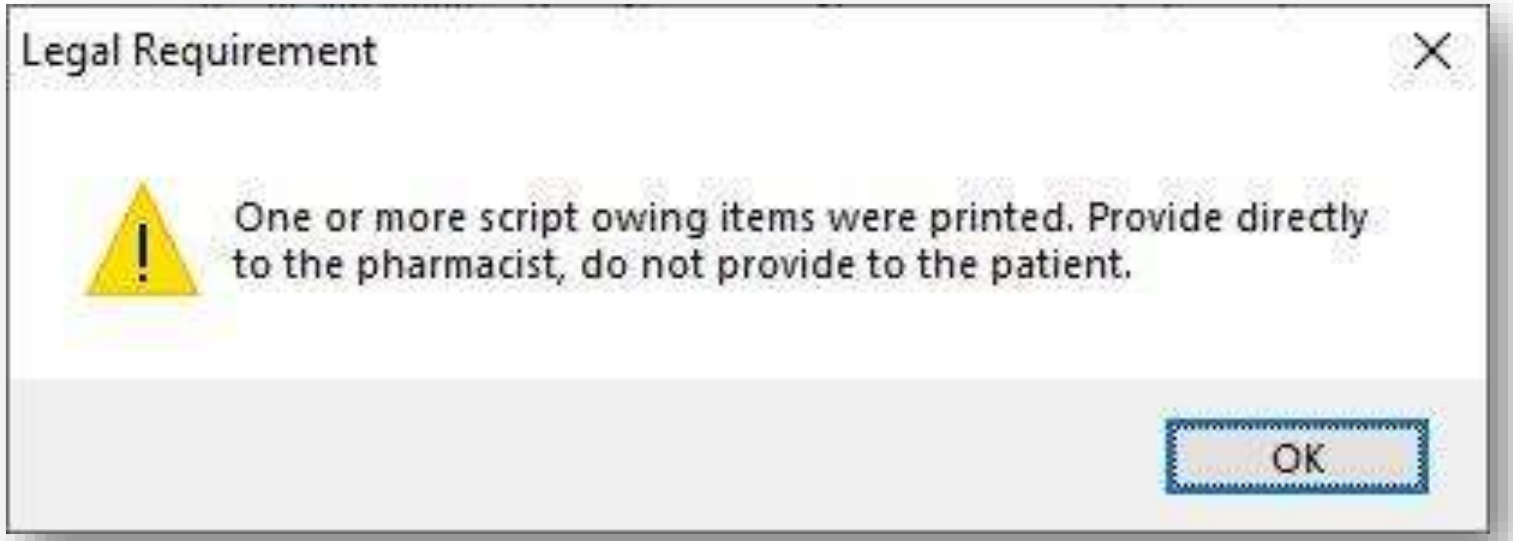


# Reissue – success

# Owing Scripts



# Owing script notification



More FAQs from ADHA  https://www.digitalhealth.gov.au/get-started-with-digital-health/electronic-prescriptions

What if a script does not send?

A: You will get an error message and will default to print and mark the script as printed.

ADHA FAQs

What if you lose or delete a token?

A: Patient should contact the practice to request replacement eScript token.
Doctor can select prescription reissue token.

ADHA FAQs

What if a prescription needs to be cancelled?

A: Doctors can cancel an eScript and that will remove it from the eScript exchange. They can then issue a new script and new eScript token.

ADHA FAQs

What about repeat prescriptions?

A: Generate as normal and select eScript to send the token to the patient.
Any future repeat tokens will be provided by the pharmacist directly to the patient.
Once prescription expires, repeat tokens will not be active for use.

ADHA FAQs

## What about Schedule 8 drugs?

A: Controlled Drugs and Schedule 8 drugs can be prescribed by eScripts.

For states that require password confirmation of controlled drugs you will be prompted to enter the password when sending the eScript token.

ADHA FAQs

# 10 Steps Progress Plan

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

## Learning Objective 3

Explore ideas for improved use of My Health Record for medication management.

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

Go MD

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

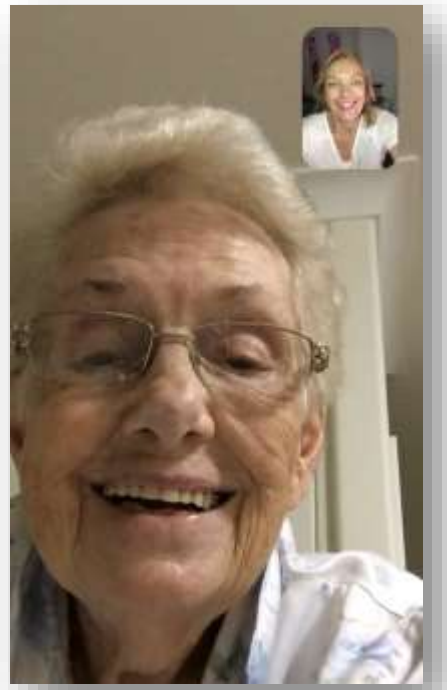
Consultation date: 17/05/2020 **B** *I* U F Spell

Previous visits: ALL

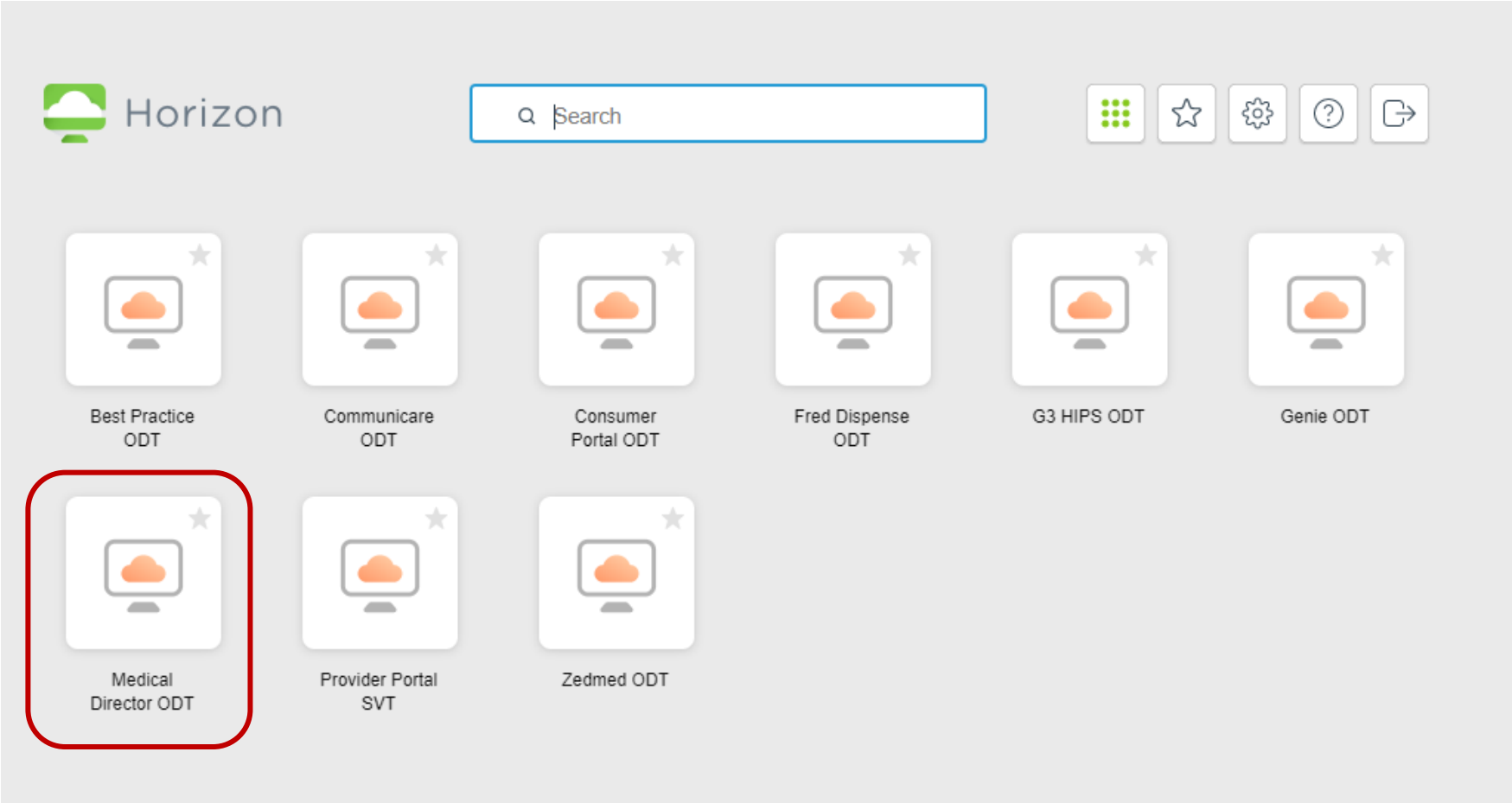
Visit type: Surgery Consultation

**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 | |

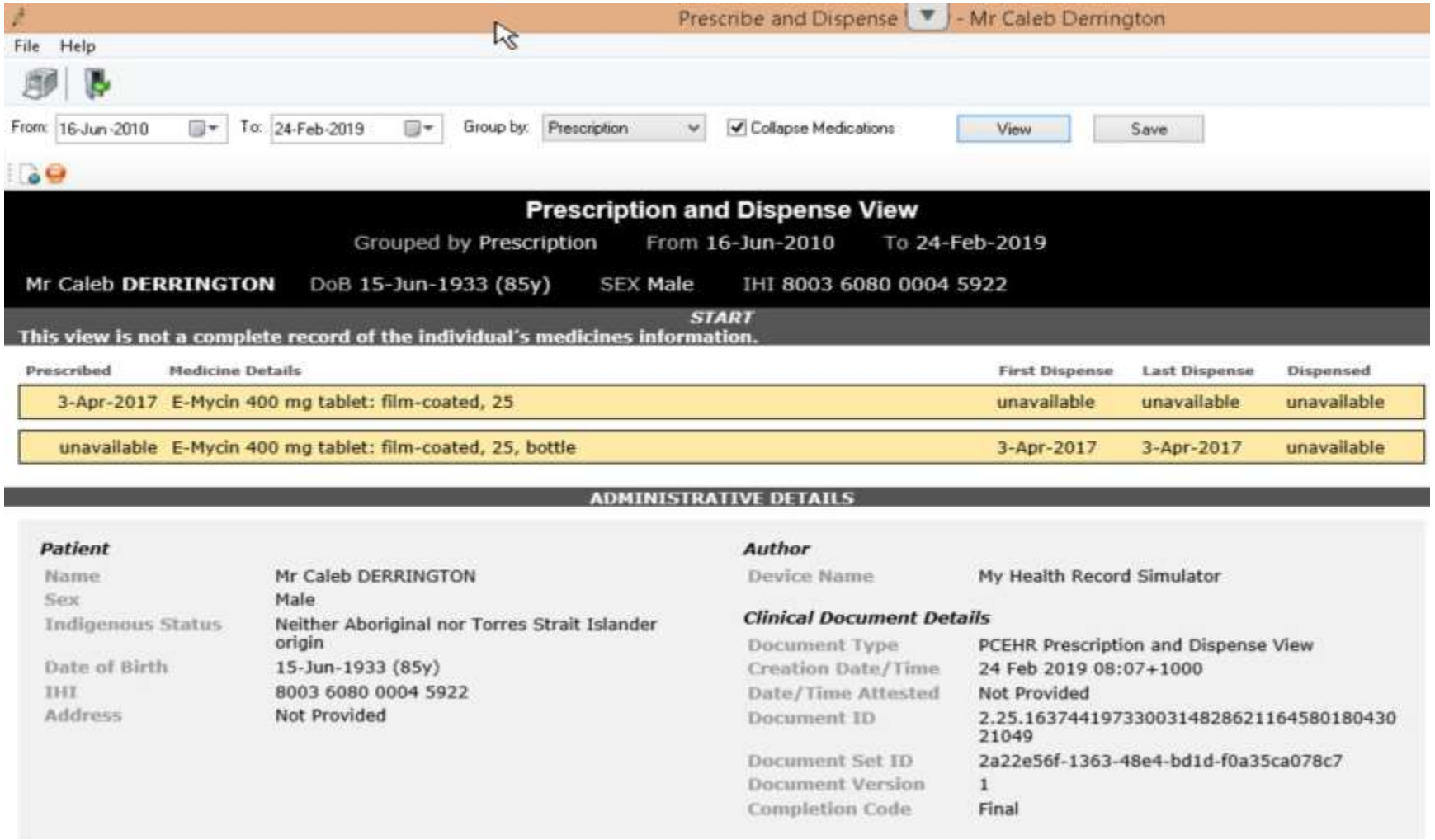


# My Health Record ‘On Demand’ training environment

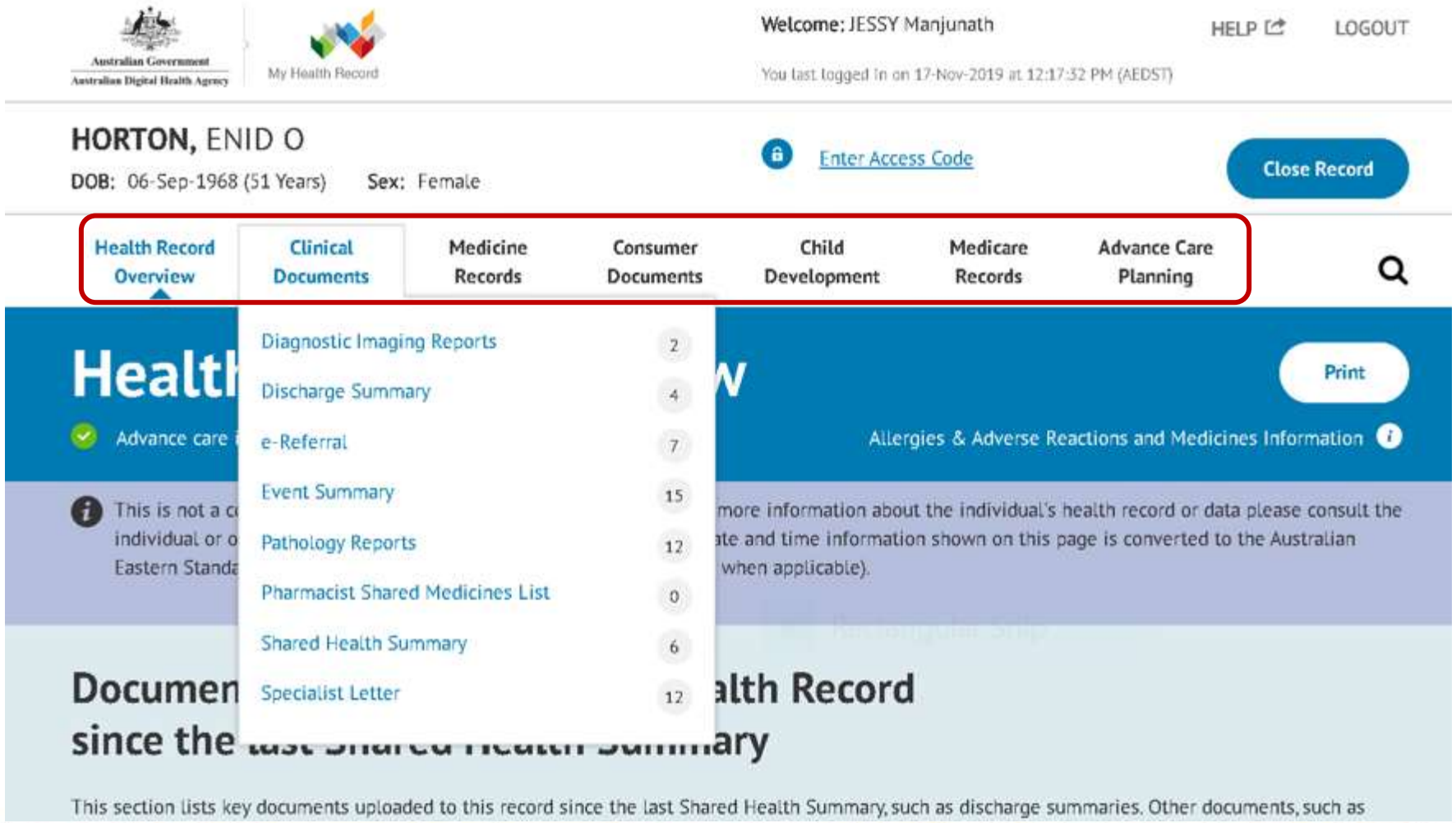


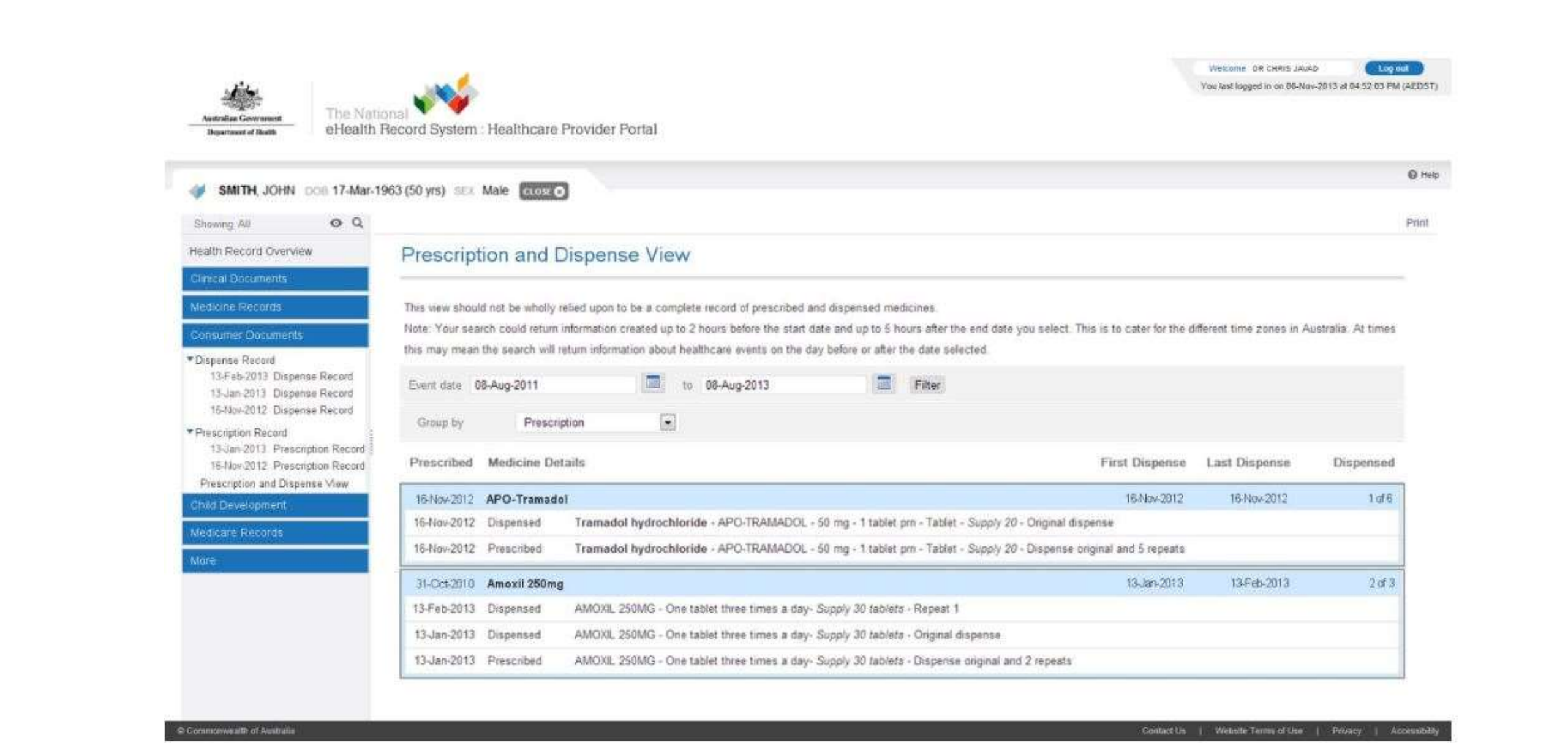

[On Demand Training Environment]

# My Health Record – Prescription & Dispense View

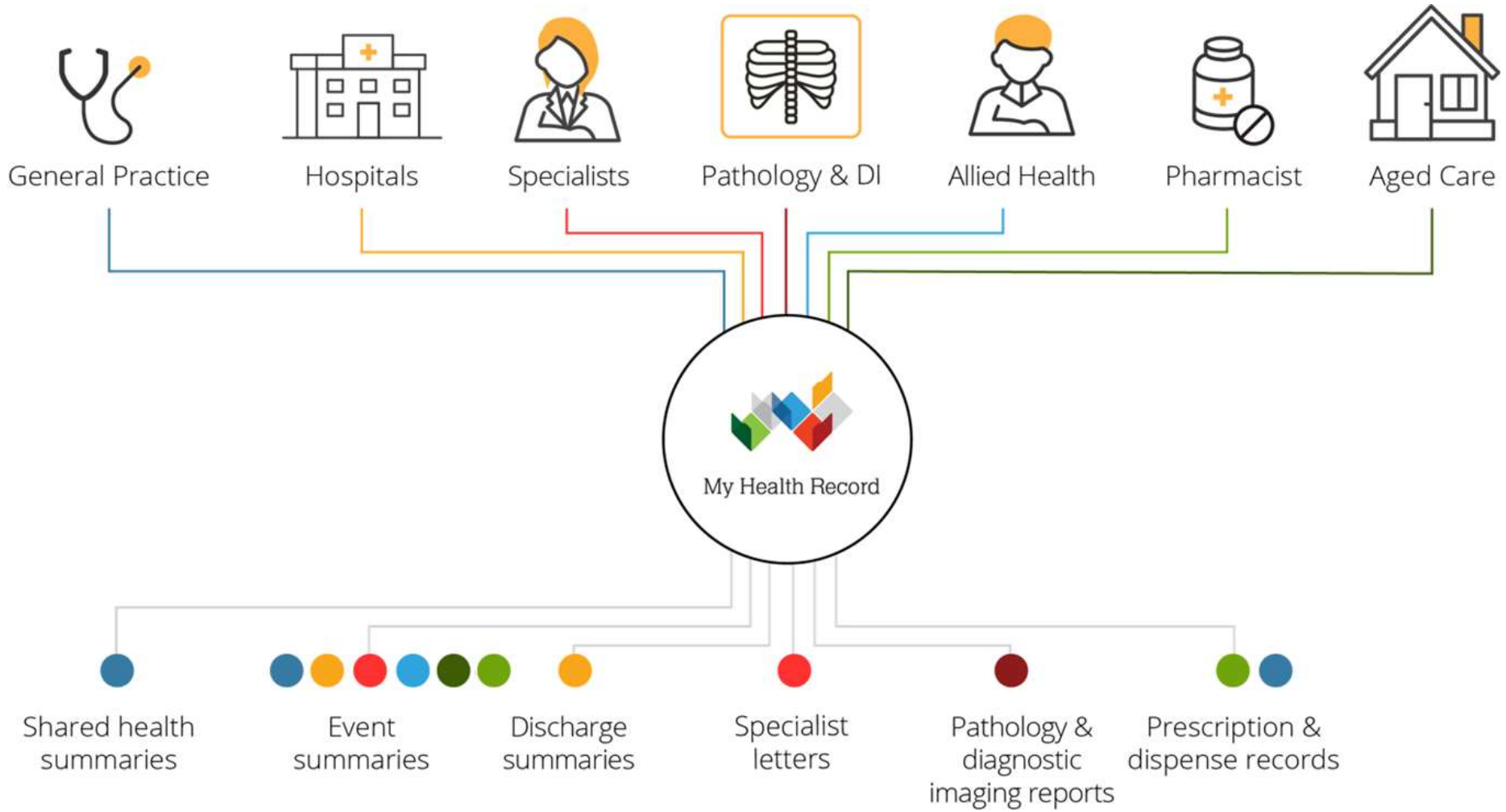


# Access via National Provider Portal




Australian Government
Department of Health
The National
eHealth Record System : Healthcare Provider Portal
Welcome DR CHRIS JAUKO
Log out
You last logged in on 06-Nov-2013 at 04:52:03 PM (AEDST)
Help
SMITH, JOHN DOB 17-Mar-1963 (50 yrs) SEX Male CLOSE
Showing All
Print
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
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
© Commonwealth of Australia
Contact Us | Website Terms of Use | Privacy | Accessibility

# My Health Record: Easily accessible across healthcare settings



# How are healthcare providers using it?

My Health Record | Statistics and Insights
MAR 2019 TO MAR 2020

**91%** of pharmacies are now registered

**69%** are using My Health Record

**91%** of GPs are now registered

**73%** are using My Health Record

**94%** of public hospital beds are now registered

## How many documents are in the system now?

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 did healthcare provider views change in March?

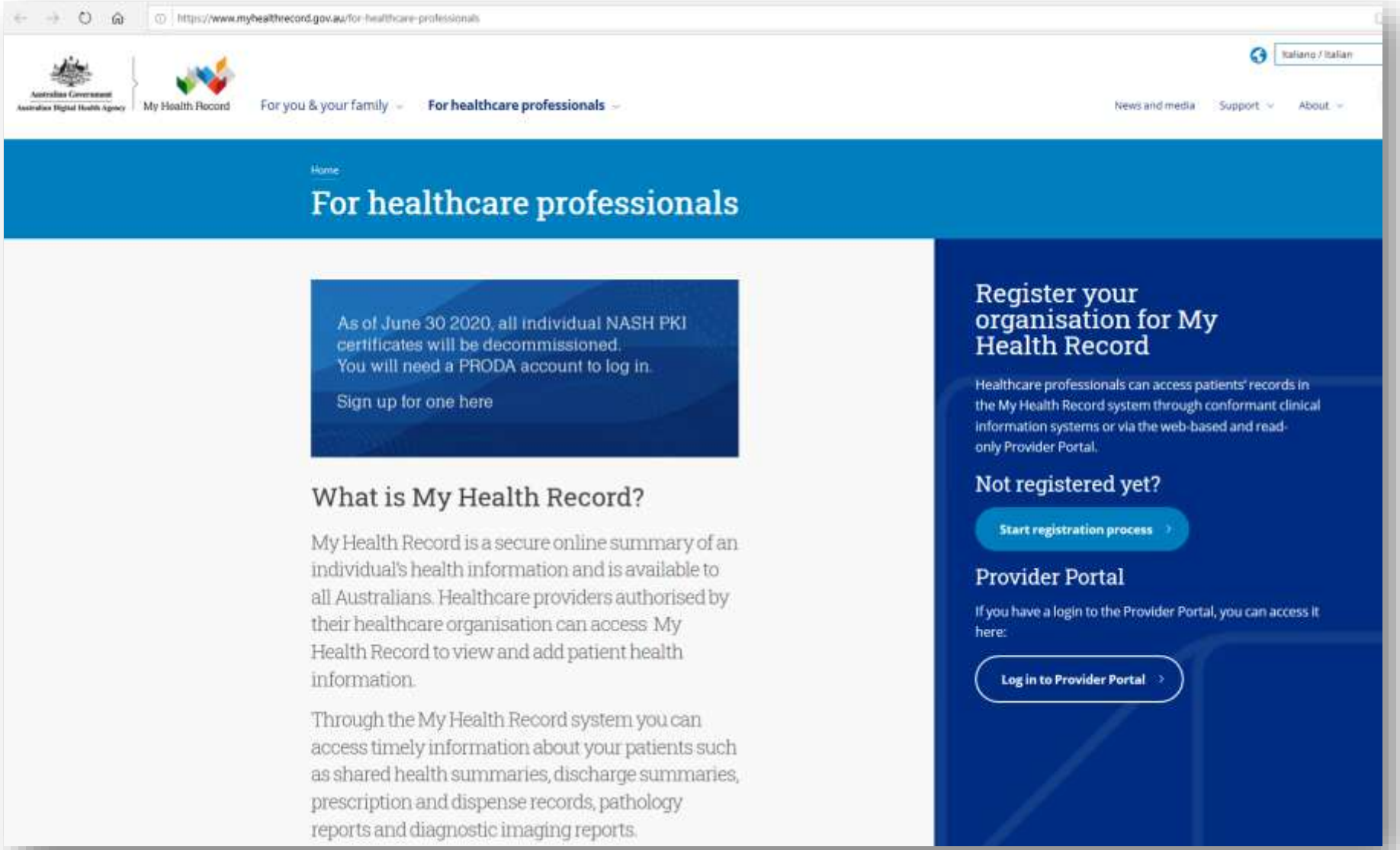
Views by GP's in March reached nearly **250,000**

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://www.myhealthrecord.gov.au/for-healthcare-professionals
Australian Government
Australian Digital Health Agency
My Health Record
For you & your family
For healthcare professionals
Italiano / Italian
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

# Patient Education

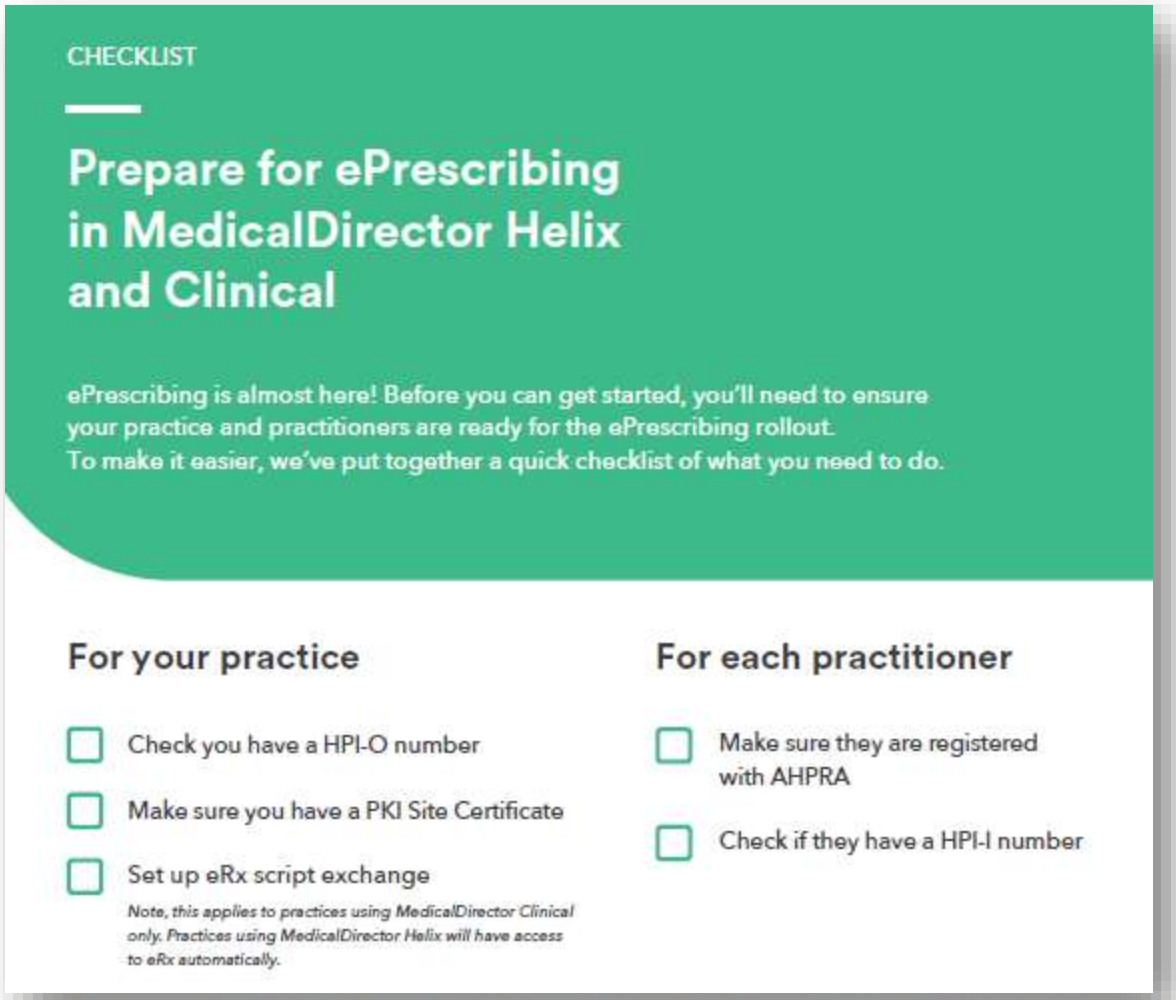
Share MedicalDirector's video on your website/social media channels

*"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

# 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

# Suggested Next Steps

1. Team meeting to educate and discuss how you will proceed.

2. Contact PHN for assistance if you are not yet set up for ePrescriptions and My Health Record.

3. Investigate connected pharmacies near you.

4. Access further education.

5. Implement a ‘Quality Improvement Activity’ in regard to updating patient mobile phone numbers and emails.

Good
things can still
happen in the
midst of chaos.
- @theburntoutbrain
MyPositiveOutlooks.com

# Resources

ADHA EP Webpage

- https://www.digitalhealth.gov.au/get-started-with-digital-health/electronic-prescriptions
- Prescriber and Dispenser page weblinks
- Upcoming dedicated webinars

Department of Health EP Webpage

- https://www.health.gov.au/initiatives-and-programs/electronic-prescribing

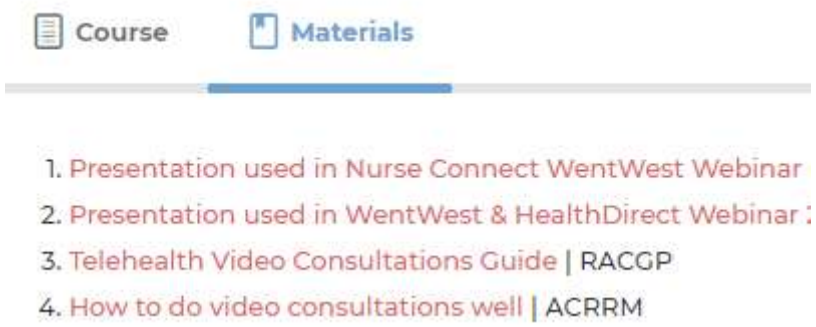
Department of Health Fact Sheet:

- https://www.health.gov.au/resources/publications/covid-19-national-health-plan-primary-care-fast-track-electronic-prescribing
- https://www.erx.com.au/eprescribing/
- http://www.medisecure.com.au/

# Access eLearning course:

https://courses.trainitmedical.com.au/

**Enrolment Code: p8GsSTHo**



# We're here to help you!

katrina@trainitmedical.com.au

Twitter: trainitmedical

Facebook: trainitmedical

www.trainitmedical.com.au
Access more free practice resources
& blog posts
Subscribe to our blog

© Train IT Medical Pty Ltd. All information was provided in good faith and (to our knowledge) accurate as at 17/06/2020.
No responsibility is taken for actions resulting from this learning. Screenshots may vary according to software versions.
This video or Train IT Medical free resources should not be onsold or used as part of any business eLearning/LMS without the prior permission of Train IT Medical Pty Ltd.

phn WESTERN SYDNEY
An Australian Government Initiative

WentWest
Progressing Health Now

About Us | Health Professionals | Community | Events | News and Resources | Work with Us

Keep up-to-date with the latest health information on COVID-19

Health Alerts | After Hours

CommunityHQ | Healthy Western Sydney

HealthPathways | Commissioning and Tenders

support@wentwest.com.au | ph 8811 7117

Lauren.wright@wentwest.com.au | ph 8811 7117