Indigenous Health Services - Better access to healthcare information for you and your patients

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

My Health Record is an online summary of an individual's key health information that can be shared securely between an individual and the healthcare providers involved in their care.

This year, every individual with a Medicare or Department of Veterans' Affairs card will get a My Health Record unless they tell us they don't want one.

For your patients, it means their important health information such as medical conditions, medicines, allergies and test results are kept together securely in one place.

All patients will benefit from having a digital record accessible by their treating healthcare provider. In particular, individuals with complex health conditions who see several healthcare providers.

The My Health Record system provides a range of benefits including:

- avoiding adverse drug events
- enhancing patients self-management
- improvements in patient outcomes
- reducing the time it takes to gather patient information
- improving access to patient Advance Care Directives (or custodian details)
- avoiding the duplication of services

Healthcare information in your patient's My Health Record can assist with clinical decision making:

- **Validating clinical information** – you can check the patient's medical diagnoses, medicines, allergies and adverse drug reactions, as well as their immunisation history.

- **New patient visit** – when treating a patient for the first time, get an overview of their health through their shared health summary, discharge summaries and medicines information.

- **Timely access to patient information** – avoid delays which may occur in receipt of discharge summaries and other key patient information by viewing it in their My Health Record.

- **Avoid unnecessary investigations** – check the patient's My Health Record before requesting pathology or diagnostic imaging tests as it may contain recent reports you can reference.

- **Verify the patient's immunisation status** – check the patient's shared health summary and/or their Australian Immunisation Register (AIR) information.

- **Share information with other healthcare providers** – upload a shared health summary with the patient's medical diagnoses, medicines, allergies and adverse drug reactions and immunisation history, or an event summary with information about a significant clinical event.

How can healthcare providers access My Health Record?

Authorised healthcare providers can access patients' records in the My Health Record system in two ways:

1. Through conformant clinical software which integrates with the My Health Record system.

2. Through the National Provider Portal: providing secure online access to the My Health Record system and available nationally to consumers and their healthcare providers 24 hours, every day of the year. The My Health Record system is available from any computer or mobile device with an internet connection.

My Health Record

Not registered yet?

If your health service is not already registered, there are three steps required to register for access to the My Health Record system:

1. Register with the Healthcare Identifiers Service to obtain your health service's Healthcare Provider Identifier for Organisations (HPI-O)

2. Register your health service with the My Health Record system

3. Request your health service's NASH PKI certificate to access the My Health Record system

Once you have received your HPI-O and NASH PKI certificate, and confirmation that you are registered to participate in the My Health Record system, contact your Clinical Information System (CIS)
IT support provider or the software provider for help with configuring your system. This includes installing HPI-IS into your CIS for eligible GPs, Registered Nurses and other healthcare professionals involved in providing patient care for your registered organisation.

Guides

There are a range of guides and materials to help you become familiar with using My Health Record. Visit www.myhealthrecord.gov.au > for healthcare professionals > Aboriginal and Torres Straight Islander health services.

My Health Record online training

Self-paced, online training is available. It introduces the My Health Record system and outlines its features and functionalities, covering a broad range of topics such as:

◆ the benefits and uses of the My Health Record system across a range of healthcare settings

◆ the types of clinical information that may be found in a My Health Record

◆ how to view a My Health Record and/or download clinical information into your Clinical Information System

◆ how to upload clinical information into a My Health Record

◆ the legislation which underpins use of the My Health Record system

On demand training provides software simulators, such as Medical Director, Best Practice, Zedmed and Genie that allows everyone in the health service to familiarise themselves with viewing, creating and uploading clinical information to fictional patients' My Health Records.

Register for the My Health Record system

Visit www.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