



General Practice



My Health Record: What's in it for me and my patients?

Access to key health information

Through the **My Health Record** system you will have timely access to information about your patients such as:

- Shared health summaries which include your patient's medical history, medicines, allergies and adverse drug reactions and immunisations
- Hospital discharge summaries
- Event summaries which include information on significant health events
- 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
- Immunisation records

Safer care

Having this information available can lead to:

- Improved clinical decisions
- Fewer adverse events for your patients
- Avoiding hospital admissions
- Better health outcomes

Furthermore, if you have compliant software, you will also be able to upload your patient's 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.

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

- When seeing a patient for the first time, you can get an overview of the patient's health status through their shared health summary. This includes details of chronic conditions they might have or current medicines they might be taking.
- If you have not received the patient's discharge summary from the hospital or they are a new patient, you can view their discharge summary via the My Health Record system.
- You can communicate a patient's key health information to other healthcare providers by uploading a shared health summary or, if you are not their usual doctor, an event summary.

Register for the **My Health Record** system

There are three fundamental steps required to register for digital health and access the My Health Record system:

1. Register with the Healthcare Identifiers (HI) Service to obtain your general practice's Healthcare Provider Identifier for Organisations (HPI-O).
2. Register your practice with the My Health Record system.
3. Request your practice's NASH PKI certificate to access the My Health Record system.
(continues overleaf)





Register for the **My Health Record** system (continued)

Visit the My Health Record website (www.myhealthrecord.gov.au) for a registration overview and step-by-step instructions for how to register *Browse: For Healthcare Providers > Connecting to My Health Record*.

There are a range of helplines to support you at each stage of the registration process *Browse: For Healthcare Providers > Help, Support and Known System Issues > My Health Record Support Model Overview*.

Training resources

My Health Record online training

This self-paced online training introduces the My Health Record system and outlines its features and functionalities. It covers 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 upload clinical information to it
- The legislation which underpins use of the My Health Record system

On demand training (clinical software simulations)

- Software simulators are available to familiarise yourself with viewing, creating and uploading clinical information to fictional patients' My Health Records.

Guides

There are a range of guides and materials to help you become familiar with and confident in using the My Health Record system.

All training resources are available on the Australian Digital Health Agency website
www.digitalhealth.gov.au

Browse: Using the My Health Record system > Training Resources > Guides

Conformant software

If your organisation is using conformant clinical software (software which integrates with the My Health Record system), your registration can be completed online through the Digital Health Online Forms (<https://forms.digitalhealth.gov.au>).

If your organisation is not using conformant software, refer to the process outlined in the My Health Record Provider Registration Process Summary *Browse: For Healthcare Providers > Connecting to My Health Record*.

Our website has a full list of My Health Record conformant software.
Browse: Get Started with Digital Health > What is digital health? > Who is using digital health? > Software products using digital health

Some conformant clinical software types include Bp Premier, MedicalDirector, Zedmed, Genie, Medtech and Communicare.

If you do not have conformant software, once registered, you can view your patient's My Health Record through the National Provider Portal at <https://portal.ehealth.gov.au>. You will be able to view and download information from the individual's My Health Record, but you will not be able to upload any clinical information.

You can register your organisation to have access to a person's record via the Provider Portal in a similar way to above, except you will need an individual NASH certificate rather than an organisational certificate.

Support

For further support please contact your software vendor, the My Health Record Help Centre on 1800 723 471, help@digitalhealth.gov.au or your Primary Health Network (PHN).

