24 April 2016

Important Notice to Practice Managers

Dear Doctor and practice staff,
<u>My Health Record has been re-launched.</u>

An improved *My Health Record* has been re launched.

- The launch of *My Health Record* on March 4th 2016 signals the start of a new era of faster, more effective and more efficient health care for Australians.

***My Health Record* can give you a more complete view of your patients' health.**

- *My Health Record* gives you access to information about a patient's medical information that you may not otherwise have. Information uploaded into the record can include things like allergies, adverse drug reactions and medication history, prescribed medications and discharge summaries.
- Having this information available to you can lead to:
  - o Improved clinical decisions
  - o Fewer adverse events for your patients
  - o Less avoidable hospital admissions
  - o Better health outcomes
- *My Health Record* does not replace your local clinical records. It can be particularly valuable when treating patients who see a range of healthcare providers because they have complex health conditions, as well as patients who don't have a regular doctor or who travel to receive healthcare services.

***My Health Record* is easy to use.**

- The system has been designed to minimise the time it takes to input or access information. If the data in your local clinical information system has been maintained, you can create a Shared Health Summary in two clicks.

***My Health Record* can help your practice day-to-day.**

Everyday >1 in 5 GPs see a patient for whom they have no health information

19 the number of interactions the average Australian has with the health system each year

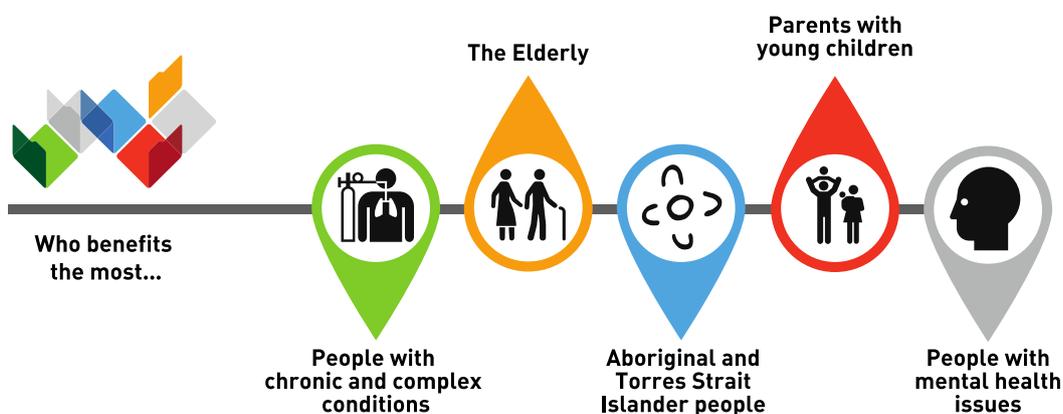8,010 Healthcare providers registered to use the My Health Record system

General practice is being encouraged to use *My Health Record*

- To encourage use of *My Health Record* by general practice the Practice Incentives Program (PIP) eHealth Incentive is changing from 1 May 2016. Please see page 5 for more information.

Source: 1) and 2) The Readiness of Australian General Practitioners for the eHealth Record 2011 3) My Health Record statistics as at 01/01/16

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As a doctor, what do I need to do?

(1) **Keep talking to your patients about the benefits of having a *My Health Record*.**
Patients who have complex health conditions or who see several healthcare providers will benefit from having a record that is accessible by their treating healthcare providers.

(2) **View your patients' records.**
You may see important health information that you might not otherwise have been able to such as summaries of their medical history including allergies and adverse reactions, hospital discharge information and prescription and dispense information.

(3) **Prioritise uploading a Shared Health Summary for those patients who need it most.**
We know you may not have time to upload a Shared Health Summary for all your patients, so prioritise these patients as they will benefit the most from having one.

Who benefits the most...

- People with chronic and complex conditions
- The Elderly
- Aboriginal and Torres Strait Islander people
- Parents with young children
- People with mental health issues

(4) **Make time for training.**
We have some simple, online training resources that are easy to use and quick to work through. Schedule a little time to explore these online resources and build your understanding of *My Health Record*.

(5) **Get in touch if you'd like support.**
We can provide you with assistance, including face to face support if required and details of our GP helpline. We will also be providing you with information to assist you throughout the year. As a start, we have assembled some "frequently asked questions" to help you explain the benefits to your patients, as well as for you and your practice. Just visit **myhealthrecord.gov.au/providers** or give us a call on the number below.

For more information, contact Henry Yu, Gippsland PHN eHealth Project Officer on henry.yu@gphn.org.au or 03 5126 2899.

Yours sincerely,

Marianne Shearer

Marianne Shearer
Gippsland PHN Chief Executive Officer

For more information and support, visit:
myhealthrecord.gov.au/providers
Or call: **1800 723 471**

Frequently Asked Questions from Patients

Your patients may ask you what *My Health Record* means for them. You can also direct your patients to myhealthrecord.gov.au or provide them with information brochures which will be distributed to your practice soon.

Should I get a My Health Record? I'm healthy!	• *My Health Record* isn't just for people with ongoing medical problems. It includes useful health information like immunisations, allergies and adverse reactions that give healthcare providers like GPs and hospitals the information they need to help you in an emergency. • If you move or travel interstate, the information can be viewed securely from anywhere, anytime online by other treating healthcare providers. • It means you won't need to worry about having to remember and repeat your health history like medicines and conditions if you see another healthcare provider.
Should I get a record? My doctor already has one!	• *My Health Record* doesn't replace the clinical records that your doctor has in their medical practice, but when you see a different doctor, get a new prescription or visit a specialist, or have a period in hospital, information can be added to your *My Health Record*. • Over time, this will build a clearer picture of your health, which will help you and your healthcare providers when treating you.
Is my data safe?	• *My Health Record* is secure and protected, just like online banking. • It is for use by you, your carers and your treating healthcare providers. • You can receive notifications any time your record has been accessed, see who has accessed it (the person or the organisation) and what was seen, added or changed.
Do I have to have one?	• My Health Record is currently a self-register system, meaning that you need to choose to have your record created. You can do this by going to myhealthrecord.gov.au. • Two locations have been selected to trial automatic creation for My Health Records. This means that everyone living in these areas will have a My Health Record automatically created for them, unless they tell us they don't want one by opting out. • These locations are the Nepean Blue Mountains region in New South Wales and Northern Queensland. • Because you do not live in either of these areas, you will not have a record automatically created for you. You will need to register if you would like to get one.
What if I'm a parent or carer?	• If you want to, you can manage the records of your dependants or individuals for whom you are a nominated carer. To do this, you need to identify yourself as a parent or nominated carer. You will need to provide identification so we can verify your identity. • Parents can do this at myhealthrecord.gov.au, calling **1800 723 471** or visiting a Medicare Service Centre. • Carers and authorised representatives can do this by visiting a Medicare Service Centre.
What steps do I need to follow to get a record?	

GP and practice staff Frequently Asked Questions

You may have some questions about the *My Health Record* system and what it means for you. This page includes a subset of frequently asked questions by healthcare providers. A more extensive list can be found at **myhealthrecord.gov.au/providers**.

How does my practice connect to *My Health Record*?	If your practice is not already connected, go to myhealthrecord.gov.au/providers which will guide you through the following steps: 1. Register with the Healthcare Identifiers (HI) Service for a Healthcare Provider Identifier – Organisation (HPI-O). Your practice will also need to apply to the HI Service to obtain a NASH PKI certificate. 2. Your practice can then register to *My Health Record* through Health Professional Online Services (HPOS) using its individual PKI certificate. 3. If your practice does not have access to HPOS, it will need to complete and submit an application form to register as a Healthcare Provider Organisation.
Do I need certain software to upload information?	• Your practice will need conformant software that is compatible with My Health Record to upload information. • If your practice is registered but you don't have access to compliant software, you can view a patient's *My Health Record* via the provider portal; however you will not be able to upload information through the provider portal. To access the provider portal, you will need a NASH certificate. • Computer and internet access is necessary to access the My Health Record system for a healthcare provider organisation.
Do I need approval to upload information to my patient's record?	• You don't need your patient's consent each time you view or upload information to their *My Health Record.* You can access an individual's record as part of providing them with care, subject to any access controls they have set. • The only instances when you can't upload information are when a patient has asked you not to, or if it is sensitive information prohibited by specific laws in the My Health Records Regulations.
Can I contact another provider who treats my patient?	• Yes, administrative information is provided within clinical documents uploaded to a patient's *My Health Record* including the name of the healthcare provider organisation that has authored the document. • This allows you to follow up with other healthcare providers involved in your patient's care if needed.
Can I see information from *My Health Record* on my local system?	• If you are registered for the *My Health Record* system you can access information on it via your local clinical information system. • Visit myhealthrecord.gov.au/providers for information on how to use the system.
How will My Health Record affect GP workflow?	• The *My Health Record* system aims to minimise the time spent by GPs chasing and inputting patient information. • RACGP standards require that GPs have a current health summary for 75 per cent of their active patients. The Shared Health Summary in *My Health Record* is based on the existing GP summary template, so most of the information needed should already be in your local records. • The time it takes to upload information into a *My Health Record* depends on the complexity of the patient's health conditions and the amount of information already available.

Changes to Practice Incentives Program eHealth Incentive (ePIP)

What do you need to know?	• From May 2016, the PIP eHealth Incentive will be renamed the PIP Digital Health Incentive. • The 5th Requirement will change meaning that general practices will need to upload shared health summaries for 0.5% of their Standardised Whole Patient Equivalent (SWPE) count to be eligible to receive the PIP Digital Health Incentive each quarter. The new requirements can be found at https://myhealthrecord.gov.au.
How do I apply for the new PIP digital Health Incentive?	• All participating practices will be withdrawn from the existing eHealth Incentive and these practices will need to apply for the Digital Health Incentive. The process of applying for the new Digital Health Incentive will be a simple online process through the Digital Health Incentive application screen in the Healthcare Provider Online Services (HPOS). It will include confirming details like practice ID, practice name, practice physical and postal addresses, phone numbers, reading and checking the declaration box about the eligibility requirements. • Further details, including the date that practices must complete the application and declaration if they want to continue to receive the payment will be provided through formal correspondence from the Department of Human Services..
Where are the Guidelines?	• Detail on the new eligibility requirements will be outlined in the Practice Incentives Program Digital Health Incentive Guidelines. The guidelines are being developed and further details, including where to access the guidelines, will be provided in the correspondence from the Department of Human Services. The guidelines will detail the requirement for practices to upload shared health summaries and how practices will know what their target is. • The current guidelines are available at https://www.humanservices.gov.au/health-professionals/services/medicare/practice-incentives-program.
What should I do?	• To ensure you understand the new requirements, we strongly recommend that you read future correspondence about the PIP Digital Health Incentive and the guidelines once they have been published.
What support is provided?	• To support general practices to use and gain familiarity with the My Health Record, updated online training materials and on-demand face-to-face training will be available. • Contact your Primary Health Network for more information about the support that is available.
Where do I find more Information?	• For more information about changes to the PIP Digital Health Incentive please go to https://myhealthrecord.gov.au, email pip@humanservices.gov.au or call the PIP enquiry line on 1800 222 032 between 8:30am and 5:00pm.