

Doctor and practice team 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.

<p>How does my practice connect to My Health Record?</p>	<p>If your practice is not already connected, go to myhealthrecord.gov.au/providers which will guide you through the following steps:</p> <ol style="list-style-type: none"> 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 <i>My Health Record</i> 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.
<p>Do I need certain software to upload information?</p>	<ul style="list-style-type: none"> • 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 <i>My Health Record</i> 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.
<p>Do I need approval to upload information to my patient's record?</p>	<ul style="list-style-type: none"> • You don't need your patient's consent each time you view or upload information to their <i>My Health Record</i>. 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.
<p>Can I contact another provider who treats my patient?</p>	<ul style="list-style-type: none"> • Yes, administrative information is provided within clinical documents uploaded to a patient's <i>My Health Record</i> 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.
<p>Can I see information from My Health Record on my local system?</p>	<ul style="list-style-type: none"> • If you are registered for the <i>My Health Record</i> 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.
<p>How will My Health Record affect GP workflow?</p>	<ul style="list-style-type: none"> • The <i>My Health Record</i> 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 <i>My Health Record</i> 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 <i>My Health Record</i> depends on the complexity of the patient's health conditions and the amount of information already available.