

## ***Dear Pharmacy, more patients in your area now have a My Health Record***

### **My Health Record registrations have been increasing in the Adelaide PHN region.**

- Did you know that there are now over 175,000 Australians with My Health Records in this region, and the number of general practices and hospitals uploading and viewing clinical documents is also steadily rising.

### **My Health Record gives you a more complete view of your patients' health**

- *My Health Record* gives you access to clinical information about a patient that you may not otherwise have. Information uploaded into the record includes allergies, adverse drug reactions and medication history, medical conditions, prescribed and dispensed medications and discharge summaries.
- This extra clinical information supports you in doing your clinical role better and more efficiently. Discharge summaries can be useful to clarify dose administration aid changes that may have occurred in hospital while medical condition information helps you clarify whether medications are safe for the patient.
- *My Health Record* does not replace your local 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.

### **Pharmacists using the system have said it helps them provide better clinical care**

*"There is no doubt that access to the My Health Record system has allowed me to provide better clinical care with dose administration aids, clinical interventions, and Home Medicine Reviews...with more shared health summaries available, Medscheck and Diabetes Medscheck services will be more targeted and result in good clinical outcomes." Tasmanian Pharmacist, Shane Jackson*

Approximately  
**1 in 5**  
Australians  
have experienced  
an adverse  
effect from  
their medicine



**19**

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

**8,882**

Healthcare  
providers  
registered to use  
the My Health  
Record system



## As a pharmacist, 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 a patient's record**  
You may see important health information that you might not have otherwise been able to, including summaries of their medical history, allergies and adverse reactions, hospital discharge information and prescription and dispense information.
- 3 Ensure you are connected to My Health Record via ETP (Electronic Transfer of Prescriptions)**  
ETP and the Prescription Exchange Service (PES) are essential components for prescription and dispense records to flow into the national My Health Record system. This will assist you in conducting Home Medicines Reviews, Residential Medication Management Reviews, and MedsCheck services. Your dispense information is very important and will be used by general practitioners and hospitals to help with medication reconciliation during transitions of care.
- 4 Make training a priority**  
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 at your pace and build your understanding of *My Health Record*. Just visit <https://www.digitalhealth.gov.au/>
- 5 Get in touch if you'd like support**  
We can help you register and provide you with ongoing support, help you access online training, and provide face to face education if required. We can also give you more information about the My Health Record system, like the attached "frequently asked questions" to help you promote the benefits to your patients. Just give us a call on the number below or visit [myhealthrecord.gov.au/providers](http://myhealthrecord.gov.au/providers)

Yours sincerely,

Adelaide PHN  
22 Henley Beach Road, MILE END SA 5031  
Ph: 08 8219 5900

For more information and support, visit:  
[myhealthrecord.gov.au/providers](http://myhealthrecord.gov.au/providers)  
Or call: 1800 723 471

## Frequently Asked Questions from Pharmacists

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](http://myhealthrecord.gov.au/providers)

<b>How does my organisation connect to My Health Record?</b>	<p>To connect to the My Health Record system either contact the Adelaide PHN for support, or go to <a href="http://myhealthrecord.gov.au/providers">myhealthrecord.gov.au/providers</a> which will guide you through the following steps:</p> <ol style="list-style-type: none"><li>1. Register with the Healthcare Identifiers (HI) Service for a Healthcare Provider Identifier – Organisation (HPI-O). Your organisation will also need to apply to the HI Service to obtain a NASH PKI certificate.</li><li>2. Your organisation can then register to <i>My Health Record</i> through Health Professional Online Services (HPOS) using its Individual PKI certificate.</li><li>3. If your organisation does not have access to HPOS, it will need to complete and submit an application form to register as a Healthcare Provider Organisation.</li></ol>
<b>Do I need certain software to upload information?</b>	<ul style="list-style-type: none"><li>• Yes. Your organisation will need compliant software that is compatible with the My Health Record system to view and upload information.</li><li>• If your organisation 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.</li><li>• Computer and internet access is necessary to access the My Health Record system for a healthcare provider organisation.</li></ul>
<b>Do I need approval to upload information to my patient's record?</b>	<ul style="list-style-type: none"><li>• You do not need a patient's consent each time you view or upload information to their <i>My Health Record</i>. You can access their record as part of providing them with care, subject to any access controls they have set.</li><li>• 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.</li></ul>
<b>Can I contact another provider who treats my patient?</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• This allows you to follow up with other healthcare providers involved in your patient's care if needed.</li></ul>
<b>Can I see information from My Health Record on my local system?</b>	<ul style="list-style-type: none"><li>• If you are registered for the <i>My Health Record</i> system and using compliant software you can access information on it via your local clinical information system.</li><li>• Visit <a href="http://myhealthrecord.gov.au/providers">myhealthrecord.gov.au/providers</a> for information on how to use the system.</li></ul>
<b>Can I view prescription and dispense records?</b>	<ul style="list-style-type: none"><li>• Yes, the prescription and dispense record displays information entered by healthcare providers relating to the medications prescribed and dispensed to patients with a <i>My Health Record</i>.</li><li>• These records display the name and date a medication has been prescribed (both the brand and generic name), the strength or dose of the medication, the direction for consumption and the form of the medication prescribed. Similar information is also displayed as medications are dispensed.</li><li>• System functionality has been enhanced to allow patients and their authorised healthcare providers to view prescription and dispense information by 'prescribe only' data or to view this information by date.</li></ul>

## Frequently Asked Questions from Patients

You can also direct your patients to [myhealthrecord.gov.au](http://myhealthrecord.gov.au) or provide them with information brochures which will be distributed to your organisation soon.

<p><b>Do I need a My Health Record? I'm healthy!</b></p>	<ul style="list-style-type: none"> <li>• <i>My Health Record</i> 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.</li> <li>• If you move or travel interstate, the information can be viewed securely from anywhere, anytime online by other treating healthcare providers.</li> <li>• 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.</li> </ul>
<p><b>Do I need a record? My doctor already has one!</b></p>	<ul style="list-style-type: none"> <li>• <i>My Health Record</i> 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 <i>My Health Record</i>.</li> <li>• Over time, this will build a clearer picture of your health, which will help you and your healthcare providers when treating you.</li> </ul>
<p><b>Is my data safe?</b></p>	<ul style="list-style-type: none"> <li>• <i>My Health Record</i> is secure and protected, just like online banking.</li> <li>• It is for use by you, your carers and your treating healthcare providers.</li> <li>• 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.</li> </ul>
<p><b>What if I'm a parent or carer?</b></p>	<ul style="list-style-type: none"> <li>• You can apply to create, access and manage a My Health Record for someone over 18 one of two ways:             <ol style="list-style-type: none"> <li>1. Visit <a href="http://myhealthrecord.gov.au">myhealthrecord.gov.au</a> and apply in writing</li> <li>2. Visit a Medicare Service Centre</li> </ol> </li> </ul> <p>You can only manage the records of dependants or individuals over 18, if you are authorised by law, or are an appropriate person to act on their behalf</p>
<p><b>How do I register for a My Health Record</b></p>	<ul style="list-style-type: none"> <li>• Individuals can register through these other channels:             <ul style="list-style-type: none"> <li>○ online – <a href="http://www.myhealthrecord.gov.au">www.myhealthrecord.gov.au</a></li> <li>○ by phone – 1800 723 471</li> <li>○ through a Medicare Service Centre</li> <li>○ by mail – application forms are available from Medicare Service Centres and online at <a href="http://www.myhealthrecord.gov.au">www.myhealthrecord.gov.au</a></li> <li>○ through assisted registration by your healthcare provider</li> </ul> </li> </ul>
<p><b>How can I access this service if I'm not computer minded?</b></p>	<ul style="list-style-type: none"> <li>• You have options available to help manage your My Health Record even if you do not use a computer to access it.</li> <li>• If you do not have internet access, you can call the My Health Record helpline on 1800 723 471 to access your information. The helpline will be able to:             <ul style="list-style-type: none"> <li>○ tell you the documents that are in your My Health Record (but not what each document contains),</li> <li>○ tell you who has been accessing your record by viewing the audit log,</li> <li>○ set restricted access to your record as a whole,</li> <li>○ set up SMS notifications so that you can be notified each time your record is accessed, including things such as a healthcare organisation viewing your record for the first time and/or uploading a document to your record.</li> </ul> </li> <li>• If you need assistance managing or updating your My Health Record, you can nominate a trusted person to be a nominated representative with either read-only access or with full access, as if they were you.</li> </ul>