

My Health Record Overview for Pharmacy My Health Record has been re-launched

An improved My Health Record has been re-launched.

- The launch of *My Health Record* (previously known as the Personally Controlled Electronic Health Record or PCEHR) 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 customers' health.

- *My Health Record* gives you access to information about a customer'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:
 - Fewer adverse events for your customers
 - Improved clinical decisions
 - Less avoidable hospital admissions
 - Better health outcomes
- *My Health Record* does not replace your local records. It can be particularly valuable when treating customers 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 helps with medication reconciliation.

- *My Health Record* is particularly useful in supporting you to conduct effective, accurate and timely medication reconciliation, which can significantly decrease medication errors and adverse reactions and contribute to overall patient safety.

My Health Record can help your organisation day-to-day.

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**

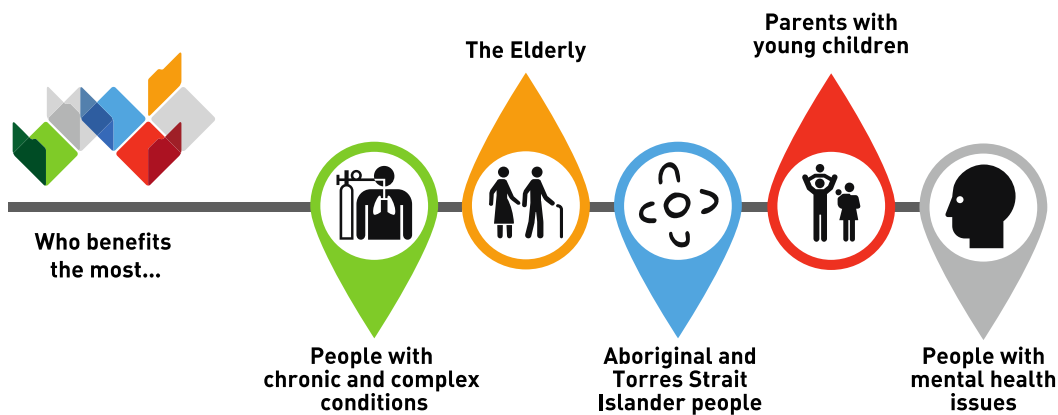
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Healthcare
providers
registered to use
the My Health
Record system



As a pharmacist, what do I need to do?

- 1** **Talk to your customers about the benefits of having a *My Health Record*.**
Customers 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 customers' records.**
You may see important health information that you might not otherwise have been able to such as summaries of a customer's medical history including 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 Meds Check.



- 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 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 customers, as well as for you and your organisation. Just visit myhealthrecord.gov.au/providers or give us a call on the number below.

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Email our friendly Primary Health Care Liaison Officers
at phclo@adelaidephn.com.au

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