



Australian Government

Australian Digital Health Agency

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# My Health Record: Supporting delivery of care in paediatrics

Vandana Chandnani & Hina Bhimani  
18 September 2019

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# Acknowledgement



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We would like to acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

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# Purpose

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1) Overview of **key features** of My Health Record and the different mechanism available to access clinical information

2) Outline the **clinical information** that may be relevant for healthcare providers caring for children and young adults, using a case study

3) Highlight the **benefits of My Health Record for consumers**, especially children and young adults

4) Step through **key legislation** underpinning the use of My Health Record in clinical practice





## Poll question one

### About you:

- a) General Practitioner
- b) Specialist (e.g. paediatrician, immunologist etc.)
- c) Pharmacist
- d) Allied healthcare provider (psychologist, speech pathologist, social worker etc.)
- e) Nurse
- f) Other





## Poll question two

### Your primary place of work:

- a) General Practice
- b) Specialist Practice
- c) Community pharmacy
- d) Public hospital
- e) Private hospital
- f) Combination of public & private setting
- g) Other





**Australian Government**

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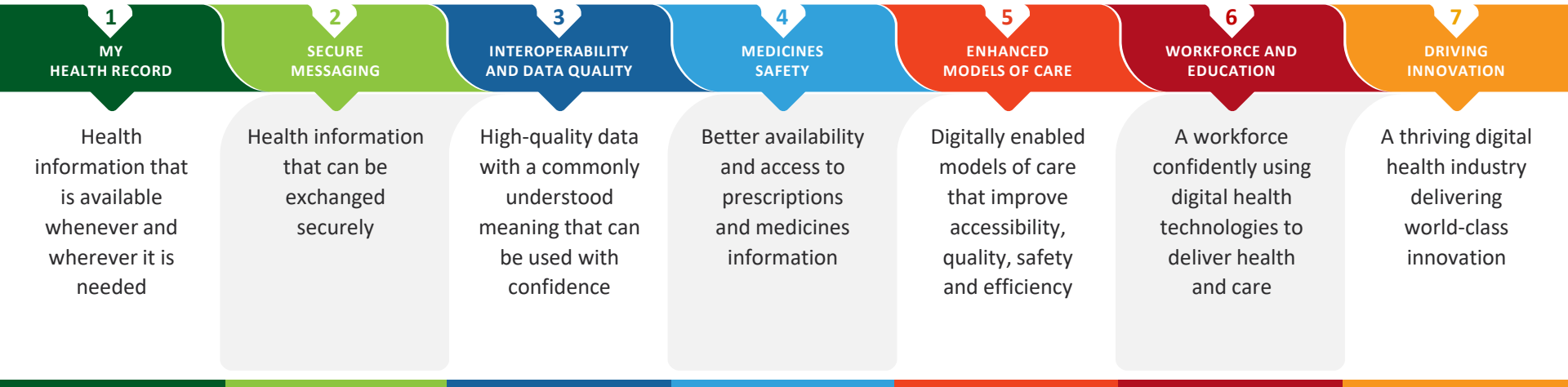
**Australian Digital Health Agency**



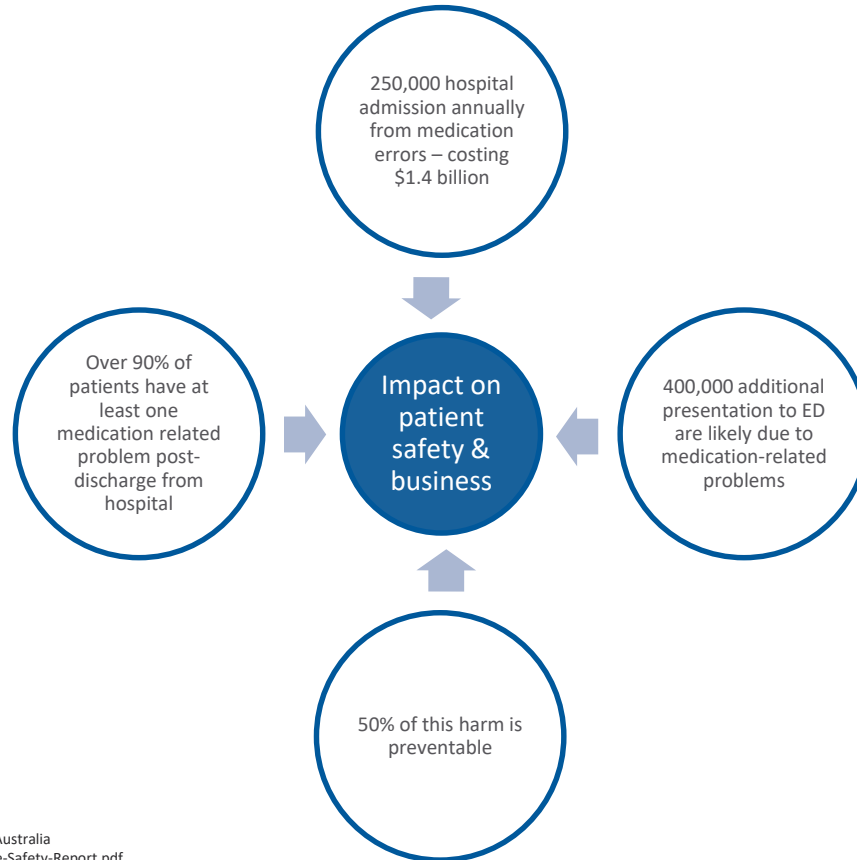
My Health Record

# National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories and agreed by COAG Health Council



# The current state – Impact on patient safety and business





# What is My Health Record?



# Information that may be added to a My Health Record



## Providers

- Clinical documents



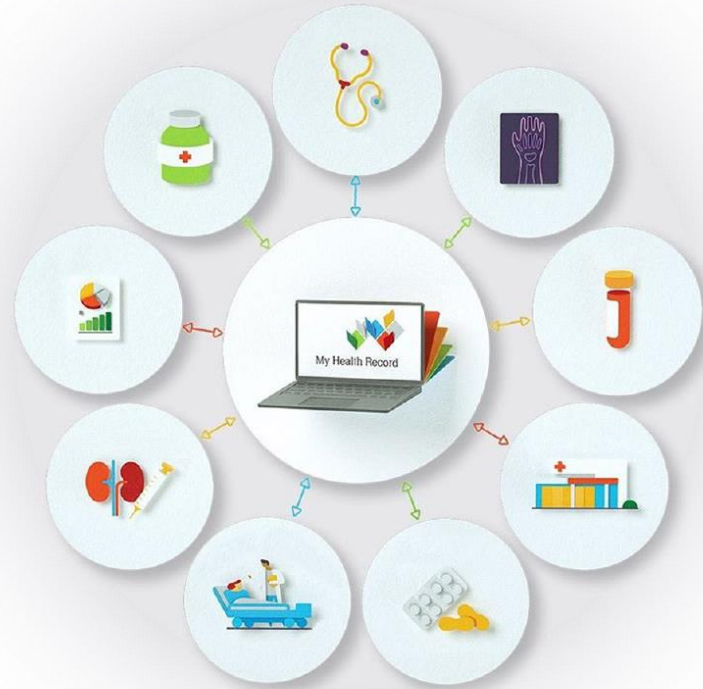
## Medicare

- Medicare claims
- PBS information
- Organ donor decisions
- Immunisations (AIR)

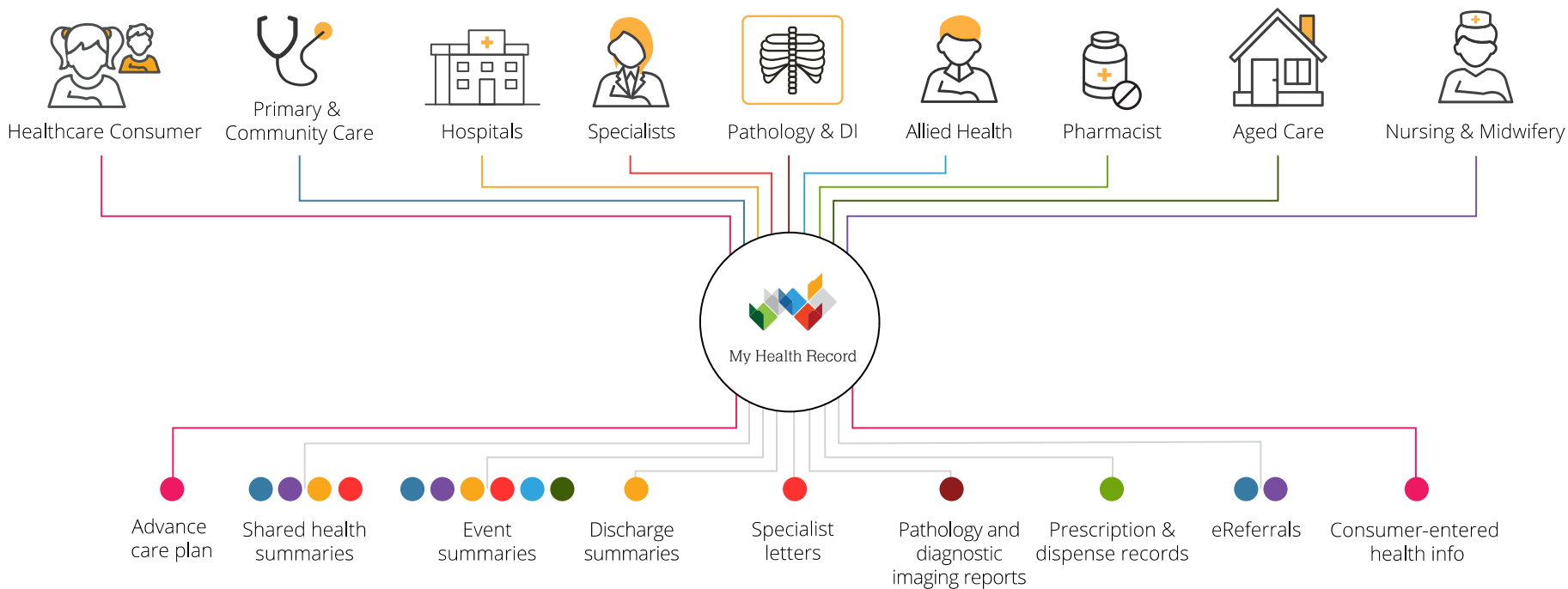


## Individual or their representative

- Advance Care Plans
- Advance Care custodian
- Personal health summary
- Personal health notes
- Emergency contact details
- Allergies and adverse reactions
- Medicines



# What information can you find in My Health Record ?



# My Health Record – latest national statistics



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**90.1%** Australians have a record



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**16,400** healthcare provider organisations registered



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**28 million** clinical documents uploaded



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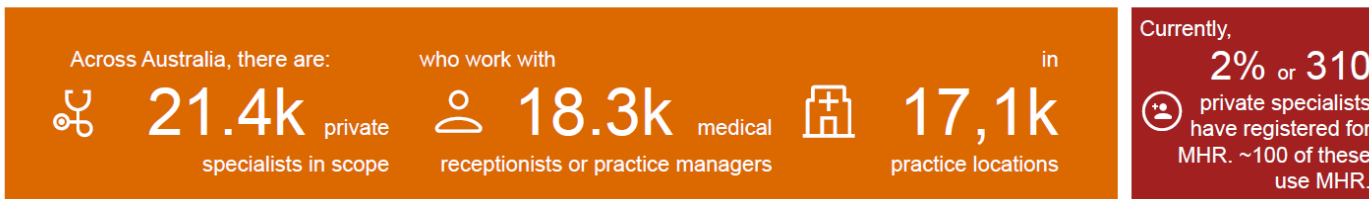
**64 million** medication prescription and dispense records uploaded

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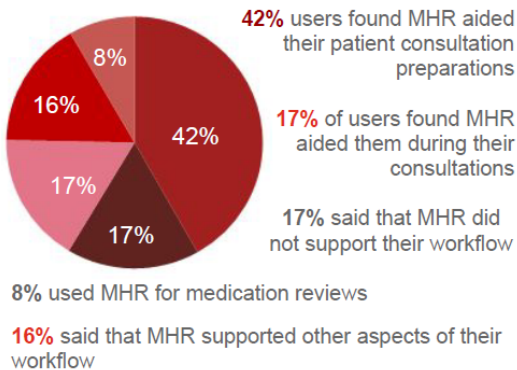
As at 28 July 2019

# Specialists using My Health Record

## Overall market snapshot



### Survey respondents use of MHR

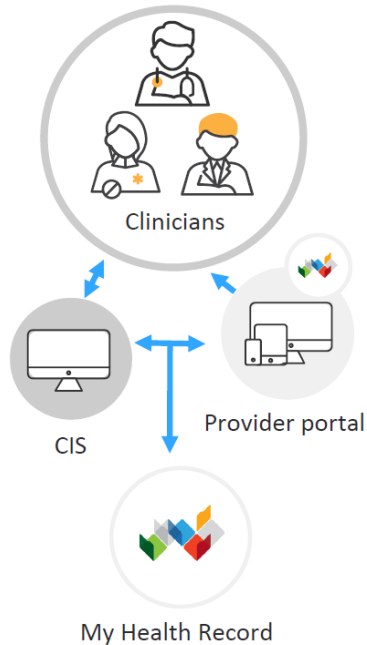


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How can healthcare providers interact  
and use the **My Health Record?**

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# Access to My Health Record – Authorised Clinicians



Authorised clinicians are only able to view My Health Record via one of the following ways:

- Conformant Clinical Software (*CIS*)
- The Provider Portal (*view only*)

In Addition a number of other security criteria must be met:

- Layers of security for practitioner and practice to be recognised by My Health Record system
- The practitioner and clinical information system requires a number of personal details about the patient
- Patient must grant access if consumer privacy controls have been set

# Conformant software



Genie Solutions



Communic...



MedicalDirector

CLINICAL

mmeX

PrimaryClinic

BpVIP.net  
AUSTRALASIA'S MOST RESPECTED  
SOFTWARE FOR MEDICAL SPECIALISTS



ZEDMED  
FOCUSED INNOVATION

BpPremier

MASTERCARE

# Specialist Software Industry Offer Partners



Medical Wizard  
ONE COMPANY. ONE SOLUTION.



Clinical Computers®



medical-objects  
CLINICAL APPLICATIONS, MESSAGING AND INTEGRATION



Clinic to  
Cloud



Australian Government  
Australian Digital Health Agency



# Case Study:

## Ella Age 6



# Shared Health Summary

Shared Health Summary		
30-Sep-2018		
Ella Smith	DoB 05-Apr-2012	'6y)
	SEX Female	IHI 8003 6083 3345 3652
START OF DOCUMENT		
West End Medical Practice		
Author	Dr Peter Walker (General Practitioner)	
Phone	XX XXXX XXXX	
<b>Adverse Reactions</b>		
<i>Adverse Reactions</i>		
Substance/Agent	Manifestations	
Penicillin	Anaphylaxis	
Morphine	Anaphylaxis	
<b>Medications</b>		
Medication	Directions	Clinical Indication
Salbutamol 100mcg Inhaler	1-2 Puffs Every 4-6 Hours	COPD
Simvastatin 40mg	1 Tablet Nocte	Cholesterol control
Irbesartan 300mg	1 Tablet Daily	High blood pressure
Aspirin 100mg	1 Tablet Daily	Cardiovascular disease
Paracetamol 665mg	2 Tablets 3 Times Daily	High blood pressure
Tiotropium Bromide 2.5mg/dose	2 Doses Daily	COPD
Fluticasone furoate; Vilanterol 200/25 inhaler	1 puff Daily	COPD
<b>Medical History</b>		
Item	Date	Comment
Community-acquired pneumonia	25-Sep-2018	Resolved after hospital treatment
Atypical pneumonia	07-Apr-2016	Resolved after hospital treatment
Hypertension	14-Apr-2015	
Chronic Obstructive Pulmonary Disease	17-Mar-2013	
Osteoarthritis	12-Oct-2012	
Alcohol abuse	27-Jun-2003	
<b>Immunisations</b>		
Vaccine	Sequence Number	Date
Flu vaccine (quad)		29-Apr-2018
Flu vaccine (quad)		13-Mar-2017
Tetanus (ADT)		3-May-2013
ADMINISTRATIVE DETAILS		

# Medicines Overview

## Allergies and Adverse Reactions

TEST, Latex, Morphia, Morphine, Nickel, Not allergic to amoxil - Amoxil 250mg prescribed, Not allergic to penicillin - Dicloxacillin 500mg qid, Panadol, penecillan, Penicillin, Penicillin allergy, Prozac allergy, Seafood, Tramadol

## Medicines Preview

05-Mar-2017 to 17-May-2017  
(4 weeks ago)

## Shared Health Summary

05-Mar-2017 (3 months ago)

**Author:** Own  
[Own organisation](#)  
tel: (07) 9999 8888

## Discharge Summary

17-May-2017 (4 weeks ago)

**Author:** Own  
[Own organisation](#)

\* More recent than the Shared Health Summary

[\[Back to top\]](#)

[\[<\] First](#)

[\[<<\] Previous](#)

[\[Help\]](#)

**Medicines Preview** - sorted alphabetically by active ingredient.

05-Mar-2017 to 17-May-2017 (4 weeks ago)

Open the date-sorted view to see the latest event summary, specialist letter and e-Referral.

There may be some medicines older than the Shared Health Summary.

These medicines do NOT appear in the ingredient sorted Medicines Preview.

Source/Author	Medicine - Active Ingredient(s)	Medicine - Brand	Directions	Date
Dispense Record by <a href="#">POWER2</a>	<b>Amlodipine</b>	Norvasc 10mg Tablet 10 mg	One tablet daily	05-May-2017 (6 weeks ago) (5 dispenses in 11 months)
<a href="#">Shared Health Summary</a> by <a href="#">Own organisation</a>		Norvasc 10mg	One tablet daily	05-Mar-2017 (3 months ago)
Dispense Record by <a href="#">POWER2</a>	<b>Atenolol</b>	Tenormin 50mg Tablet 50mg	One tablet daily 1 hr before breakfast	05-May-2017 (6 weeks ago) (5 dispenses in 11 months)
<a href="#">Shared Health Summary</a> by <a href="#">Own organisation</a>		Tenormin 50mg	One tablet daily for IHD	05-Mar-2017 (3 months ago)
Dispense Record by <a href="#">POWER2</a>	<b>Atorvastatin</b>	Atorvastatin 40mg Tablet 40 mg	One tablet daily	05-May-2017 (6 weeks ago) (6 dispenses in 11 months)
Dispense Record by <a href="#">POWER2</a>	<b>Clopidogrel and Aspirin</b>	CoPlavix 75 mg/100 mg Tablet 75mg/100mg	One tablet daily	05-May-2017 (6 weeks ago) (6 dispenses in 11 months)



Ella Smith

DoB 05-Apr-2012

## START OF DOCUMENT

## My Health Record

**Prescription Information - PBS and RPBS**

No Information Available

**Australian Immunisation Register - AIR***Immunisations*

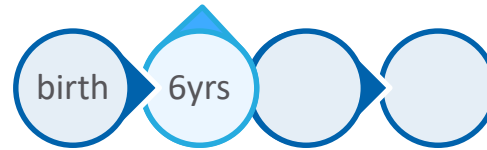
Type	Date	Dose
TriPacel	29 Jul 2016 16:20+1000	
ProQuad	29 Jul 2016 16:20+1000	
Infanrix Hexa	02 Jul 2016 16:20+1000	
Prevenar 13	02 Jul 2016 16:20+1000	
Generic Influenza	29 May 2016 16:20+1000	
Menitorix	05 Jan 2016 17:20+1100	
MMR II	05 Jan 2016 17:20+1100	
Prevenar 13	25 May 2015 16:20+1000	
Rotarix	25 May 2015 16:20+1000	
Infanrix Hexa	25 May 2015 16:20+1000	
Infanrix Hexa	12 Feb 2015 17:20+1100	
Prevenar 13	12 Feb 2015 17:20+1100	
Rotarix	12 Feb 2015 17:20+1100	
H-B-VAX II (paediatric)	03 Jan 2015 17:20+1100	

# AIR – Immunisation



# Case Study:

## Ella Age 6



Her mother notices she has low grade fevers

She also has a swelling around her neck

Reduced appetite



# Pathology Report

Ella Smith      DoB 05-Apr-2012      10 Mar 2017  
IHI 8003 6080 0004 5922      MRN 20455

START OF DOCUMENT

**Pathology Queensland**  
Author      Mr PHIL TOUSANT (Medical Laboratory Scientist)

*Pathologia Australis*

**Pathology**

Report DateTime	Report Name	Reporting Pathologist	Report Status
10 Mar 2017 19:48:00+1000	<a href="#">Pathology Report</a>	PHIL TOUSANT (Pathology Queensland)	Final results; results stored and verified. Can only be changed with a corrected result.

**Pathology Test Result** (Pathology > Pathology Test Result)

*Pathology Test Result*

Collection Date	Observation Date	Test Result Name	Diagnostic Service	Status
10 Mar 2017 18:48+1000	10 Mar 2017 18:48+1000	Electrolytes Urea Creatinine	Laboratory	Final results; results stored and verified. Can only be changed with a corrected result.

**Pathology Test Result** (Pathology > Pathology Test Result)

*Pathology Test Result*

Collection Date	Observation Date	Test Result Name	Diagnostic Service	Status
10 Mar 2017 18:48+1000	10 Mar 2017 18:48+1000	Liver function tests	Laboratory	Final results; results stored and verified. Can only be changed with a corrected result.

**Pathology Test Result** (Pathology > Pathology Test Result)

*Pathology Test Result*

Collection Date	Observation Date	Test Result Name	Diagnostic Service	Status
10 Mar 2017 18:48+1000	10 Mar 2017 18:48+1000	Troponin T	Laboratory	Final results; results stored and verified. Can only be changed with a corrected result.

# Pathology and Diagnostic Imaging reports: Seven day delay



Pathology or  
Radiology Report is  
uploaded to My  
Health Record as soon  
as it is verified

Results not  
visible to the  
patient for seven  
calendar days

Requesting  
Doctor has time  
to review the  
results and  
discuss with  
patient

Patient has  
access to the  
report after  
seven days



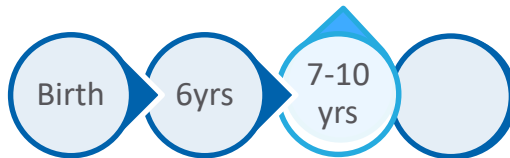
# Multidisciplinary team involved





# Case Study:

## Ella Age 7-10



Ella has follow-up imaging but forgets her original films at home

She requires increased dental examinations due to chemotherapy administration before permanent dentition

Returns to school with learning difficulties and issues fitting back to routine/school life



Are there any questions?

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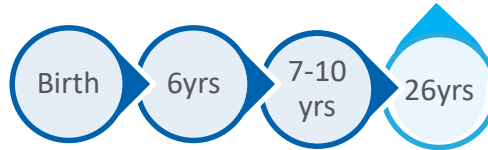
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Consumer's perspective – My Health Record

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# Case Study:

## Ella Age 26



20 years later, Ella is planning a family

She no longer has any documents or information pertaining to her treatment as a child

Ella has a higher risk of developing cardiac issues, breast cancer and reduced fertility as a result of the treatment for her childhood lymphoma



# Consumer Portal – Documents

The screenshot shows the top navigation bar of the My Health Record portal. On the left, there are logos for the Australian Government and My Health Record. On the right, a user profile for Brianna Curtin is displayed, including a blue circular icon with 'BC' and the text 'BRIANNA CURTIN Born 20-May-2008'. Below the navigation bar, a red horizontal line separates the header from the main content. The 'DOCUMENTS' menu item is highlighted in red, and a dropdown menu is open, listing several document categories: Clinical Records, Medicines Information, Medicare Overview, Advance Care Planning, Key Information I've Added, and My Childhood Development. To the right of the dropdown, there is a 'Print' button. Below the navigation bar, the main content area shows the start of a 'Record Home' section with the text 'Overview of your My Health Record'. A warning message is visible at the bottom of the page: 'This is not a complete record. For more information about your health record or data please consult your healthcare professional.'

 Health Snapshot  
<https://myhealthrecord.gov.au/ConsumerData/2/documents>

View 

# My Childhood Development



BRIANNA CURTIN  
Born 20 May 2008



RECORD HOME

DOCUMENTS

PRIVACY & ACCESS

PROFILE & SETTINGS

SEARCH

HELP

## My Childhood Development

You or your parents/carers may record information about your childhood development from birth to 20 years of age.

All children grow and develop at different rates. It is important to monitor a child's development so that any possible concerns can be identified and treated by healthcare providers as early as possible.

### Achievement Diary

Developmental milestones throughout childhood, such as the first words spoken or the first day of primary school.

### Australian Immunisation Register

Records details of vaccinations given to people who live in Australia.

### Growth Charts

These charts record height, weight and head circumference to monitor childhood growth development.

### Health Check Assessment Schedule

A list of available questionnaires about a child's health and development.

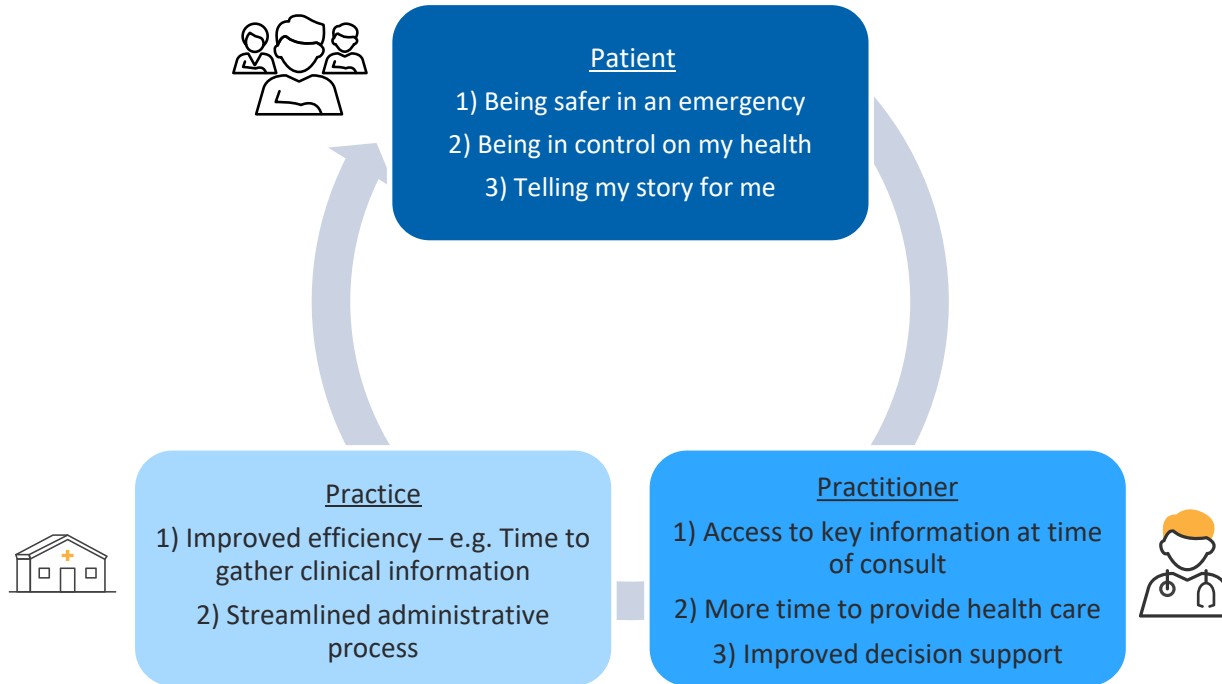
**Note:** Child Parent Questionnaires are currently available only for NSW and TAS.

### Information for Parents

Additional resources that can be useful throughout a child's development.



# Benefits of My Health Record



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**Is My Health Record**  
private and secure ?

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# Legislation

The My Health Record system is supported by a legislative framework that sets controls around who can access the system and the information contained within.

Relevant acts and instruments include:

[Privacy Act 1988](#)

[My Health Records Act 2012](#)

[My Health Records Regulation 2012](#)

[My Health Records Rule 2016](#)

[Healthcare Identifiers Act 2010](#)



# Withholding uploads

By law you must not upload a document if the patient requests for it to not be uploaded

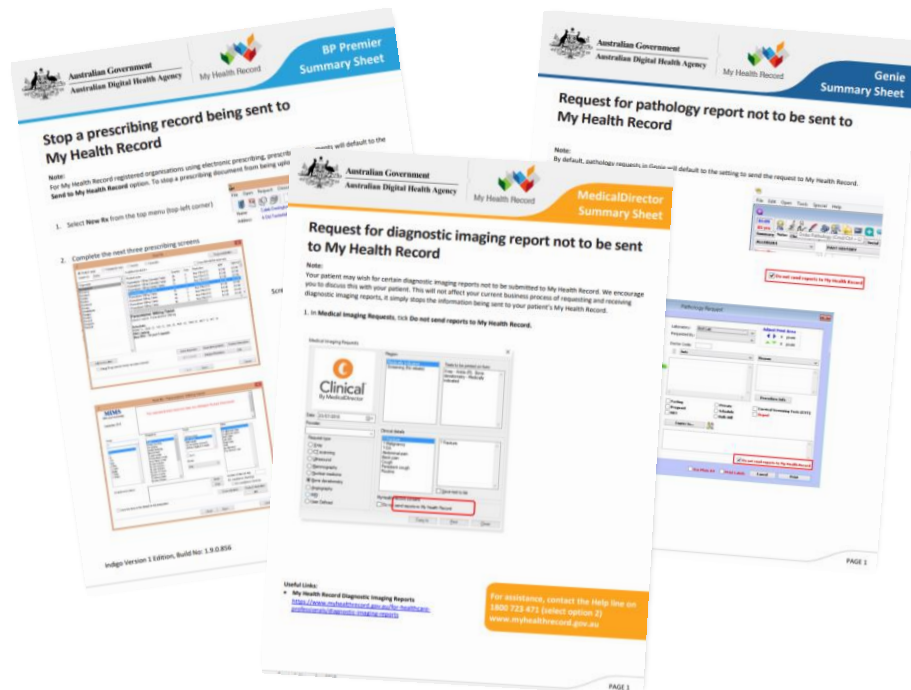
Ensure you are aware about how to withhold the upload



Ensure you note the withhold in your clinical notes

Documents which upload by default:

- Prescription records
- Pathology reports\*
- Diagnostic imaging reports\*
- Dispense records
- Discharge Summaries



\*Note: <https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/diagnostic-imaging-reports>  
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/pathology-reports>

## For young people from 14 years of age

- Parents are automatically removed as Authorised representatives from the young person's My Health Record.
- The young person can manage their own My Health Record.
- The young person can choose to nominate a parent, guardian or other person as a Nominated Representative and grant appropriate level of access if they wish.



# Nominated vs Authorised Representatives

## Nominated Representative

A person chosen by the individual to have access to their My Health Record, such as a family member.



## Authorised Representative

An authorised representative is responsible for managing the My Health Record of someone who cannot manage their own.

This could be for their child under 14 years, or an adult who lacks the capacity to manage their own record.

The authorised representative has complete access and control over the record, as if it was their own.



# My Health Record security

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Many safeguards are in place to protect the information held in the My Health Record system, such as strong encryption, firewalls, secure login processes and audit logging.



- The My Health Record system is monitored by the Cyber Security Centre within the Australian Digital Health Agency.
- External software goes through a conformance process before it is allowed to connect to the system.
- The privacy of information in the My Health Record system is protected by legislation. Significant penalties apply for deliberate misuse of this information.



**All data within the My Health Record system is stored securely in Australia.**



# Digital Health Foundations

The right health information for the right individual at the point of care

**HPI-I**  
Healthcare Provider  
Identifier – **Individual**

Who provided  
the service

Who received  
the service



**IHI**  
Individual Healthcare Identifier



Where the  
service was  
provided

**Healthcare Event**

**HPI-O**  
Healthcare Provider Identifier  
- **Organisation**



# Consumer control of My Health Record



Consumers can choose to **restrict access to specific documents** in their My Health Record by setting a code (LDAC)

Only organisation given the LDAC can access those documents



Consumers can **restrict access to their record** by setting a code (RAC)

Only organisations given the code can access any part of their My Health Record



In an emergency, a clinician can exercise a **'break glass'** facility to allow temporary access



Consumers can choose to receive a **SMS or email alert** when a health provider organisation accesses their My Health Record



All instances of access to My Health Record are **monitored and logged**



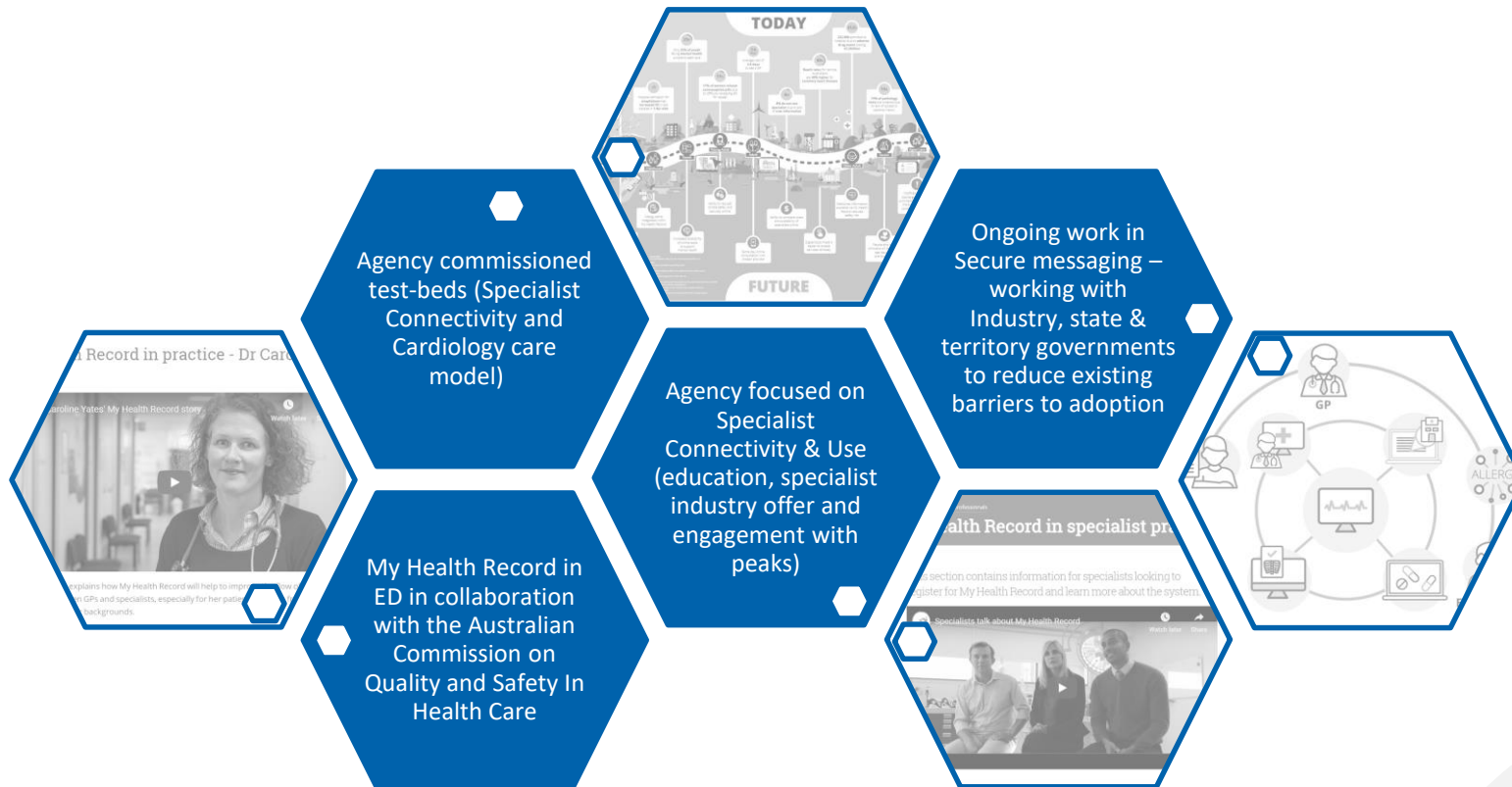
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# My Health Record updates

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# Digital Health initiatives



Coming soon!

My Health Record

# Pathology & Diagnostic Imaging Reports Overviews

Available soon within conformant clinical software

## Pathology Reports Overview



Report Number	Date	Status
123456789	2023-10-27	Final
987654321	2023-10-26	Final
234567890	2023-10-25	Final
345678901	2023-10-24	Final
456789012	2023-10-23	Final
567890123	2023-10-22	Final
678901234	2023-10-21	Final
789012345	2023-10-20	Final
890123456	2023-10-19	Final
901234567	2023-10-18	Final
012345678	2023-10-17	Final

## Diagnostic Imaging Reports Overview



Report Number	Date	Status
123456789	2023-10-27	Final
987654321	2023-10-26	Final
234567890	2023-10-25	Final
345678901	2023-10-24	Final
456789012	2023-10-23	Final
567890123	2023-10-22	Final
678901234	2023-10-21	Final
789012345	2023-10-20	Final
890123456	2023-10-19	Final
901234567	2023-10-18	Final
012345678	2023-10-17	Final



# Overviews to streamline your viewing

Test types by date

1

Reports - grouped by Test Name and ordered by specimen collection date

Specimen collected date	Time	Test name	Status	Report	Report group
04 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	Link 1: Link to 2: Examination with 3: panel
05 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	FBC	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	Electrocardiogram	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	FBC	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	FBC (P)	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	Immunology	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	Link 1: Link to 2: Examination with 3: panel
08 May 2018 (12 months ago)	10:00	Immunopathology	Final	Report	Link 1: Link to 2: Examination with 3: panel

Tests types by test name / examination

2

Reports - grouped by Test Name and ordered by Test Name

Specimen collected date	Time	Test name	Status	Report	Report group
04 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	This report covers the HbA1c results for your laboratory requests for which the collection date of the test and the collection Pathology report
05 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	This report covers the HbA1c results for your laboratory requests for which the collection date of the test and the collection Pathology report
07 May 2018 (12 months ago)	10:00	Electrocardiogram	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	FBC	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	FBC (P)	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	Immunology	Final	Report	Link 1: Link to 2: Examination with 3: panel
07 May 2018 (12 months ago)	10:00	HbA1c	Final	Report	Link 1: Link to 2: Examination with 3: panel
08 May 2018 (12 months ago)	10:00	Immunopathology	Final	Report	Link 1: Link to 2: Examination with 3: panel

Grouped reports

3

Latest Pathology Reports for FBE (FBC)

06 May 2018 to 07 Feb 2019 (13 months ago)

Specimen collected date	Time	Test name	Status	Report	Report group
07 Feb 2019 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
07 Feb 2019 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
07 Feb 2019 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
07 Feb 2019 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
07 Feb 2019 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
06 May 2018 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
06 May 2018 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
06 May 2018 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
06 May 2018 (13 months ago)	10:00	FBC	Final	Report	Grouped reports
06 May 2018 (13 months ago)	10:00	FBC	Final	Report	Grouped reports

Additional information

4

Authoring Pathology Provider Details

Authoring Pathology Provider Details	Organization	Contact Details
Dr Sam Jones	Chickadee Labs	02 955 55 55
Dr Ann Kelly	City Health Services	08 9388 4444

Authoring Pathology Provider Details

Authoring Pathology Provider Details	Contact Details
Dr Sam Jones	02 955 55 55
Dr Ann Kelly	08 9388 4444

Authoring Pathology Provider Details

Authoring Pathology Provider Details	Contact Details
Dr Sam Jones	02 955 55 55
Dr Ann Kelly	08 9388 4444

Summarised views

Easy navigation

Grouped reports



# What's coming?

1) Child Digital Health Record

2) Digital Pregnancy Health Record

3) Child Digital Health Checks



National Children's  
Digital Health  
COLLABORATIVE



# Pharmacist Shared Medicines List (PSML)

- A list of medicines that a patient may be taking including:
  - ✓ Prescribed by the patient's doctor
  - ✓ Any non-prescription medicines e.g. over-the-counter
  - ✓ Any complementary medicines such as vitamins and herbal medicines
- Only a pharmacist can prepare and upload a PSML document to a patient's My Health Record at this stage
- A link to the most recent PSML will also be provided in the Medicines Information view.



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Next steps

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# Get connected – My Health Record

- Registration guide on [website](#)
- Confirm RO/OMO details

1.  
Registration

2.  
Configuration

- Using **Conformant software** and received your HPI-O/NASH Certificate /PIC code?  
→ Call vendor for configuration
- Using the **National Provider Portal?** → Login via PRODA

## Using My Health Record:

- Visit the [MHR website](#)
- Print out your [Software summary sheet](#)
- Complete free online [My Health Record Modules](#)

4.  
Enablement

3. Formalise  
Security and  
Access Policy

- Mandatory requirement
- Sample policies available at bottom of [webpage here](#)



# Further information and support



My Health Record

## My Health Record

Web: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

My Health Record Help line: 1800 723 471  
(select 2 for providers)



**Australian Government**

**Australian Digital Health Agency**

## Australian Digital Health Agency

Web: [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

