Australian Government

Australian Digital Health Agency

Introduction to Secure Messaging

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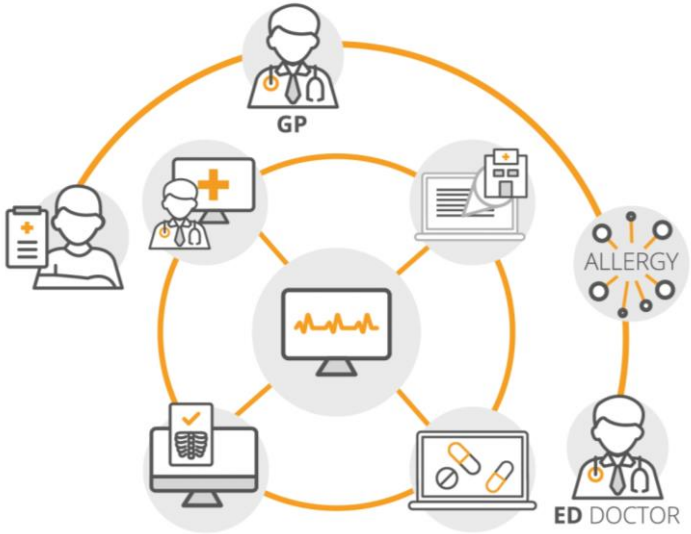
Acknowledgement

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.

This presentation will cover:

- What is Secure Messaging?
- Benefits
- Process
- More information and support details



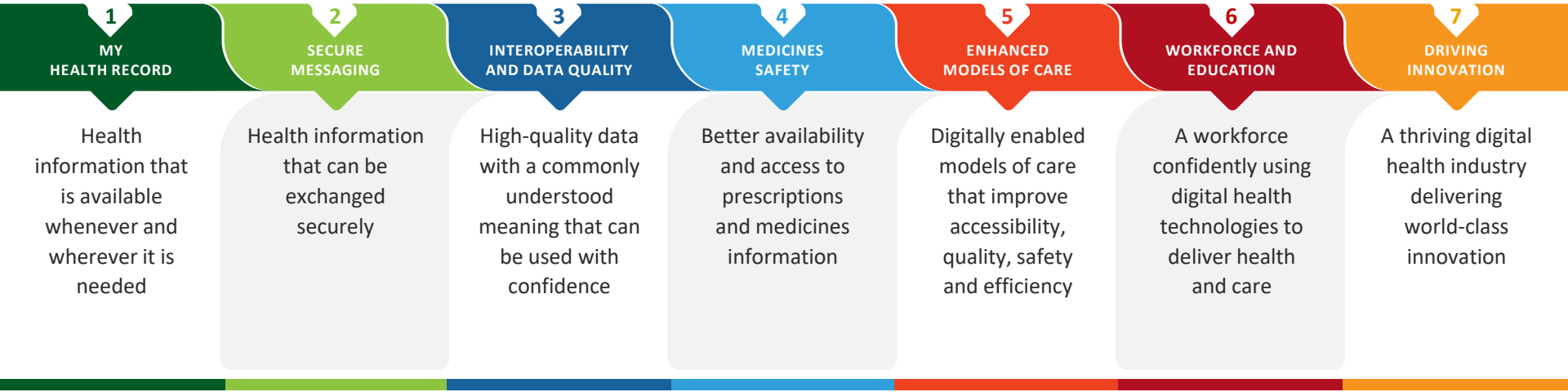
Poll question 1

What is your primary place of work?

A	General Practice
B	Specialist Practice
C	Allied Healthcare Provider
D	Community Pharmacy
E	Hospital
F	Aged Care Provider
G	Digital Health Support staff (e.g. Primary Health Network)
H	Other

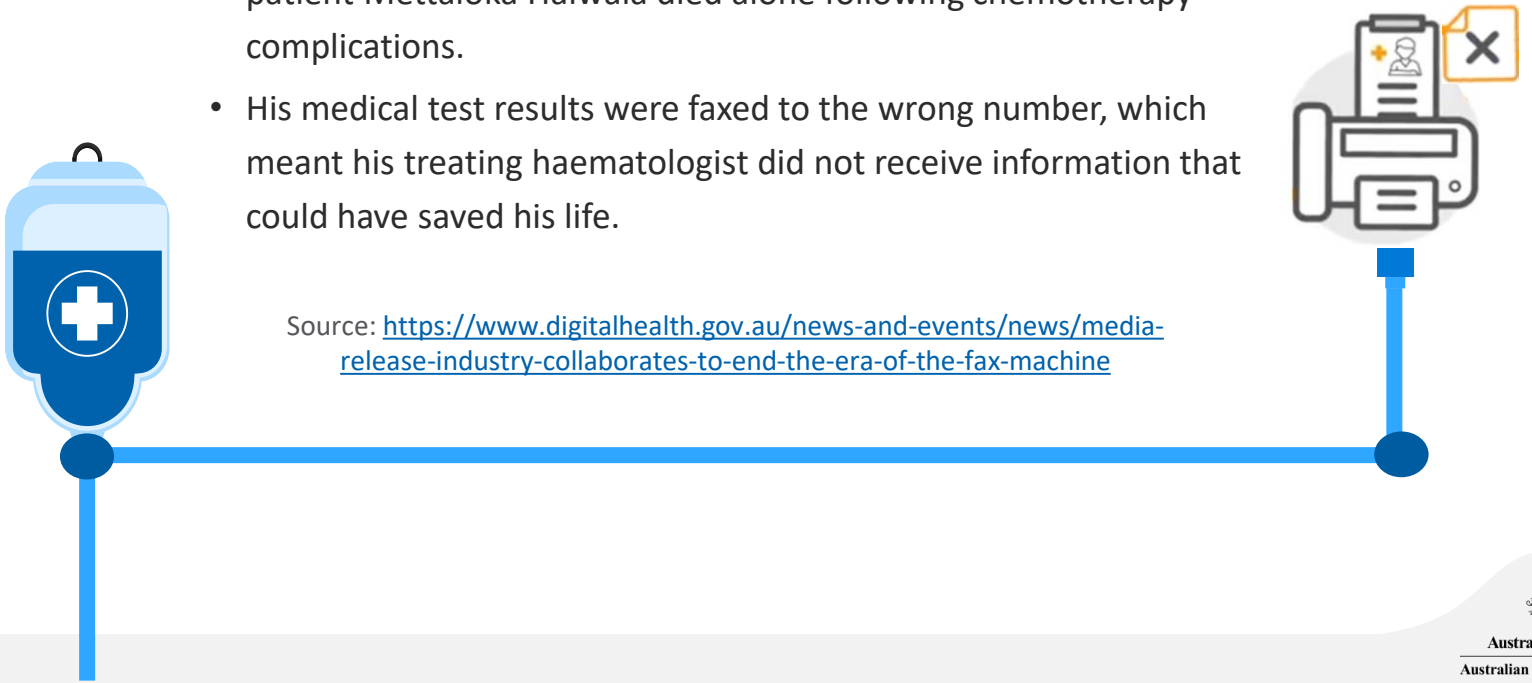
National Digital Health Strategy – roadmap for delivery

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



Has the fax had its day?

- In May 2018, a coroner's report revealed that Hodgkin's lymphoma patient Mettaloka Halwala died alone following chemotherapy complications.
- His medical test results were faxed to the wrong number, which meant his treating haematologist did not receive information that could have saved his life.



Source: https://www.digitalhealth.gov.au/news-and-events/news/media-release-industry-collaborates-to-end-the-era-of-the-fax-machine

Secure Messaging Current Landscape

CURRENT STATUS	NEED	ACTION
• Established use of secure messaging in Australia, however, a range of systems are currently used with a lack of compatibility between systems. • This means systems, potentially, are not able to communicate with each other reducing clinical co-ordination, operational and administrative efficiencies. • Faxing and emailing continue to be used to exchange clinical information in a non-secure way.	• Seamlessly integrate standards-based secure messaging capability. • Enable health and care providers to easily find each other online and securely exchange clinical information.	• The Australian National Digital Health Strategy aims to eliminate clinicians' dependence on all paper-based messaging by 2022. • The Australian Digital Health Agency's Secure Messaging Program is working collaboratively with industry, state and territory governments, suppliers of secure messaging solutions and clinical software suppliers to reduce existing barriers to adoption and provide pragmatic and implementable solutions.

The Privacy Act 1988 (Privacy Act) regulates the handling of personal information about individuals https://www.oaic.gov.au/privacy-law/

Current and Future State

Provider Addressing		Federated provider directory
Trust frameworks and certificates		Secure messaging framework
Standardisation		Defined standards for the exchange of documents
Software upgrades		Healthcare providers to upgrade Clinical Information Systems (CIS)
Lack of understanding		Education for healthcare providers
Change management		Building capacity to enable change management

What is Secure Messaging?

Secure Messaging Overview

Secure messaging enables safe, seamless, secure exchange of clinical information between health and care providers.

SECURE

Reliable, secure provider-to-provider communication is a key component of digitally-enabled, integrated and coordinated care across the Australian health sector.

CLINICAL

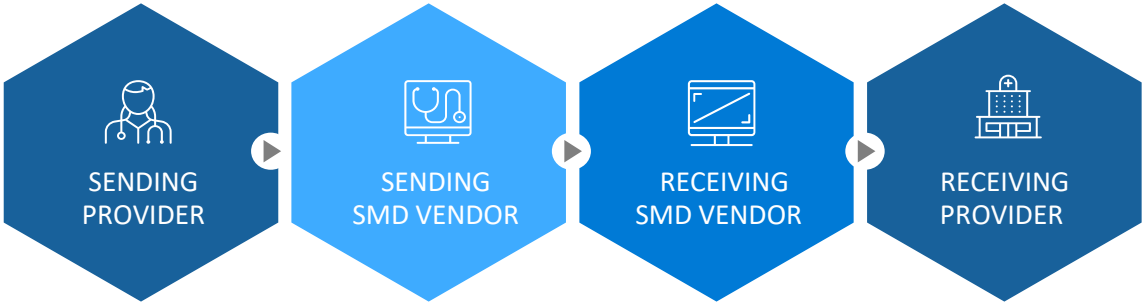
Secure messaging enables health and care providers to easily find each other online.

EXCHANGE

Providing the foundational capability of being able to securely exchange clinical information in real time. Ending the need for paper-based methods.

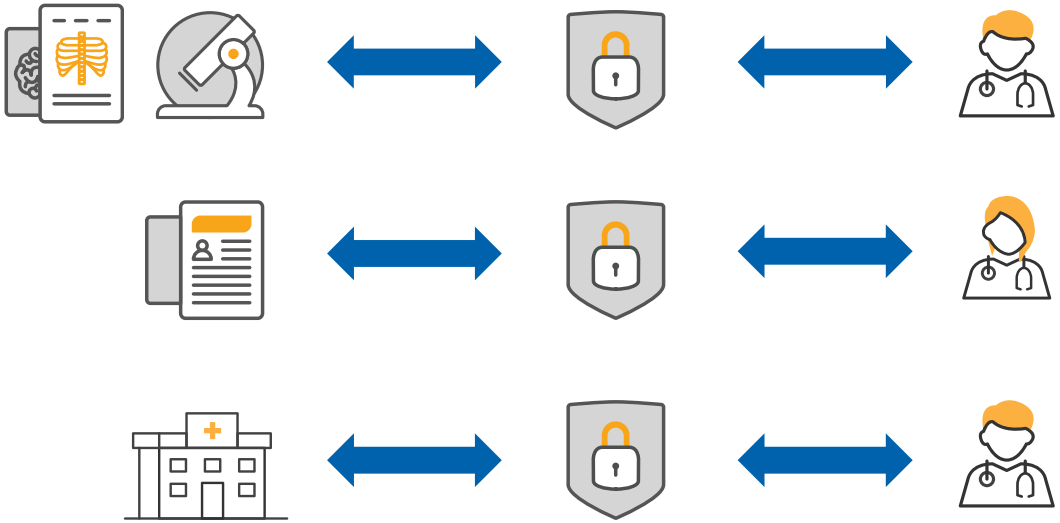
Secure Messaging Flow

Secure exchange of clinical information.



- Information managed securely in transit preventing interception.
- Improved privacy of patient information.

Secure Messaging ‘Point-to-Point’ Examples:



Diagnostic Imaging or Pathology Reports and eReferrals

Specialist or Allied Health Letters and eReferrals

Discharge Summaries and eReferrals

Benefits

Clinical and Social Benefits of Secure Messaging

Secure exchange of clinical information

Improved Clinical Care

Facilitates access to clinical information to improve patient care.

Streamline Administrative Processes

Reduced time managing paper-based correspondence.

Improved Coordination of Care

Improved communication between health and care providers as part of an end-to-end clinical workflow.

Enhanced Security & Privacy

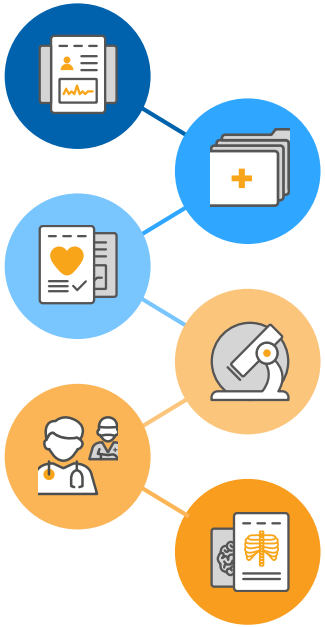
Improved privacy and security of patient information.

How Secure Messaging Can Benefit Healthcare Organisations

Send eReferrals to public or private **hospitals**, and to receive Discharge Summaries

Send eReferrals to public or private specialists and to receive Specialist Letters

Use Secure Messaging to securely communicate with **other healthcare organisations** or healthcare providers

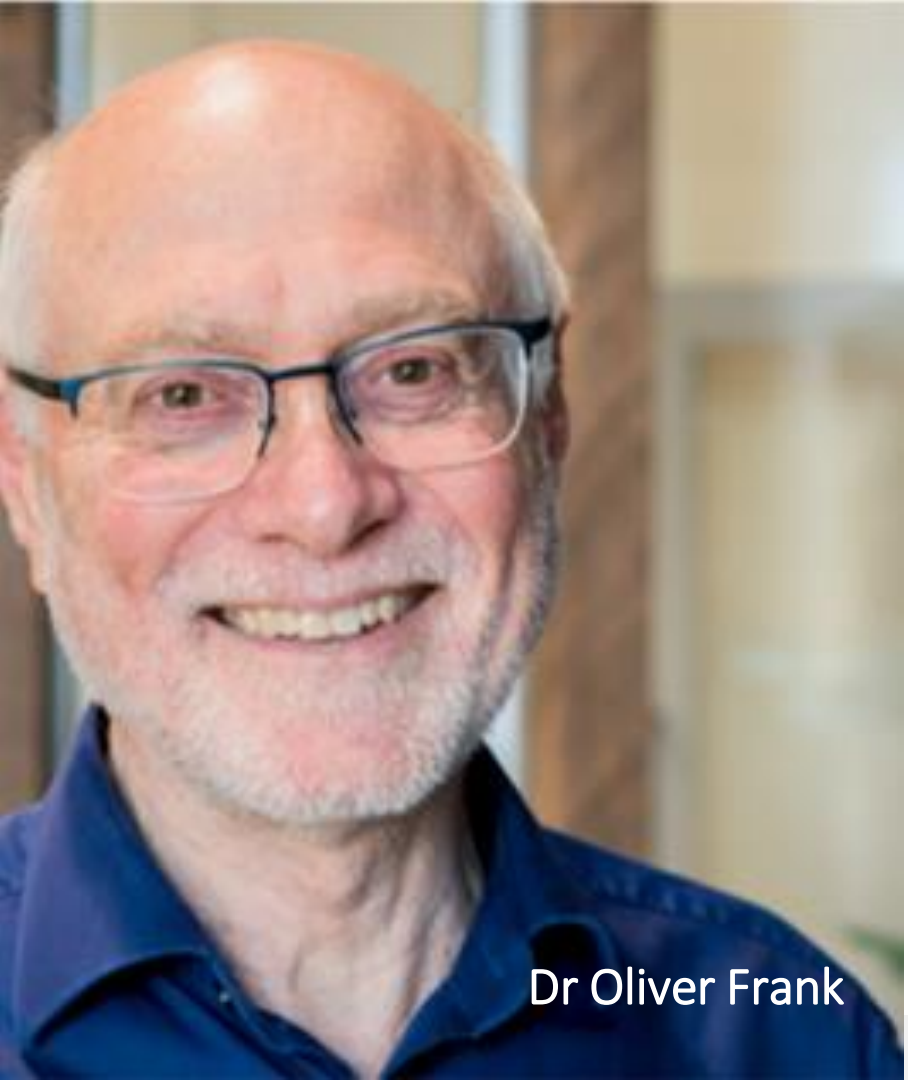


Use Secure Messaging to access localised shared care planning projects or to send/receive **Chronic Disease Management** referrals and reports

Use Secure Messaging to receive **pathology** reports and send pathology eRequests

Use Secure Messaging to receive **diagnostic imaging** reports

*Important note: Public and Private Hospital SMD connections vary across Australia, SMD may or may not be available where you are.



‘It’s not as if this is theoretical or happening in the future. GPs can stop most of their faxing right now with software they already have on their computers. It’s just a matter of getting on with it’

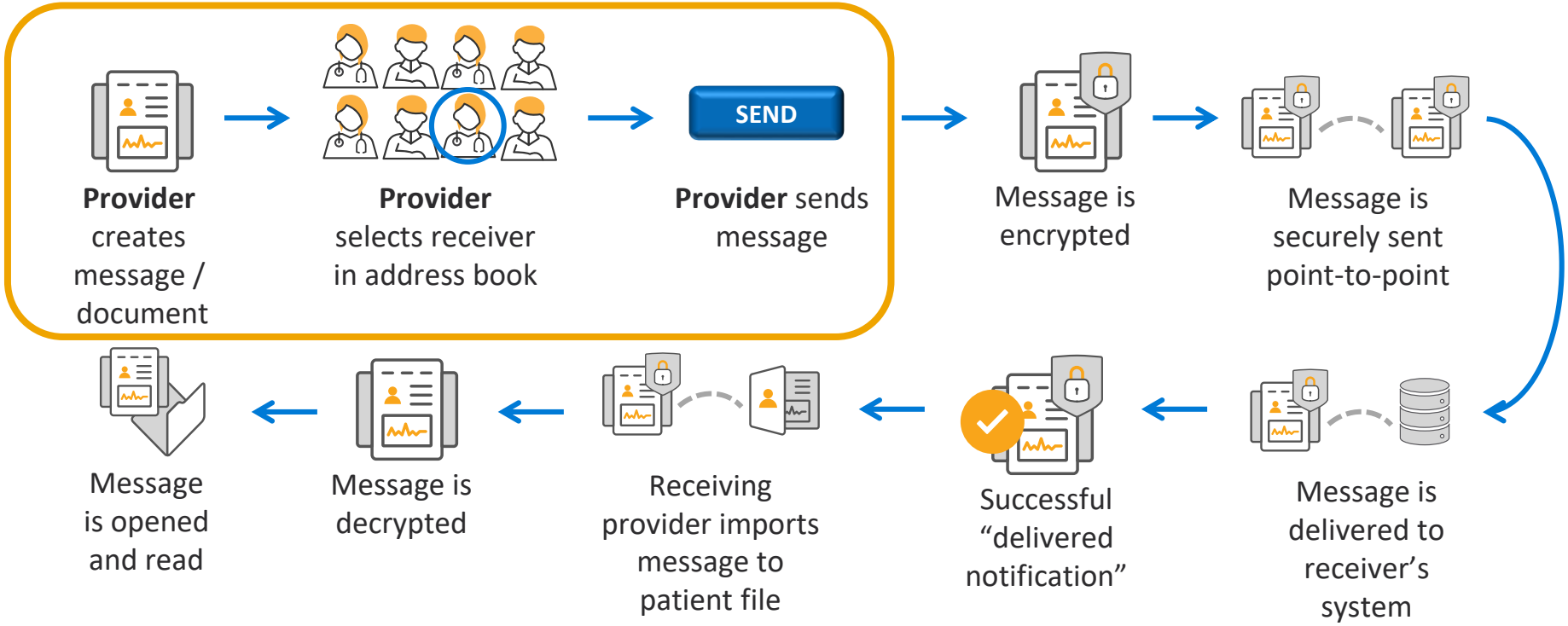
Dr Oliver Frank

Dr Oliver Frank’s office letterhead includes the line ‘in the interests of providing quality care safety and efficiency, we have no paper records. Please do not send letters, documents or messaging via fax’

Source: https://www.digitalhealth.gov.au/about-the-agency/digital-health-space/please-do-not-send-letters-documents-or-messages-via-fax-dr-oliver-frank

Process

How Secure Messaging Works



*Example may or may not be 100% specific to each Clinical Information System or each Secure Message Delivery System

More Information & Support

More Information

- Australian Digital Health Agency
  - Agency Secure Messaging Webpage, Video
  - Stay Smart Online – Link
- Your Secure Messaging Supplier/s
  - Telstra Health https://www.telstrahealth.com/home.html
  - HealthLink https://au.healthlink.net/
  - ReferralNet https://www.referralnet.com.au/
- Your Peak Body
- Your local PHN
- Your Clinical Information System supplier
  - Best Practice – Video, Webpage
  - Medical Director – Webpage
  - MasterCare+ - Webpage
  - Genie - https://www.geniesolutionssoftware.com.au/
  - coreplus - https://coreplus.com.au/healthcare-type/multidisciplinary/

Questions

Contact Us

Help Centre	1300 901 001
Email	help@digitalhealth.gov.au
Website	digitalhealth.gov.au