

My Health Record

Getting Started

Presented by
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29th May 2019



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, present and emerging.*



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Learning outcomes



Digital disruption in the healthcare sector



Patient care and the My Health Record



Privacy & Security



Where do we start?



How to register and get started



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A Road to Nowhere ?

Storseisundet–The Bridge to Nowhere

courtesy of Amusing Planet



Getting Started



We are at the beginning of a journey that will alter the way healthcare is delivered in the future



Improvements in Patient Care & My Health Record



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The aim is to give
consumers more control
of their health and care

Australia's National Digital Health Strategy for 2018-2022



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INNOVATION & TECHNOLOGY

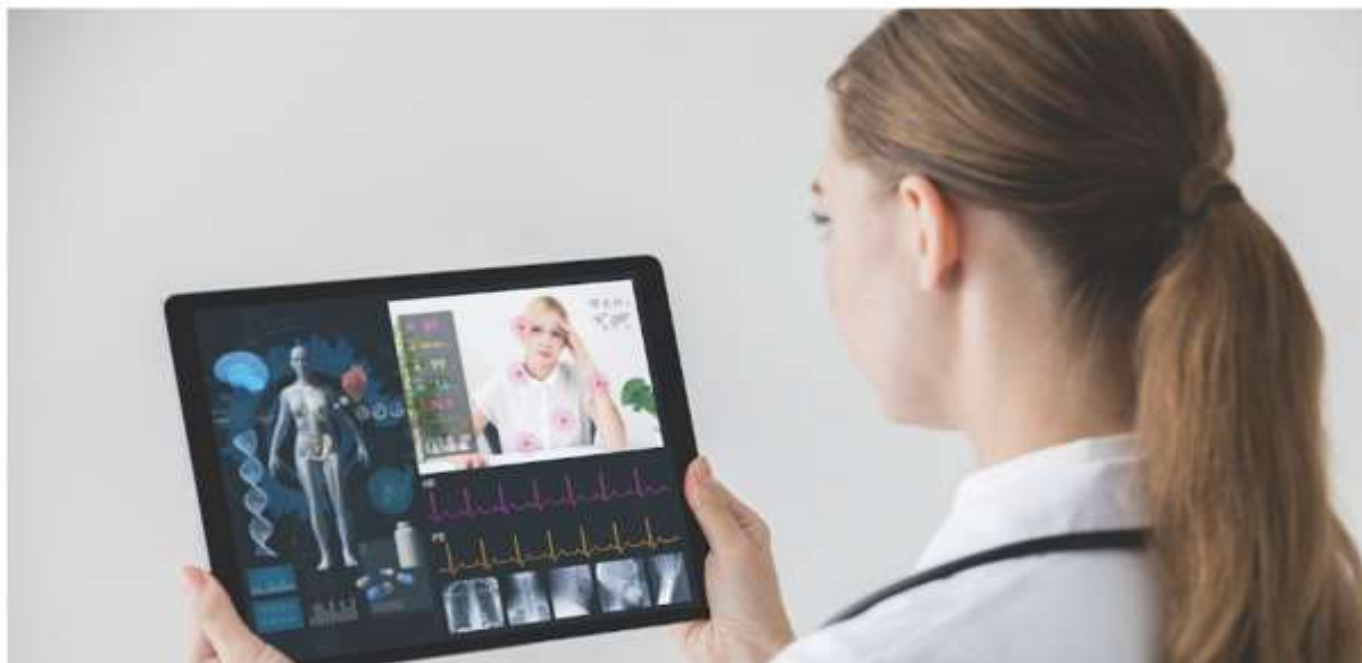
Healthcare's digital disrupters

A global healthcare revolution is causing radical shifts for both doctors and patients in the multitrillion-dollar sector, with innovative firms, both large and small, using the latest technologies to alter traditional ways of doing business.



By Sam McKeith
FULL BIO

Leave Comment >



Empowering consumers

“A central part of the industry shake-up is a levelling of the information playing field between health professionals and patients”.

<https://www.theceomagazine.com/business/innovation-technology/healthcares-digital-disrupters/>



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Future of Health

According to a CSIRO report, titled *Future of Health*, the transition to a more holistic, preventive and consumer - empowered health system presents a challenge.

CSIRO Future of Health

The Future of Health report provides a vision and plan for how Australia can shift focus away from illness treatment and towards the management of health and wellbeing.

"This shift will require a change in the way consumers share their personal data and how they trust next-generation medical platforms. It will also require the modification of existing business models,"

Article in the Australian Financial Review <https://www.afr.com/brand/boss/the-healthcare-disrupters-waiting-to-pounce-20181003-h166jw>

What challenges do we face?....



Changing national health profile

Increasing needs to support the ageing and the rise of chronic disease require resources and investment. However, this requirement will compete with emerging impacts of climate change, biosecurity threats and the rise of rare diseases.



Inequity in access and experience

Improvements in national health outcomes will require providing access to quality health services



Consumer behaviour and trust

Consumers are demanding more from their healthcare experiences and embracing new technology for low-risk decision making relating to their health.



Adjusting to an increasingly digital world

Trust in data sharing, digital and health literacy, data ownership, system interoperability, and the current digital infrastructure present as key barriers to a more integrated and data-enabled health system.



Fragmented and inflexible health systems

Barriers to an integrated health services model include multiple and complex funding arrangements, siloed data streams, ever-evolving regulatory requirements, and dated infrastructure.

How do we enable the shift?....

To achieve the vision, change is required

Digital technologies could assist many of the necessary changes, complementing the role of health professionals and providing consumers with greater autonomy in their health and wellbeing management.

Five key enablers are discussed in this report:

- Empowered customers
- Addressing health inequity
- Unlocking the value of digitised data
- Supporting integrated and precision health solutions
- Integrating with the global sector

A Complex Healthcare sector

The healthcare sector has many stakeholders and clinicians – who remain integral to the personalised care of their patients.

Greater integration of care and consumer empowerment should lead to better outcomes and improved cost efficiencies across the sector.

Rafic Habib, chief executive of Clinic to Cloud

Article in the Australian Financial Review <https://www.afr.com/brand/boss/the-healthcare-disrupters-waiting-to-pounce-20181003-h166jw>



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Disrupting your health

Healthcare must embrace disruption:

Like industries before them (ie Banking, retail, travel, media) healthcare operators are vulnerable to the disruptive forces of technology.

“We believe healthcare operators must embrace disruption to become more efficient, lower costs, increase accessibility and provide patient centric care”.

<https://www.ventureinsights.com.au/product/disruption-in-disruption-is-good-for-health/>

Three Areas of Focus

Start-ups in the industry focus on three areas:

- providing clinicians with more information to help them be more effective;
- connecting GPs, specialists and hospitals (which traditionally operate in silos);
- and giving patients more control over their health.

Most of the effort is going into the 3rd focus area. “The patient is one of the most underutilised resources in healthcare.”

Rafic Habib, chief executive of Clinic to Cloud

Article in the Australian Financial Review <https://www.afr.com/brand/boss/the-healthcare-disrupters-waiting-to-pounce-20181003-h166jw>



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Enhancing not replacing

My Health Record is not meant to replace direct communication between healthcare providers.

It is another source of health information that you may not have otherwise been able to access.



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“ Tiger visits a lot of different specialists – cardiologists, urologists and endocrinologists – so there’s complex issues that need to be managed. Often, those specialists don’t communicate with each other. By using My Health Record, important information is brought together so there’s a coordinated approach to his care. ”



Dr Ron Malpass
practice owner and GP
to Tiger Corrigan for 30 years



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Which patients may benefit most



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Realised benefit – Townsville Floods

‘The biggest problem for pharmacists is people being cut off from their home pharmacies, so they’re presenting at whatever pharmacies are open without much knowledge of their medicines and without their prescriptions.

‘At the moment, My Health Record is absolutely shining. The doctors are loving it, the nurses are loving it. The traditional relationships between GPs and patients don’t really exist at the moment, so everyone is trying to help each other, and My Health Record is able to provide a consistent medication profile,’

Quote from Tim Kelsey CEO Australian Digital Health Agency

Start of the new My Health Record era

As of March 2019 approximately 90% of patients now have a My Health Record (ACT increase from 25%)

- Does every GP, nurse, pharmacist and allied health member of your team know how to use My Health Record?
- Why you should view and upload into a patient's My Health Record?

My Health Record Digital Foundations



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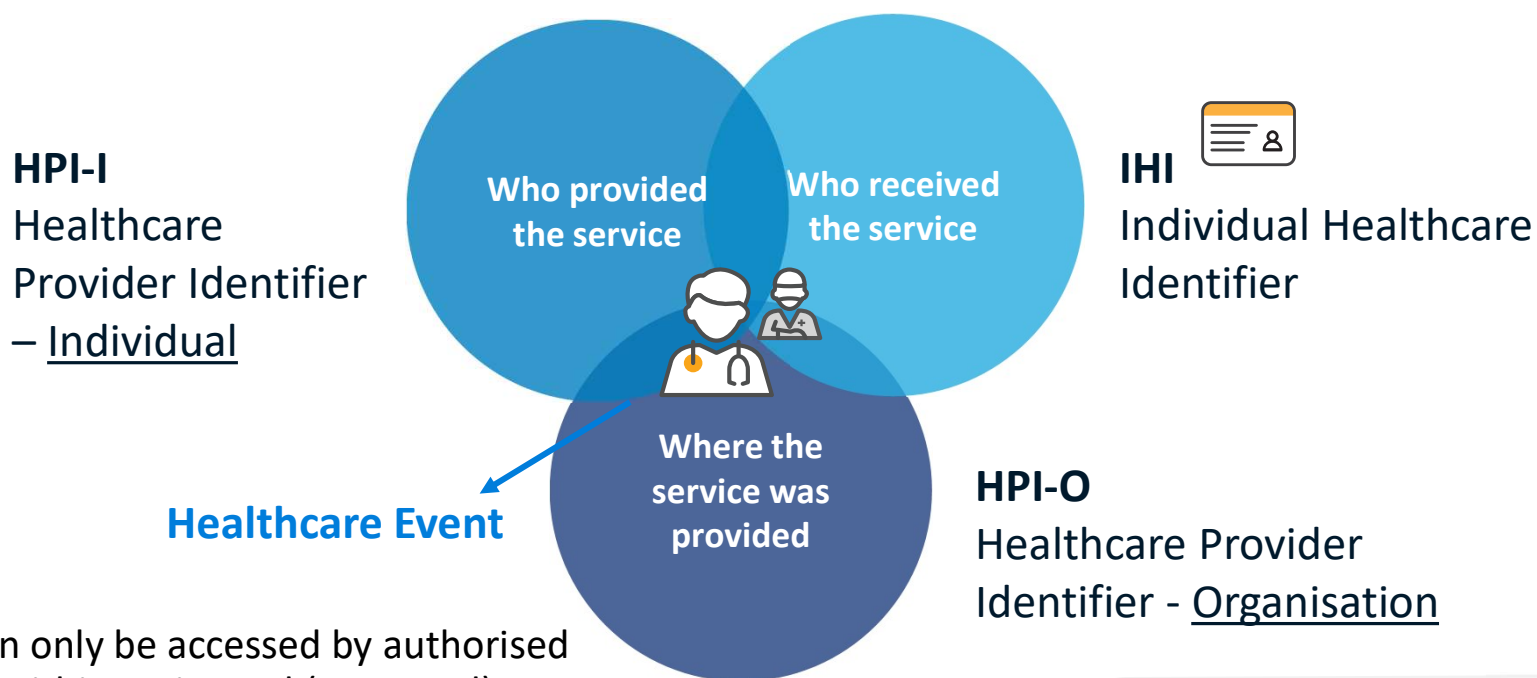
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Digital Health Foundations

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



A record can only be accessed by authorised employees within registered (approved) healthcare provider organisations

Document types

Provider Documents

Shared Health Summaries

Discharge Summaries

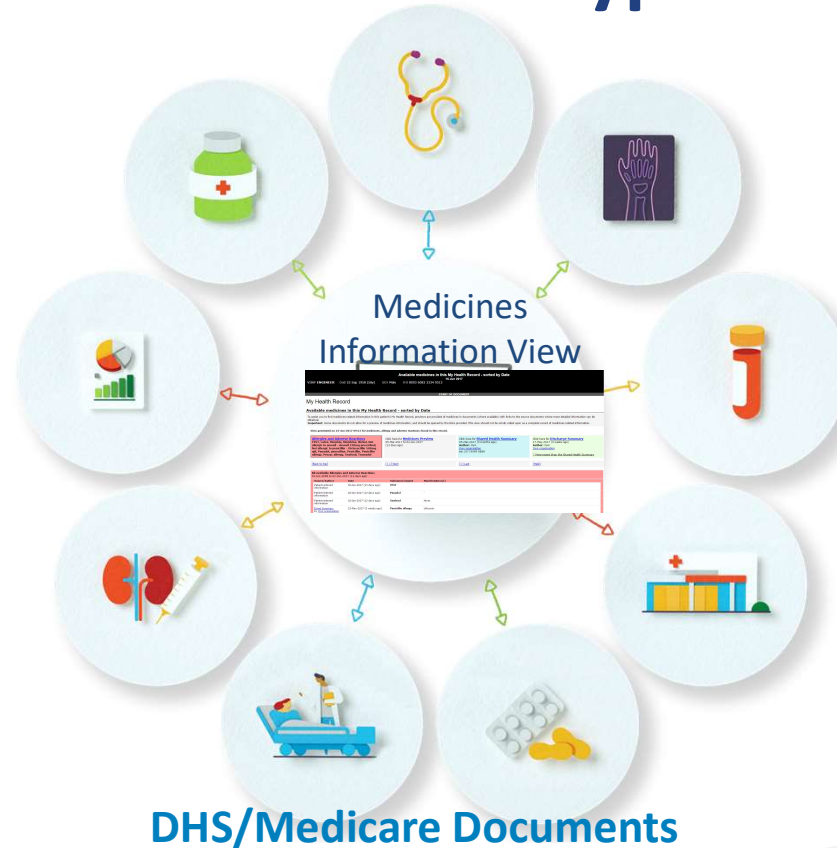
Pathology reports

Diagnostic Imaging

Event Summaries

Prescription &
Dispense reports

Specialist Letters &
eReferrals



DHS/Medicare Documents

MBS & PBS information

Organ Donor &
Immunisation Register

Consumer Documents

Personal Health Summary

Personal Health Notes

Advance Care Planning
Documents &
Custodian Details

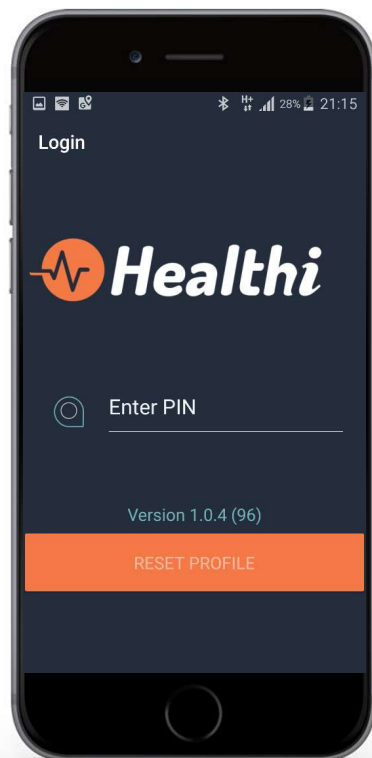
Emergency Contacts

Childhood development

Who is using the My Health Record in the ACT?

- ✓ 86.7% of individuals in the ACT now have a My Health Record
- ✓ 90.1% of Australians now have a My Health Record*

* As at March 2019



Apps that are authorised to connect to My Health Record

Individuals can interact with their My Health Record using a number of mobile apps:



HealthEngine

HealthEngine Pty Ltd



HealthNow

Telstra Health



Tyde

Tyde Australia Pty Ltd



Healthi

Chamonix Health
Solutions Pty Ltd

Who is using the My Health Record in the ACT?

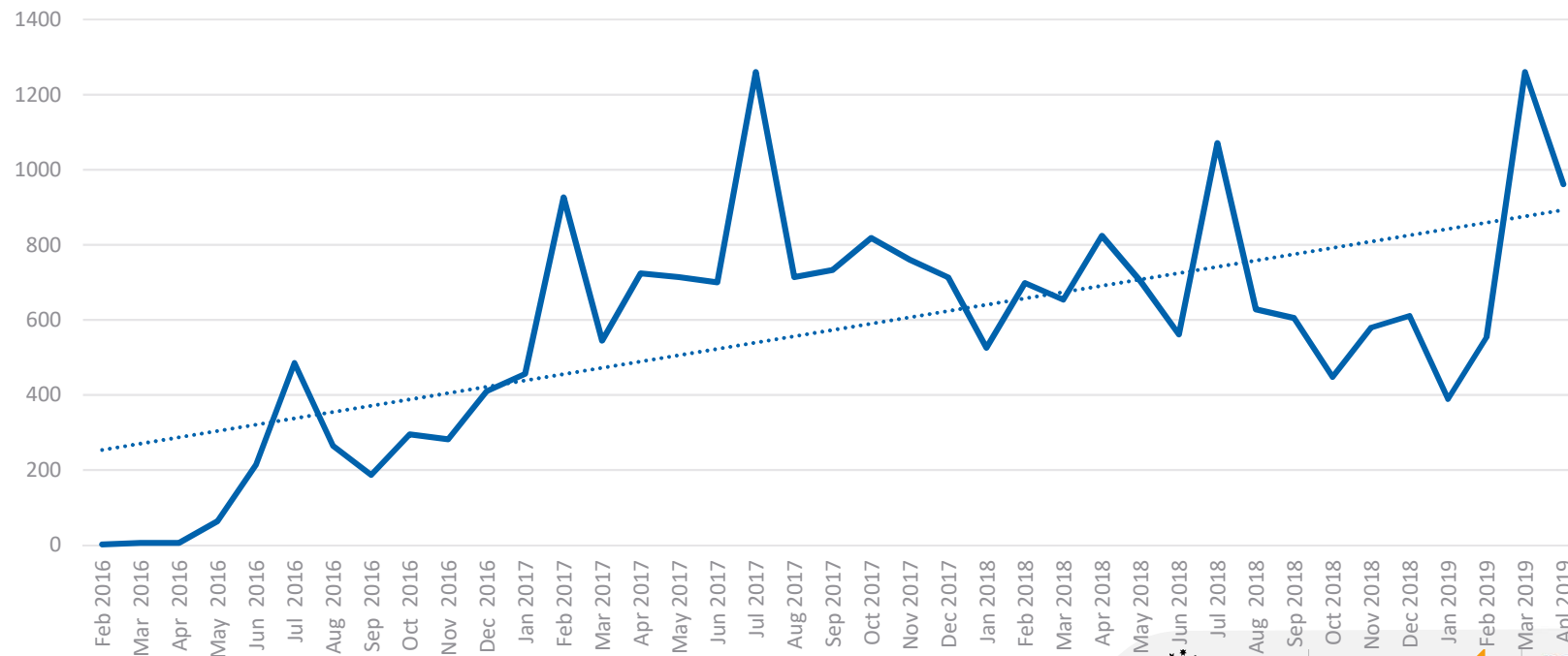
My Health Record system is used by:

- 87% of General Practices
- 71% of Community Pharmacies
- The Canberra Hospital, Calvary Public Hospital and associated Health Services
- The National Capital Private Hospital
- A small number of Medical Specialists and Allied Health practitioners

* As at March 2019

Who is using the My Health Record in the ACT?

ACT General Practices - Shared Health Summary Uploads



* As at March 2019

Security



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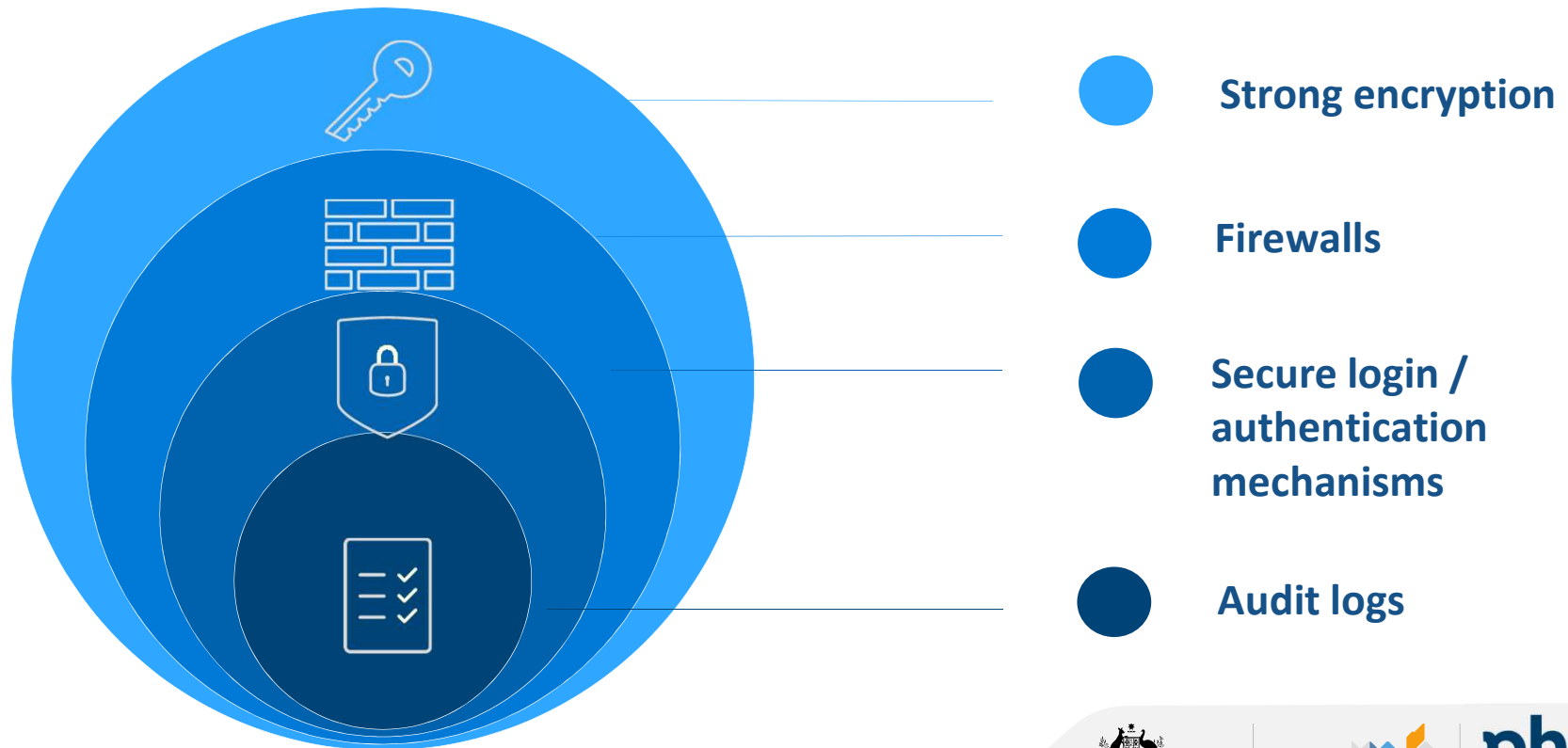
Current challenges

According to the ACSC Threat Report 2017, cybercrime is a prevalent threat for Australia.



It enables criminals to generate large profits with a low risk of identification and prevention.

Digital Health Security



Security Operations

The Digital Health Cyber Security Centre

- ✓ continually monitors the system for evidence of unauthorised access.
- ✓ utilises specialist security real-time monitoring tools, configured and tuned to automatically detect events of interest or 'notable events'.
- ✓ regularly reviews and updates the defined events of interest, based on its knowledge of the likely threats to the My Health Record.

Examples of 'notable events'

Overseas access
by consumers
and healthcare
providers

Multiple failed
logins from the
same computer

Multiple logins
within a short
period of time

Logins to
the same record
from multiple
computers at the
same time

High transaction
rate for a given
healthcare
provider

Certain instances
of after hours
access and
all instances of
emergency access

Digital Health Security in your Organisation



People



Process



Technology



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Simple Steps for Healthcare Businesses

The Australian Digital Health Agency has released the 'Information Security Guide for Small Healthcare Businesses'.

The guide provides simple guidance for non-technical health professionals regarding:

- privacy
- passwords
- software updates
- back-ups and
- staff security awareness.



Cyber Security Guidance Materials

A range of cyber security guidance materials have been produced to encourage improved information security practices across the health sector.

These include:

- Preventing and recovering from ransomware
- Patching: Protecting healthcare information by updating systems and software
- Think before you click – protect your healthcare consumers



Legislation, Consent and Privacy



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Legislation covering Health Records in the ACT

My Health Records Act 2012

Enables the establishment and operation of the My Health Record system and regulates participation of healthcare recipients and providers

Privacy Act 1988

Regulates how personal information is handled including health information in Australian government, not-for – profit and all private health service providers

Health Records (Privacy & Access) Act 1997

Regulates how health records kept by health service providers in the ACT (public and private) is handled.

- The Act requires records to be created and kept private.
- Consumers have access to records containing their personal health information and the fees charged.



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Privacy - patient confidentiality

In Australia, all health service providers are required by law to protect the security and privacy of individual health information.

- The applicable legislation for public and private entities may vary depending on jurisdiction. The Commonwealth's *Privacy Act 1988* (Privacy Act) applies to Australian government entities and all private sector health service providers, regardless of size.
- The Privacy Act requires that health service providers take *“reasonable steps to protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure”* (APP11.1)
- Mandatory requirements apply if a breach occurs.



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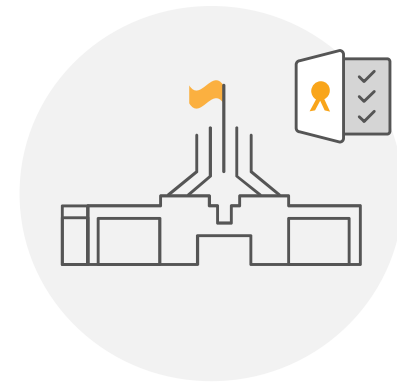
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My Health Record Legislation

My Health Record legislation provides protection for privacy of health information stored in the system. Significant penalties apply for deliberate misuse of this information.

Relevant legislation includes:

- [My Health Records Act 2012](#)
- [My Health Records Regulation 2012](#)
- [My Health Records Rule 2016](#)
- [My Health Records \(Assisted Registration\) Rule 2015](#)
- [My Health Records \(National Application\) Rules 2017](#)
- [My Health Records Amendment \(Strengthening Privacy\) Act 2018](#)



A short summary of the changes in the *My Health Records Amendment (Strengthening Privacy) Act 2018* can be found at: www.MyHealthRecord.gov.au

My Health Record Amendments 26th Nov 2018



- No access by Insurers or Employers



- No access by law enforcement and government agencies



- Increased penalties for misuse of information



- Greater privacy for teenagers aged 14 and over



- Permanent deletion of a cancelled My Health Record



- Strengthening protections for victims of domestic & family violence



- No commercial use of My Health Record data

Obligation to upload documents to the My Health Record

Healthcare providers do not have to upload all information on an individual to the person's My Health Record.

- Healthcare providers retain the discretion to determine what should be uploaded to an individual's My Health Record. If you consider that the information should not be uploaded, and this forms part of the consultation with the individual whether or not to upload: or
- The individual states that they do not want the information uploaded, do not upload.
- There is nothing in the My Health Records Act that obliges uploading or that affects providers' indemnity cover if they do not upload information to an individual's My Health Record.

How patient consent works in My Health Record

Providers who have a legitimate reason to access the system (e.g. provide care to a patient) are authorised to do so subject to the patient's access controls.

Authority to access

A provider is authorised by law to view a My Health Record without seeking consent each time, if:

1. The provider is permitted by the organisation to access the MHR
2. The provider is accessing in order to provide healthcare to the patient
3. The patient has not restricted access to the record

Authority to upload

A provider is authorised by law to upload clinical documents without gaining consent of the patient each time.

A patient may instruct you that a particular clinical document not be uploaded. If they do it can not be uploaded

Standing Consent

Medico-legal

Information in the My Health Record is to aid clinical decision-making

Acting on 3rd
party
information



Providers should rely on their own clinical judgement when using third party information

The My Health Record does not replace existing communication methods with the patient or other healthcare providers



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Medico-legal

Uploading inaccurate information



Healthcare providers are under an obligation to take reasonable steps to upload accurate and up-to-date information (this is an obligation that exists already when sharing patient information with other providers)

The RACGP has released some guidance to assist medical practitioners on how to use the My Health Record: <https://www.racgp.org.au/running-a-practice/technology/workplace-technologies/electronic-records/my-health-record-in-general-practice>

The Australian Medical Association (AMA) has released some guidance to assist medical practitioners on how to use the My Health Record: <https://ama.com.au/article/ama-guide-using-pcehr>

Avant Mutual has released some guidance to assist medical practitioners on how to use the My Health Record: <https://www.avant.org.au/Resources/Public/My-Health-Record-FAQ/>



Penalties for Misuse

Misuse of a person's health information is a serious matter. The potential for damage is significant and this is reflected in current professional and legal obligations on persons such as healthcare providers to protect patient information.

- The penalties for misuse of the My Health Record system are for reckless or intentional misuse. For more information about penalties see <https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/penalties-fact-sheet>
- The Privacy Commissioner has extensive enforcement and regulatory powers with respect to misuse of personal information. Further information can be found at www.oaic.gov.au

Penalties for Misuse

Harsher fines and penalties apply for inappropriate or unauthorised use of information in a My Health Record.

- Civil fines will increase to a maximum of \$315,000, with criminal penalties including up to 5 years' jail time.

Unauthorised collection, use or disclosure of health information in a My Health Record - Sections 59 and 60 of the My Health Records Act 2012.

*Civil penalty of up to 1,500 penalty units.
Criminal penalty of five years imprisonment and/or 300 penalty units.*

Unauthorised use or disclosure of healthcare identifiers or other information obtained for the purposes of the Healthcare Identifiers Service - Section 26 of the Healthcare Identifiers Act 2010.

*Civil penalty of up to 600 penalty units.
Criminal penalty of up to two years imprisonment and/or 120 penalty units.*

<https://www.myhealthrecord.gov.au/about/legislation-and-governance/penalties-for-misuse-health-information>

My Health Record - Privacy Controls



People
can control
their own
My Health
Record access
and privacy
settings



Patient centric
security and
privacy model for
the My Health
Record system



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Where do we start?



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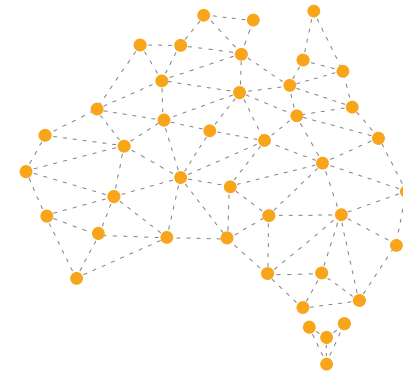
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The 1st Steps

- Get registered for My Health Record
- Implement supporting Policy & Procedures within your organisation
- Educate and train your staff



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Get Registered



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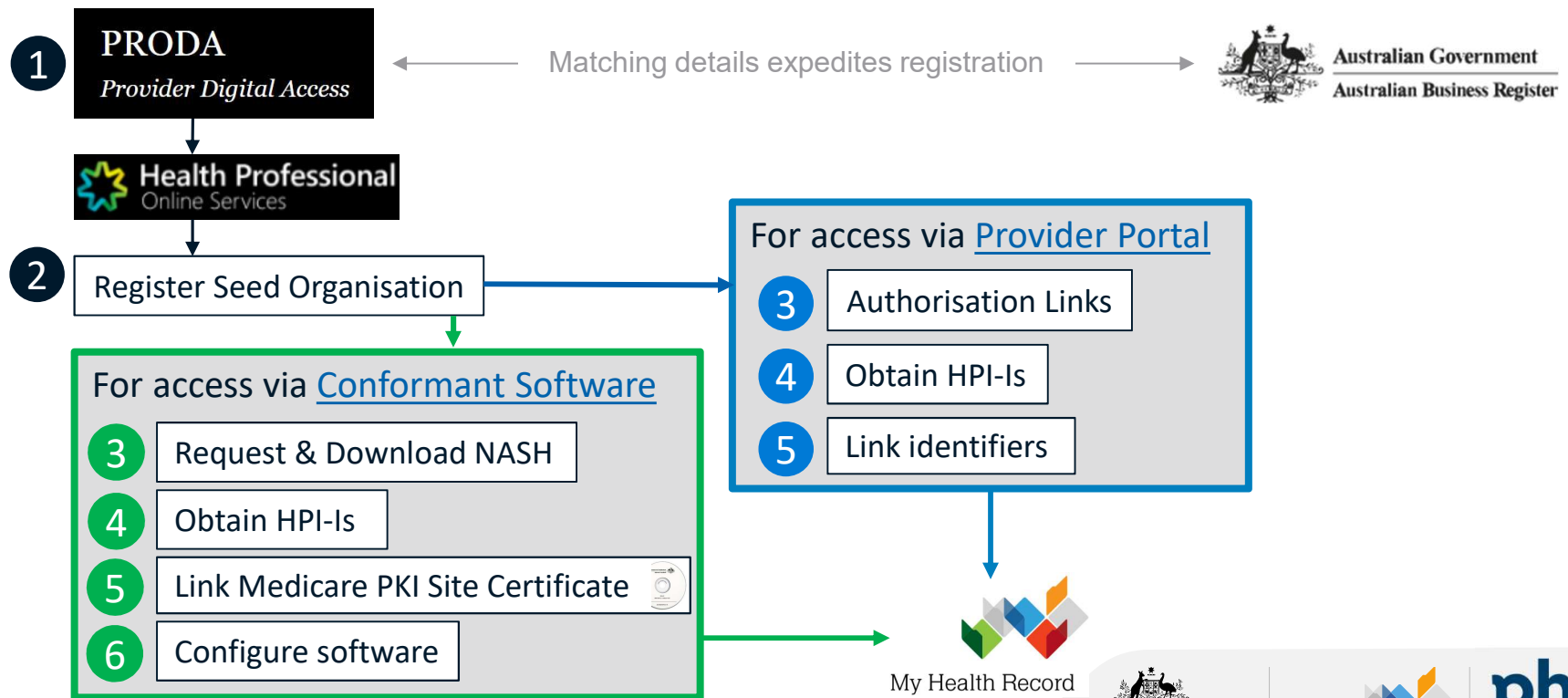


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Overview of Steps



Registering for My Health Record

As a prerequisite to registering the organisation you must have:

- an active Australian Business Number (ABN)
- be or employ a healthcare professional who is registered in the HI Service and provides healthcare as part of their duties.

The applicant must have authority to act on behalf of the organisation to be registered.

Ensure the right person registers the organisation

The applicant is the Responsible Officer (RO) who has responsibility for the organisation's compliance with participation requirements in the My Health Record system.

- They will also become an organisational maintenance officer (OMO).
- It is recommended that more than one OMO is added as part of the registration process

PRODA is pivotal

The applicant must have a PRODA account linked to HPOS.

- Ensure that the applicant's PRODA account details and the RO details stored in the Australian Business Register are the same.
- If the details don't match - upload files that demonstrate evidence of authority to act.
- When there is a Trust or Trading name, evidence will always be required.

What is PRODA?

PRODA

Provider Digital Access

PRODA is an online authentication system you can use to securely access certain government online services.

Why use PRODA?



no need for additional
hardware / software



one username and password
for multiple services

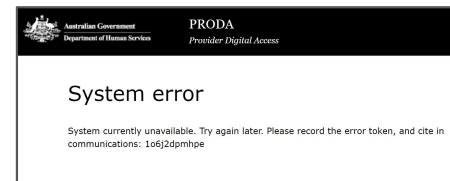


2-tier secure log in

Accessing PRODA

Access via DHS Website

- Access PRODA directly from the Department of Human Services (DHS) website.
- If you get a systems error and you accessed PRODA via the DHS website then clear your browser history and retry.



Inactivation period

- PRODA & HPOS deactivate after 30 minutes of inactivity (clicking not typing)

Accessing PRODA

(Cont)

Supporting browsers

Using the latest internet browser helps maintain and improve your online security. To access PRODA to set up an account you'll need one of these minimum browser versions:

- ✓ Internet Explorer 9,
- ✓ Safari 5.
- ✓ Mozilla Firefox 30,
- ✓ Google Chrome 39

What is HPOS?



Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with the Department of Human Services.

<https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos>

New Services via PRODA → HPOS

- Organisation Registration for My Health Record
- NASH request and NASH revoking
- Provider Portal Registration (by individual practitioner)
- Provider Portal Access (by individual practitioner)
- Medicare PKI (Site Certificate) Request

PRODA Help
Phone: 1800 700 199
Monday to Friday, 8am to 5pm AWST

HPOS Help
Phone: 13 21 50
Monday to Friday, 8am to 5pm AWST

E Business Service Centre
Phone: 1800 700 199
For questions about progress of certificates



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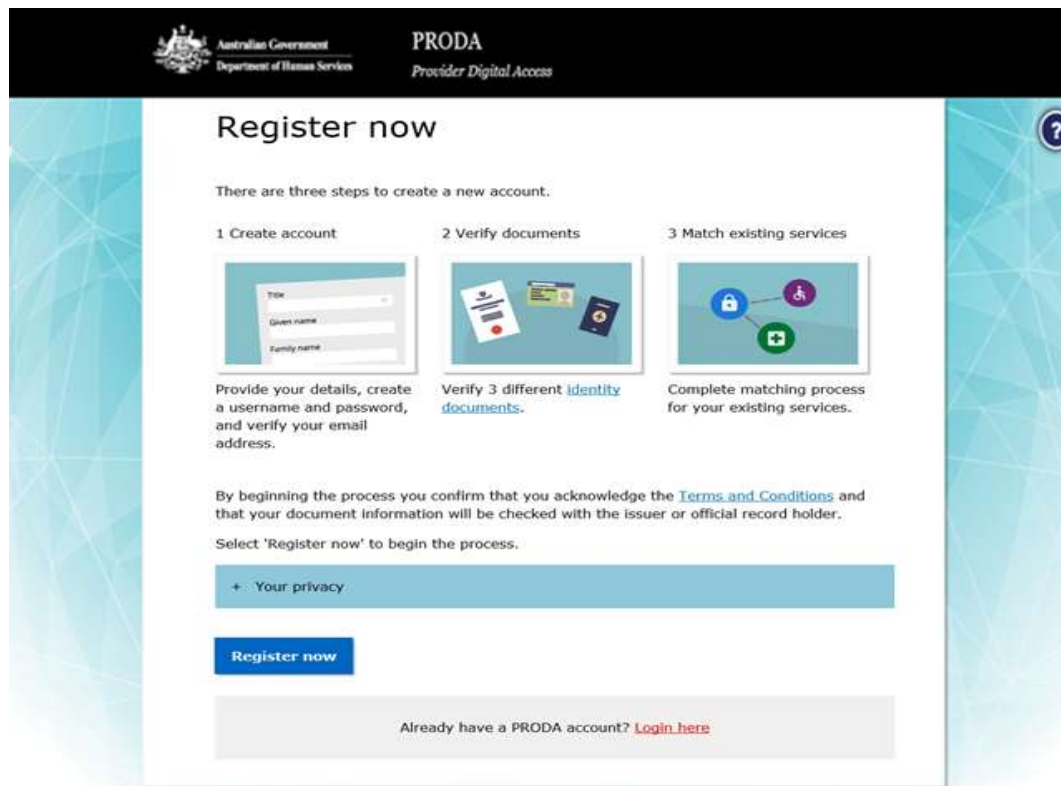
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Register for PRODA & link to HPOS

1 Register for PRODA



The screenshot shows the PRODA (Provider Digital Access) registration page. At the top, there is a black header with the Australian Government logo, the text 'Australian Government Department of Human Services', and 'PRODA Provider Digital Access'. Below the header, the main content area has a light blue background with a geometric pattern. The title 'Register now' is prominently displayed. A sub-header states 'There are three steps to create a new account.' The three steps are: 1. Create account (with a form icon), 2. Verify documents (with a document icon), and 3. Match existing services (with a matching icon). Below these steps, there is a paragraph explaining the process and a 'Register now' button. At the bottom, there is a link for users who already have a PRODA account.

Register now

There are three steps to create a new account.

- 1 Create account**
Provide your details, create a username and password, and verify your email address.
- 2 Verify documents**
Verify 3 different [identity documents](#).
- 3 Match existing services**
Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

[+ Your privacy](#)

Register now

Already have a PRODA account? [Login here](#)

Go to humanservices.gov.au/proda and navigate to 'Register'

1e

Verify your identity

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Mary Smith Logout

Verifying your identity

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

1 Create account

Provide your details, create a username and password, and supply your email address.

2 Verify documents

Verify 3 different [identity documents](#)

3 Match existing services

Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).

[Next](#)

If you do not complete the identity verification steps your account may be cancelled after 60 days and you will need to start the process again.


Example: Verify your identity

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it displays the Australian Government Department of Human Services logo, the text 'PRODA Provider Digital Access', and the user's name 'Mary Smith' with a 'Logout' link. Below the header, there is a progress bar with three steps: 1. Verify your first document (active), 2. Verify documents, and 3. Match existing services. The main heading is 'Verify your first document'. Below this, there is a list of document types with radio buttons: Australian passport (selected), Medicare card, Australian driver's licence, ImmiCard, Australian birth certificate, Australian Visa (supported by a foreign passport), Citizenship certificate, Certificate of registration by descent, and I don't have any of these documents. A blue 'Next' button is at the bottom left of the form.

Verify your first document

If you're unable to verify your identity online, select **I don't have any of these documents** and use the [Manual identity verification for Provider Digital Access form](#).

Identity successfully verified



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Department of Human Services

PRODA
Provider Digital Access

Mary Smith
Logout

Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

1 Create account



Provide your details, create a username and password, and supply your email address.

2 Verify documents



Verify 3 different [identity documents](#).

- ✓ Australian passport
- ✓ Medicare card
- ✓ Australian driver's licence

3 Match existing services



Complete matching process for your existing services.

You will now choose your code preference and complete matching to existing services.

Next



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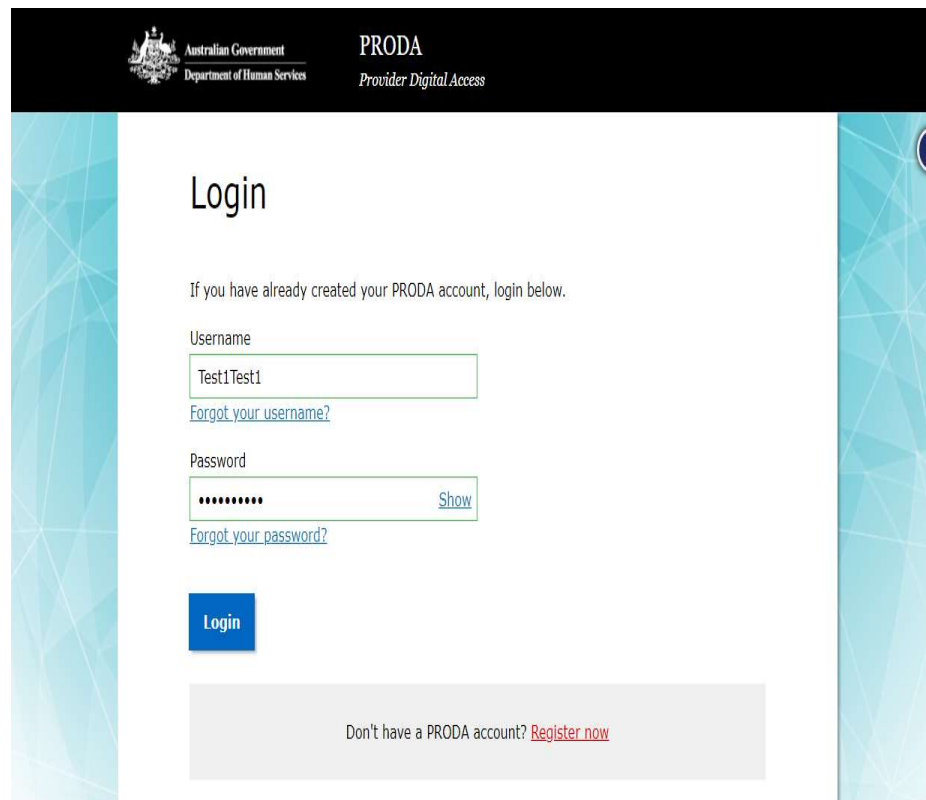
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2 Register Your Organisation (using HPOS)

2a

Login to PRODA



The screenshot shows the PRODA login interface. At the top, a black header bar contains the Australian Government logo and the text 'Australian Government Department of Human Services' on the left, and 'PRODA Provider Digital Access' on the right. The main content area has a light blue geometric pattern on the left and right sides. The central white area is titled 'Login'. Below the title, it says 'If you have already created your PRODA account, login below.' There are two input fields: 'Username' with the text 'Test1Test1' and a link 'Forgot your username?'; and 'Password' with masked characters and a 'Show' link, with a 'Forgot your password?' link below it. A blue 'Login' button is positioned below the password field. At the bottom of the central area, a grey box contains the text 'Don't have a PRODA account? [Register now](#)'.

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Department of Human Services

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

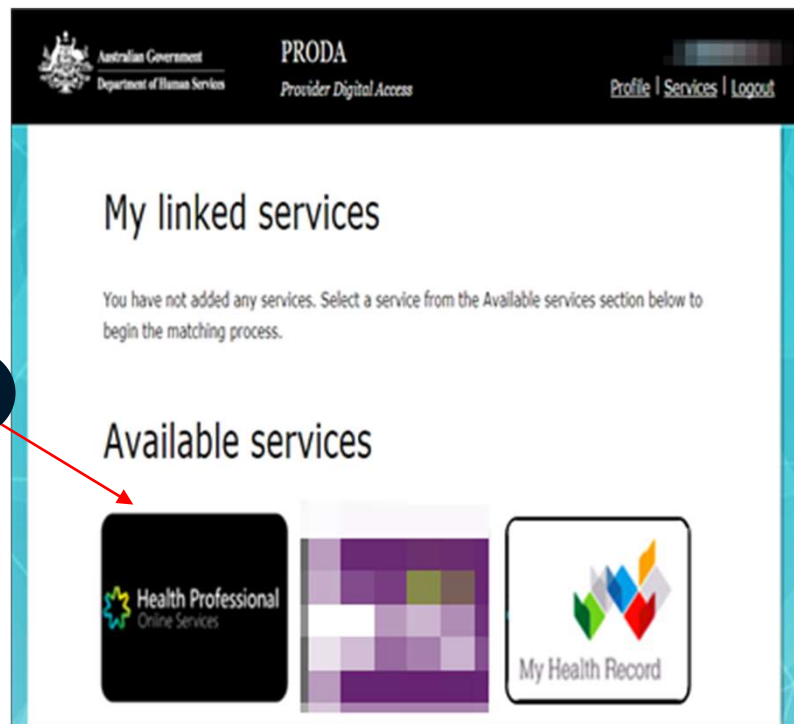
Username
Test1Test1
[Forgot your username?](#)



Password
..... [Show](#)
[Forgot your password?](#)

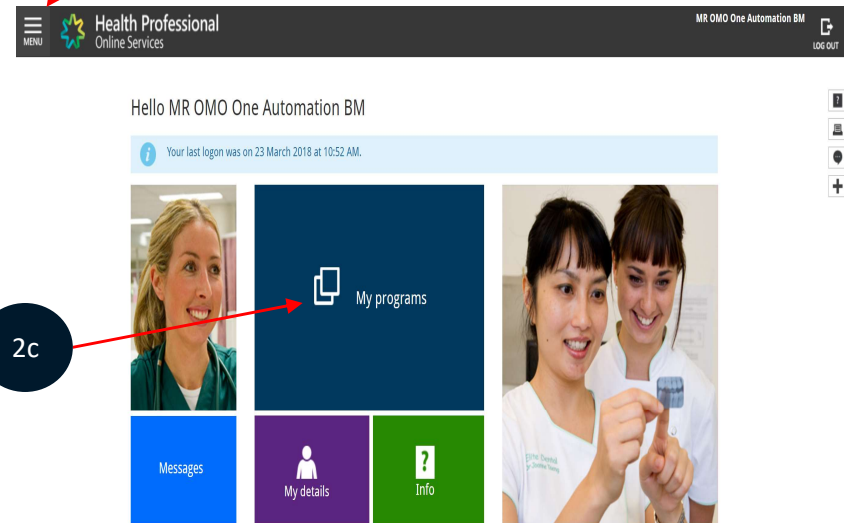
Login

Don't have a PRODA account? [Register now](#)

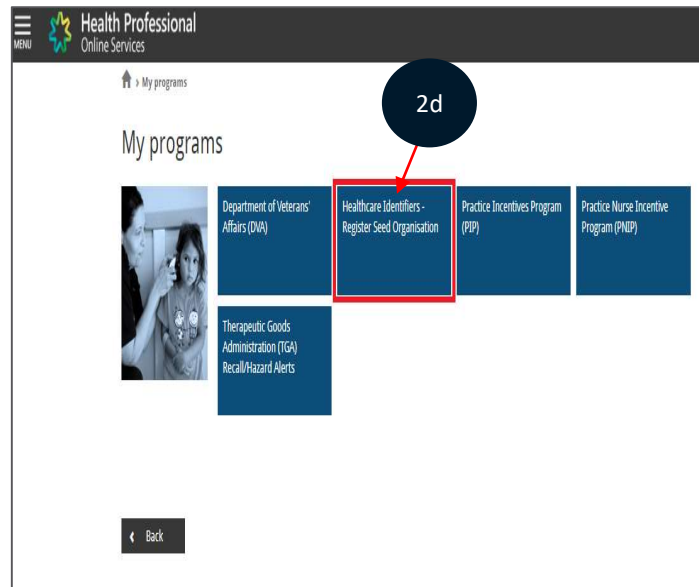
PRODA - HPOS



Select  and  **Manage logon account** if you wish to navigate back to the PRODA home page



Register Seed Organisation



The screenshot shows the 'Healthcare Identifiers - Register Seed Organisation' form. The form includes sections for eligibility requirements, registration information, additional OMO, and health professionals already registered with the HI Service. A red circle labeled '2e' points to the 'Apply Now' button.

Health Professional Online Services

Home > My programs > HI - Register Seed Organisation

Healthcare Identifiers - Register Seed Organisation

Register your organisation in the HI Service and the My Health Record system

Important information to read before using this form to register your organisation in the Healthcare Identifiers Service and My Health Record system.

Eligibility requirements

To register for the HI Service and My Health Record system, you must have authority to act on behalf of your organisation, and your organisation must:

- employ a healthcare professional who is registered in the [HI Service](#) and provides healthcare as part of their duties
- have an active Australian Business Number (ABN).

Registration information

In completing this form, you understand:

- your organisation will be registered in both the HI Service and the My Health Record system
- your [PRODA](#) details will be used to create your record in the HI Service
- you will be registered as the Responsible Officer (RO) and an Organisation Maintenance Officer (OMO)
- your organisation details will be added to the Healthcare Provider Directory (HPD).

Additional OMO

You can register an additional OMO using this application. After your organisation has been registered, the OMO can link their PRODA account to the organisation's HI Service record using [HPOS](#). This will allow them to access HI Service and My Health Record functions in HPOS.

Health professionals already registered with the HI Service

If you and (if applicable) the person you are registering as an additional OMO are healthcare professionals registered with the HI Service, link the healthcare provider identifiers for individuals (HPI-Is) to the PRODA accounts before starting this application. HI Service details can be used to pre-populate the application and speed up the process. Any new contact details you include in this application will be added to your existing record and saved as your preferred contact details.

Accessing the HI Service and My Health Record system

You need a Medicare Public Key Infrastructure (PKI) site certificate to access the HI Service, and the National Authentication Service for Health (NASH) PKI Organisation Certificate to access the My Health Record.

If you already have PKI certificates, you can add HI Service and My Health Record permissions once you've received your organisation's healthcare provider identifier-organisation (HPI-O). Select the HI Service tile in HPOS, and follow [Request or link PKI and NASH certificates for organisations and OMOs](#) instructions. If you need certificates, [read more about PKI](#) and apply.

Begin the application process by supplying your organisation's ABN or ACN. Your ACN will be used to find your ABN.

Please enter ABN or ACN **Apply Now**



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PRODA
Provider Digital Access

Praveen Pandian
[Profile](#) | [Services](#) | [Logout](#)

My linked services



Available services



The next time you log in to PRODA, the My Health Record tile will appear under the 'My linked services' section. Clicking the tile will redirect you to the Provider Portal.



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Registration Resources

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation>

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My Health Record

My Health Record - Healthcare Provider Registration

Access via conformant software

Step 1 – Register for a PRODA account

PRODA (Provider Digital Access) is a method of authentication to provide users with access to government services online - <https://proda.humanservices.gov.au>

PRODA registration requires three forms of identification from the following list:

- Australian passport
- Medicare card
- Australian driver's licence
- ImmiCard
- Australian birth certificate
- Australian Visa and foreign passport
- Citizenship certificate
- Certificate of registration by descent

Submit the form, your process will end with a Pending status. The **HPOS Mail Centre** will notify you when the registration is complete.

The following documents may be uploaded. A full list of documents is included in the **Organisation Details** tab of the online application.

- Certificate of company registration from ASIC
- Notice by registrar of Australian Business Register
- Business bank statement
- Lease agreement or Rates notice
- Other document (i.e. a statutory declaration)

Submit the form, your process will end with a Pending status. The **HPOS Mail Centre** will notify you when the registration is complete.

Step 2 – My Health Record Seed Organisation Registration

Healthcare providers and administrators can manage the My Health Record registration process via Health Professionals Online Services (HPOS). Once you are logged into PRODA, click **Health Professional Online Services (HPOS)** from the list of services.

If this is your first time using PRODA...

You will be prompted to enter your healthcare identifier (i.e. AHPRA registration, HPI-I, HPI-Q or RQ/DMD number). You will then be prompted to accept the terms and conditions, set your email address, and set your notification preferences. It is recommended that you select **immediate notification for each new correspondence**.

Once your PRODA and HPOS are linked...

From within the **Health Professional Online Services** tile, choose either **Go to Service** to register your organisation. Follow the prompts.

If you are not listed on your organisation's Australian Business Register record, you may need to upload evidence to your online application.

Step 3 – Request a NASH Certificate

Once your HPI-Q has been issued, click **My Programs** and then **Healthcare Identifiers**. Select **My organisation details** and select your organisation.

From the **Organisation snapshot** screen, click the last tab **Certificates** and then **Request a NASH PKI site certificate** at the bottom of the screen.

Complete the **Health Number** and other required fields, click **Save changes**. You will receive an SMS when the certificate is ready for download from HPOS (from the **Certificates** tab).

Step 4 – Link your existing PKI certificate

From the HPOS **Organisation snapshot** screen, click the last tab **Certificates** and then **Link existing PKI certificate** near the bottom of the screen. Identify the correct PKI certificate to link to your HPI-Q.

Need Help?

PRODA: 1800 700 199
(Mon – Fri 8am to 5pm AWST)
HPOS: 13 25 88
(Mon – Fri 8am to 5pm AWST)
Certificates: 1800 700 199
(Mon – Fri 8am to 5pm AEST)
My Health Record Help Line:
1800 723 431
(24 hours, 7 days a week)

Published: 30.03.2019

Home > For healthcare professionals > Register and connect

Registration overview

In this section

Register and connect

Roles and responsibilities

Access My Health Record using your clinical information system

Contracted service provider registration

Promote your organisation

Registration overview

Access My Health Record using the Provider Portal

Set up Healthcare Identifiers in your clinical information system

Register your organisation

Access training and resources

Inform and support patients

View and upload clinical information

Understand privacy, security, and consent

Get help and support

New registration process for healthcare providers is here

There is a new registration process for healthcare providers who wish to register and connect to the My Health Record system. It is a more streamlined process, available through Health Professionals Online Service (HPOS), improving registration time from weeks to hours.

Step-by-step instructions for registering for My Health Record can be found below.

 [Accessing My Health Record via conformant software](#)

 [Accessing My Health Record via the National Provider Portal](#)

 [Accessing My Health Record via a contracted service provider](#)

Background information can be found below.



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PRODA Training module

Provider Digital Access (PRODA) education for health professionals:

<https://www.humanservices.gov.au/organisations/health-professionals/subjects/provider-digital-access-proda-education-health-professionals>

- eLearning program
- Simulations
- Infographics

If you need help *creating a PRODA account:*

- <https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/proda>
- *call the PRODA Help Desk 1800 700 199.*

Polices and Procedures



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My Health Record - Policies

Your practice needs to have a policy in place about how you will use the My Health Record system

- Key things to cover:
 - Policies around publishing, distribution and review of the My Health Record and Security
 - Training for staff who use the My Health Record
 - Manage user accounts – including disabling access for individuals who leave the organisation
 - Procedures around handling Privacy Breaches and Complaints
 - Risk assessments around ICT, privacy and security with the My Health Record system

Where to find further information about policies

- RACGP – templates are available on their website
- AHPA – templates are available on their website
- PSA – templates are available on their website
- My Health Record website – templates are available on the website
- Office of the Australian Information Commissioner (OAIC) – Information Sheets

Educate and Train Staff



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Educate Staff

Viewing a My Health Record with Genie

Genie

File Edit Open Tools Special Help

Shared Health Summary
22 Nov 2016

Caleb DERRINGTON DoB 15 Jun 1933 (83y*) SEX Male IHI 8003 6080 0004 5922

START OF DOCUMENT

Medical Center
Author Dr Charley Fletcher (General Medical Practitioner)
Phone (08) 6212 6900

Adverse Reactions
Adverse Reactions
Substance / Agent Manifestations
Penicillins (Allergy) • Urticaria

Medications
Medications
Medication Directions Clinical Indication
Crestor; coated tablet; 20 mg one tablet daily. Duration: 360 days. Hyperlipidaemia

Medical History
• No Procedures are supplied

Medical History
Item Date Comment
Depression 12 Dec 2013 ->
Hyperlipidaemia 25 Mar 2013 ->
Disease; ischaemic heart 25 Mar 2013 ->
Disease; Parkinsons 12 May 2012 ->
Cataract 10 Oct 2010 -> bilateral

File: J:\C:\Users\Administrator\AppData\Local\Genie\Solo_2122187939\TempDoc\CDL_69_2_25.11189911596470785505187653474028208425970HE_XDM\SUBSET01\CDL_ROOT.html
StyleSheet Version: 1.2.7

Go Back View Stylesheet Update Stylesheet Print XML Cancel

Clinical-Caleb Derrington

Review the Shared Health Summary, then select the Send an Event Summary button to exit.

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My Health Record

Genie
Summary Sheet

Uploading an Event Summary

Note:
These steps assume that your software is connected to the My Health Record system, the patient's Individual Healthcare Identifier (IHI) has been validated in your system, and the patient has a My Health Record. If your software has not been connected, or the patient's IHI has not been validated, visit the Australian Digital Health Agency website (www.digitalhealth.gov.au) for information on readying your organisation for My Health Record.

- Once you have opened the patient's local medical record and entered the clinical information/notes for the consultation, select the My Health Record icon to gain access to the patient's My Health Record, then select the My Health Record tab.
- The Documents List will appear. Select the Create and Upload a New Document icon (centre-right), then select Send an Event Summary.
- Select Import Last Consultation Notes (top-left) to populate the Event Details box with the consultation notes from the patient's local medical record.

The Event Details can also be entered/edited manually.

Tick/untick the items to include/not include in the Event Summary, then select OK (bottom-right corner).

www.digitalhealth.gov.au

www.digitalhealth.gov.au
> [Using the My Health Record system](#) >
[Training Resources](#)

More also available at
www.myhealthrecord.gov.au >
For healthcare professionals

This is an example clinical document, data is for demonstration purposes only

Shared Health Summary

13 Feb 2014

Mr Frank **HARDING** DoB 4 Oct 1949 (64y) SEX Male IHI 8003 6086 6670 1594 MRN 34902

START OF DOCUMENT

City Medical Centre

Author Dr Charley Fletcher (General Medical Practitioner)
Phone (07) 3720 2801

Adverse Reactions

Adverse Reactions

Agent	Adverse Reaction
Penicillins	Diarrhoea

Medications

Medications

Medicine	Dose	Reason
Somac 40mg Tablets	1 tablet daily	GORD
Buscopan 40mg Tablets	2 tablets 4 times daily	GORD
Astrix 100mg Tablets	1 tablet daily	
Tritace 10mg Capsules	1 capsule daily	

Medical History

Diagnoses

Problem/Diagnosis	Date of Onset	Comments
Diabetes insipidus	1 Jan 1999	

Medical History - Procedures - Exclusion Statement

Exclusion Statement
None known

Immunisations

Immunisations - Exclusion Statement

Exclusion Statement
None known

Shared Health Summary

- Created by the nominated healthcare practitioner
- Created for all patients
- One current document, cannot be hidden

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr Frank HARDING	Name	Dr Charley Fletcher (General Medical Practitioner) (HPI-I: 8003612033304560)
Sex	Male	Organisation	City Medical Centre (HPI-O: 8003622038904560)
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	3 HENRI PL, 80 Stamford Road, PEARCE, SA, 5006, Australia
Date of Birth	4 Oct 1949 (64y)	Phone	(07) 3720 2801 (Workplace)
IHI	8003 6086 6670 1594	Clinical Document Details	
Entitlements	3950302571 (Medicare Benefits)	Document Type	Shared Health Summary
Home Address	1 Australia Lane, North Adelaide, SA, 5006, Australia	Creation Date/Time	13 Feb 2014 12:40+1000
		Date/Time Attested	13 Feb 2014 12:40+1000
		Document ID	34902 (1fdb1249-fe21-4816-95e0-704179d04ce5)
		Document Set ID	1fdb1249-fe21-4816-95e0-704179d04ce5
		Document Version	1
		Completion Code	Final



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My Health Record



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This is an example clinical document, data is for demonstration purposes only

Event Summary

13 Feb 2014

Mr Frank **HARDING** DoB 4 Oct 1949 (64y) SEX Male IHI 8003 6086 6670 1594 MRN 34902

START OF DOCUMENT

City Medical Centre

Author Dr Charley Fletcher (General Medical Practitioner)
Phone (07) 3720 2801
Encounter Period 13 Feb 2014

Event Details

Clinical Synopsis Description

Reason for visit: Epigastric and right upper quadrant abdominal pain, heartburn and bloating. Patient says he has recently increased caffeine intake. Provisional diagnosis: GORD Previous diagnosis: Diabetes insipidus and Colonic polyps. Investigations: Gastroscopy, pathology FBE, E/LFT, Iron studies Rx: Avoid caffeine, alcohol and dairy intake. Somac 40mg daily and Buscopan 2 tablets 4 times a day. Review in two weeks.

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestation
Penicillins	• Diarrhoea

Medications

Reviewed Medications

Medication	Directions	Indication	Change Type
Somac 40mg Tablets	1 tablet daily		Unchanged
Buscopan 20mg Tablets	2 tablets 4 times daily		Unchanged

Diagnoses/Interventions

Diagnoses

Problem/Diagnosis	Date of Onset
Diabetes insipidus	1 Jan 1999

Medical History - Procedures - Exclusion Statement

Exclusion Statement

None known

Event Summary

For all healthcare
providers
For all healthcare
encounters

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr Frank HARDING	Name	Dr Charley Fletcher (General Medical Practitioner) (HPI-I: 8003612033304560)
Sex	Male	Organisation	City Medical Centre (HPI-O: 8003622038904560)
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	3 HENRI PL, 80 Stamford Road, PEARCE, SA, 5006, Australia
Date of Birth	4 Oct 1949 (64y)	Phone	(07) 3720 2801 (Workplace)
IHI	8003 6086 6670 1594	Clinical Document Details	
Entitlements	3950302571 (Medicare Benefits)	Document Type	Event Summary
Home Address	1 Australia Lane, North Adelaide, SA, 5006, Australia	Creation Date/Time	13 Feb 2014 13:08+1000
		Date/Time Attested	13 Feb 2014 13:08+1000
		Document ID	34902 (9ad78a95-80b3-4f0d-b106-ff9192753b34)
		Document Set ID	9ad78a95-80b3-4f0d-b106-ff9192753b34
		Document Version	1
		Completion Code	Final



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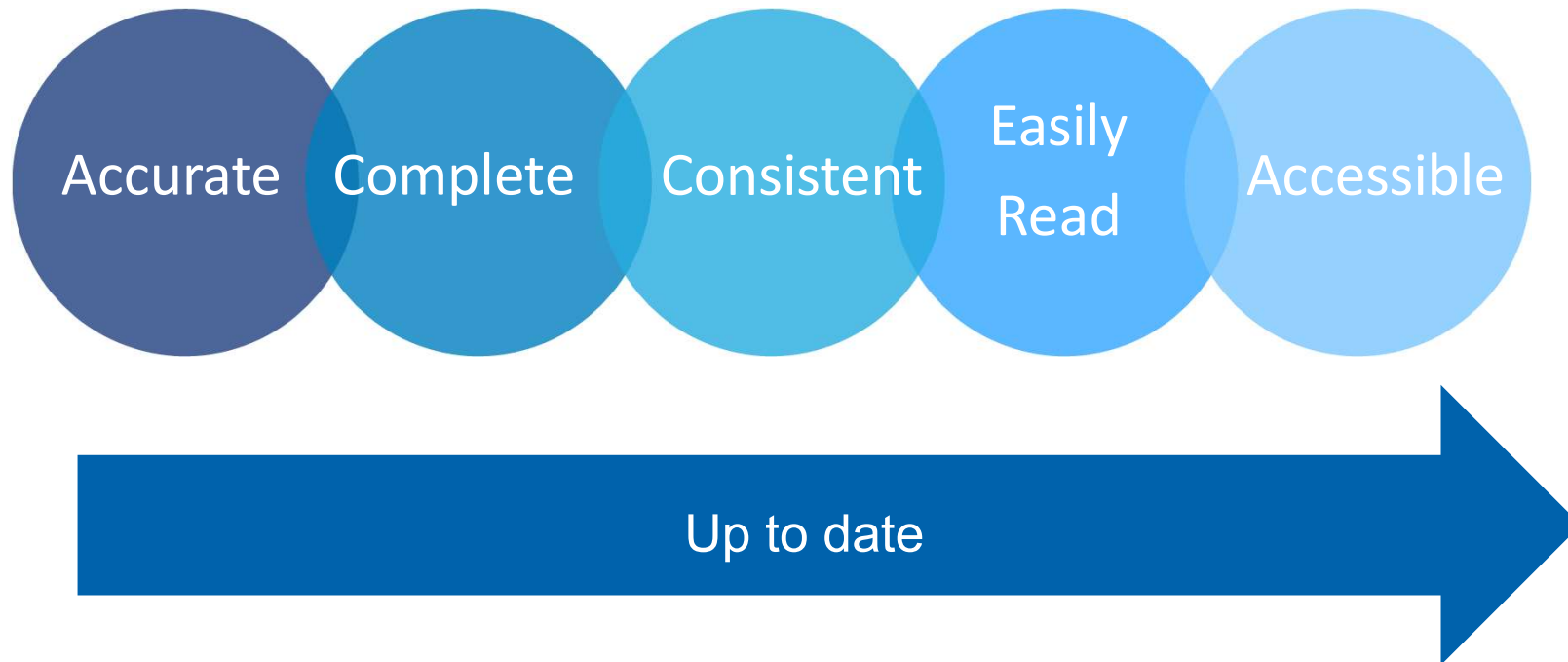


My Health Record



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Quality in a Health Record



Source: RACGP – Improving health record quality in general practice October 2018

Q12.1 A

- ✓ Our active patient health records contain a record of each patient's known allergies

Q12.1 B

- ✓ Each active patient health record has the patient's current health summary

C7.1 B

- ✓ Our active patient health records contain, for each active patient, their identification details, contact details, demographic, next of kin

RACGP Standards for General Practices 5th Edition

Quality Improvement Standard 2 Clinical Indicators

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Educate Yourself

Uploading a Shared Health Summary

Note:

- a) These steps assume that your software is connected to the My Health Record system, the patient's Individual Healthcare Identifier (IHI) has been validated in your system, and the patient has a My Health Record. If your software has not been connected, or the patient's IHI has not been validated, visit the Australian Digital Health Agency website (www.digitalhealth.gov.au) for information on readying your organisation for the My Health Record system.
- b) Before you begin, ensure that the patient's clinical information in their local medical record is up-to-date.

1. Select the **My Health Record** drop-down menu, then select **Shared Health Summary**.



My Health Record		Help
Document list		Ctrl+F9
Shared Health Summary		Shift+F9
Event summary		
Uploaded documents		

Become Familiar with

The Medicines View can quickly sort and display medicines information held in a patient's MHR in date or alphabetical order.

- Healthcare providers can benefit from the Medicines View by reducing the time usually required to search through recent summaries or relevant documents to find information about a patient's medications.



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Available medicines in this My Health Record - sorted by Date

22 Nov 2017

Caleb **DERRINGTON** DoB 15 Jun 1933 (84y) SEX Male IHI 8003 6080 0004 5922

[Allergies and Adverse Reactions](#)

Penicillin, Penicillins

[Medicines Preview](#)

22-Nov-2017 (now)

[Shared Health Summary](#)

22-Nov-2017 (now)

Author: Dr Terrance Walker

[Own Organisation](#)

tel:0455555555

No Discharge Summary found

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

[\[<\] First](#)

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

[\[Help\]](#)

Medicines Preview - Latest Documents - sorted by descending event date.

22-Nov-2017 (now)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary by Own Organisation	22-Nov-2017 (now) changed		Monodur 120mg Tablet	1 Tablet Daily for 0
Shared Health Summary by Own Organisation	22-Nov-2017 (now)		Actonel EC 35mg Tablet	1 Tablet Once a week for 0
			Avanza 30mg Tablet	1 Tablet Before bed for 0
			Avapro HCT 300/12.5 300mg;12.5mg Tablet	1 Tablet Daily for 0
			Crestor 20mg Tablet	1 Tablet Daily for 0
			Madopar 200mg;50mg Tablet	1 Tablet Three times a day for 0
			Monodur 120mg Tablet	1 Tablet Daily for 0

There may be some medicines older than the Shared Health Summary.
These medicines do NOT appear in the ingredient sorted Medicines Preview.

Available medicines in this My Health Record - sorted by Medicines

22 Nov 2017

CALEB DERRINGTON DoB 15 Jun 1933 (84y) SEX Male IHI 8003 6080 0004 5922

[Allergies and Adverse Reactions](#)

Penicillin, Penicillins

[Medicines Preview](#)

22-Nov-2017 (now)

[Shared Health Summary](#)

22-Nov-2017 (now)

Author: Dr Terrance Walker

[Own Organisation](#)

tel:0455555555

No Discharge Summary found

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

[\[<\] First](#)

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

[\[Help\]](#)

Medicines Preview - sorted alphabetically by active ingredient.

22-Nov-2017 (now)

Open the date-sorted view to see the latest event summary.

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
Shared Health Summary by Own Organisation		Actonel EC 35mg Tablet	1 Tablet Once a week for 0	22-Nov-2017 (now)
Shared Health Summary by Own Organisation		Avanza 30mg Tablet	1 Tablet Before bed for 0	22-Nov-2017 (now)
Shared Health Summary by Own Organisation		Avapro HCT 300/12.5 300mg;12.5mg Tablet	1 Tablet Daily for 0	22-Nov-2017 (now)
Shared Health Summary by Own Organisation		Crestor 20mg Tablet	1 Tablet Daily for 0	22-Nov-2017 (now)
Shared Health Summary by Own Organisation		Madopar 200mg;50mg Tablet	1 Tablet Three times a day for 0	22-Nov-2017 (now)
Shared Health Summary by Own Organisation		Monodur 120mg Tablet	1 Tablet Daily for 0	22-Nov-2017 (now)

Shared Health Summary medicines match this colour

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

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

Medicines View

The information in the Medicines View is gathered from the patient's most recent:

- Shared Health Summary, Event Summary and Discharge Summary
- specialist letters and e-Referral notes, and
- prescription and dispense records and other PBS claims information
- personal health summary that may include any allergies or adverse reactions and other key information



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Medicines View (Cont)

This view can be found in most clinical information systems (CIS) under the **DOCUMENT LIST** in the My Health Record tab

The screenshot shows the 'My Health Record' tab selected in the top navigation bar. A dropdown menu is open, displaying the following options: Document list (Ctrl+F9), Shared Health Summary (Shift+F9), Event summary, Uploaded documents, Prescription and Dispense View, and Register for My Health Record. A blue arrow points from the text 'DOCUMENT LIST' in the adjacent text block to the 'Document list' option in the menu.

Patient Information:

- Name: Caleb Derrington
- Address: 4 Old Tenterfield Road Paddys Flat 263
- Medicare No: 2950790711 - 1
- Occupation: Retired Railway Worker
- Blood Group:

Reactions Table:

Item	Reaction	Severity
Penicillin	Urticaria	Moderate

Notifications Table:

Type	Due	Reason
Preventive health	24/07/2018	Influenza vaccin
Preventive health	24/07/2018	Vaccination agai
Preventive health	24/07/2018	A Dementia Risk
Preventive health	24/07/2018	A Health Assess

Resources

The login page for My Health Record Online Training. It includes a 'Log in' section with fields for 'Username / email' (pre-filled with 'pi802') and 'Password' (masked with dots). There is a 'Remember username' checkbox and a 'Log in' button. Below the login fields are links for 'Forgotten your username or password?' and a note 'Cookies must be enabled in your browser'. To the right, a 'Welcome to My Health Record Online Training' message is followed by a list of topics covered: benefits of My Health Record, types of information found, and uses of My Health Record in healthcare settings.

Contact us

Help Centre 6287 8031 or 6287 8028
Email digitalhealth@chnact.org.au
Website www.chnact.org.au



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Questions



Your health record
in your hands
myhealthrecord.gov.au



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