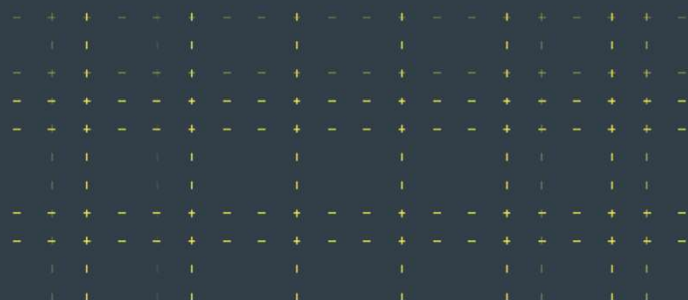


**IMAGINE
BETTER**

CHN

My Health Record

Penny Taylor and Philippa Ellis
Digital Health



phn
ACT

An Australian Government Initiative

**Capital
Health
Network**
Partnering for better health



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 past, present and emerging

Objectives

CHN

Partnering for better health

- Housekeeping
- My Health Record update
 - My Health Record nationwide
 - My Health Record in the ACT
 - What's new in My Health Record
 - Incorporating My Health Record into practice workflows
- Secure Messaging
 - What is Secure Messaging?
 - Why use Secure Messaging?
 - Implementing Secure Messaging
 - Secure Messaging training and resources

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network

Partnering for better health



Australian Government

Australian Digital Health Agency



My Health Record

My Health Record

CHN

Partnering for better health

An electronic summary of an individual's health information that can be shared securely online between the individual and the registered healthcare providers involved in their care to support improved decision making and continuity of care.

It enhances, not replaces; 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.

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network

Partnering for better health

The current state

CHN

Partnering for better health

- 250,000 hospital admissions annually from medication errors costing \$1.4 billion
- 400,000 additional presentations to ED are likely due to medication-related problems
- Over 90% of patients have at least one medication-related problem post-discharge from hospital

Medicine Safety: Take Care 2019, Page 4, Pharmaceutical Society of Australia
<https://www.psa.org.au/wp-content/uploads/2019/01/PSA-Medicine-Safety-Report.pdf>

IMAGINE
BETTER



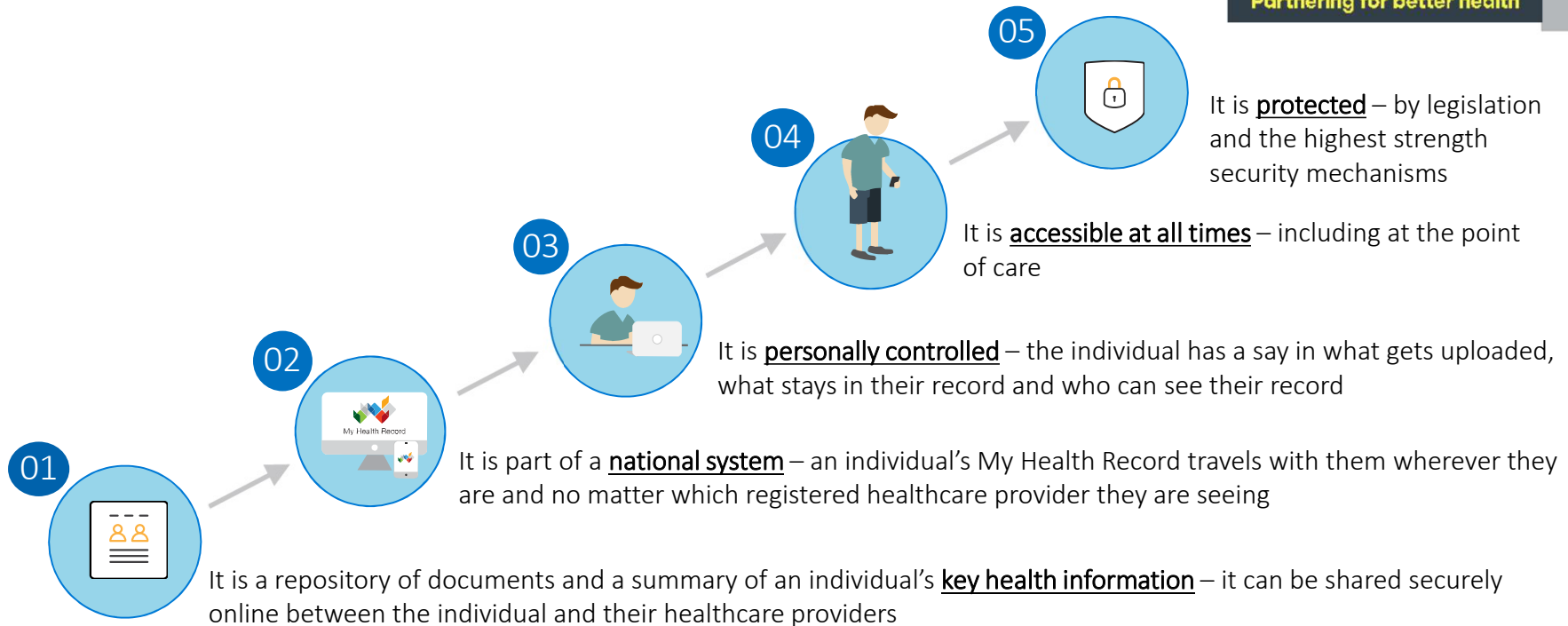
phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

What is My Health Record?

CHN

Partnering for better health



IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

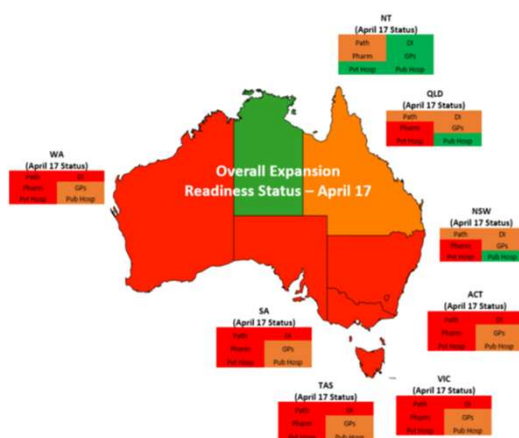
Capital
Health
Network
Partnering for better health

My Health Record: readiness for expansion

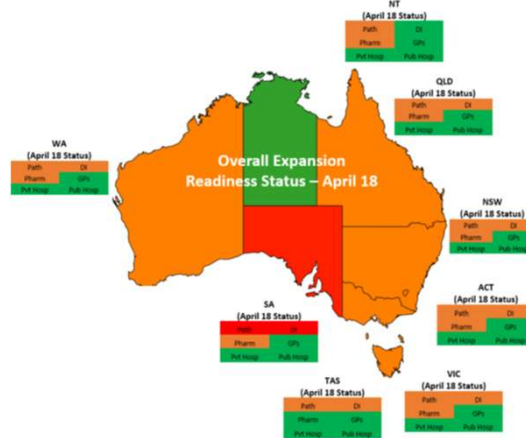
CHN

Partnering for better health

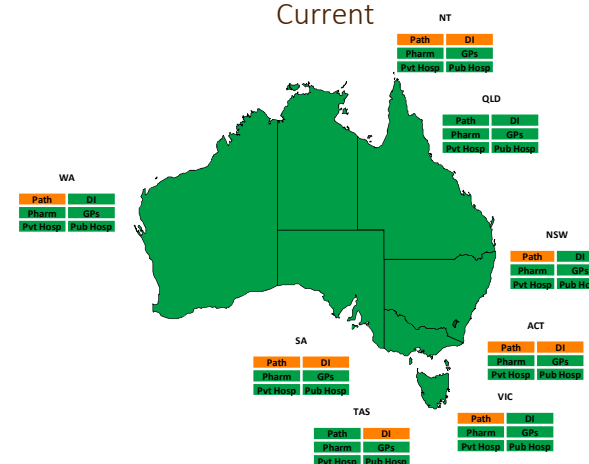
April 2017



April 2018



Current



■ On Target
■ At risk / high dependencies
■ Behind Target

My Health Record numbers

CHN

Partnering for better health

90.1 %

Eligible consumers have a My Health Record (as at 28 July 2019)

31 million

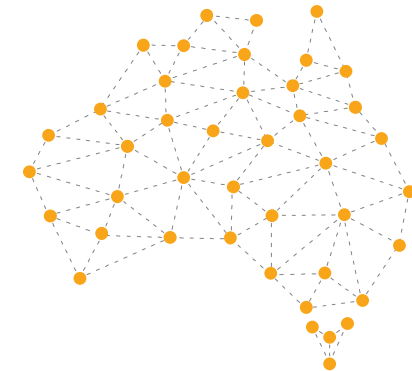
Clinical documents have been uploaded to patient's My Health Record

64 million

Medication prescription and dispense records have been uploaded

16,499

Healthcare professional organisations are connected, including GP organisations, hospitals, pharmacies and aged care services



*Australian Digital Health Agency statistics as at 25 August 2019

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

My Health Record statistics ACT August 2019

CHN

86.7% Consumer participation rate (@ 28 July 19)

217 Healthcare providers registered (@ 28 August 19)

Organisation type	
General Practices	86
Community Pharmacy	62
Residential Aged Care services	4
Allied Health and other healthcare providers	39
Public hospitals and health services	2
Private hospitals and clinics	3
Specialists	17
Pathology and Diagnostic Imaging services	1



Partnering for better health

My Health Record use

Clinical document uploads for 2019 to 28 August	550,535
Shared Health Summary	8,012
Discharge Summary	13,401
Event Summary	2,402
Specialist letter	0
Diagnostic imaging report	35,909
Pathology report	164,445
Prescriptions	102,277
Dispense documents	224,089

IMAGINE
BETTER

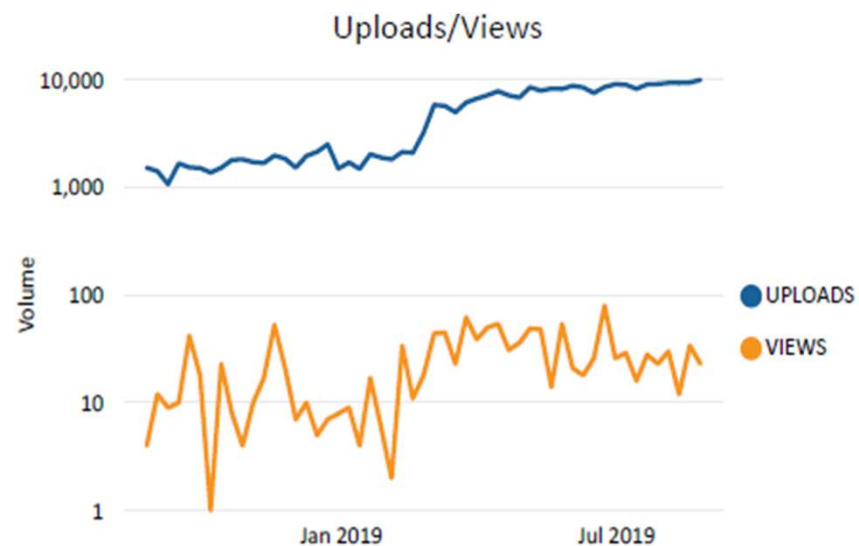
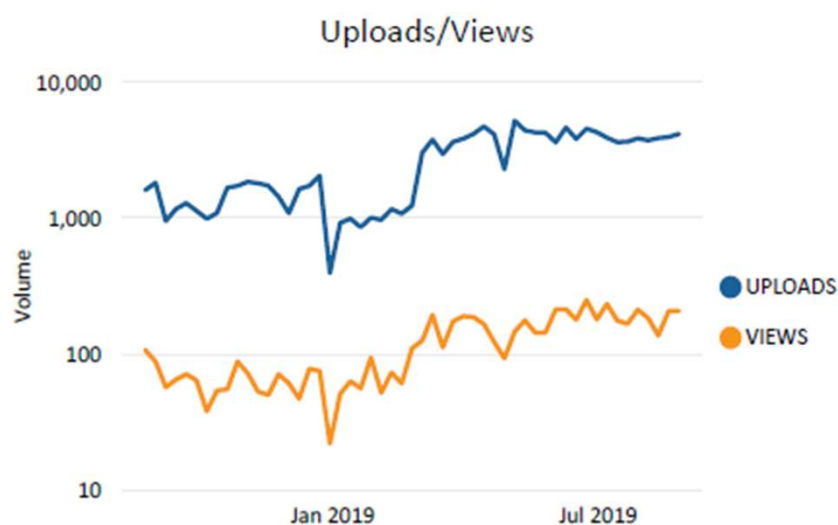
phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

General Practice and Community Pharmacy: ACT

CHN

Partnering for better health



Source: ADHA My Health Record data analytics. Aug-Sep 2019

My Health Record usage in the ACT

August 2019

86

736

975

38,157

99

74

264

433

7134

36

GPs: Registered

GPs: document
views

GPs: SHS/ES
document uploads

Pharmacy: uploads

Pharmacy:
document views



January 2019

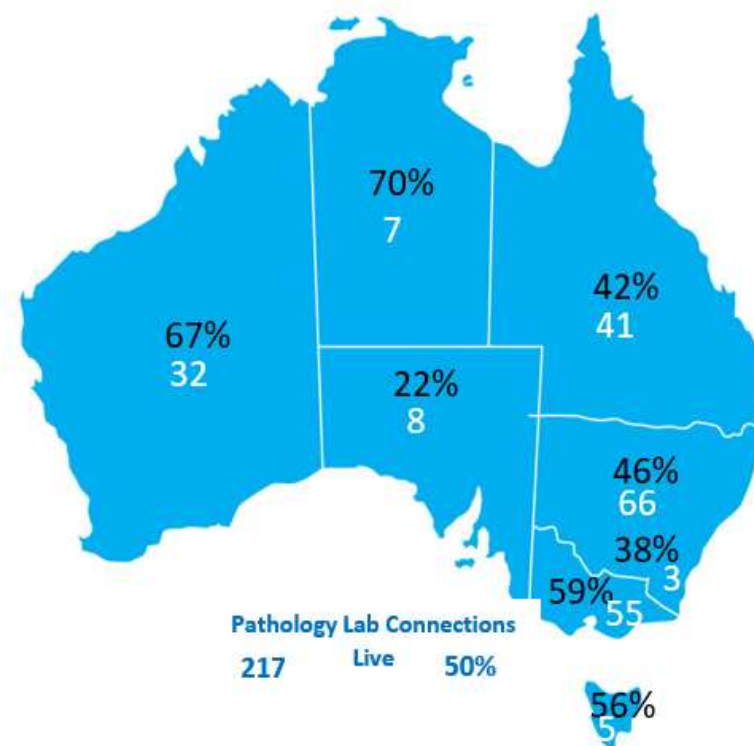
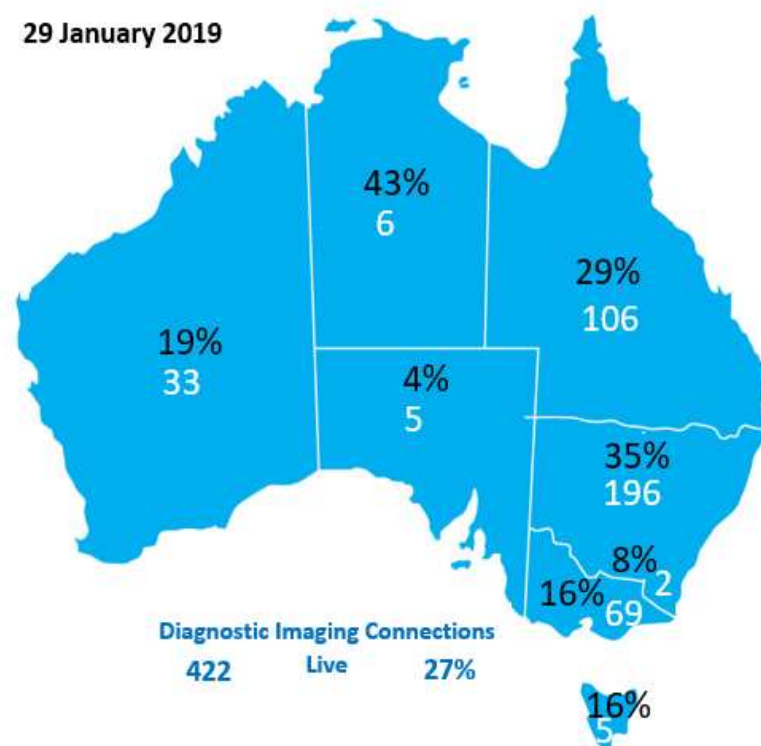


My Health Record pathology and radiology connections

CHN

Partnering for better health

29 January 2019



IMAGINE
BETTER

<https://www.myhealthrecord.gov.au/about/who-is-using-digital-health/diagnostic-imaging-and-pathology-providers-uploading-my-health>

phn
ACT

An Australian Government Initiative

Capital
Health
Network

Partnering for better health

Information that may be added to My Health Record

CHN

Partnering for better health



Providers

- Clinical Documents



Medicare

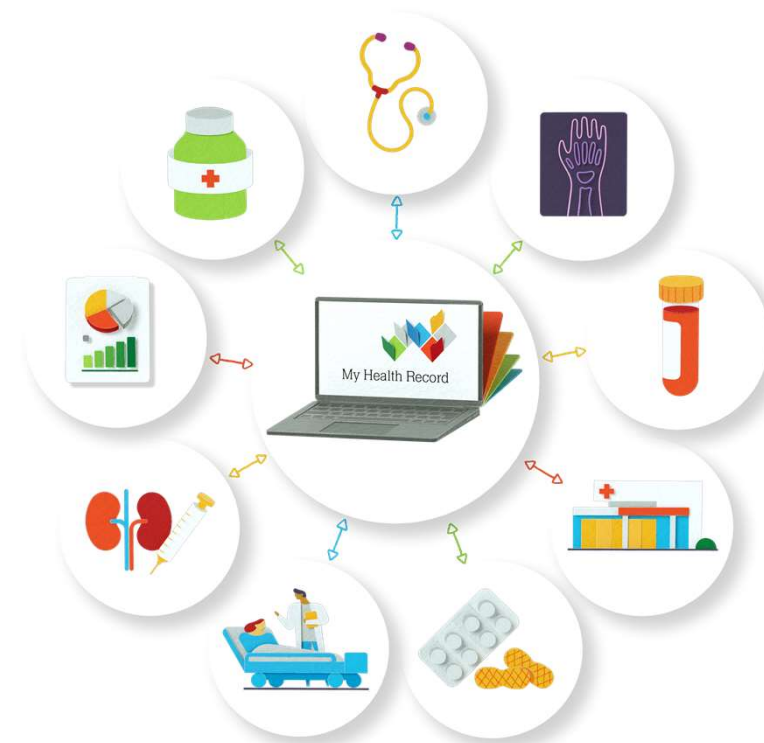
- Medicare claims
- PBS information
- Organ Donor decisions
- Immunisations (AIR)



Individual or their representative

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

IMAGINE
BETTER



phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Clinical documents

CHN

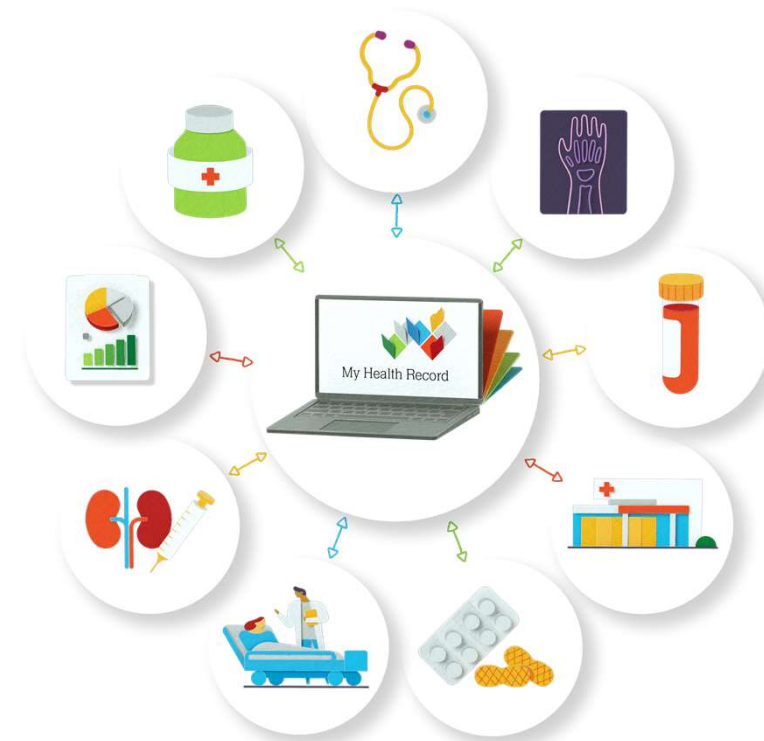
Partnering for better health



Providers

- Shared Health Summary
- Event Summary
- Discharge Summary
- Specialist Letters
- Pathology and Diagnostic Imaging Reports
 - Pathology and DI Report Overviews
- Pharmacist Shared Medicines List
- Prescribing Records
- Dispense Records
 - Medicines view
- eReferrals

IMAGINE
BETTER



phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

What's new in My Health Record?

CHN

Partnering for better health

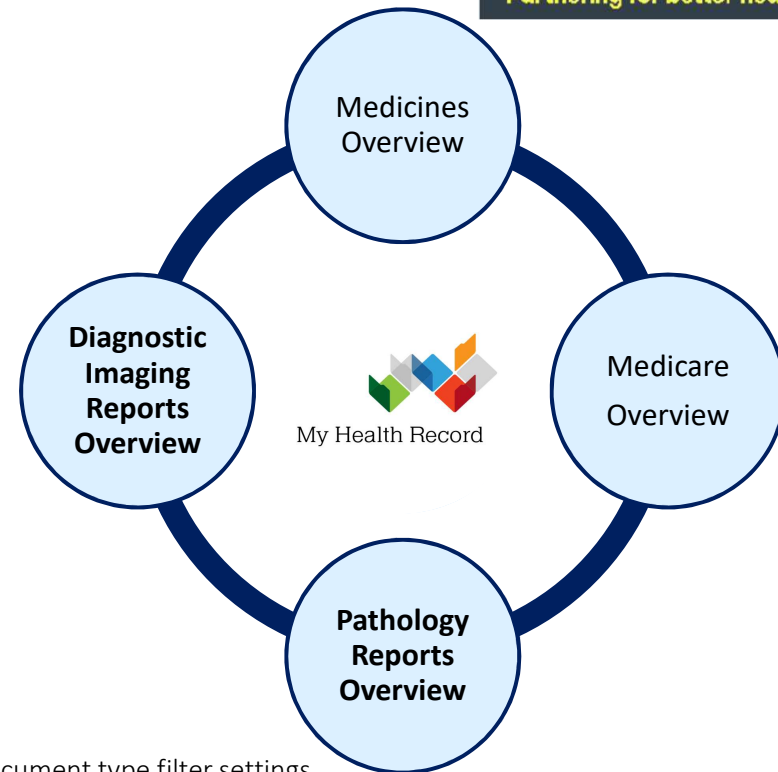
My Health Record Document List

Date ▼	Document ▼	Organisation ▼
Today	Medicines Information Overview	-
Today	Pathology Reports Overview	-
Today	Diagnostic Imaging Reports Overview	-
Today	Medicare Overview	-
01/06/19	Shared Health Summary	Medical Practice
03/05/19	Discharge Summary	Hospital
02/05/19	Event Summary	Allied Health
10/04/19	Pathology Report	Pathology
22/03/19	Personal Health Summary	Consumer
20/03/19	Diagnostic Imaging Report	DI Lab
02/01/19	Shared Health Summary	Medical Practice
02/01/19	Pathology Report	Path Lab

Open Save Access Create Close

Overviews

Individual reports



If you cannot see the overviews, speak with your software vendor about your document type filter settings.

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Diagnostic Imaging Reports overview

CHN

Partnering for better health

Diagnostic Imaging Reports Overview

4 Jul 2019

JOHN DOE DoB 22 Apr 1989 (30y) SEX Male IHI 8003 6085 0021 0380

START OF DOCUMENT

My Health Record

Diagnostic Imaging Reports Overview (Filter range from 1-Jan-2000 to 31-Dec-2020)

Important

This view only displays Diagnostic Imaging Reports available in this patient's My Health Record and is not a complete history of all Diagnostic Imaging Reports. This view also does not show Diagnostic Imaging results from other clinical documents, e.g. a discharge summary or event summary.

Please note:

- Diagnostic Imaging Reports shown are those collected within the date range of your software's document list filter;
- if Diagnostic Imaging Reports shown are not displayed, narrow the date range of the document list filter to the examination date of the report.

For more information [\[Help\]](#).

View generated on 04-Jul-2019 16:20

Reports - grouped by Modality and ordered by Examination date

27-Jun-2018 to 03-Jul-2018 (12 months ago)

Organisation	Examination date	Time	Examination	Modality	Status	Report	Report group
City Health Services	03-Jul-2018 (12 months ago)	19:30	Brain- No Contrast	CT	Final	1st report	(View 2 more within 2 months)
		19:30	Chest X-Ray	DX	Final	1st report	(View 1 more within 6 days)
City Health Services	27-Jun-2018 (12 months ago)	21:00	Angiography	II	Final	Report	
CBD Health	27-Jun-2018 (12 months ago)	20:00	Echocardiogram	US	Final		To view this report, return to your software's My Health Record document list, and to view, narrow the date filter range and include 27-Jun-2018

If you cannot see the overviews, speak with your software vendor about your document type filter settings.

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Shared Health Summary or Event Summary?

CHN

Partnering for better health

Shared Health Summary

Event Summary

What? Represents a patient's health status at a point in time, and includes known information in four key areas from the clinical information system:

- The patient's medical conditions
- Medicines
- Allergies and adverse reactions
- Immunisations

Captures key health information about a significant healthcare event relevant to the ongoing care of the patient, for example a clinical intervention, improvement or deterioration in a condition, or starting/completing treatment

Who? Shared Health Summaries are created and uploaded by the patient's Nominated Healthcare Provider, usually the GP but Registered Nurses and ATSI Healthcare Practitioners Cert IV can also create and upload a Shared Health Summary

Any registered healthcare provider (with an individual Healthcare Provider identifier, HPI-I) can create and upload an Event Summary. They are primarily intended for providers who are not the patient's regular provider

When?

- Completing a patient health assessment (e.g. 715, GPMP, 75+ etc)
- Significant changes to the patient's health in any of the 4 key areas (Medical conditions, medicines, allergies and/or adverse reactions and immunisations)

- Visits to after-hours medical services
- Patients on holiday or visiting from another area
- Patients receiving an immunisation

Documents should be created in consultation with the patient

<https://www.myhealthrecord.gov.au/shared-health-summaries-versus-event-summaries>

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

How can My Health Record help you?

CHN

Partnering for better health

Accessing information that was not sent to the organisation, or accessing information requested by another provider:

- Discharge summary
- Pathology and diagnostic tests

Validating the patient's history:

- Allergies or adverse reaction information
- Clinical conditions

New patients, or patients from out of the area:

- Medicines view / Pharmacist Shared Medicines List
- Conditions, allergies & adverse reactions, and immunisations

Up-to-date information:

- AIR data
- Advance care plans

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network

Partnering for better health

My Health Record consumer control

CHN

Partnering for better health



They can **restrict access to their record** by establishing a code (RAC). Only organisations given the code can access any part of their My Health Record.



They can choose to **restrict access to specific documents** in their My Health Record by establishing a code (LDAC). Only organisations given the code can access the document.



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



They can subscribe to **SMS or email alerts** that report in real time when a new health provider organisation accesses their My Health Record.



In an emergency, a clinician can exercise a **'break glass'** function: all instances are **monitored and logged**.

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

How do consumers access My Health Record?

CHN

Partnering for better health

Register for My Gov account
<https://my.gov.au>

Two-factor authentication
security

Link My Health Record

Welcome, please sign in

Username or email

[Forgot username](#)



Australian Government

myGov

Enter code

myGov

Home

Services

Inbox

Account settings

Sign out

Good afternoon

Last sign-in: 31 July 2019 5:01:15 pm AEST

Your services



medicare

Medicare



My Health Record

My Health Record

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Viewing My Health Record

CHN

Partnering for better health



Connect and view your My Health Record via an app*
(download from iOS App Store or Google Play)



HealthEngine

HealthEngine Pty Ltd



HealthNow

Telstra Health



Healthi

Chamonix Health
Solutions Pty Ltd



My Child's eHealth Record

The Australian Digital Health
Agency

*'View Only' functionality. These apps are not developed, owned or maintained by the Australian Government

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

My Health Record consent model

CHN

Partnering for better health



Consent to Access

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

1. The provider is permitted by the organisation to access the My Health Record, and
2. The provider is accessing in order to provide healthcare to the patient.



Consent to Upload

A healthcare provider is authorised (by law and through a patient's 'standing consent' given at registration) to upload clinical documents without gaining explicit consent of the patient each time.

By law, if a patient requests a document is not uploaded, the provider must not upload the document.

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network

Partnering for better health

Which providers can use My Health Record?

CHN

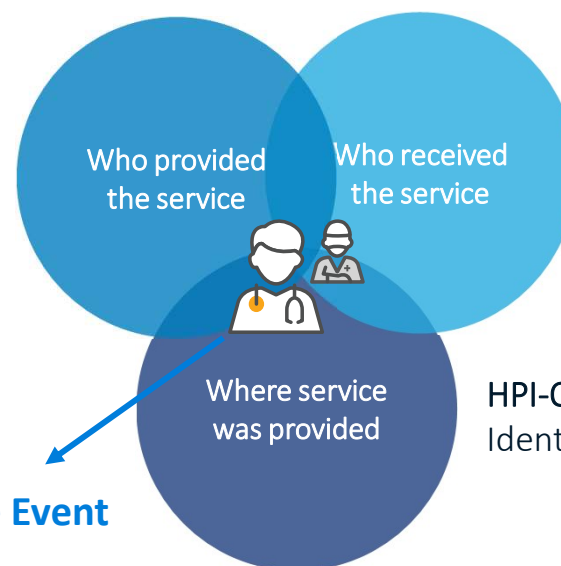
Partnering for better health

Registered Healthcare Providers within registered healthcare provider organisations for the purpose of providing healthcare

If you are not registered with a peak body (e.g. AHPRA) use the form [HW033](#) to register with the Health Identifiers (HI) Service

HPI-I Healthcare Provider Identifier Individual

Healthcare Event



IHI Individual Healthcare Identifier

HPI-O Healthcare Provider Identifier Organisation

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

How do I use the My Health Record system?

CHN

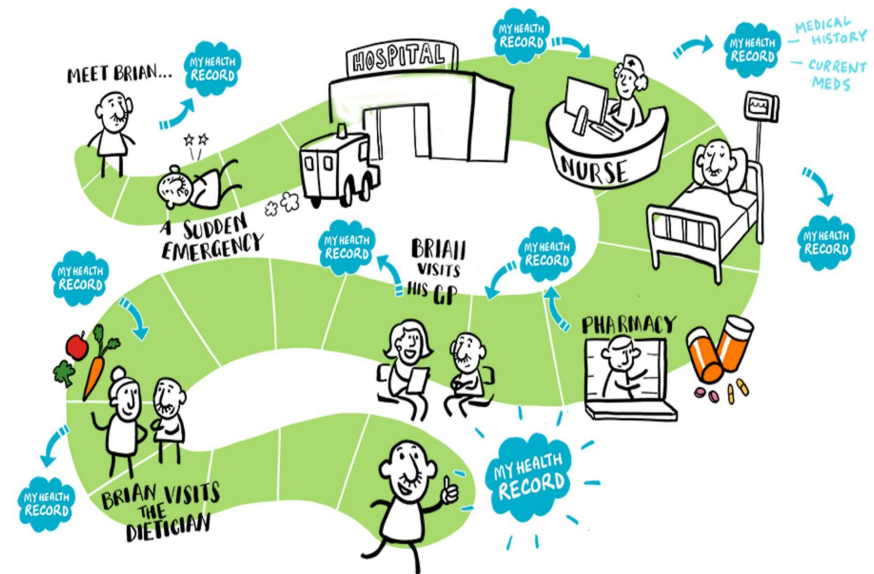
Partnering for better health

Through conformant software:

- [View](#) and [download](#) information through clinical software you are already using
- [Upload](#) information from your software

Using the National Provider Portal:

- [View](#) and [download](#) information



IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Using My Health Record: national provider portal

CHN

Partnering for better health

My Health Record Search

HORTON, ENID O

DOB: 06-Sep-1968 (50 Years) Sex: Female

Health Record Overview

Clinical Documents

Medicine Records

Consumer Documents

Health

Advance care

This is not a

consult the in

the Australian

Pathology Reports

Pharmacist Shared Medicines List

Shared Health Summary

Specialist Letter

Documents since the last Shared Health Summary

This section lists key documents uploaded to this record since the last Shared Health Summary as prescriptions, can be accessed through the other links provided.

1 Document available on the My Health Record since the last Shared Health Summary

Prescription and Dispense Records

Print

PREScribed	MEDICINE DETAILS	FIRST DISPENSE	LAST DISPENSE	DISPENSED
12-Jan-2019	Dispensed	golimumab - SIMPONI SMARTJECT 50 MG/0.5 ML INJECTION SOLUTION, 0.5 ML INJECTION DEVICE - As directed - Original dispense		
10-Oct-2018	Lanzopran	10-Oct-2018	10-Oct-2018	1 of 2
10-Oct-2018	Dispensed	Lansoprazole - LANZOPRAN CAPSULE 30MG - 30 mg - Capsule - Original dispense		
10-Oct-2018	Prescribed	Lansoprazole - LANZOPRAN - 30 mg - Capsule - Supply 28. - Dispense original and 1 repeat.		
10-Jun-2018	Betaloc	10-Jun-2018	10-Oct-2018	5 of 6
10-Oct-2018	Dispensed	Metoprolol Tartrate - BETALOC TABLET 50 MG - 50 mg - One tablet twice daily - Tablet - Repeat 4		
10-Sep-2018	Dispensed	Metoprolol Tartrate - METROL 50 TABLET 50 MG - 50 mg - One tablet twice daily - Tablet - Repeat 3		
10-Aug-2018	Dispensed	Metoprolol Tartrate - TERRY WHITE CHEMISTS METOPROLOL TABLET 50 MG - 50 mg - One tablet twice daily - Tablet - Repeat 2		
10-Jul-2018	Dispensed	Metoprolol Tartrate - CHEM MART METOPROLOL TABLET 50 MG - 50 mg - One tablet twice daily - Tablet - Repeat 1		
10-Jun-2018	Dispensed	Metoprolol Tartrate - MINAX 50 TABLET 50 MG - 50 mg - One tablet twice daily - Tablet - Original dispense		
10-Jun-2018	Prescribed	Metoprolol Tartrate - BETALOC - 50 mg - One tablet twice daily - Tablet - Supply 100. - Dispense original and 5 repeats		
10-Jun-2018	Champix	10-Jun-2018	10-Oct-2018	5 of 6

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Using My Health Record: conformant software*

CHN

Partnering for better health

Shared Health Summary - Mr Caleb Derrington

Please review the data displayed below before sending the Summary! Changes can be made using the '...' buttons.

Document List

Filters

Reset Filter

From: ☒ 09-Aug-2018

To: ☒ 09-Aug-2019

Document Type: All

Saved Status: All

☒ Exclude Medication

☒ Exclude prescription dispense records

☒ Exclude superseded removed documents

Update

Medications:

Drug name	Strength	Directions	Long term
<input checked="" type="checkbox"/> Actonel 30mg Tablet	30mg	1 Tablet Once a week	Yes
<input checked="" type="checkbox"/> Avanza 45mg Tablet	45mg	1 Tablet In the evening	Yes
<input checked="" type="checkbox"/> Avapro HCT 300/12.5 300mg...	300mg,12.5	1 Tablet Daily	Yes
<input checked="" type="checkbox"/> Crestor 20mg Tablet	20mg	1 Tablet Daily	Yes
<input checked="" type="checkbox"/> Madopar 200mg,50mg Tablet	200mg,50...	1 Tablet Three times a day	Yes
<input checked="" type="checkbox"/> Monodur 120mg Tablet	120mg	1 Tablet Daily	Yes

☐ None known ☐ None supplied

Medical History:

Date	Item	Status	Severity
<input checked="" type="checkbox"/> 12/2013	Depression	Active	
<input checked="" type="checkbox"/> 03/2013	Ischaemic heart disease	Active	
<input checked="" type="checkbox"/> 03/2013	Hyperlipidaemia	Active	
<input checked="" type="checkbox"/> 05/2012	Parkinson's disease	Active	
<input checked="" type="checkbox"/> 10/2010	Bilateral Cataract	Active	
<input checked="" type="checkbox"/> 03/2009	Memory loss	Active	
<input checked="" type="checkbox"/> 02/2009	Osteoporosis	Active	
<input checked="" type="checkbox"/> 10/2008	Hypertension	Active	

☐ None known ☐ None supplied

☐ Show all inactive items ☐ Show all confidential items

☐ Show all non-summary items

Adverse Reactions:

Item	Reaction	Severity
<input checked="" type="checkbox"/> Penicillin	Urticaria	Moderate

☐ None known ☐ None supplied

Immunisations:

Date	Vaccine	Sequence	Batch N
<input checked="" type="checkbox"/> 17/07/2004	Pneumovax 23	1	
<input checked="" type="checkbox"/> 20/07/2009	Pneumovax 23	2	
<input checked="" type="checkbox"/> 20/03/2012	Fluvax	1	
<input type="checkbox"/> 10/05/2013	Fluvax	1	
<input type="checkbox"/> 13/05/2014	Fluvax	1	

☐ None known ☐ None supplied

*example using B Practice

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

My Health Record training resources

CHN

Partnering for better health

My Health Record training:

- Self-paced online learning developed for
 - General Practice
 - Nursing
 - Community Pharmacy
 - Allied Health
 - Hospital setting information

Education resources for Healthcare Professionals and Consumers

On Demand training clinical software demonstrators

Australian Digital Health Agency webinars (recorded and live My Health Record webinars)

Capital Health Network Digital Health team

The image displays two overlapping screenshots of the My Health Record training resources. The top screenshot shows the 'My Health Record Online Training' login page, featuring the Australian Government logo, a 'Username / email' field, and a 'Bp Premier' button. The bottom screenshot shows a 'Webinar recordings' page with the title 'An introduction to My Health Record'. It describes the webinar's purpose and lists two recorded sessions: one on August 21st titled 'Using My Health Record to support healthcare for kids on...' and another on August 28th titled 'Utilising My Health Record to enhance medicines safety in...'. Each session entry includes location details (Online, NSW 2000, Australia) and a play button icon.

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

My Health Record implementing meaningful use

CHN

Partnering for better health

When to view My Health Record documents

- Patients with chronic conditions
- Recent hospitalisations
- Transient or interstate patients



When to upload My Health Record documents

- Annual chronic disease management reviews
- Medication reviews
- Significant clinical events/changes to conditions



Adopting My Health Record into practice workflows

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network
Partnering for better health

My Health Record practice roles

Practice Manager roles



MHR staff training
Development and adherence to MHR policies and procedures
Registering the practice for MHR via PRODA and HPOS
Ensuring clinical software version is current
Ensuring security updates are current
Meeting ePIP and PIP QI requirements (accredited practices)
Monitoring certificate expiry dates via PRODA and HPOS
Maintaining healthcare provider HPI-Is in clinical software and retiring users from the clinical software upon leaving the practice
Ensuring privacy and security is maintained in the practice e.g. clinical software passwords are regularly changed and sufficiently complex, screensavers are used and deactivated using a username and password

Receptionist roles



IHI validation
Patient demographic details check
Assisted registration (where required)
MHR information resource
Ensuring privacy and security is maintained in the practice e.g. clinical software passwords are regularly changed and sufficiently complex, screensavers are used and deactivated using a username and password

Practice Nurse /Aboriginal Health Worker roles



Viewing clinical information in MHR
Uploading Shared Health Summaries* and Event Summaries to MHR
Ensuring quality data is entered in the clinical information system
Ensuring patient privacy and security is maintained e.g. clinical software password is regularly changed and sufficiently complex, screensaver is used and deactivated by entering their username and password
* RNs and Aboriginal & TSI Health Practitioners with a Certificate IV only

GP roles



Viewing clinical information in MHR
Uploading Shared Health Summaries, Event Summaries and Prescribing records to MHR
Downloading information from MHR into clinical software
Ensuring quality data is entered in the clinical information system
Obtaining patient consent to upload to MHR#
Secure messaging
Ensuring patient privacy and security is maintained e.g. clinical software password is regularly changed and sufficiently complex, screensaver is used and deactivated by entering their username and password
obtaining patient consent is considered best practice

(May, 2019)

Practice Workflow Scenario

Primary care scenario:

Trish, existing client, female 49 years old, overweight

Today:

Trish to have a 45-49 year old health check



Background: previously ill two weeks ago, prescribed antibiotics from an afterhours doctor



Receptionist roles



Greets patient

Informs patient this is a MHR clinic

Checks IHI and personal details

Provides MHR resources to patient (e.g. setting privacy controls)

Practice Nurse/Aboriginal Health Worker roles



Prolonged health assessment

Established initial assessment

Looks up MBS data to determine if existing care plan

Identified seen by another healthcare provider for infection. Previous practice didn't upload an Event Summary (ES)

Patient unable to recall medication

Checks MHR Dispense record: Amoxicillin 250mg capsules dispensed

GP roles



Reviews practice nurse information

Recommends exercise and diet plan

Reviews pathology in MHR

Updates medications

Updates clinical history

Uploads SHS as requested by patient

Additional links and resources



1800 723 471 My Health Record helpline (available 24/7)



<https://www.myhealthrecord.gov.au/for-healthcare-professionals>



<https://myhealthrecord.gov.au/support/contact-us>



<https://my.gov.au/LoginServices/main/login?execution=e1s1>



Objectives

CHN

Partnering for better health

- What is Secure Messaging?
 - How does Secure Messaging work?
- Why use Secure Messaging?
- Implementing Secure Messaging:
 - Message carriers
 - Clinical information systems
- Secure Messaging training and resources

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network

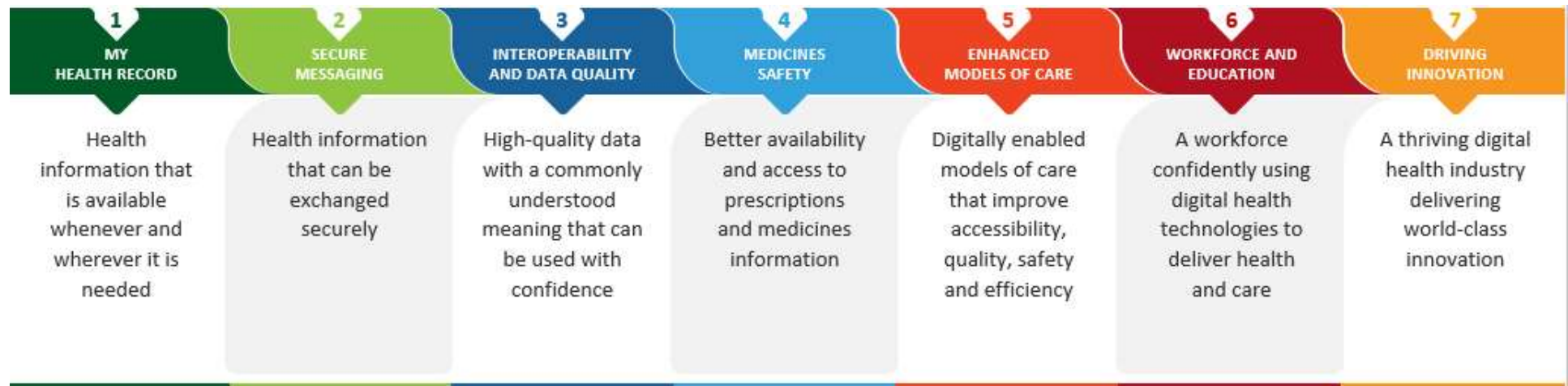
Partnering for better health

National Digital Health Strategy

CHN

Partnering for better health

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



Source: ADHA My Health Record data analytics. Aug-Sep 2019

Secure Messaging overview

CHN

Partnering for better health

A safe, seamless, secure exchange of clinical information and documents, for example Discharge Summaries and eReferrals, between health and care providers.

Provides the capability foundation to securely exchange clinical information in real time, ending the need for paper-based methods.

Enables health and care providers to easily find each other online.

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network

Partnering for better health

Secure Messaging

CHN

Partnering for better health

HealthcareIT 11 May 2018

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.



<https://www.healthcareit.com.au/article/victorian-man-dies-alone-after-test-results-faxed-wrong-number-%E2%80%93-coroner-slams-use->

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Secure Messaging

CHN

Partnering for better health

The Age 18 September 2019

“A Melbourne medical clinic has been inadvertently faxing highly sensitive patient details including mental health and family medical histories to a Greenvale man for at least two years.

The man said he has been sporadically faxed at least 10 medical referrals for specialist consultations from the Harding Street Medical Centre in Coburg.

The medical documents include mental health plans for patients diagnosed with severe anxiety, depression and sleep disorders, the bulk of which are women experiencing postnatal depression.

Faxed documents seen by The Age include patients' highly detailed and sensitive medical histories along with the medical backgrounds of their family members, including their children.

The documents also include detailed doctors' notes and medications the patient is taking.”



<https://www.theage.com.au/national/victoria/detailed-and-graphic-clinic-faxes-patients-highly-sensitive-medical-histories-to-wrong-number-20190916-p52rsy.html>

IMAGINE
BETTER

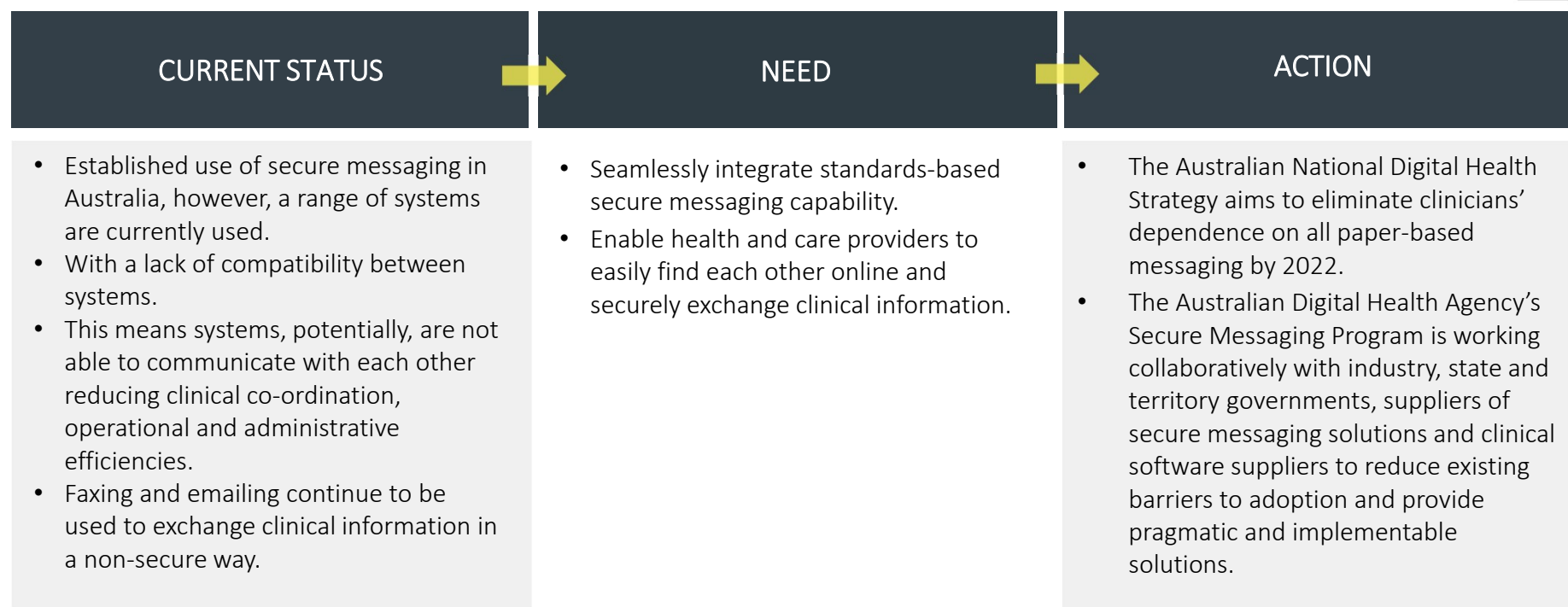
phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Secure Messaging: the current landscape

CHN

Partnering for better health



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

IMAGINE
BETTER

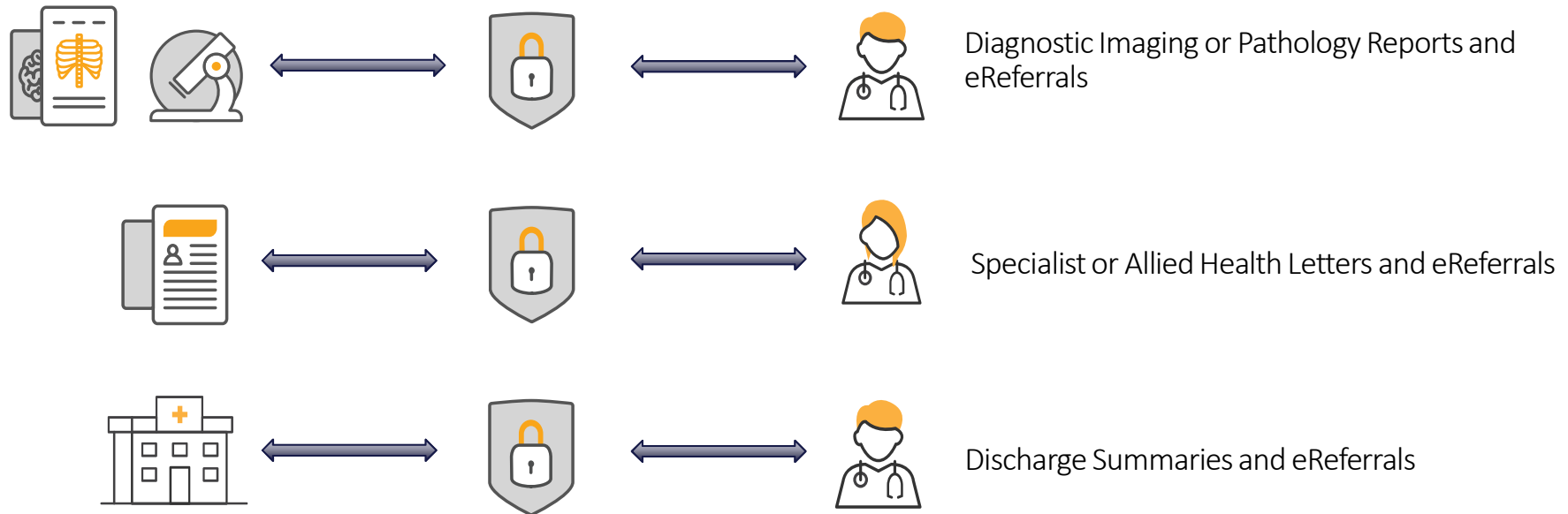
phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

What is point-to-point delivery?

CHN

Partnering for better health



IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Current and future state

CHN

Partnering for better health

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

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

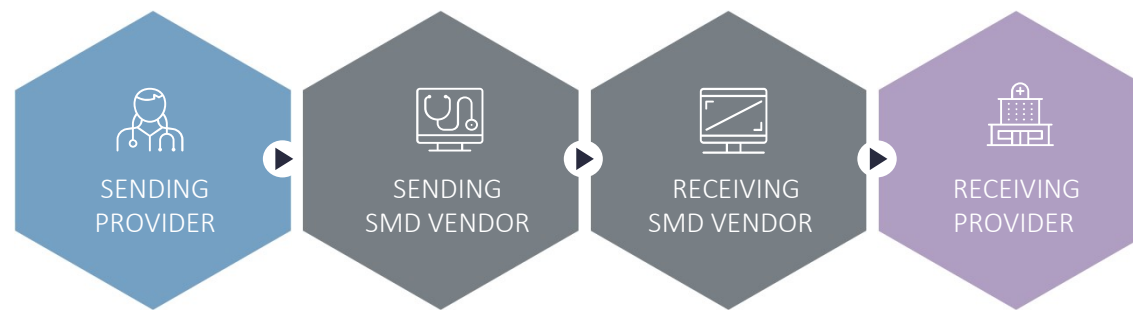
Capital
Health
Network
Partnering for better health

Secure Messaging flow

CHN

Partnering for better health

Secure exchange of clinical information



Information managed securely in transit preventing interception

Improved privacy of patient information



IMAGINE
BETTER

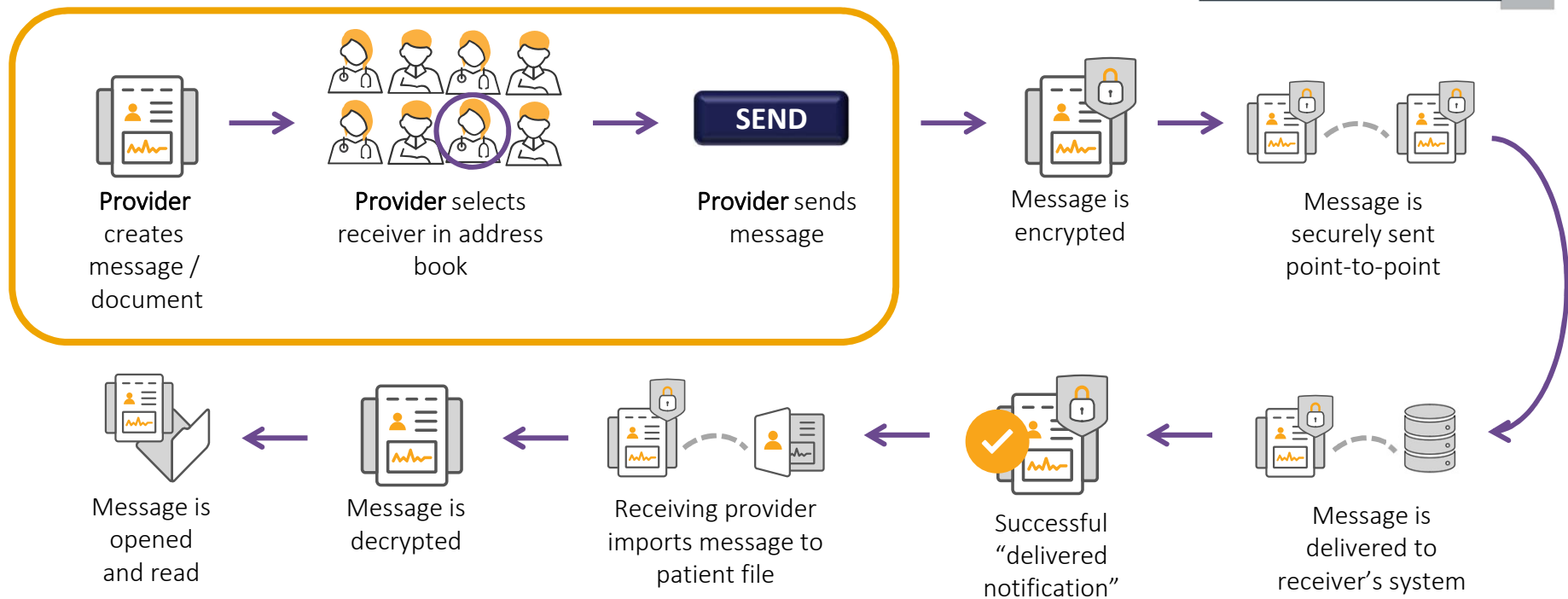
phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

How Secure Messaging works

CHN

Partnering for better health



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

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Benefits of Secure Messaging

CHN

Partnering for better health

Improved clinical care:

- Facilitates access to clinical information to improve patient care



Improved coordination of care:

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



Streamline administrative processes:

- Reduced time managing paper-based correspondence



Enhanced security and privacy:

- Improved privacy and security of patient information



IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

How Secure Messaging can benefit healthcare organisations

CHN

Partnering for better health

Send eReferrals to public or private **hospitals**,
and 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

Receive **pathology** reports and send pathology
eRequests

Receive **diagnostic imaging** reports

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

How do I implement Secure Messaging?

CHN

Partnering for better health

1. Choose a Secure Messaging provider (if necessary), for example:
 - HealthLink
 - Argus (Telstra Health)
 - Medical Objects
 - ReferralNet
2. Arrange the software installation with the provider
3. Ensure your organisation is registered with HPOS through your PRODA account.
 - Request a NASH PKI certificate (if necessary)
4. Train staff
5. Update referral templates and address book
6. Talk to referring doctors to see if they use Secure Messaging
7. Start receiving and sending

IMAGINE
BETTER

phn
ACT

An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Sending from Genie

CHN

Partnering for better health

Primary recipient

After writing a letter you intend to send via Healthlink, tick the *Send via 3rd Party* tickbox. Select the carrier from the drop-down menu (if it isn't already set in the recipient's Address Book record) and click **Save** to save and close the letter.

Template: Default Letter	<input checked="" type="checkbox"/> Send via 3rd party	<input type="checkbox"/> Reviewed	<div>Cancel Send</div> <div>CDA Dx View CDA</div> <div>Make Text Edit Template</div>
Date: 24/07/2018	Prefers: Healthlink	<input type="checkbox"/> Printed	
From: Dr J Smith	Healthlink	<input type="checkbox"/> Flag for Followup	
To: Dr B Demo	<input checked="" type="checkbox"/> Ready To Send	<input type="checkbox"/> Reply Received	
Type: LETTER	<input type="checkbox"/> Sent from Genie	<input type="checkbox"/> Can't Delete	
	<input type="checkbox"/> Delivery Acknowledged	<input type="checkbox"/> Spellchecking	1c80e983-b5f7-45de-aecd-42775c88b41a

The provider can now go into **Open > Outgoing Letters** and review the letter. Once the letter has been reviewed, tick the *Ready to Send* tickbox and save the letter. This will export the letter in HL7 format into the 'Outgoing' folder that's configured in the hms_config.xml file.

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Incoming reports in Best Practice

CHN

Partnering for better health

Date	Patient name on report	Test	Addressed to	Allocated to patient	Allocate
30/10/2015	Test PATIENT	GP Referral	ANDREA MAHAFFEY		
17/01/2012	ANASTASIA ABBOTT	U-URINE M.C&S	DR IVOR CURE	Anastasia Abbott	Dr. I. Cur
17/01/2012	ANASTASIA ABBOTT	U-URINE M.C&S2	DR IVOR CURE	Anastasia Abbott	Dr. I. Cur
17/01/2012	ANASTASIA ABBOTT	SALMONELLA ID	DR IVOR CURE	Anastasia Abbott	Dr. I. Cur
17/01/2012	ANASTASIA ABBOTT	HE-TROPONIN T	DR IVOR CURE	Anastasia Abbott	Dr. I. Cur
17/01/2012	MAREE ACKERMANN	SE-ROUTINE CHEMISTRY	DR IVOR CURE	Maree Ackermann	Dr. I. Cur
17/01/2012	MAREE ACKERMANN	CI-COAG	DR IVOR CURE	Maree Ackermann	Dr. I. Cur
17/01/2012	MAREE ACKERMANN	ED-FBE	DR IVOR CURE	Maree Ackermann	Dr. I. Cur
17/01/2012	MAREE ACKERMANN	_ROUTINE CHEMISTRY	DR IVOR CURE	Maree Ackermann	Dr. I. Cur
17/01/2012	MAREE ACKERMANN	SE-ROUTINE CHEMISTRY	DR IVOR CURE	Maree Ackermann	Dr. I. Cur
26/08/2011	FELIX ADAMS	ED-GLYCOSYLATED HB A1C	DR FREDERICK FINDACURE	Felix Adams	Dr. F. Fir
26/08/2011	JASON AHERN	SE-ROUTINE CHEMISTRY	DR FREDERICK FINDACURE	Jason Ahern	Dr. F. Fir
26/08/2011	DAVID ALLEN	SE-ROUTINE CHEMISTRY	DR FREDERICK FINDACURE	David Allen	Dr. F. Fir
26/08/2011	DAVID ALLEN	SE-PSA	DR FREDERICK FINDACURE	David Allen	Dr. F. Fir
26/08/2011	DAVID ALLEN	_THYROID FUNCT. TEST	DR FREDERICK FINDACURE	David Allen	Dr. F. Fir
09/11/2003	FAY ALLEN	MODIFIED RAST	DR FINDACURE	Fay Allen	Dr. F. Fir
26/08/2011	JANELLE ALLEN	CI-COAG	DR FREDERICK FINDACURE	Janelle Allen	Dr. F. Fir
26/08/2011	JANELLE ALLEN	CI-COAG	DR FREDERICK FINDACURE	Janelle Allen	Dr. F. Fir

Allocated to Dr.:

Patient details:

IMAGINE
BETTER

phn
ACT
An Australian Government Initiative

Capital
Health
Network
Partnering for better health

Additional links and resources



[HealthLink](#)



[Medical Objects](#)



[ReferralNet](#)

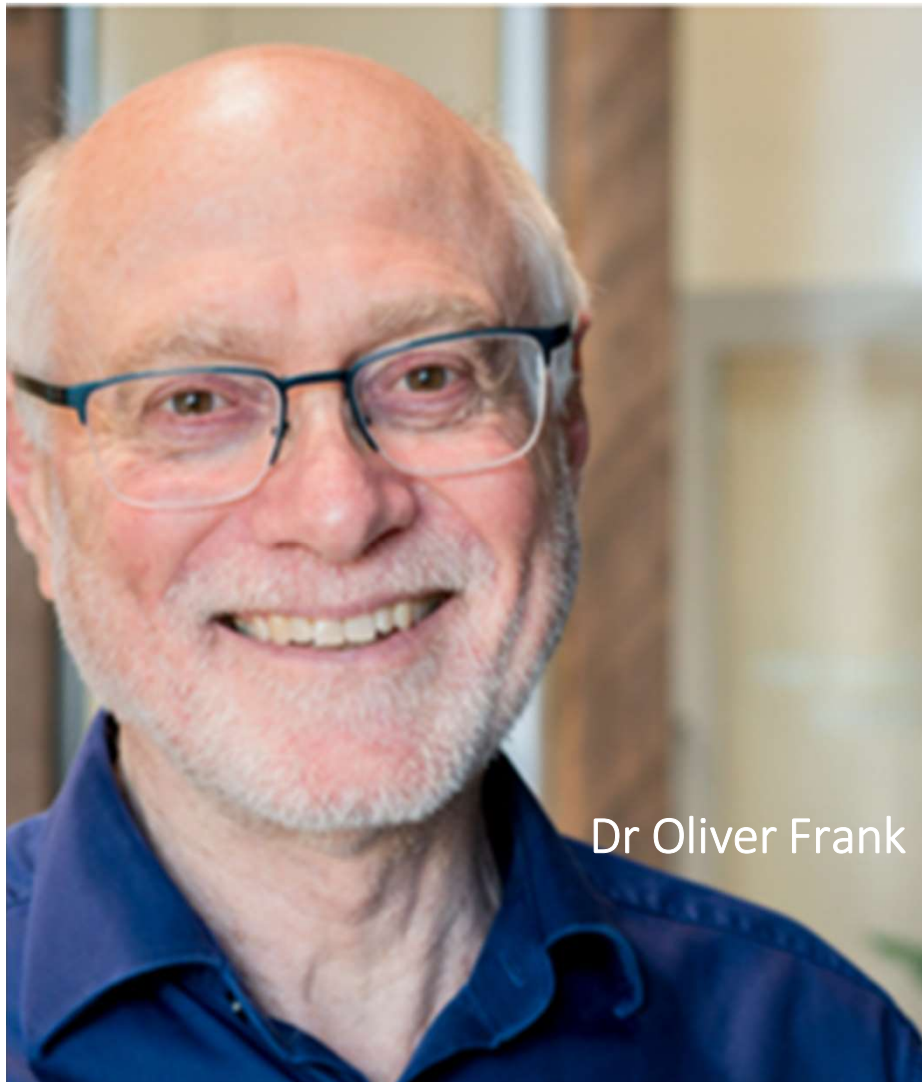


[Telstra Health Argus](#)



Contact your Clinical Information System vendor





Dr Oliver Frank

‘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’

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

**IMAGINE
BETTER**

Contact details



www.chnact.org.au



digitalhealth@chnact.org.au

phn
ACT
An Australian Government Initiative

**Capital
Health
Network**
Partnering for better health