

Introduction to My Health Record

What is My Health Record?

My Health Record is an online summary of an individual's key health information. My Health Record is a secure online record system which is available nationwide and can be viewed anywhere at any time, allowing healthcare providers access to important information about their patients. Patients can control which health professionals are approved to access their record if they apply access limits, but these can be removed in case of an emergency where the patient cannot give consent.

Why does My Health Record matter?

My Health Record is an easily accessible centralised source where vital information about a patient's healthcare can be uploaded and viewed. This allows medical professionals and the patient themselves to access their information no matter where they are, as long as they have an internet connection. Patients can also impose extra controls over who can and cannot access certain parts of their record, or the entire record, if they wish. These security controls can be bypassed using a 'Break Glass' feature in emergency situations. My Health Record may improve various aspects of a person's healthcare interactions, such as transfer of medical documents, prevention of allergy exposures and adverse medicinal events, and may assist in better understanding and control over their own health information.

How does My Health Record benefit me and my practice?

As a healthcare professional, My Health Record presents many benefits that may improve your practice:

- Easy and timely access to documents such as discharge summaries, pathology and diagnostic imaging results, medication lists, allergies, immunisation history, specialist letters, MBS and PBS histories, advance care directives, and more.
- May reduce adverse events for patients.
- Can improve communication between members of a patient's multidisciplinary care team.
- Access to history and documents of new patients to your practice.
- Reduce time spent gathering clinical information and avoid duplication of services.

My Health Record General Practice Checklist

☐ Register for Healthcare Provider Identifier - Organisations (HPI-O).

☐ Register for Healthcare Provider Identifier – Individual (HPI-I).

☐ Organisation identifies a Responsible Officer (RO) and Organisational Maintenance Officer/s (OMO/s).

Practice Managers should read through roles and responsibilities for My Health Record.

☐ Create and implement a My Health Record Security Policy

Examples can be found on the RACGP website. Ensure all staff are aware of new policies.

☐ OMO and/or RO registers for a PRODA account.

This is done online through the PRODA website, can be done during the registration for the HPI-O.

☐ Register Seed Organisation for My Health Record via PRODA-HPOS.

RO or OMO will receive an email in their PRODA-HPOS mail with the organisations HPI-O and details to apply for NASH PKI Certificate for the organisation. The HPI-O will connect to My Health Record.

☐ Apply for NASH PKI Certificate.

RO or OMO will log into PRODA-HPOS and request a NASH certificate. An SMS with the Personal Identification Code (PIC) to download the NASH will arrive within 30 days. Once downloaded the name on the file will read 'Site' but can be renamed after downloading. For more, see [page 34](#).

☐ Link Existing PKI Certificate.

RO or OMO logs into PRODA-HPOS and links existing Medicare PKI Certificate. If the organisation does not currently have a PKI certificate, one can be requested through PRODA-HPOS.

☐ Linking HPI-O to HPI-I's.

The RO or OMO will link all HPI-I's to the HPI-O through PRODA-HPOS.

☐ Ensure that your software is My Health Record conformant and ensure that

software settings are updated to allow permissions for staff to access My Health Record.

☐ Configure NASH PKI Certificate into software.