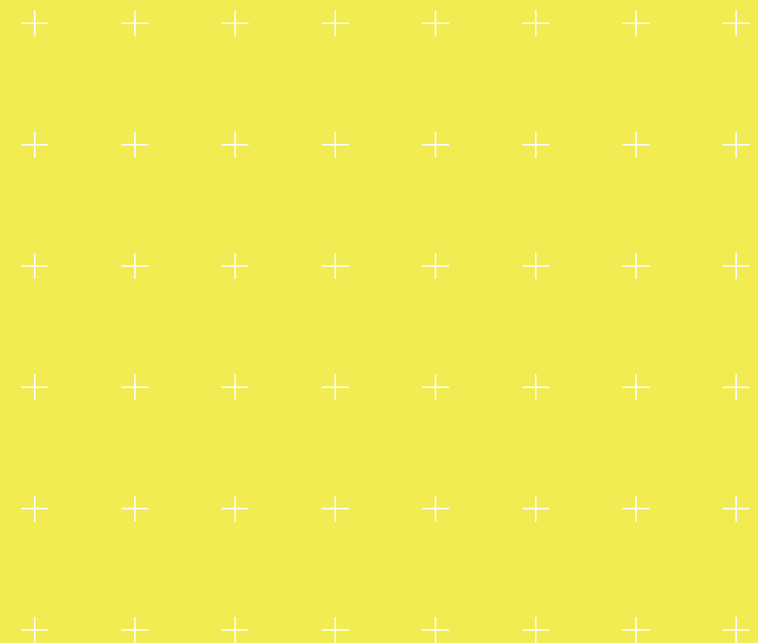


# Digital Health





Digital health is an umbrella term for the tools, resources and systems which enable healthcare knowledge and information to be stored, transferred, and accessed online. Digital health connects many areas of healthcare to allow for a more holistic approach to care and enables the secure transfer of information between points of care. This can be as simple as a shared health summary uploaded to an individual's My Health Record and can reach as far as allowing patients to use Electronic Prescriptions through their mobile phones to have their medications dispensed.

The tools and resources offered through the digital health platforms discussed in this booklet offer benefits to both patients and health professionals. They are a way of improving the communication between healthcare professionals, streamlining the process of sharing healthcare information, improving the experience of an individual consumer in the healthcare system, increasing the security of health information, and enabling a more holistic approach to healthcare. These systems will potentially improve health outcomes for individuals and can also change the way that both consumers and healthcare professionals interact with the healthcare system for the better.

## Introduction.

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### General Practitioner

- Being responsible for utilising the digital health tools installed in the practice during their consultations
- Ensuring their own practice is in line with current best practice and legislation/policy
- Taking part in training and education sessions as directed by Practice Manager
- Providing patient education



### Practice Manager

- Ensuring policies and procedures are in line with current legislation and requirements for each platform
- Providing education and training to all staff engaging with digital health platforms
- Installing and updating required software (with assistance where appropriate from IT staff)
- Promoting use of platforms among staff wherever appropriate
- Implementing change across the practice to incorporate the new tools into everyday practices



### Nurse

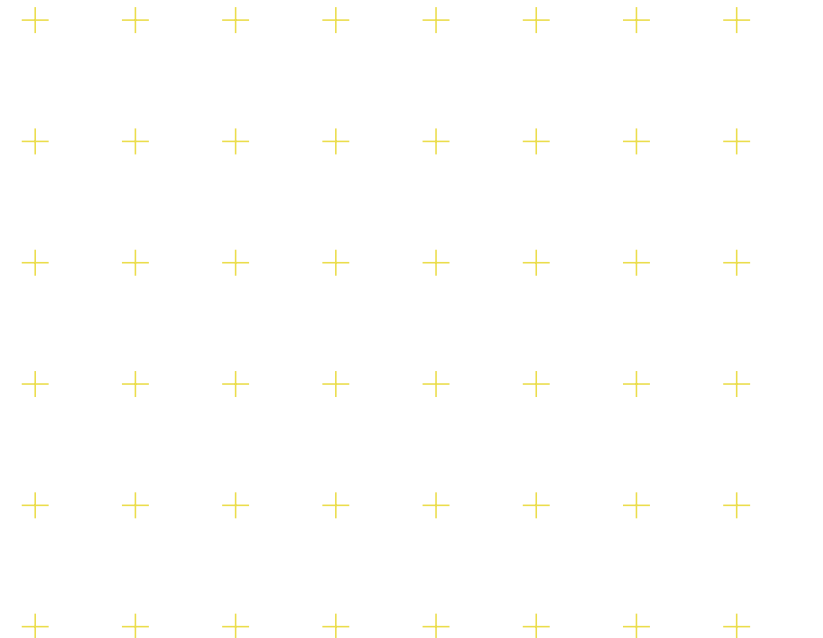
- Being responsible for utilising the digital health tools installed in the practice during their consultations
- Ensuring their own practice is in line with current best practice and legislation/policy
- Providing patient education



### Reception Staff

- Taking part in education and training
- Updating/validating patient information in clinical software
- Informing/educating clients

## Roles.



# 1 | Register for a PRODA Account

The Provider Digital Access Portal (PRODA) is an online identity verification and authentication system. It lets individuals securely access government online services such as HPOS, NASH Certificates, Medicare Online, Pharmaceutical Benefits Scheme Online (PBS Online), Australian Immunisation Register, Dept of Veterans Affairs Webclaim, National Disability Insurance Scheme (NDIS) and more.

PRODA and HPOS are the only ways to connect to all other digital health tools and systems. Without registrations to these services, a practice/practitioner cannot interact with or utilise important payment system such as Medicare Online, PBS Online, and the Practice Incentives Programs. If you or your practice are not connected to PRODA and HPOS, you will be missing out on all of these benefits as well as the many digital health systems detailed within this booklet. PRODA and HPOS are both essential service tools to any health professional and their practice.

Registering for a PRODA account is the first step required when integrating digital health platforms into your practice.

## Resources

PRODA registration page  
PRODA Log In page  
Services Australia PRODA page  
CHN Digital Health Support page  
CHN PRODA & HPOS Info PDF

For more help and support, contact us at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Create an account on the PRODA online registration page by entering your details, creating a password, and verifying your personal email address.

### STEP 2



Select three of the listed documents to confirm your identity. If you have changed your name on one or more documents, you will need to supply a document verifying your legal name.

### STEP 3



Select your verification code preference. Each time you login you will enter a single use verification code, which you can choose to receive via email, text message or an app.

### STEP 4



Match your account with the services you are entitled to via the 'Services' tab in your PRODA account.

## 2 | Register for a HPOS Account

Health Professional Online Services (HPOS) is a fast and secure way for health care providers to do business online with Services Australia. General practices use HPOS to manage and access services and payments such as the Practice Incentive Program (PIP), Healthcare Identifiers (HPI-O and HPI-I) and My Health Record, to name a few.

Healthcare Identifiers (HPI-O and HPI-I) are essential to connecting with the vast majority of digital health platforms, so ensuring the validation of your identifiers and the identifiers of your patients is vital. Your reception staff can help with this process.

There are two ways to access HPOS, either via PRODA (this can give any level of access as appropriate according to your linked services and delegations) or via a SHA-2 Certificate (which limits functionality to checking patients Medicare details).

### Resources

PRODA Log In page  
Services Australia HPOS page  
CHN Digital Health Support page  
CHN PRODA & HPOS Info PDF

For more help and support, contact us at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Register for an individual PRODA account and log into your PRODA account.

### STEP 2



Through your PRODA account, select HPOS from available services and link your identifiers to HPOS to access full functionality of the systems.

### STEP 3



Log into HPOS and set up your delegations through the My Details tab. This will enable someone else to access and do tasks in HPOS on your behalf were preferred.

### STEP 4



Where appropriate, link your organisation's PRODA account. You may need to do so if you do not have a Medicare Provider Number, or if your organisation needs to claim incentives.

### 3 | NASH PKI Certificates

The National Authentication Service for Health (NASH) enables healthcare providers and organisations to secure access and share health information. NASH Public Key Infrastructure (PKI) certificates enable your practice to interact with services such as Medicare Online, My Health Record, secure messaging platforms, and the NASH Certificates Directory. If you are setting up a new practice, it's essential that you register for a NASH Certificate.

NASH certificates only have a 2-year validity and it should be renewed three months before the expiry date. It can only be requested and renewed by the practice's Responsible Officer or Organisation Maintenance Officer by logging into PRODA and HPOS. Recently, NASH Certificates have been upgraded to NASH SHA-2 Certificates. If you have not updated to SHA-2 you must do so by December 30, 2022. If your systems are not yet compatible for SHA-2, you can fill out a form showing your plan to upgrade once your systems have been updated to be compatible.

It is important to note that the NASH certificate is only available for download for a maximum of 30 days after date of issue. Lastly, the Terms and Conditions of Use of NASH PKI Certificates requires the practice to have written policies and procedures in place.

#### Resources

Services Australia NASH PKI page  
Australian Digital Health Agency page  
CHN NASH SHA-2 information page

For more help and support, contact us  
at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Authorised PRODA account user links healthcare identifier with HPOS, then selects My Programs and then the Health care Identifiers tile.

### STEP 2



Select organisation and then Organisation Details. Select Certificates tab and then Request NASH PKI Certificate.

### STEP 3



Enter your personal mobile number and accept Terms & Conditions. Select Save Changes and then Submit.

### STEP 4



You will receive an SMS within 24 hours containing your personal identification code (PIC) stating that your certificate is available.

### STEP 5



Log in to your HPOS account through PRODA. Go to certificates tab and download NASH Certificate. Contact your software provider or IT department to install the certificate.

## 4 | 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.

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.

### Resources

Services Australia My Health Record page  
Australian Digital Health Agency  
MyHealth Record page  
CHN My Health Record page

For more help and support, contact us at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Create a My Health Record security policy and educate all staff on same. Apply for and link Nash PKI Certificate to practice through PRODA.

### STEP 2



Register seed organisation for My Health Record via PRODA-HPOS. This should link via HPI-O.

### STEP 3



Make sure software is updated and conformant with My Health Record.

### STEP 4



Ensure all staff complete education and training on My Health Record usage. This can be accessed via the Australian Digital Health Agency website.

### STEP 5



Inform patients of the organisations use of My Health Record and ensure they are consenting to have their summaries, documents, etc. uploaded during their first visit after My Health Record has begun use in the practice.

## 5 | Electronic Prescriptions

Electronic Prescriptions are a way of administering medication prescriptions without a traditional paper script. An Electronic Prescription is digitally transferred from the practice software to the patient directly, and then presented to a pharmacy for dispensing.

The first type of Electronic Prescription is the token system option, which is similar to the traditional prescription system. The prescriber issues a script as normal, but instead of printing the script the practice software will send a QR code to the patient's mobile phone via SMS or via email.

The second system for providing Electronic Prescriptions is the Active Script List, through which provides patients with the option to manage multiple electronic prescription tokens in a consolidated list.

Electronic Prescribing can offer many benefits to both the patient and prescriber:

- Eliminates risk of lost scripts and needing to rewrite misplaced paper scripts
- Decreased risk of medication errors
- Easier script writing for telehealth appointments
- Can be used for all medications, including scheduled drugs, except for specific
- special authority drugs
- Greater choice for patients to manage their scripts
- No longer need to print and sign scripts – they are electronically signed with prescribers HPI-I.

### Resources

Australian Digital Health Agency  
electronic prescriptions page  
CHN electronic prescriptions page  
Dept of Health electronic prescription  
page

For more help and support, contact us  
at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Ensure your practice has a HPI-O and is connected to the HI Service, and ensure your practitioners have HPI-I. Connect your practice to a Prescription Delivery Service (e.g. eRx or Medisecure).

### STEP 2



Validate patients Individual Health Identifiers (IHI) and ensure patient's/carer's contact details are updated (i.e. mobile number and email address).

### STEP 3



Ensure your clinical software vendor has provided the updated version which enables Electronic Prescribing, and update the software accordingly.

### STEP 4



Educate staff on the use of Electronic Prescriptions. Training modules and educational material is available via the Australian Digital Health Agency's website.

### STEP 5



Inform patients of new medication delivery options and promoting the use of electronic prescriptions in your service.

## 6 | Electronic Referrals

Electronic Referral is the seamless exchange of vital patient information from one healthcare provider to another using a secure messaging system. Using HealthLink's SmartForms through your clinical information system, such as Best Practice, Medical Director or Genie, a GP can send a referral together with patient's medical history to the outpatient services at Canberra Health Services, Community Services, and My Aged Care. General practitioners can also send to specialists who are registered as HealthLink providers and are enabled for SmartForms, or through other secure messaging platforms like Argus.

Electronic referral ensures that the referral is securely sent. HealthLink SmartForms will automatically track and validate to the referrer that their referral has been sent, and the specialist receiving the referral can send an acknowledgment to let them know when they have reviewed the referral. A copy of the electronic referral can also be sent to the patient's My Health Record.

Electronic Referrals may have many benefits to both the patient and prescriber:

- Provides a smooth, efficient, and easy way to submit referrals in real-time
- It can reduce risk of loss of referrals, due to the system's ability to track referrals
- Can improve communication between healthcare providers
- Reduce duplication of referrals and processing time
- SmartForms can also allow you to submit an online application to ACT Health for authority to prescribe controlled medications.

### Resources

Australian Digital Health Agency  
Secure Messaging page  
HealthLink Website  
Argus Website  
CHN Smartforms tutorial video

For more help and support, contact us  
at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Register your practice and your general practitioners to HealthLink's system. Visit the HealthLink website for assistance.

### STEP 2



Coordinate with your IT personnel to integrate HealthLink in your practice management software. Integration guides are available through the HealthLink Knowledge Base.

### STEP 3



Ensure that all healthcare identifiers for the organisation (HPI-O), practitioners (HPI-I), and patients (IHI) are validated through the practice clinical software.

### STEP 4



Familiarise yourself on how to use SmartForms and provide training to staff.

### STEP 5



If you do not have a compatible practice clinical software, access HealthLink's web portal.

## 7 | Electronic Requesting

Electronic Requesting, also known as E-Ordering, is a fast and easy digital process for ordering pathology tests. Using your practice's enabled medical software, you can send pathology requests directly to a nominated pathology lab. It is a simple process where the request is sent electronically to the lab and a paper request form is also printed to give the patient an option to choose a pathology provider. Results can also be uploaded to My Health Record.

Electronic Requesting has many benefits for both the patient and prescriber:

- It gives convenience and streamlines the pathology referral experience to the patient due to faster collection, accurate information, and less waiting times
- Both patients and GPs may view and download the results through My Health Record
- It reduces the risk of transcription errors and increases accuracy of the GP's request because there is no manual encoding of information
- It's fast and easy to use and there is no change to the existing pathology requesting workflow of the practice.

### Resources

Capital Pathology eRequesting page  
Australian Clinical Labs eRequesting page  
Laverty Pathology eRequesting page

For more help and support, contact us at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Check to see if your chosen pathology provider is connected for Electronic Requesting. In the ACT this currently includes Capital Pathology, Laverty Pathology and Australian Clinical Labs.

### STEP 2



Ensure that healthcare identifiers for the organisation (HPI-O), practitioners (HPI-I), and patients (IHI) are validated through the practice clinical software.

### STEP 3



Contact your preferred Electronic Requesting enabled pathology provider to connect your practice's software with the E-Requesting system. This might be done remotely or in clinic, depending on your software.

### STEP 4



Educate staff on how to utilise Electronic Requesting. Your pathology provider will assist in this as well.

## 8 | Telehealth

Telehealth services use information and communication technologies to deliver healthcare services and transmit health information. This can include services rendered via telephone consultation and/or videoconferencing. It has the potential to provide patients with more convenient and efficient access to healthcare. While appointments over the phone can be useful, for many consultation being able to see your patient and assess them visually can be very beneficial to patient care.

HealthDirect Video Call is a free, easy to use, trusted and reliable telehealth option for health professionals to conduct video consultations. It provides a single, consistent entry point on the health services' web-page for all their patients and, unlike traditional video conferencing, patients do not need an account, special software, or dial-in details. This reduces the need for extra resources or systems to support video consulting.

Telehealth can have many benefits which can affect your practice and your patients:

- Expand access to healthcare and reach more patients
- May reduce patient “no-shows”
- May improve service delivery and flexibility – GPs can provide consultations from any location that has decent internet connection
- May increase practice revenue because Telehealth may be less time-consuming. GPs can use the extra time to see other patients
- Can improve patient satisfaction because of the convenience Telehealth provides.

### Resources

Australian Digital Health Agency  
Telehealth page  
Medicare MBS Telehealth items  
HealthDirect website  
CHN Telehealth page

For more help and support, contact us  
at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1

- ☐ Have a plan for integration of telehealth appointments into your practice. Discuss with all staff and develop policies and procedures for telehealth use.

### STEP 2

- ☐ Set up your telehealth consultation space, ensure technical and hardware requirements have been met and lighting is adequate. Ensure the HealthDirect help number is handy if issues arise.

### STEP 3

- ☐ Provide training and education to your staff and ensure that all necessary staff are familiar with the telehealth MBS items.

### STEP 4

- ☐ Run a test call with staff to ensure systems are working and troubleshoot any issues that arise prior to implementing telehealth for real appointments.

### STEP 5

- ☐ Provide educational materials to patients who are considering using telehealth appointments. Promote telehealth to appropriate patients and seek feedback from patients and staff.

## 9 | Cyber Security

Cyber Security, also known as information technology security or electronic information security, is the practice of defending digital information and data stored on computers, servers, devices, systems, and networks. It is a multifaceted practice which provides security to protect information stored digitally from malicious attacks which attempt to steal, leak, or corrupt your private information.

Within healthcare, the privacy of patient information is vital and protected by several laws in Australia, including the Privacy Act, the Crimes Act (1914), the Security of Critical Infrastructure Act (2018), the Telecommunications (Interception and Access) Act (1979), and more. It is your duty as a health care practitioner, as well as the duty of the practice you work for, to protect the privacy of your patients.

By protecting your patient's private information, you are meeting the legislative requirements laid out for medical professionals. You are also protecting yourself from heavy fines, legal action by patients whose information is breached, and protecting your practice's information and your own information as an individual. Hackers may also seek to breach privacy for financial gain – i.e. selling private information online or extorting businesses by holding private information 'hostage' until payment is received. If your practice has a cyber security breach, this may affect your organisation's profitability, access to critical business systems and its capacity to run business as usual.

### Resources

Australian Digital Health Agency  
Cyber Security page  
The Australian Cyber Security Centre  
CHN Cyber Security page  
RACGP Information Security page

For more help and support, contact us  
at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Consult the Office of the Australian Information Commissioner's (OAIC) guidelines and follow RACGP requirements for cyber security.

### STEP 2



Update all staff log-in information, focusing on strong and unique usernames and passwords. Wherever possible, use two-factor authentication for best protection during log in process.

### STEP 3



Keep frequent back-ups for all critical information and systems. Have off-site back-ups that are not connected to the practice network to protect from loss due to fire, theft, or malware.

### STEP 4



Subscribe for alerts and updates from Stay Smart Online, ScamWatch, and your software vendors.

### STEP 5



Educate staff about Cyber Security and the measures in place, as well as risks to look out for, such as phishing/scam emails.

## 10 | Canberra Script

Canberra Script is the ACT's real time prescription monitoring (RTPM) system. It provides the prescriber and pharmacy with information that may assist with clinical decisions on the safe and effective prescribing of monitored medications.

Canberra Script is the new RTPM system, replacing DORA, which is designed to reduce harm and preventable deaths in the community due to misuse of scheduled and monitored medicines.

Canberra Script has measures in place to detect people who are at risk of harm from certain medicines. Medicines monitored as part of Canberra Script include all Schedule 8 controlled medicines and some Schedule 4 medicines, including: all benzodiazepines, tramadol, codeine, zolpidem, zopiclone, pregabalin, quetiapine, and gabapentin.

When to use Canberra Script?

- When prescribing or supplying a monitored medicine to the patient
- When reviewing the patient's monitored medicine history as part of a patient consultation (e.g. when a prescriber takes a patient's history or a pharmacist conducts a medication review)
- When discussing the patient's monitored medicine history with other registered health practitioners who are involved in the patient's care
- When applying for Chief Health Officer (CHO) approval.

### Resources

Canberra Script home page  
ACT Health's Canberra Script page  
eLearning Modules developed by PSA  
HealthPathways Canberra Script page  
CHN & ACT Health's Canberra Script Webinar video

For more help and support, contact us at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Go to the Canberra Script home page and click register. You will need to provide your AHPRA Number and date of birth.

### STEP 2



Enter the verification code sent to your email address which is connected to your AHPRA account. Be sure to check your junk mail box if you cannot see the verification email.

### STEP 3



Enter your preferred email address- note that this cannot be an ACT Health email address.

### STEP 4



Create your log in password for Canberra Script, and accept the Terms and Conditions.

## 11 | Provider Connect Australia

Provider Connect Australia (PCA) is a service operated by the Australian Digital Health Agency. It connects healthcare provider organisations with their business partners to streamline updates of the services they provide and the practitioners that provide them.

As a healthcare professional, Provider Connect Australia presents many benefits including:

- Reducing unnecessary duplications and transcription errors
- Streamlining notifications of changes to business partners
- Ensuring complete and up-to-date listings in directories
- Reducing time spent to follow-up and re-direct messages received in error.

### Resources

Australian Digital Health Agency  
Provider Connect page  
CHN Provider Connect Australia page

For more help and support, contact us  
at [primarycare@chnact.org.au](mailto:primarycare@chnact.org.au)

## Steps to get you started.

### STEP 1



Make the Australian Digital Health Agency a contracted service provider in HPOS.

### STEP 2



Gather your organisation's details (ABN, HPI-O, contact details).

### STEP 3



Log into the PCA portal and follow the steps in the 'Setup an organisation helper wizard'.

### STEP 4



Click 'Add Organisation' and follow the steps to add your business details.

### STEP 5



Nominate an individual to sign the participation agreement and evidence of authority.