EDUCATION AND ADOPTION
Resources and Events Update

November 2022 Issue

Articles for your practice newsletter

Digital health - test your knowledge of electronic prescriptions

Since May 2020, nearly 81 million electronic prescriptions have been issued across Australia. Electronic prescriptions are a secure and convenient alternative to paper prescriptions and are especially useful when providing services via a telehealth consultation. But do you know the different ways that electronic prescriptions can be managed? Have you considered how electronic prescriptions maintain patient privacy? Do you understand the benefits of using electronic prescriptions? Complete our quick quiz to test your knowledge of electronic prescriptions.

Scan the QR code or click here to take the quiz.

EDUCATION EVENTS

ALL HEALTHCARE PROVIDERS

Digital Health Foundations Series

The meaningful use of digital health in Australia is underpinned by healthcare organisations connecting to the Healthcare Identifiers Service. This four-part webinar series will provide managers of medical practices, community pharmacies and other healthcare organisations with an understanding of the foundations of digital health and how to put in place the pre-requisites required to connect to digital health services (such as electronic prescriptions, My Health Record and secure messaging).

Digital Health Foundations – Series 1 Healthcare Identifiers and the HI Service
Register: https://register.gotowebinar.com/rt/3582852524576523789?source=Bulletin

Digital Health Foundations – Series 2 Accessing PRODA & HPOS
Register: https://register.gotowebinar.com/rt/7828671650815056909?source=Bulletin

Digital Health Foundations – Series 3 Registering a Seed Organisation with the HI Service
Register: https://register.gotowebinar.com/rt/6153111587596158991?source=Bulletin

Australian Government
Australian Digital Health Agency

My Health Record

What you need to know about Assisted Registration

What do you do if you have a patient who doesn't have a My Health Record and asks you to help them get one? Join this session to learn how to do an assisted registration for My Health Record through your clinical software and understand what you need to do to update your My Health Record Security and Access policy.

Session outline:

- Target (receptionists, health workers, nurses, midwives)
- Updating your policy

Register: https://attendee.gotowebinar.com/rt/3323597578080717839?source=Bulletin

Emergency Access

Have you been contacted about your use of the Emergency Access (EA) function? This webinar will cover your obligations, when you can use emergency access and the records you need to keep. It will also show what a locked record looks like.

Session outline:

- Emergency access function
- When emergency access can be used
- What you see when an individual has a locked record
- Entering a locked record

Register: https://attendee.gotowebinar.com/rt/5982028677554511884?source=Bulletin

Getting to know the Active Script List

Active Script List is a token management solution which can support patients using electronic prescriptions.
Join this session for an update on the Active Script List rollout across Australia and take the opportunity to ask any questions you have about how it can benefit your patients.
This session is suitable for both pharmacy and general practice staff.

Register: https://attendee.gotowebinar.com/rt/6654704392741974543?source=Bulletin

My Health Record - a comparison of summary documents

There are three different summary documents which may be uploaded by healthcare providers to a patient's My Health Record. Join this session to learn more about the differences between these documents and understand when and how to best upload them for your patients. The webinar will include a demonstration using an online training environment.

Register: https://attendee.gotowebinar.com/rt/5442031027355605773?source=Bulletin

My Health Record Overviews

There are six different Overviews which can be viewed by healthcare providers in My Health Record. Join this session to learn more about the purpose of the views and how they can assist you with finding information in a patient's My Health Record more efficiently. The webinar will include a demonstration using an online training environment

Register: https://attendee.gotowebinar.com/rt/8018603486142113549?source=Bulletin

Introduction to My Health Record

This session is designed for healthcare providers with no prior experience of using My Health Record. Join this webinar to learn more about the benefits of having access to clinical information through My Health Record. This session will provide you with an overview of key clinical documents and outline access controls and notifications which can be set for My Health Record by patients. The session will include a short demonstration through a clinical software system and provide an opportunity to ask questions.

Register: https://attendee.gotowebinar.com/rt/3172335560025719565?source=Bulletin

SPECIALISTS

My Health Record for Specialist practices

Join this webinar to learn about the core features of My Health Record and use your clinical software to view and upload clinical information. The session is designed to be interactive so participants are encouraged to ask questions.

Following a live demonstration during this webinar, you will understand how to:

- save time by accessing overview summary documents including medicines, immunisations, pathology and diagnostic imaging reports
- find documents relevant to your clinical practice e.g. discharge summaries
- view the available Medicare information
- upload specialist letters.

Register: https://attendee.gotowebinar.com/rt/8437492126245591054?source=bulletin

PRACTICE MANAGERS AND GENERAL PRACTITIONERS

Practice Managers - getting to know Electronic Prescriptions and the Active Script List

Does your practice regularly conduct telehealth sessions for your patients where they need a new prescription sent out? Does your practice receive calls from patients or pharmacies asking for you to re-send prescriptions that have been misplaced? You can help streamline the way your practice manages these requests by recommending electronic prescriptions and the Active Script List to your patients. Join this session to learn about the benefits of electronic prescriptions and the Active Script List and how patients can register for this service with their local pharmacy. There will also be an opportunity for questions and answers with the presenter.

Register: https://attendee.gotowebinar.com/rt/7452878367649127951?source=Bulletin

Implementing My Health Record policies in your organisation

In this session, you will learn how to implement and maintain a My Health Record Security and Access policy in your organisation. Understand the importance of the Responsible Officer (RO) and Organisational Maintenance Officer (OMO) roles in completing and maintaining the policy. The instructor will demonstrate the required information to complete a policy using a sample template.

Upon completion participants will be able to:

- understand the legislative framework for accessing My Health Record
- understand the roles and responsibilities of Responsible Officer (RO) and Organisational Maintenance Officer (OMO)
- create and maintain security and access policy for My Health Record
- manage My Health Record user accounts and training registers
- understand responsibilities of practice staff accessing the My Health Record system
- understand the importance of Health Identifiers and correct system configuration.

Register: https://attendee.gotowebinar.com/rt/7417233295521518349?source=bulletin

Improving data quality in your practice

This 30-minute session will provide an overview of the importance of high-quality patient clinical records and practical examples of how to improve your practice's data quality, using either a diabetes or immunisation quality improvement activity.

This session will aim to guide medical practice administrative and clinical staff in gaining a foundational understanding of the:

- clinical risks of poor data
- importance of coding clinical information to ensure quality diagnosis and medical history/observations data
- importance of medical terminology; and
- benefits of up-to-date and accurate data within clinical software and when uploading documents to the My Health Record.

Diabetes data

This training will support practices to use PIP QI Improvement Measures relating to diabetes (Measures 1 and 10) to improve their data quality.

Register: https://register.gotowebinar.com/rt/5332569144862739979?source=Bulletin

Immunisation data

This training will support practices to use PIP QI Improvement Measures relating to influenza immunisation and diagnosis data (Measures 5 and 6) to improve their data quality.

Register: https://attendee.gotowebinar.com/rt/7235176161271984143?source=Bulletin

RADIOLOGY

My Health Record in radiology demystified

Ever wondered what My Health Record is? Is it useful for radiology practices? Does it cost to participate? Who ticks the 'Do not send to My Health Record' box on request forms and what does it mean?

This webinar will explore these and other common questions about My Health Record and will use a case study to highlight specific examples of when My Health Record may enhance workflow for radiology staff and improve quality of care for your patients. The session will include an opportunity for questions and answers.

Register: https://attendee.gotowebinar.com/rt/9198004530161pharm53643?source=Bulletin

PHARMACISTS

Pharmacy technicians and assistants - getting to know electronic prescriptions and the Active Script List

Does your pharmacy have many "scripts on file" for patients? Are you looking for ways to streamline this process with electronic prescriptions and the Active Script List? Join this session to learn about the benefits of Active Script List and how it can support customers and your pharmacy with electronic prescription management. The presenter will describe the registration process and give you an opportunity to ask questions.

Register: https://attendee.gotowebinar.com/rt/1645710948394313998?source=Bulletin

Learn how to use My Health Record: for pharmacists

This session is aimed at pharmacists and pharmacy staff interested in learning more about My Health Record and how to easily access the system and find clinical documents. Using a software simulation platform, the instructor will demonstrate available features of My Health Record, including how to:

- access a patient's My Health Record
- view documents, immunisation history, medicines and Medicare information
- upload documents to My Health Record.

Participants can raise questions directly with the instructor to discuss issues encountered in using My Health Record. If you cannot find a session time that suits you, we can provide an out of schedule session to accommodate you and your staff. For more information on this or for follow up My Health Record support for your practice please contact education@digitalhealth.gov.au.

Register: https://attendee.gotowebinar.com/rt/3880362774197755660?source=bulletin

JURISDICTIONS AND COMMUNITY HEALTH

My Health Record for health workers – Series 1

Your presenter for the series is William Namok an Aboriginal and Torres Strait Islander man. He will present a series of five education sessions about My Health Record for health workers.

Australian Government
Australian Digital Health Agency

My Health Record

The first webinar covers what is My Health Record, the information it contains and the benefits through real stories.

- What is My Health Record
- Rob & Sandra's story
- What information is in a My Health Record
- Overview of the clinical documents

Register: https://attendee.gotowebinar.com/rt/165903537468808974?source=Bulletin

Community Health Digital Health Foundations Series

The meaningful use of digital health in Australia is underpinned by healthcare organisations connecting to the Healthcare Identifiers service. This four-part webinar series will provide community health organisations with an understanding of the foundations of digital health and how to put in place the pre-requisites required to connect to digital health services (such as Electronic Prescriptions, My Health Record and Secure Messaging).

Digital Health Foundations Series 1 – Healthcare Identifiers and the HI Service
Register: https://attendee.gotowebinar.com/rt/1696724989538226700?source=Bulletin

Digital Health Foundations Series 2 – Accessing PRODA & HPOS
Register: https://attendee.gotowebinar.com/rt/6080422873899840014?source=Bulletin

Digital Health Foundations Series 3 – Registering a seed organisation with the HI Service
Register: https://attendee.gotowebinar.com/rt/6475282788201687568?source=Bulletin

Digital Health Foundations Series 4 – Setting up access to My Health Record and electronic prescriptions
Register: https://attendee.gotowebinar.com/rt/73477490545742859?source=Bulletin

My Health Record training session for Community Health

My Health Record is becoming an increasingly significant summary record of an individual's health information. Do you or your team have any questions about My Health Record? Join us for a webinar hosted by the Australian Digital Health Agency which will highlight the core features and functionality of My Health Record, security and privacy requirements, the benefits of having access to key information as well as how to utilise My Health Record to support clinical practice. This information session is targeted at community health organisations.

Register: https://attendee.gotowebinar.com/rt/9205563670941807373?source=bulletin

My Health Record for hospital clinicians

This 30-minute session is for hospital clinicians interested in learning more about My Health Record and how to easily access the system and find clinical documents. This session will demonstrate how you can:

- access a patient's My Health Record
- view documents, immunisation history, medicines and Medicare information
- learn how to enter an access code in a locked or restricted record
- appropriately use the emergency access function.

Access to health information contained in My Health Record can help reduce the instance of adverse medication events (including hospital re-admissions), decrease duplicate diagnostic testing and improve continuity of care for patients across the primary and secondary care sectors.

Register: https://attendee.gotowebinar.com/rt/6577162424200582672?source=bulletin

AGED CARE

Using My Health Record in Aged Care: case study and demonstration

My Health Record can provide access to accurate and relevant clinical information uploaded by a range of healthcare providers (GPs, hospitals, pharmacists), that may assist in improving quality of life, care coordination and reduce potential medication misadventures. This webinar will explore the benefits of using My Health Record through a case study to assist attendees' understanding of how to use the clinical information in My Health Record and apply it to everyday workflow/practice or care.

Register: https://attendee.gotowebinar.com/rt/3872559532941310480?source=bulletin

Supporting telehealth services in residential aged care facilities: the case for My Health Record

Join us to learn more about how My Health Record can support telehealth consultations in residential aged care facilities to improve quality of life, care coordination and reduce potential medication misadventures. You will also gain insight from experts on topics such as cyber security and hear first-hand from a GP on how My Health Record can support telehealth in practice. This webinar is targeted at GPs, nurses, pharmacists, staff working in aged care as well as allied health professionals.

Register: https://attendee.gotowebinar.com/rt/8720046824947192589?source=bulletin

CLINICAL INFORMATION SYSTEMS (CIS)

Join these sessions to learn how to use My Health Record in your clinical software. The instructor will demonstrate how to:

- access your patients' My Health Record
- view documents, immunisation history, medicines and Medicare information
- upload documents to My Health Record.

Participants can raise questions directly with the instructor to discuss issues encountered in using My Health Record. If you cannot find a session time that suits you, we can provide an out of schedule session to accommodate you and your staff. For more information on this or for follow up My Health Record support for your practice, please contact education@digitalhealth.gov.au.

Best Practice: https://attendee.gotowebinar.com/rt/3857636958320592911?source=bulletin

Communicare: https://attendee.gotowebinar.com/rt/6671839170209579792?source=bulletin

MedicalDirector: https://attendee.gotowebinar.com/rt/6809952122708877838?source=bulletin

Zedmed: https://attendee.gotowebinar.com/rt/156372955971182863?source=bulletin

NATIONAL PROVIDER PORTAL (NPP)

Join this session to learn how to use My Health Record through the National Provider Portal. The instructor will demonstrate how to:

- log into the National Provider Portal via PRODA
- view documents, immunisation history, medicines and Medicare information
- download documents to local systems.

Participants can raise questions directly with the instructor to discuss issues encountered in using My Health Record. If you cannot find a session time that suits you, we can provide an out of schedule session to accommodate you and your staff. For more information on this or for follow up My Health Record support for your practice, please contact education@digitalhealth.gov.au.

Register: https://attendee.gotowebinar.com/rt/1998743236858702864?source=bulletin

TRAIN THE TRAINER

Train the trainer sessions for new PHN staff

These train the trainer sessions are particularly targeted towards new staff while existing staff members may also find them useful as a refresher.

Session 1 – My Health Record intro - provider and consumer

This is a train the trainer session for PHN staff who are new or just need a refresher. Learn how healthcare providers use My Health Record and how consumers can interact with their own My Health Record. Understand the core features and functionality of My Health Record, security and privacy requirements and the benefits of having access to key information. During the session we will use an on-demand training environment to demonstrate how clinicians can view and upload information.

Register: https://attendee.gotowebinar.com/rt/1998743236858702864

Session 2 – My Health Record foundations and registration

This is a train the trainer session for PHN staff who are new or just need a refresher. Learn about the fundamental digital infrastructure required (PRODA, HPOS, Healthcare Identifiers, NASH certificates) to connect to digital health services. The presenter will take you through the My Health Record registration process step by step so you can confidently support new organisations that wish to connect.

Register: https://register.gotowebinar.com/rt/518313502971118605

Session 3 – Electronic prescriptions and eRequesting

This is a train the trainer session for PHN staff who are new or just need a refresher. Learn how you can support practices to enable pathology eRequesting and increase pathology results uploads to My Health Record. The session will also include an overview of electronic prescribing and an update on the uptake in the community.

Register: https://register.gotowebinar.com/rt/6082492150889669645

Resources and further information

Provider Connect Australia resources

Provider Connect Australia (PCA) pilot launch has now commenced. PCA is a key piece of national digital infrastructure built here at the Agency to assist healthcare organisations to streamline their relationships with business partners by taking the administrative grind out of maintaining business and personnel information. Using the national PCA service, healthcare organisations can improve the quality and reliability of communications with other organisations and services, including the National Health Services Directory, secure messaging vendors and healthcare directories, reducing their administrative burden and giving them back time to put into healthcare. The training has been split into 3 parts to provide an in-depth understanding. These sessions will run over the next couple of weeks.

To support organisations interested in participating in the pilot launch, the PCA Healthcare Provider User Guide is available here.

Further Resources from the PCA Website.

- Registering for PCA Animation – here.
- PCA Product Summary – here.

For general PCA enquiries

- Phone: 1300 901 001 8am – 5pm (AEST/AEDT) Monday – Friday
- Email: pca@digitalhealth.gov.au

Residential Aged Care Facilities (RACF) and My Health Record

There has been a peaked interest lately for RACFs to become more involved in digital health and My Health Record. Improved access to residents' health and medicines information enables healthcare professionals to provide better and safer care, especially during transitions of care. As such, please feel free to share this RACF and MHR Fact sheet with any facilities in your region that are enquiring about registering for My Health Record.

Additional resources such as eLearning modules, webinar recordings and guidelines can also be found on the dedicated education and training page for aged care.

If you have further questions or require additional support, please also feel free to reach out to our team education@digitalhealth.gov.au

My Health Record training

Healthcare provider organisations need to ensure their My Health Record Security and Access policy includes and addresses the topics outlined in Rule 42 of the My Health Records Rule. One of these topics relates to staff training. The Agency has re-published a recommended training list that may support organisations in meeting this legislative requirement.

Using My Health Record in Community Health eLearning module

This module provides an overview of My Health Record and describes how community healthcare providers can use it within their scope of practice. It covers six short topics:

1. Overview of My Health Record and how it can support healthcare delivery
2. Information available in an individual's My Health Record
3. Viewing and uploading key documents
4. Other clinical documents
5. Data quality and clinical coding
6. Integration of My Health Record into practice

Click on the link here to access the eLearning module.

Visit Australian Digital Health Agency Events and Webinars website

The Australian Digital Health Agency provides a range of My Health Record education events including introductory and general sessions, practical demonstrations and sessions by area of practice.
Visit: https://www.digitalhealth.gov.au/healthcare-providers/webinars to register.