iRAD & Patient Consent

iRAD enables the sharing of care information recorded at different care locations. At each location where a patient receives care, Patient Consent is collected. This is a Patient Opt-In Consent Model. This enables the Medical Practice to contribute information to iRAD and see information for the patient recorded in other iRAD Practices.

Patient consent is at the heart of iRAD.

iRAD is patient-centric. Its opt-in model empowers the patient to choose their care partners by giving consent to practitioners they trust with their health data. It is a simple one-off sign up at each care location.

How is patient consent collected?

Patient consent processes support collection of either verbal or written consent.

Consent templates and supporting documents are available in five languages:
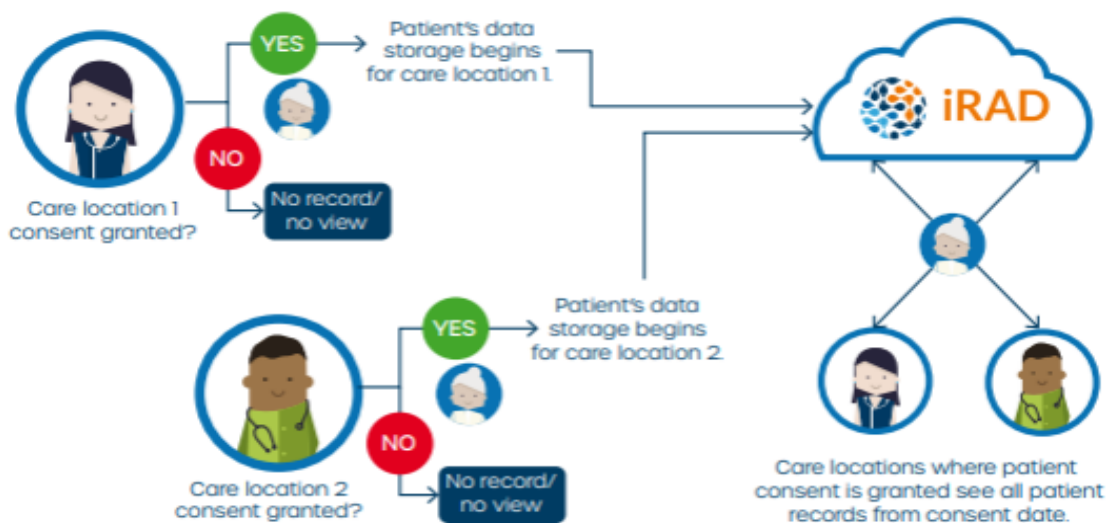**Arabic / Assyrian / Chinese / English / Vietnamese**

Withdrawal of consent

The opt-in model empowers the patient to consent at each location.

If a patient wishes to withdraw iRAD consent, the recording of denied consent at the care location will immediately disable access to information from this care location.

The power of care location consent

➡ Every patient is empowered to choose the practices they provide iRAD consent to

➡ Locations where a patient has granted consent can view information from every care location where the patient has previously granted consent

➡ Care locations contribute information to the shared patient iRAD record

➡ Patient consent is easy to record in iRAD. There is no ongoing effort to trigger the sharing of clinical information

The following pages contain patient consent procedures for collecting iRAD Consent from Patients.

Translated materials are available

- Arabic
- Assyrian
- English

- Simplified Chinese and
- Vietnamese.

Translated materials should only be used who provide clinical care in the language of the translated material, or qualified interpreter services should be used to obtain consent. E.g. Vietnamese translated materials can be used a clinician who practices medicine in English and Vietnamese.

Also included in this document are instructions how to create the templates in Best Practice and Medical Director and example reception workflow.

Contents

Contents

For more information contact www.swsphn.com.au/iRAD or iRAD@swsphn.com.au

iRAD Verbal Granting Consent Process

Process

1. Confirm identity of patient
2. Read the following script to the Patient
3. If consent is granted, save the template iRAD CONSENT GRANTED in the patient's documents. This will activate the consent.
4. If consent is declined, save the template iRAD CONSENT DENIED in the patient's documents. This will de-activate any prior recorded consent.

Suggested Script

This practice uses a system called iRAD that collects, and shares health information recorded at this practice, with other healthcare sites around Australia also using iRAD.

By giving your consent, you:

- Agree that your health information collected at this practice can be shared with other iRAD sites such as hospitals and used by their healthcare workers in relation to your care

- Understand other iRAD sites can share information about you back to this practice.

- Understand that iRAD links the health information about you collected at this practice with your health information collected at other participating iRAD sites, for use as part of your care or for research and analysis purposes.

- Agree to the iRAD software providers being able to securely store and share this information between the healthcare sites.

- Understand that information stored in iRAD, including your health information, may be used and disclosed for research and analysis purposes or for improving iRAD, provided that any such information will be de-identified before this research or analysis is made publicly available.

- Understand you can withdraw your consent at any time by contacting us.

- More information is available at www.swsphn.com.au/iRAD

- Agree to the recording of this verbal consent and understand any risks.

Do you consent to using iRAD?

End Script

Granting Written Consent to iRAD

This healthcare site uses an information sharing system called, 'iRAD'. You have been given an information sheet that explains how the iRAD system works and how your medical and other information is collected, used and disclosed in the iRAD system. Before making your medical and other information held by this healthcare site available in the iRAD system, we ask for your consent.

By giving your consent, you:

- *Agree that you have received, read and understood the information sheet.*

- *Consent to the access, collection, use and disclosure of information from your medical record and other information collected at this practice about you as detailed in the information sheet.*

- *Consent to your information from your medical record and other information collected at this practice to be accessed through the iRAD system and other iRAD sites around Australia where you receive health care such as hospitals, doctors, and other health providers and consent to those parties disclosing health information about you to this practice as detailed in the information sheet.*

- *Understand that the iRAD system links the health information about you collected at this health care practice with health information about you collected at other participating iRAD sites, for the purpose of use of that information as part of your care or for research and analysis purposes.*

- *Consent to the providers of the iRAD system, including SWSPHN securely collecting, using and disclosing this information about you to provide the iRAD system.*

- *Understand that your consent and agreement to these statements has been recorded by this health care practice and a record of this consent will also be stored in the iRAD system.*

- *Consent to information regarding you (including your health information) being used and disclosed to improve the iRAD system or in healthcare related research, analytics or other similar projects, provided that any such information will be de-identified before any such research or analysis is made publicly available.*

- *Confirm that you understand the consent being requested and the consequences of providing the consent.*

Name _____

Signature _____

Date _____

<div style="border:1px solid red">

Staff Use

Scan and save signed consent into patients medical record. Name the document iRAD Consent Granted.

</div>

iRAD Verbal Declining Consent Process

Process

1. Confirm identity of patient
2. Read the following script
3. Save the template iRAD CONSENT DENIED into documents in the patients medical record This will remove consent and no information for this patient from this care location will be available in iRAD.

Suggested Script

By declining your consent, you:

- Do not consent to personal information from your medical record held by this health care practice being shared with other iRAD sites such as hospitals and used by their healthcare workers in relation to your care.

- Understand that by not making your information available using the iRAD system, hospitals and other healthcare providers may not have access to your health information.

- Understand that your decision to decline consent has been recorded by this health care practice and a record of this decision will also be stored in the iRAD healthcare information system.

Do you agree to decline consent for iRAD?

End Script

Written Declining Consent Process

This healthcare site uses an information sharing system called, 'iRAD'. You have been given an information sheet that explains how the iRAD system works and how your medical and other information is collected, used and disclosed in the iRAD system. Before making your medical and other information held by this healthcare site available in the iRAD system, we ask for your consent.

By declining your consent, you:

- Do not consent to personal information from your medical record held by this health care practice being shared with other iRAD sites such as hospitals and used by their healthcare workers in relation to your care
- Understand that by not making your information available using the iRAD system, hospitals and other health care providers may not have access to your health information.
- Understand that your decision to decline consent has been recorded by this health care practice and a record of this decision will also be stored in the iRAD healthcare information system.

Name _____

Signature _____

Date _____

Staff Use

Scan and save signed consent into patients medical record. Name the document iRAD Consent Denied.

Reception Consent Process

Patients with complex conditions and multiple co-morbidities utilise services from many providers to manage their care. iRAD supports coordinated patient care by enabling access to the latest information and providing longitudinal patient records to the care team.
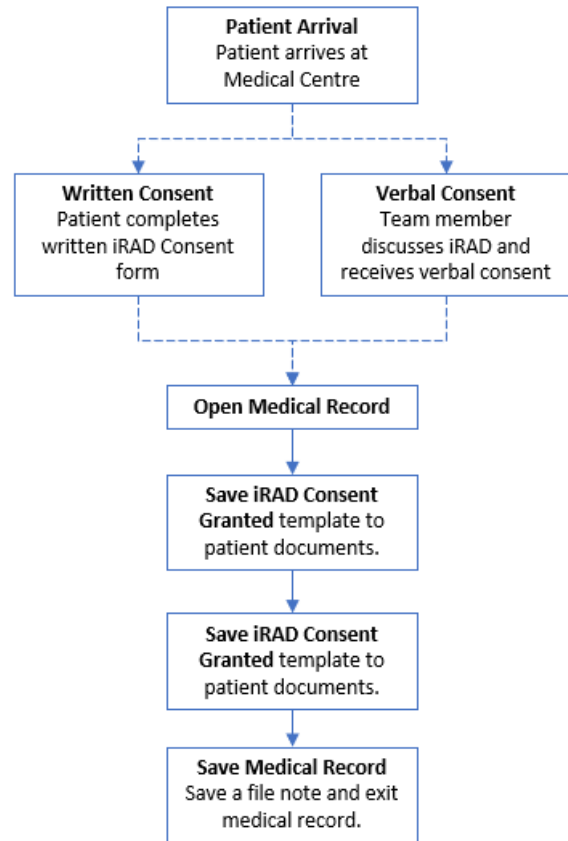
Patient consent is at the heart of iRAD.

iRAD is patient-centric. Its opt-in model empowers the patient to choose their care partners by giving consent to practitioners they trust with their health data. It is a simple one-off sign up at each care location.

Reception teams are a very important part of the iRAD registration and consenting process.

Ideas for implementing Consent

- Add the iRAD Written Consent form to the back of New Patient forms
- Place iRAD Written Consent forms at Reception and in Waiting Rooms

Patient Arrival
Patient arrives at Medical Centre

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Written Consent
Patient completes written iRAD Consent form

Verbal Consent
Team member discusses iRAD and receives verbal consent

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Open Medical Record

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Save iRAD Consent Granted template to patient documents.

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Save iRAD Consent Granted template to patient documents.

↓

Save Medical Record
Save a file note and exit medical record.

Setting up Document Templates in Best Practice

To setup iRAD Consent, two document templates are to be saved into Best Practice:

- iRAD CONSENT GRANTED
- iRAD CONSENT DENIED

The Template Name of these documents are pivotal to iRAD working, implement naming exactly as per above.

Two methods can be used to save these templates into Best Practice:

- Import template
- Create template

Steps to Import Template into Best Practice

1. Navigate to SWSPHN Website and locate iRAD Consent template
   a. Right click on template link and click Save link as…
   b. Locate the drive and/or folder where you wish to save the file in (e.g. Desktop or Downloads).
   c. Ensure that the file type is saving as Rich Text Document (this should already be selected). Click on Save. [Remember where you are saving this file]

2. In Best Practice, From the main screen go to Utilities then Word processor or press F4 on your keyboard.

   a. From the main screen, click the [ ] icon or select **Utilities** > **Word processor** from the menu
   b. Go to Templates and click on Import Template.
   c. Locate the drive and/or folder where you initially saved the file. Select the file and click on Open button. You should now see the template open in Best Practice.
   d. Click on File and select Save as.

   e. Enter **Template name iRAD CONSENT GRANTED** and tick the **Available to all users** checkbox. This option allows anyone at the practice to open and use the template.

   f. Click **Save**. The template is now available for use.

Steps to Create Template in Best Practice

Process to save the Consent Granted verbal template

1. From the main screen, click the icon or select **Utilities** > **Word processor** from the menu.

2. Select **Template** > **New Template** from the Word Processor main menu. A blank document will be displayed. The template fields toolbar containing the available field categories is displayed on the left.

3. Copy iRAD Granting Consent verbal template content on to the screen.

4. Select **File** > **Save As**. The **Template detail** screen appears.

5. Enter **Template name iRAD CONSENT GRANTED** and tick the **Available to all users** checkbox. This option allows anyone at the practice to open and use the template.

6. Click **Save**. The template is now available for use.

Repeat process to save the denied consent verbal template

1. From the main screen, click the icon or select **Utilities** > **Word processor** from the menu.

2. Select **Template** > **New Template** from the Word Processor main menu. A blank document will be displayed. The template fields toolbar containing the available field categories is displayed on the left.

3. Copy iRAD Denied Consent verbal template content on to the screen.

7. Select **File** > **Save As**. The **Template detail** screen appears.

8. Enter **Template name iRAD CONSENT DENIED** and tick the **Available to all users** checkbox. This option allows anyone at the practice to open and use the template.

9. Click **Save**. The template is now available for use.
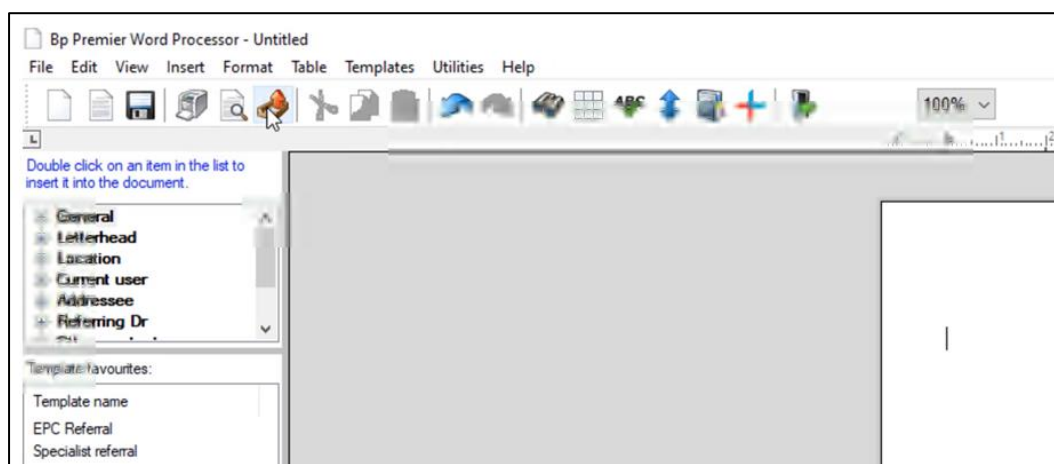
Setting up Document Templates in Medical Director

To setup iRAD Consent, two document templates are to be saved into Medical Director:

- iRAD CONSENT GRANTED
- iRAD CONSENT DENIED

The Template Name of these documents are pivotal to iRAD working, implement naming exactly as per above.

Two methods can be used to save these templates into Medical Director:

- Import template
- Create template

Steps to Import Template into Medical Director

1. Navigate to SWSPHN Website and locate iRAD Consent template
   a. Right click on template link and click Save link as…
   b. Locate the drive and/or folder where you wish to save the file in (e.g. Desktop or Downloads).
   c. Ensure that the file type is saving as Rich Text Document (this should already be selected). Click on Save. [Remember where you are saving this file]

3. In Medical Director,
   a. From the main screen, click the **Tools** > **Letter Writer**
   b. Go to **File** and select **New** or press **Ctrl + N** at the same time on your keyboard. The new window appears.
   c. Select **Blank Template** then click the **OK** button. A new blank document will open.
   d. Click on **File** and select **Import**
   e. Locate the drive and/or folder where you initially saved the file. Select the file and click on **Open** button. You should now see the template open in Medical Director.
   f. Click on **File** and select **Save as template**
   g. Enter **Template name iRAD CONSENT GRANTED**
   h. Select **[All Users]**
   i. Click **[Save]**. The template is now available in User Defined list of templates.

Steps to Create Template in Medical Director

Process to save the Consent Granted verbal template

1. From within **Letter Writer**, select **File > New**. The **New** window appears.

2. Select **Blank Template** from the User Defined list. Click [OK] to continue

3. Copy iRAD Consent Granted Template content on to the screen.

4. Select **File** > **Save As Template**.

5. Enter **Template name iRAD CONSENT GRANTED**

6. Select **[All Users]**

7. Click **[Save]**. The template is now available in User Defined list of templates.

Repeat process to save the denied consent verbal template

1. From within **Letter Writer**, select **File > New**. The **New** window appears.

2. Select **Blank Template** from the User Defined list. Click [OK] to continue

3. Copy iRAD Consent Granted Template content on to the screen.

4. Select **File** > **Save As Template**.

5. Enter **Template name iRAD CONSENT DENIED**

6. Select **[All Users]**

7. Click **[Save]**. The template is now available in User Defined list of templates.