Australian Digital Health Agency

Supporting Pharmacies to Register for My Health Record

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Outline

- Benefits for Pharmacists
- Digital Health Foundations
- Key Roles for the Healthcare Organisation
- Steps to get registered
- Support for Pharmacists
Benefits of My Health Record for pharmacists

- More time with customers – less time chasing clinical information and investigations
- Better information sharing between healthcare providers
- Important customer information being available when needed
- Helping customers, including those with chronic and complex conditions, to better manage their health.
How pharmacists will use the My Health Record system

- The Prescription and Dispense Record will provide pharmacists with the ability to view when prescriptions were dispensed from other pharmacies using the My Health Record system across Australia.

- The Prescription and Dispense Record will provide pharmacists with an ability to view when a medication was prescribed by the doctor using the My Health Record system that has not been dispensed at their own pharmacy.

- Allows pharmacists to gain access to a patient’s discharge summary immediately after the patient has been discharged – saving time by reducing the likelihood of having to chase-up or clarify information from the hospital.

- Pharmacists can view a Shared Health Summary and promptly access accurate and up-to-date information about the patient’s medical history, medication profile, allergies, adverse reactions and immunisations.

- The My Health Record system is a useful reference for pharmacists and accredited pharmacists when conducting Medscheck, Diabetes Medscheck, Home Medication Reviews and Residential Medication Management Reviews.
How pharmacists will use the My Health Record system

• Event Summaries can be promptly accessed to verify recent clinical interventions, allergies, prescribed medicines and diagnoses. Saves time in the pharmacy by reducing the need to call healthcare professionals when information in regards to the event or a consultation is ambiguous.

• Pharmacists have the ability to upload Event Summaries providing the opportunity to share important clinical interventions that have occurred within the pharmacy with a wider range of practitioners involved in the care of the patient. Pharmacists can have the confidence that information is being shared accurately rather than burdening the patient to accurately recall the information from the consult.

• The Prescription and Dispense Record can provide pharmacists with an accurate reflection of patient medication compliance.

• Providing Assisted Registration can help pharmacists build rapport and maintain positive relationships with their patients.

Using the My Health Record system: For Pharmacists
Digital Health Foundations

The foundations combine the basic technologies of unique identification to provide a safe and secure method of exchanging healthcare information – identification, authentication and encryption.

Healthcare Identifiers (HI) Service

Operated by the Department of Human Services (Human Services) which allocates a unique 16-digit number (a Healthcare Identifier) to individuals using healthcare services, their practitioners and healthcare organisations.

The right health information associated with the right individual at the point of care

HPI-I
Healthcare Provider Identifier-Individual

Who provided the service

IHI
Individual Healthcare Identifier

Who received the service

HPI-O
Healthcare Provider Identifier-Organisation

Where the service was provided

Healthcare Event

For more information on the HI Service visit: www.humanservices.gov.au/hiservice
Healthcare Organisations

Seed Organisation

- Legal entity that provides or controls the delivery of healthcare services.
- Within a network of healthcare organisations participating in the My Health Record system, the Seed Organisation is the principal entity.
- Examples include: sole trader, small practices, hospital entity, corporate head office.
- The majority of organisations will be registered as Seed Organisations.
Healthcare Organisations

Seed Organisation
Most organisations will be Seed Organisations. For larger entities (for example that have a head office) a Seed and Network structure may be more appropriate.
Key roles within an organisation

**Responsible Officer (RO)**
The officer of an organisation who is registered with the HI Service and has authority to act on behalf of the Seed organisation and relevant Network organisations (if any) in its dealings with the System Operator of the My Health Record system. For large organisations, the RO may be the chief executive officer or chief operations officer. For small organisations – such as a GP practice – the RO may be a practice manager or the business owner.

**Organisation Maintenance Officer (OMO)**
Responsible for maintaining information about the organisation in the HI Service. This includes the name, address, contact details and linking individual healthcare providers to the organisation.
Register clinical staff with the HI service

Obtain a Healthcare Provider Individual – Identifier (HPI-I) (clinical staff):

AHPRA registered staff:
- AHPRA will have sent HPI-Is to AHPRA registered staff
- If not retained/received staff can contact AHPRA or the HI Service Line. Alternatively add 800361 to the AHPRA User ID

Once obtained add the HPI-Is to your organisation’s clinical software (contact vendor)
A link to the My Health Record registration summary can be found [here](#).
Steps to Register

Step 1

Submit the online applications through the Digital Health Online forms site for the following My Health Record Services:

- Seed Healthcare Provider Identifier – Organisation (HPI-O) registration
- My Health Record system registration
- NASH PKI Certificate for Healthcare Provider Organisations

Step 2
Register individual pharmacists in the Healthcare Provider Directory (HPD) with the following ‘Application to Amend a Healthcare Provider Record’ form: https://www.humanservices.gov.au/health-professionals/forms/hw034

Step 3
Configure the dispensing software and digital eCertificates (Medicare and NASH PKI Certificates) to access the My Health Record system.

Once the application forms have been processed by the Department of Human Services, the pharmacy will receive its digital eCertificates which will need to be configured.
Tips for completing the online application

• The Responsible Officer (RO) and the Organisation Maintenance Officer (OMO) can be the same person. An RO is usually an owner or manager.

• If the RO is not a known customer to the Healthcare Identifiers Service, they must provide 100 points of Evidence of Identity (EOI). This can be provided securely on the Digital Health Online Forms site.

• If the RO is the manager or owner, they may already be a known customer and may be able to use their PBS Approval number for EOI.

• If your organisation does not have a Medicare PKI Site Certificate then you will be required to provide EOI for the organisation.

• If you have any questions about the online application, contact the Help Centre on 1300 901 001.
The pharmacy will receive the following from the Department of Human Services after submitting the forms:

- Letter containing the pharmacy’s HPI-O and registration numbers for the RO and OMO
- Letter confirming that your pharmacy is registered with the My Health Record system
- NASH PKI Certificate for Organisations with installation instructions
- Personal Identification Code (PIC) to use the NASH PKI Certificate.

The pharmacy may also receive the following depending on what it applied for online:

- PKI Individual Certificates for the RO and OMO
- PKI Site Certificate for the Pharmacy
- A PIC for each PKI Certificate.
Organisation set up – post registration

Once the organisation is registered, the staff will need to familiarise themselves with their obligations for participating in the My Health Record system and prepare Digital Health policies.

The Participation Obligations are listed here:

There are useful templates for writing Digital Health policies here:
Support currently available

- You as vendors
- Primary Health Networks (PHN’s)
- Agency Help Desk

What support is required

- Help with completing registration forms – generally will be PHN’s or Agency Help Desk.
- Installing NASH certs – vendors /and or help desk
What happens when a pharmacy calls for assistance to help centre.

1. If an error message in the software – call the help centre
2. If a software issue – recommend them to call Vendor themselves for support
3. If had no luck with contacting the vendor – help centre will escalate to either vendor or Department of Human Services.
# My Health Record

## Tier 1 Support

### General enquiries

<table>
<thead>
<tr>
<th>My Health Record System Public Enquiry Line</th>
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<tbody>
<tr>
<td>T: 1800 723 471 W: myhealthrecord.gov.au</td>
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<tr>
<th>Healthcare Identifier Service Enquiry Line</th>
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<tr>
<td>T: 1300 361 457 E: healthcareidentifiers@human services.gov.au</td>
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<tr>
<th>eBusiness Service Centre</th>
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<tr>
<td>T: 1800 700 199 E: ebusiness@human services.gov.au</td>
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### Registration enquiries and training

<table>
<thead>
<tr>
<th>The Australian Digital Health Agency</th>
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<tr>
<td>T: 1300 901 001 E: <a href="mailto:help@digitalhealth.gov.au">help@digitalhealth.gov.au</a></td>
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### Technical enquiries

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<thead>
<tr>
<th>Clinical Information System (CIS) Vendors</th>
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<td>Contact your respective CIS support desk or refer to the Agency website for contact details</td>
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<table>
<thead>
<tr>
<th>Online Technical Support</th>
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<tr>
<td>T: 1300 350 115 E: myhealthrecord.otshelp desk@human services.gov.au</td>
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## Department of Human Services (Human Services)

### Purpose:
Provide individuals and healthcare providers support with My Health Record enquiries

### Services:
- My Health Record registrations and enquiries
- My Health Record general information, questions, and complaints, (e.g. privacy, security, clinical safety)
- Enquiries regarding the My Health Record Opt-out trials

## The Australian Digital Health Agency

### Purpose:
Provide support for complex seed and network organization HPI-O structures, and PHNs

### Services:
- Applying to register organizations for Digital Health
- Training healthcare providers to use My Health Record
- Software vendor Digital Health enquiries (pre-production)
- Information on Seed/Network Organizations
- Secure Message Delivery enquiries

## CIS Vendors

### Purpose:
Provide healthcare providers support with technical Digital Health enquiries and troubleshooting

### Services:
- CIS vendors seeking technical support on behalf of providers using Digital Health and the My Health Record system

## Human Services

### Purpose:
Provide software vendors support with technical Digital Health enquiries and troubleshooting

### Services:
- CIS vendors seeking technical support on behalf of providers using Digital Health and the My Health Record system

Information correct as at 01/01/2016
For up to date information please visit myhealthrecord.gov.au
Questions?