

# Viewing Clinical Documents in My Health Record

*Note: These steps assume that your software is connected to the My Health Record system, the patient has a My Health Record and their individual healthcare identifier (IHI) has been validated in your system*

**STEP 1:**

Ensure your patient has a verified IHI by saving the five core demographic details: first name, surname, gender, date of birth and Medicare/DVA card (highlighted in black).

**STEP 2:**

Click Refresh to search the HI Service, or Save and Dispense Works will automatically check for an IHI if the mandatory fields have been completed.

**Patient Details**

\*Black Labels indicate requirements for MYHR

Family Name	Gupta	DOB	17-08-1972
Given Names	Erika	Gender	Female
Name Title	<input type="checkbox"/> No G/N	Weight (kgs)	0

**Residential Address**

Address Line 1: 13 Horacio Dr  
 Address Line 2:   
 Suburb: BORONIA PARK  
 State: NSW PostCode: 2111

**Medicare / DVA Details**

Medicare Number	2950460151	Medicare IRN	1
Concession Number		CTG Registered	<input type="checkbox"/>
DVA Card Type	None	DVA Number	
Safety Net Number		Alt Safety Net Number	
Medicare/IHI First Name		Medicare/IHI Surname	

**Additional Details**

Home Phone:  Work Phone:   
 Mobile:  Use Medisecure Updates:   
 Email:   
 Photo ID:  Photo ID Type:   
 Dollar Discount: None Patient Status: Active

**Individual Healthcare Identifier (IHI) Status**

IHI: No HI Number Found Last Checked: 09-07-2018 7:58 PM  
 IHI Status:  MYHR Opt Out

**STEP 3:**

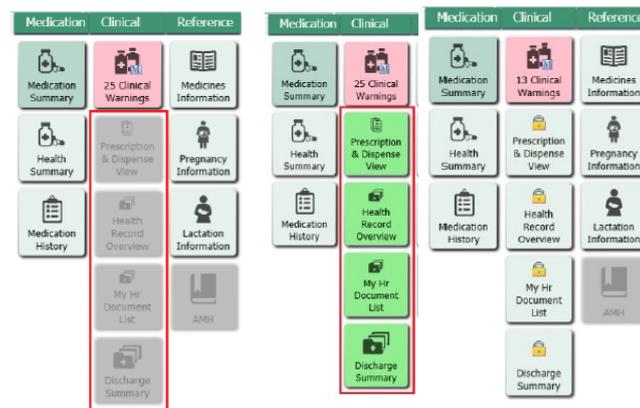
The Dispense Works screen displays important patient demographic details including IHI status.

Patient Details (a1-u)		
Erika Gupta	Medicare 2950 46015 1 1	Concession
13 Horacio Dr	DVA	Safety Net \$250.54 out of \$1521.8
BORONIA PARK, NSW 2111	DOB 17/08/1972	IHI Status Active / Verified
	Age 46 yrs	

**STEP 4:**

The navigation panel on the right side of the Dispense screen includes four tiles. These change colour:

- Grey:** patient does not have an enabled My Health Record or patient IHI matching not performed
- Green:** patient has My Health Record enabled
- Light green with lock:** Record Access Code or Limited Document Access Code required to gain access to this patient's My Health Record

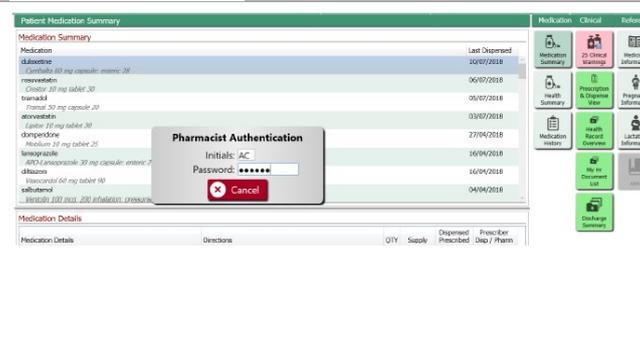


**STEP 5:**

Click on Prescription Dispense View OR Health Record Overview OR MyHR Document List OR Discharge Summary.

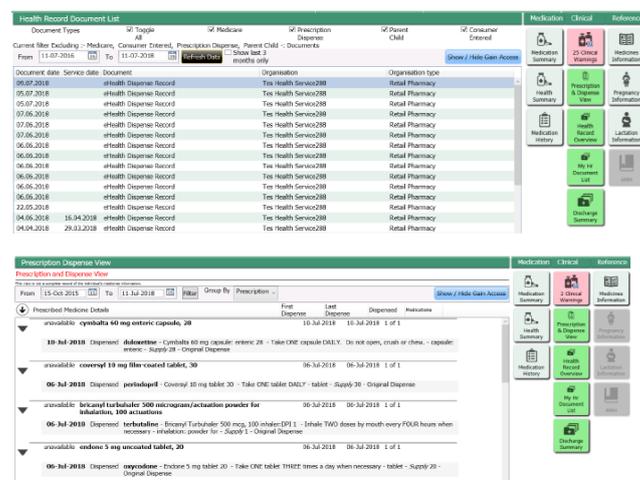
**STEP 6:**

Enter your pharmacist **Initials** and **Password** to gain access.



**STEP 7:**

**Document List and Prescription and Dispense View** examples shown to the right.



### Consent to upload to My Health Record

Dispense records processed by a pharmacist with linked HPI-I will upload to My Health Record by default in Dispense Works. If your patient advises you not to upload an *individual record*, tick **MyHR Opt-Out**.

If your patient wishes to opt-out of *all* My Health Record dispense uploads, bring up the selected patient. Select **Edit** to navigate to **patient details**, select **MyHR Opt Out** and click **Save**.

The image shows two screenshots from a software interface. The top screenshot is a 'Prescription' form with fields for 'Prescribed Date' (11-07-2018), 'Crestor', and 'Quantity 30 (1 packs) Original (5)'. A 'MyHR Opt Out' checkbox is visible and highlighted with a red box. The bottom screenshot shows 'Individual Healthcare Identifier (IHI) Status' for a patient with IHI 8003 6045 6789 7649. The 'MyHR Opt Out' checkbox is also highlighted with a red box.

### Dispense Errors and My Health Record

If you have made a dispense error (e.g. wrong drug, directions) that was uploaded to a patient's My Health Record, go back into the dispense record and **edit the prescription** as normal using pharmacist initials. The correct entry will then be re-uploaded to your patient's My Health Record.

If you delete the dispense record from Dispense Works (e.g. dispensed to wrong patient), this will be automatically be removed from My Health Record.

### Useful links:

- For upcoming training opportunities, visit Events and Webinars: <https://www.digitalhealth.gov.au/newsroom/events-and-webinars>

For assistance contact the My Health Record helpline on **1800 723 471** or email [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)