



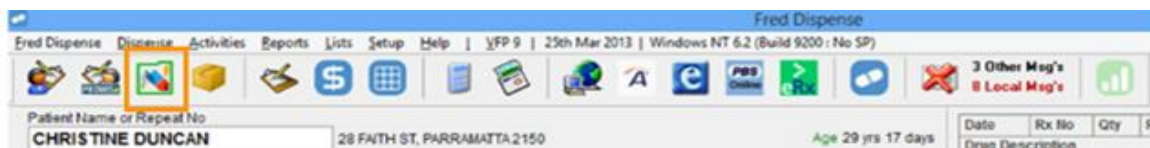
Please note this summary sheet assumes your pharmacy has registered for My Health Record and that your software has been configured correctly. If unsure, contact your Pharmacy Manager or Fred Dispense to confirm.

## Enable access to My Health Record; adding your pharmacist HPI-I into Fred Dispense

1. In Fred, from the **Lists** Menu, select **Pharmacists**. The **Pharmacist Details** window will appear.
2. Find your pharmacist details by navigating (previous/next), otherwise select **Add** to add a new pharmacist into the system.
3. Enter or Search for your AHPRA number. Then click the **Search** button next to the HPI-I field.
4. Fred will retrieve your HPI-I and the status should be displayed as Active. Click **Save**.
5. The pharmacist will need to set up a password to access My Health Record. For information on setting **Pharmacist passwords** to access your patient's My Health Record, please refer to: <https://webhelp.fred.com.au/freddispense/help-topics/myhr-security-create-temp-passwords.htm>

## How to View your Patient's My Health Record

1. Ensure patient's IHI has been verified in Fred by saving the **five** core demographic details: first name, surname, gender, date of birth and Medicare/DVA card.
2. The My Health Record icon in the toolbar changes colour depending on your patient's status;
  - a. **Green**: patient has a valid IHI and an advertised My Health Record (see figure below)
  - b. **Red**: patient has a valid IHI, but no My Health Record or they have set restrictions on their record (e.g. Record Access Code)
  - c. **Grey**: The status of your patient's My Health Record cannot be determined (e.g. not enough details to validate IHI)



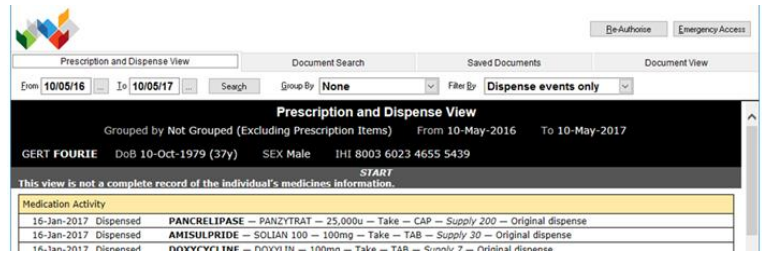
3. Select the My Health Record icon. The **Authentication Required** window will display. Enter your pharmacist initials and password and select **Ok**.
4. The **My Health Record Access** window then displays. Fred Dispense automatically selects the appropriate access option. If your patient has restricted access to their record you will need to select **Gain Access with access code** and ask the patient for their password/pin number to enter, then select **Ok**.

### Definitions Key

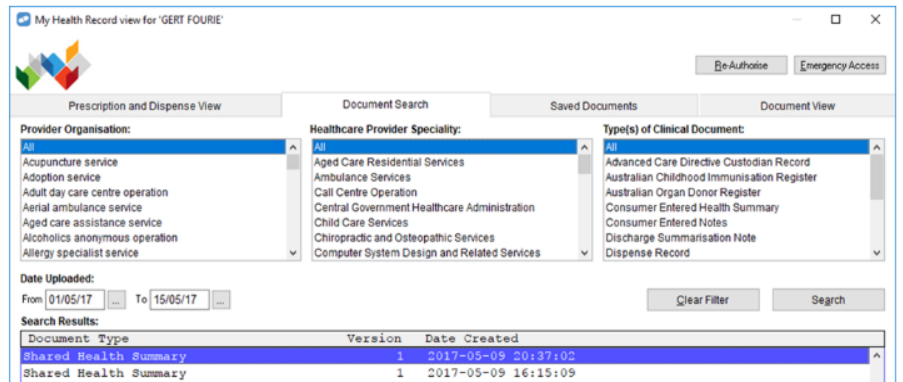
- HPI-I:** Healthcare Provider Identifier-Individual (16 digit number allocated to pharmacist)  
**IHI:** Individual Healthcare Identifier (16 digit number allocated to patient)



5. By default your patient's My Health Record **Prescription and Dispense View** tab displays the last 12 months of Dispense Records. The filter can be adapted to **change dates, grouping** or include **prescription records**. To view an entry in more detail **double-click** on the entry to display.

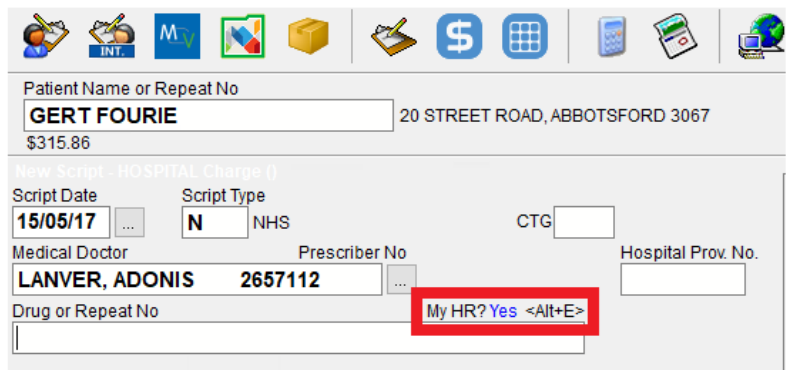


6. To search for another My Health Record document (e.g. Discharge Summary or Shared Health Summary), select the **Document Search** tab at the top of the toolbar. Filter by document type, provider and date and click **Search**. To view an entry in more detail **double-click** on the entry to display. You can also **Save** and **Print** documents as you go.



### How to dispense to your patient's My Health Record

1. On your patient's Dispensing Screen, when you reach the **Drug or Repeat No** field, the **My HR?** indicator is displayed at the top right of the field.
2. By default, this indicator is set to **Yes** which means the record will be **automatically uploaded** to My Health Record. To switch consent status between yes/no, press **Alt+E**. If your patient does not have an advertised My Health Record or the pharmacist does not have their HPI-I linked in Fred, the indicator will be blank.
3. Please note, once a script has been finalised (dispensed), its **consent status** cannot be changed. If you need to change the **consent status** you will need to delete and re-dispense the prescription.



### Dispense Errors and My Health Record

1. If you have made a **dispense error** (e.g. wrong drug or directions) that was uploaded to a patient's My Health Record, go back into the dispense record and edit the prescription as normal, finalising by entering the relevant pharmacist initials (with linked HPI-I). The correct entry will then be re-uploaded to your patient's My Health Record.
2. If you dispensed under the **wrong patient's** My Health Record, you will need to delete the dispense record and re-dispense in full to the correct patient. **DO NOT use the Merge Function** in Fred for this purpose.

#### Useful Links:

- Fred Help Topics – My Health Record  
<https://webhelp.fred.com.au/freddispense/help-topics/myhr.htm>
- Fred On Demand Training – Virtual (sandpit) Environment  
<https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/on-demand>
- My Health Record - Community Pharmacy  
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/community-pharmacy>

For assistance, contact the Help line  
on 1800 723 471 (select option 2)  
[www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)