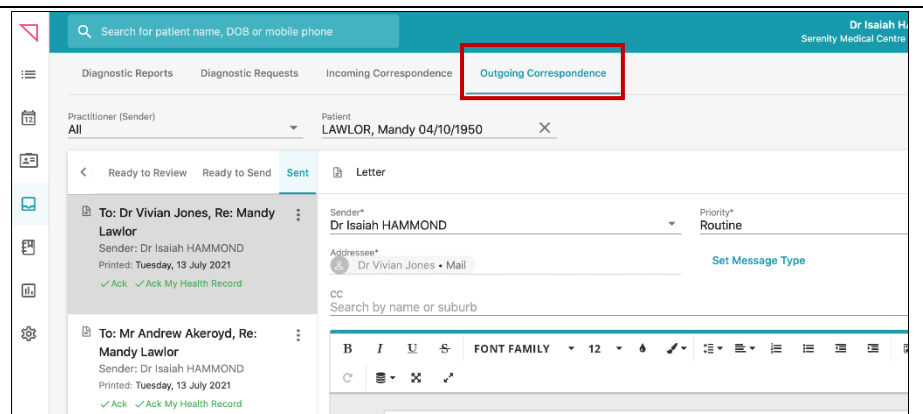


Uploading a Specialist Letter to My Health Record

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:

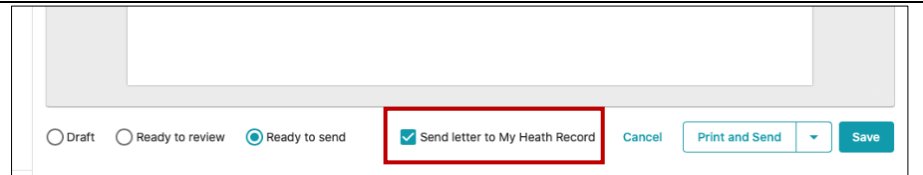
In the patient's clinical file, navigate to Results/Letters and **Outgoing Correspondence**.



STEP 2:

When creating a letter, the **Send Letter to My Health Record** checkbox will be automatically ticked. This can be manually unticked if you do not want this letter to be uploaded to My Health Record.

Note: If the patient has withdrawn permission to upload, and this has been updated in the patient record, the **Send letter to My Health Record** checkbox will be automatically unticked.



Uploading a Specialist Letter to My Health Record continued

STEP 3:

Create your letter as usual. Once the letter has been marked as **Ready to Send** click **Print and Send**. The letter will be automatically uploaded to the patient's My Health Record.

Note: The text "**Ack My Health Record**" will appear for letters that have been successfully uploaded to your patient's My Health Record.

The first screenshot shows a software interface with a search bar at the top. Below it are tabs for 'Diagnostic Reports', 'Diagnostic Requests', 'Incoming Correspondence', and 'Outgoing Correspondence'. The 'Outgoing Correspondence' tab is active. A dropdown menu for 'Practitioner (Sender)' is set to 'All'. A 'Ready to Send' button is highlighted with a red box. Below this, a letter preview is shown for 'To: Dr David Smith, Re: Rosie Williams' with 'Sender: Dr John Smith' and 'Created: Monday, 23 April 2018'. The 'Print and Send' button is also highlighted with a red box.

The second screenshot shows the same interface but with the 'Print and Send' dropdown menu open, showing options like 'Print and Send' and 'Save'. Below this, another letter preview is shown for 'To: Dr Vivian Jones, Re: Mandy Lawlor' with 'Sender: Dr Isaiah HAMMOND' and 'Printed: Tuesday, 13 July 2021'. A green checkmark and the text 'Ack My Health Record' are visible at the bottom of the letter preview, also highlighted with a red box.

To supersede a specialist letter that was previously uploaded:

STEP 1:

Draft a new letter in the patient record as per the above steps 1-3.

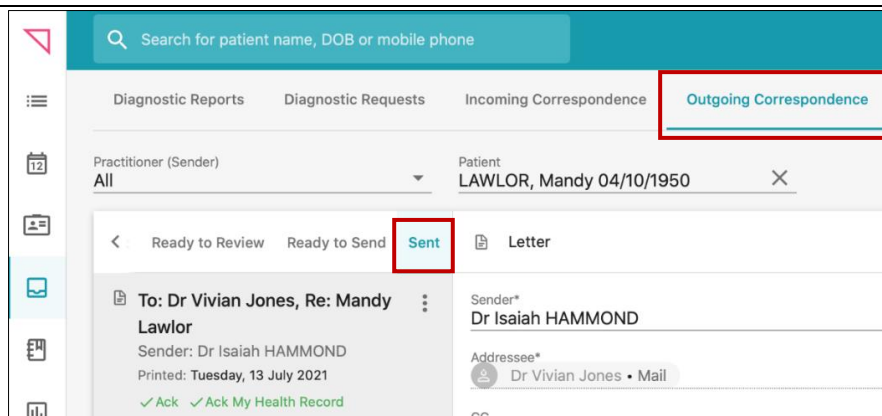
When the letter is ready to send, select the arrow icon next to "Print and Send" and select **Print, Send and Replace last letter sent to MHR** to supersede the last letter sent to My Health Record.

This screenshot shows a software interface with a text area containing the following text: "Interpreters: Please note that if you are not covered by Medicare, any costs for the interpreting services will be invoiced to you. You will receive this invoice after your appointment. If you do not attend your appointment and do not advise us that you are unable to attend, you may still incur a charge. Please complete the General Details form and return to us as soon as possible. We look forward to meeting you soon." Below the text area, there are radio buttons for 'Draft', 'Ready to review', and 'Ready to send', with 'Ready to send' selected. A 'Send letter to My Health Record' checkbox is checked. A dropdown menu is open next to the 'Print and Send' button, showing the option 'Print, Send and Replace last letter sent to MHR' highlighted with a red box.

To delete an authored document in My Health Record:

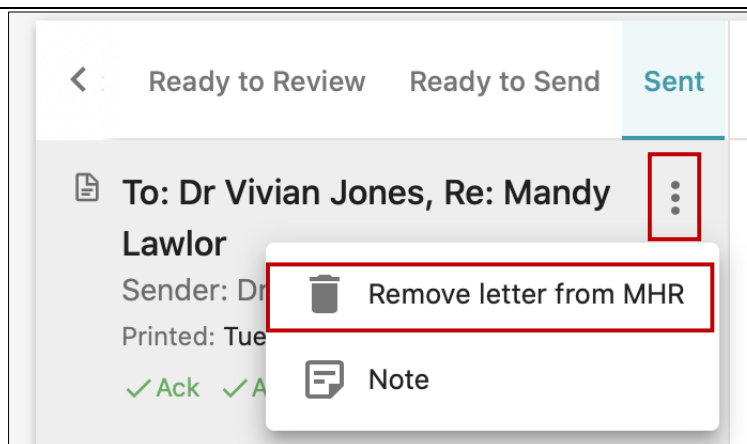
STEP 1:

In the patient's clinical file, navigate to the Results and Letters section, then to **Outgoing Correspondence** and locate the letter in the **Sent** list.



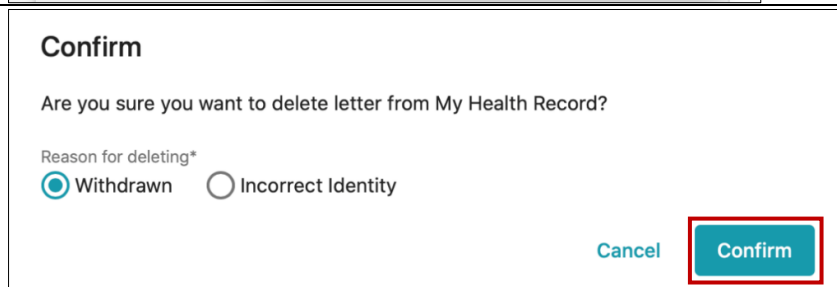
STEP 2:

Select the vertical ellipsis button and select **Remove letter from MHR**.



STEP 3:

A prompt will appear asking to confirm the reason for deleting the document from My Health Record. Select a reason and click **Confirm**. The letter will be removed from the patient's My Health Record but will remain in the clinical file.



Useful Links

- How and when to view a My Health Record:
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/view-my-health-record>
- 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