



# Pharmacy – what's in it for me and my patients?

## Safer care

As a pharmacist, the **My Health Record system** will give you timely access to information such as:

- Discharge Summaries
- A summary of patient's medical history, conditions and treatments
- Allergies and immunisations.

You'll have easy access to a patient's key health information to assist you in managing your patient's healthcare. Having this information available to you can lead to:

- Fewer adverse events for your patients
- Improved clinical decisions
- Less avoidable hospital admissions
- Better health outcomes.

## Greater efficiency

Having access to a patient's key health information may make it easier for you to collect information, improve decision making and provide patients with a more efficient service.

If you are a pharmacist conducting medication management services, access to a patient's My Health Record can be a valuable source of reference and information.

## Register for the My Health Record system

There are three fundamental steps required to register for digital health and access the My Health Record system.

1. Register with the Healthcare Identifiers (HI) Service to obtain your pharmacy's Healthcare Provider Identifier for Organisations (HPI-O)
2. Register your pharmacy with the My Health Record system
3. Request your pharmacy's NASH PKI Certificate to access the My Health Record system.





Australian Government

Australian Digital Health Agency



My Health Record

The **Digital Health Online Forms** application tool will allow your pharmacy to submit an application for an organisations HPI-O, registration with the My Health Record system and NASH PKI Certificate for your pharmacy. You may use the Pharmacy Registration Checklist for a step-by-step guide to registering: **Pharmacy Registration Checklist** at <http://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides/884-registration-checklist-for-pharmacy>

An overview of the application process and what to expect can be found below. Please note that this overview is meant to be used in conjunction with the Pharmacy Registration Checklist: **My Health Record system Registration Overview** at <http://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/guides/884-registration-checklist-for-pharmacy>

Once you have submitted your application and received your HPI-O number and requested digital eCertificates (Medicare and NASH PKI Certificates) from the Department of Human Services, you will need to configure your dispensing software and digital eCertificates. You may need to contact your software vendor to help you with this.

## What you can do with the My Health Record system

The My Health Record system currently allows a pharmacist to access and view the following healthcare documentation:

- Discharge Summaries
- Prescription and Dispense Records
- Shared Health Summaries – a summary of patients key health information which include medical history, medication profile, allergies, adverse reactions and immunisations
- Event Summaries – provides a summary of a recent clinical intervention or significant healthcare event.
- Specialist Letters – to capture key information about specialist visits
- eReferrals
- It integrates with your dispensing software.

If you have compliant dispensing software you can upload:

- Patient Dispense Records to be displayed in the prescription and dispense view
- Event Summaries, if your software has the capability.

## Compliant software

- FRED Dispense
- Simple Aquarius

If you do not have compliant software, you can view your patient's My Health Record at [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) via the National Provider Portal. Interaction with an individual's My Health Record is restricted to only viewing and downloading information. Pharmacist's will be unable to upload information via the National Provider Portal.

## Training Resources

- **Online Training for Healthcare Providers**

This training material will introduce the key principles which will underpin your use of the My Health Record system, and familiarise you with its features and functions.

Following completion of an introductory module, there are specific learning modules available for healthcare providers in a range of healthcare sectors/settings, including community pharmacies.

The training includes simulations to support learning on how to view and upload information to the My Health Record system via some common clinical information systems, as well as the My Health Record Provider Portal which is available to view My Health Records of patients for those healthcare providers who do not store clinical information about their patients electronically.

The online training is available here:

<https://training.digitalhealth.gov.au/login/index.php>

- **Clinical Software Simulations**

Clinical software simulations are available to familiarise clinicians with the functionality of the My Health Record system. For example, there are simulations for viewing and uploading Prescription and Dispense Records via FRED Dispense.

The software simulations are available here:

<http://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources>

## Support

**For further support please contact your software vendor, the Help Centre on 1300 901 001, [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au) or your Primary Health Network (PHN).**