AMSANT eHealth Bulletin 25/11/2015

Welcome to AMSANTs eHealth Bulletin. This is an update of eHealth happenings that affects AMSANT member services.

Communicare v14.7 Available week of 30 November 2015!!!!

The final stages of user acceptance testing are underway and the tick of approval for 14.7 seems to be on track.

Services are strongly encouraged to book their upgrade to version 14.7 as it provides necessary improved MyHR functionality.

Legislation update

Legislation to approve the renaming of the PCEHR to the My Health Record (MyHR) has passed the Senate with the support of Labor and the Greens. The new act also changes references from healthcare consumers to healthcare recipients, strengthens some civil penalties for knowingly committing privacy breaches, and makes changes to the governance of the system. The new Legislation has not been granted legal assent yet so it does not have any legal affect. This is expected to occur over the next few weeks. We will advise services when the legislation is available.

AMSANT will begin to refer to the national electronic health record/PCEHR as the My Health Record or the MyHR.

Official rebranding of Commonwealth websites, resources etc will begin in 2016.

Putting the eHealth Record System into Business

In light of the new MyHR legislation changes, Communicare 14.7 and increased national adoption of the MyHR now is the time to review your organisations eHealth compliance. In the next couple of weeks you can head to the AMSANT website to see how well your organisation is complying and meeting MyHR requirements including; staff management roles, policies and processes, training, new and past staff access etc. visit www.amsant.org.au/whatwedo/ehealth/pcehr

Assisted Registration Policy

The changes to assisted registration functionality in Communicare v14.7 allowing the registration of children under 14 who have their own Medicare Card requires services to implement and adhere to an updated AR Policy. AMSANT have developed, and had approved by NeHTA, a new AR Policy. Your organisation must maintain and enforce its assisted registration policy in relation to any employees that will be involved in the assisted registration process, and should review all policies at least once a year. It is important that services not only complete and implement the new AR Policy but they adhere to all policy requirements such as staff training and training registers. If you would like AR training please contact nicolle.marchant@amsant.org.au. The new AR policy will soon be available on the AMSANT website at www.amsant.org.au/whatwedo/ehealth/pcehr (scroll down to resources).

NOTE: When the new MyHR Legislation has been granted assent services must implement new policies reflecting legislation updates. AMSANT will provide services with new policy templates that may be used.

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PCEHR Document Error

Don't be dismayed if you are getting PCEHR errors. Please let Nicolle know any errors you are receiving as there may be an instant solution.   Error messages can be emailed to nicolle.marchant@amsant.org.au

CQI Collaborative workshop

The 10th CQI Collaborative was held on the 10 & 11th of November at the Hilton Doubletree in Darwin. The Collaborative provides opportunity for clinicians and staff from PHC services to share ideas and innovations that encourage workplaces to work smarter, improve systems of care and the patient experience when seeking healthcare.

This Collaborative saw over 130 participants from Aboriginal Community Controlled Health Services and DoH come together, with a number of interstate representatives, to talk quality improvement. There were over 50 presenters, who spoke passionately about how they have improved their workplace, are working toward or have resolved barriers to providing care or how they have increased their workforce knowledge for interpreting and using their data to inform improvement. Participants and speakers alike shared their ideas and successful improvement strategies generously. This generated a great deal of enthusiasm and encouragement for the great work happening in PHC services across the Territory.

eHealth/Communicare forum

The highly successful CQI Collaborative workshop was followed by the equally successful AMSANT eHealth/Communicare forum. The focus of the day was updating members on eHealth systems used in the NT such as the transition from the MeHR to the national eHealth record; telehealth; and discussions with the Communicare team on the development of the product and user feedback. Communicare demonstrated the developing dashboard which will soon be available for services to upgrade to and is intended to be a useful CQI tool for services.

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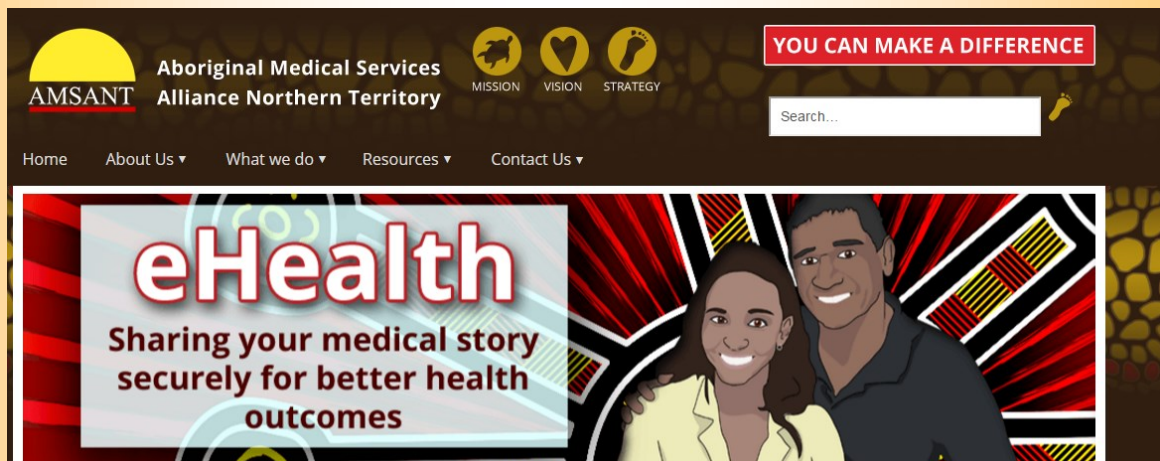
Medicare Online Claiming

It has become apparent (from early September) that if there are any symbols or numbers recorded in the Communicare biographics name field ie: Mary J. Biggs, that the bulk bill claim is not transmitting via Medicare Online. This transmission error has been confirmed by Communicare helpdesk.
It is interesting to note that all of the clients have a valid Medicare Card and most have an IHI which contradicts the validation details to gain an IHI and then having to remove data to revalidate enabling online claiming transmission. To enable transmission, remove any symbols or numbers from the name field, validate Medicare details (this may need to be done twice), then process as usual.
Thanks Cris Nalder from Danila Dilba for reporting this issue.

Education and Training Resources

We are in the process of developing a simple PCEHR 'train the trainer' model education resource kit compatible with Communicare v14.7. The kit will be suitable for health service staff to support the adoption and usage of eHealth. In the near future the resource kit will be available on the AMSANT website. If you would like further information or training please contact nicolle.marchant@amsant.org.au

AMSANT Website

The AMSANT website will soon be a wealth of MyHR information (formerly national eHealth Record or PCEHR). To ensure staff and organisations have the most up to date information ALL MyHR resources will be available on the AMSANT website www.amsant.org.au. If you are unable to find something please contact Nicolle 89446677 or nicolle.marchant@amsant.org.au
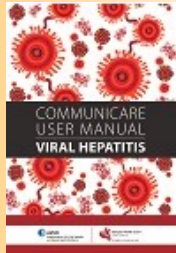
If you are just wanting to stay up to date with key happenings in the MyHR space head to the AMSANT website.
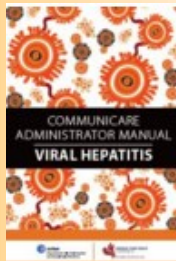
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Viral Hepatitis Management

AHSM have collaborated with Aboriginal Health Council of South Australia to develop the Communicare User Manual: Viral Hepatitis and the Communicare Administrator Manual: Viral Hepatitis. These resources aim to help standardise a best practice approach to viral hepatitis screening, testing and management within ACCHS's nationally. Theses resources can be downloaded from www.ashm.org.au/international-programs/aboriginal-and-torres-strait-islander-program/resources or for a printed copy contact Alison.kerr@ashm.org.au

Communicare user manual This manual provides a comprehensive guide for best practice screening, testing and management of viral hepatitis. The manual provides step by step details for implementation of best practice within Communicare, and aims to standardise viral hepatitis management across ACCHSs nationally. This manual was developed for use by clinicians working within ACCHS's

Communicare administrator manual This manual has been developed to enable health services using the Clinical Information System – Communicare, to make the changes necessary to be able to implement the Communicare User Manual: Viral Hepatitis. This manual provides a step-by-step to guide for Communicare Administrators to follow.

RHD data set - available on request in 14.7

Check ups to help manage rheumatic heart disease (RHD) and acute rheumatic fever (ARF) will be available with Communicare 14.7. Steve White has suggested that this RHD data set is requested when upgrading to 14.7, and they can be disabled until you decide if and how you would like to use them.

The checks were developed a few years ago with interested staff from ACCHOs and the RHD Register, and are based on CARPA, 12170 & the RHD guidelines. The intention is to enable better management of RHD, and to review patients with RHD as per the RHD guidelines. They can easily be adapted and changed to suit your health service. There are no automatic recall rules in with this data set, so that they do not upset any recall rules you may have created. However the intention is for these checks to be on automatic recall (from diagnosis), and also to trigger recalls eg for cardiologist review. Steve White has instead made a user guide to create these recalls. You may not wish to use these checks but if you have your own they do contain at least one qualifier you may find useful and wish to add to your local clinical items - automatic calculation of how many bicillins given in the previous 12 months (recorded in your system).

Also please note RHD category 4 (inactive) was not given an ICPC2+ code (unfortunately) and it may be a good idea, if you havent already, to create your own, to help enable the recommended medical and dental annual reviews. You may also wish to create a clinical item for suspected ARF - this may help in avoiding data errors of a wrong diagnosis of ARF. There is also work underway to enable automatic transfer of bicillin administration directly to the RHD Register, but there has been no time frame for this as yet.