



# 'My Health Record' System

**A National Electronic  
Health Record for ALL  
Australians**



# Agenda

1. **What is eHealth?**
2. The eHealth Journey
3. Benefits of eHealth
4. The My Health Record System
5. What's needed
6. Patient Control
7. Privacy and Security
8. Your responsibilities





# What is eHealth?

## **The World Health Organisation defines eHealth broadly as:**

“... the cost-effective and secure use of information and communication technologies in support of health and health related fields, including health services, health surveillance, health literature, and health education, knowledge and research”<sup>1</sup>

## **The Journal of Medical Internet Research defines eHealth as:**

“...an emerging field in the intersection of medical informatics, public health and business, referring to health services and information delivered or enhanced through the Internet and related technologies.

In a broader sense, the term characterises not only a technical development, but also a state-of-mind, a way of thinking, an attitude, and a commitment for networked, global thinking, to improve healthcare locally, regionally, and worldwide by using information and communication technology.”<sup>2</sup>

1. World Health Organisation (WHO), 'WHO ehealth resolution 2005', WHO website

2. Journal of Medical Internet Research - <http://nuviun.com/digital-health/ehealth#sthash.k6LAAHyg.dpuf>





# What is eHealth?

**The electronic management of health information to deliver safer, more efficient, better quality healthcare.**

**The “e” in ehealth stands for more than electronic, it means:**

**Efficiency**- increasing efficiency and thereby reducing costs by reducing duplication or possibly avoiding unnecessary diagnostic or therapeutic interventions.

**Enabling**- information exchange and communication in a standardised way between health care organisations.

**Extending**- the scope of health care beyond its conventional boundaries, both geographical and conceptual.

**Encouragement**- of a new relationship between patients and health professionals, towards a true partnership, where decisions are made in a shared manner.

**Education**- of health care professionals through online resources, and consumers through access to health education and prevention programs.

**Empowerment** – of individuals by providing access to information and technology to improve knowledge and understanding



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# The eHealth Journey

The implementation and adoption of a national eHealth system was developed to address the fragmented Australian health system where information is spread across a vast number of different locations and systems.

July 2012, Australians could choose to register for their own personally controlled electronic health (eHealth) record.

November 2015, Legislation was passed to rename the record to the “My Health Record” and to implement trial ‘opt-out’ sites.

Uptake of the PCEHR has been slow which can be attributed to numerous factors. Historical experience with the MeHR shows us that adoption and use of electronic health records takes time. In the next 12 months it is envisaged that adoption and meaningful use of the My Health Record will exponentially grow.





# The eHealth Journey

## Northern Territory eHealth journey

2005 – Northern Territory shared electronic health record implemented

2006 – Inpatient discharge summaries sent to the MeHR

2008 – Specialist letters and synchronised log in form CIS

2009 – Antenatal reports, link to rheumatic heart disease and child immunisation register, outpatient reports

2010 – Medical imaging reports from NT hospitals

2014- ED Discharge summaries to the PCeHR

2015- In patient discharge summaries, specialist letters, shared health summary, diagnostic imaging reports to the PCeHR, new eHealth clinical portal



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# Benefits of eHealth

## Improved health outcomes for Aboriginal and Torres Strait Islander peoples to help **Close the Gap**

- Improved **chronic disease management**
- Improved **use of medicines** and **reduced adverse events**
- People don't have to keep **retelling their story**
- **Improved capability** – best practice and preventative care
- **Increased efficiency and sustainability** of sector - eHealth will help us reduce the cost of health care
- **Tracking of health and immunisations** for children
- **Better communication** between health care providers



# More Participation, More Benefits

Number of people signed up

Patients



Health professionals



Australia's National eHealth Record System  
**My Health Record System**

=

Better access to accurate information

Quick and efficient sharing of information

More time treating patients, less time finding records

Faster access to relevant information



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# What is the My Health Record System?

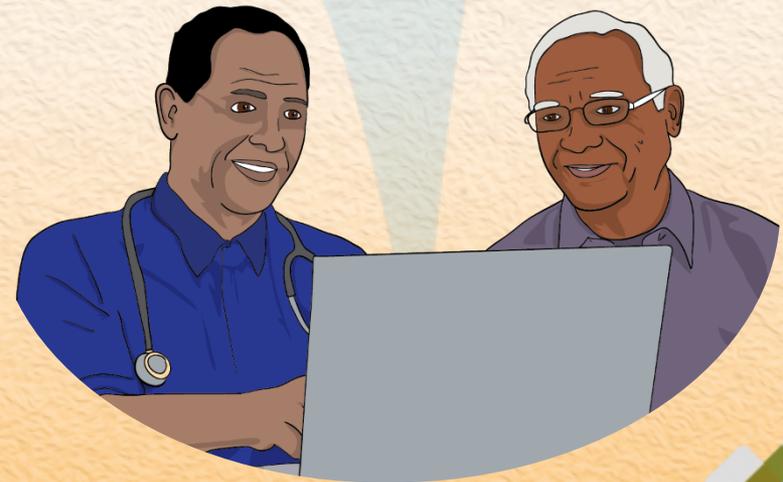
1. A way of securely sharing a patient's electronic health information between:

- Health professionals
- Health organisations



2. Opt-in system for:

- Organisations
- Providers
- Individuals



3. A place where patients can store their own health information





## How the My Health Record System works

- **Personally controlled** – a patient can grant access to nominated health services
- **Summarised health information** from compatible clinical information systems
- **Accessible** via desktop clinical information system or web portals
- Clinically reviewed **shared health summaries**, **event summaries** and **discharge summaries**





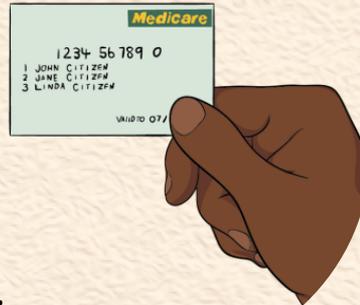
# The My Health Record System

Information can be added from three sources



## 1. Health professional

- Shared health summary
- Event summary
- Discharge summary
- Diagnostic test results
- eReferrals
- Specialist letters



## 2. Medicare

- Medicare claims data
- Pharmaceutical Benefits Scheme
- Repatriation Pharmaceutical Benefits Scheme
- Australian Childhood Immunisation Register
- Australian Organ Donor Register
- DVA claiming events



## 3. Patient

- Personal health summary
- Personal health notes



# Healthcare Identifiers

The system uses these electronic healthcare identifiers to ensure that the right information is associated with the right patient and the right healthcare professional



**Where the service was provided**

**HPI-O**



**Who provided the service**

**HPI-I**



**Who received the service**

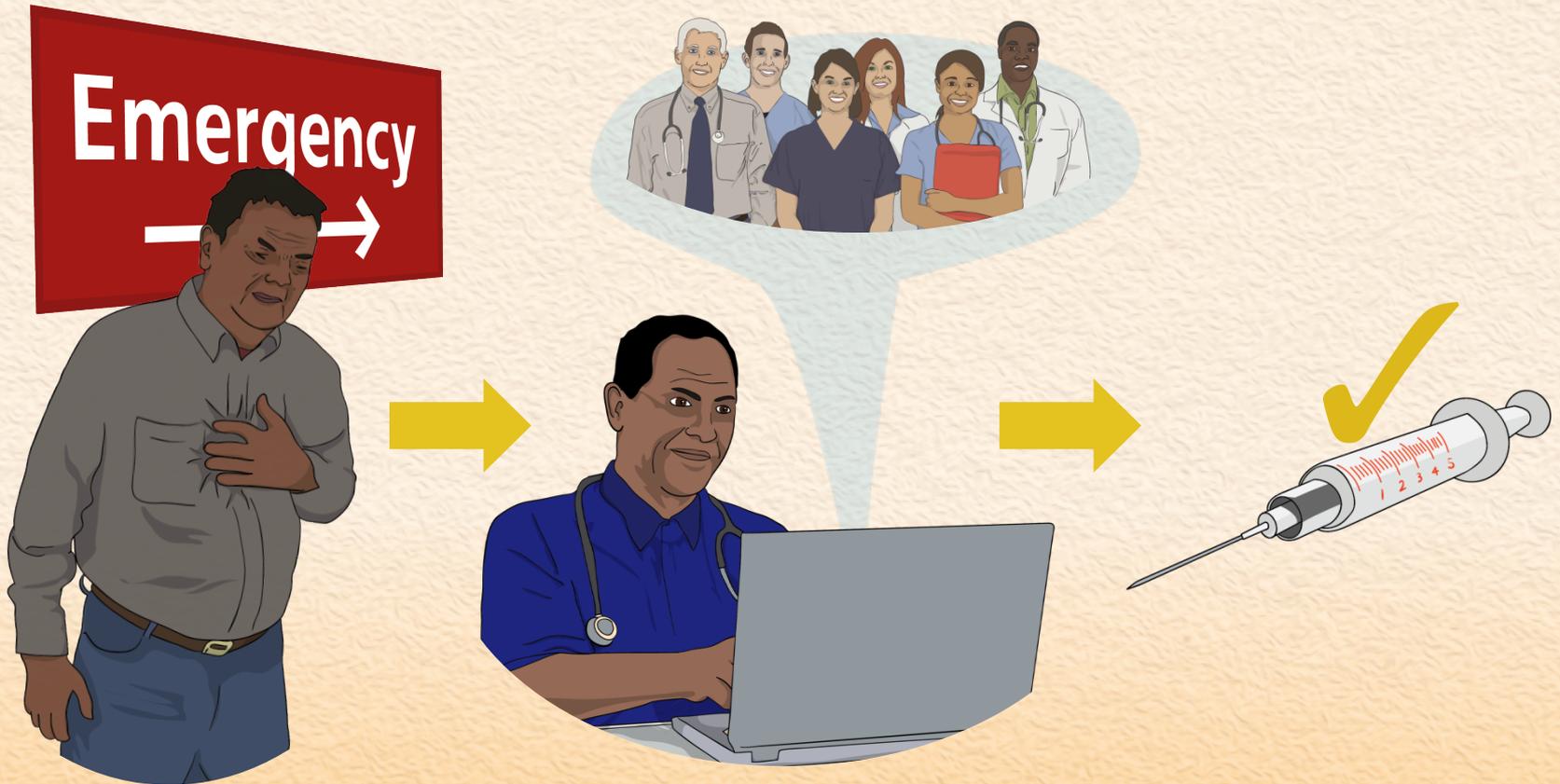
**IHI**

- Every healthcare event in an eHealth record has these three electronic identifiers associated with it
- Everyone using the eHealth record needs one of these healthcare identifiers





# Emergency Access



In an **emergency** healthcare providers are able to access a patient's My Health Record without patient consent.





## How does it differ from what already exists?

- Most electronic clinical information systems **cannot electronically share information with other systems**
- Some locations have state/territory based systems – this is a **national system**
- **Accessible by the patient**





# The My Health Record System

## Practice Workflows

The My Health Record is:

- Not a replacement for existing records
- Not a replacement for the healthcare professional
- Not an alternative to direct communication with patients
- Not a guarantee that details in the My Health Record are always current, accurate or complete. Details must always be confirmed with the patient.



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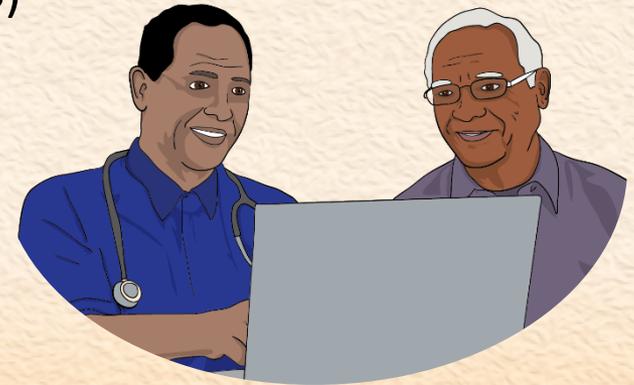




## What's needed

Health services need the following to participate:

- Approved clinical coding system  
(Communicare uses approved ICPC-2)
- Conformant software (Communicare or PCIS)
- Agreement to participate with agreed roles and responsibilities
- Healthcare Identifiers
- NASH Certificate
- Policies and procedures
- Assisting patients to register [optional]
- Staff training



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# Patient Control

A patient can control:

- Whether to have a My Health Record
- Which information is shared
- Which healthcare events are entered
- Which healthcare organisations have access
- When to re-register their My Health Record  
(If they choose to de-register at any time)



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# Privacy and Security

## The My Health Record is secure!

It is protected by:

- Secure technology
- Legislation
- Audit trails
- Secure data transfer





# Privacy and Security

## Personal information

The My Health Record has features that protect a patient's personal information.

These ensure:

- Individuals seeking access to information are who they claim to be
- Healthcare professionals uploading information are who they claim to be
- Information transmitted across networks is encrypted and arrives at its destination without interference





## Privacy and Security

### Audit logs contain:

- Date and time a patient's My Health Record was accessed or edited
- Details of person who accessed it
- Details of the organisation that accessed or edited the eHealth record
- Whether the My Health Record was accessed due to an emergency
- Details of the action and/or actions that occurred [*e.g. Clinical document created or deleted, patient contact details amended*]

Patient...  
Date...  
Time...  
Health Centre...  
Emergency?  
New document  
created



## Privacy and Security

### Complaints

**CALL** the helpline on **1800 723 471** for assistance

If a patient believes there is any **suspicious** or **unwarranted access** to their My Health Record,

**AND**

cannot obtain a satisfactory explanation from the healthcare organisation responsible.





# Privacy and Security

## Existing laws apply for:

- Privacy obligations
- Confidentiality



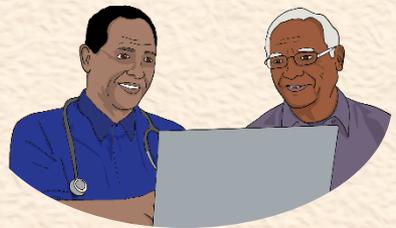
## New laws apply to the My Health Record System:

- Access
- Usage
- Disclosure of patient information



# Privacy and Security

Certain **permitted uses and disclosures** are allowed under the My Health Records system legislation



Healthcare purposes

Legal purposes

Indemnity cover

Research purposes





## Fines and Penalties

My Health Records system legislation includes **civil penalties** for intentional misuse or reckless misuse of the My Health Record System that apply to:

- Individual healthcare professionals
- Healthcare organisations that authorised it



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# Your responsibilities

## Healthcare Organisations

- Comply with security and technical requirements
- Keep policies and procedures up-to-date and educate staff
- Have a system in place to identify individual employees to the System Operator each time a record is accessed
- Ensure infrastructure is clean of viruses and protected
- Inform and educate staff about the My Health Record System
- Educate staff about the importance of protecting access credentials





# Your responsibilities

## Healthcare Professionals

- Educate patients
- Review clinical information with patients
- Be aware when uploading potentially sensitive information
- Keep My Health Record compliant digital credential and PIN secure
- Keep username and password secure
- Follow your organisation's policies and procedures
- Only access the My Health Record if authorised by your organisation
- Notify the System Operator of any suspicious activity
- Reinforce the importance of protecting passwords to patients
- Be aware of the privacy settings patients may have



# Questions

