Australian Government

Australian Digital Health Agency

The Future of Digital Health in Australia

Vandana Chandnani and April Burnett

9 May 2019

Hosted by The Royal Australasian College of Physicians

Acknowledgement

We would like to acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

The rapidly evolving environment of digital health

February 2020

April 2020 and beyond

Vast majority of patients doing face to face consultations with healthcare providers

> Many patients now using telehealth for consultations with healthcare providers

Patients receive paper prescriptions from healthcare providers

> Patients will soon be able to opt for electronic prescriptions from healthcare providers

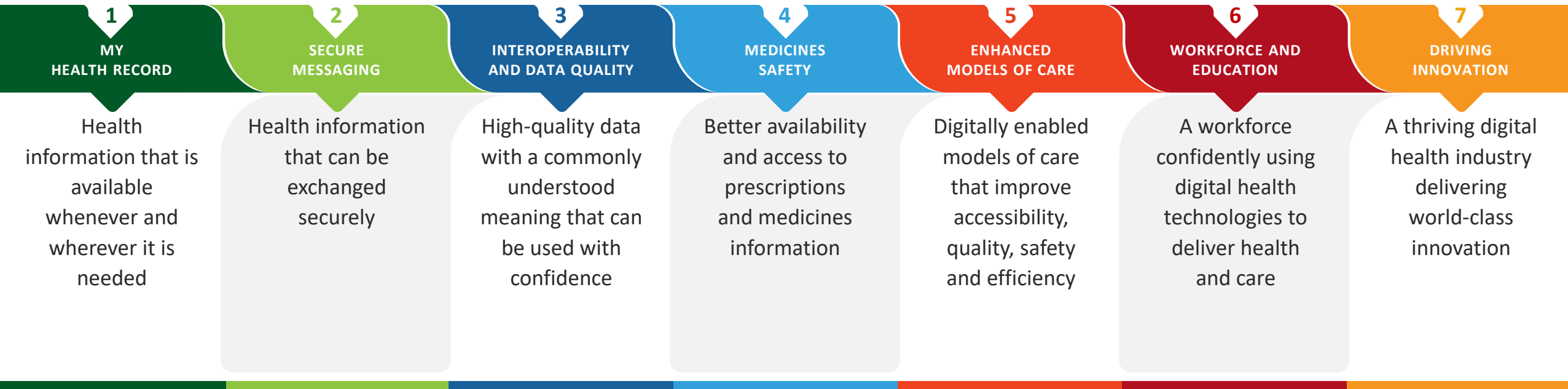Patients take prescriptions to pharmacy to be dispensed

> Patients will soon be able to send prescriptions electronically to a pharmacy to be dispensed

Australian Government
Australian Digital Health Agency

National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories and agreed by COAG Health Council

1 MY HEALTH RECORD	2 SECURE MESSAGING	3 INTEROPERABILITY AND DATA QUALITY	4 MEDICINES SAFETY	5 ENHANCED MODELS OF CARE	6 WORKFORCE AND EDUCATION	7 DRIVING INNOVATION
Health information that is available whenever and wherever it is needed	Health information that can be exchanged securely	High-quality data with a commonly understood meaning that can be used with confidence	Better availability and access to prescriptions and medicines information	Digitally enabled models of care that improve accessibility, quality, safety and efficiency	A workforce confidently using digital health technologies to deliver health and care	A thriving digital health industry delivering world-class innovation

Specialist Connections and Use

- Driving specialists' adoption and use of My Health Record through targeted education campaigns:

  - Registration and connection support for specialists in private practice

  - New industry offer and technical implementation support for clinical software vendors

- Better pre-consultation access for specialists to patient's key health information

- Less administrative burden on the specialist, more time with patient for more holistic care

Australian Government
Australian Digital Health Agency

1 MY HEALTH RECORD

2 SECURE MESSAGING

3 INTEROPERABILITY AND DATA QUALITY

4 MEDICINES SAFETY

5 ENHANCED MODELS OF CARE

6 WORKFORCE AND EDUCATION

7 DRIVING INNOVATION

Medicines safety program highlights

Pharmacist Shared Medicines List (PSML)

A new clinical document to the My Health Record

First uploads by Webstercare in December 2019

Agency working with other pharmacy service providers, software vendors and jurisdictions to progress more PSML uploads

Electronic Prescriptions

A new technical framework to support electronic prescriptions published by the Australian Digital Health Agency October 2019

Changes to Commonwealth legislation now recognise an electronic prescription as an alternative legal form by which medicines can be supplied under the PBS

Digital Medicines Safety Blueprint

The Blueprint is the Australian Digital Health Agency's operational response to the National Digital Health Strategy in relation to medicines

Currently finalising revision of the Blueprint after feedback from stakeholders

Australian Government
Australian Digital Health Agency

The Agency's role in developing electronic prescriptions

The Department of Health and the Agency have collaborated to develop the technical components of electronic prescribing, the conformance framework and national change and adoption activities.

The *National Health (Pharmaceutical Benefits) Amendment (Electronic Prescriptions) Regulations 2019* identify the Agency as the organisation to which a conformant software product's **conformance identifier** is provided to in relation to software used to prepare an electronic prescription.

Dec 2018 TWG established

Aug 2019 National Health (PBS) Regs 2017 amendment for Electronic Prescribing passed through the Executive Council and signed by Governor General

Oct 2019 Technical Framework for Electronic Prescribing published by ADHA

2018 - 2020 Activities

Solution Architecture → Conformance Framework → Vendor Support Plan → Change and Adoption → Implement Conformance Process → Implement Vendor Support → Quality Assurance Activities

Australian Government
Australian Digital Health Agency

What are electronic prescriptions?

o Electronic prescribing is an option for prescribers and their patients to have an electronic prescription as an alternative to a paper prescription.

o Previously, only a paper prescription signed by a prescriber has been the legal form by which medicines can be supplied.

o Paper prescriptions and electronic prescriptions will meet the relevant Commonwealth and State and Territory legislation.

o Electronic prescribing will not be mandatory. Patients and prescribers will be able to choose between paper prescription and electronic prescription.

Australian Government
Australian Digital Health Agency

Who can participate in electronic prescriptions?

Prescribers

- Any authorised prescriber, excluding veterinarians, may utilise electronic prescribing functionality provided by their software provider.

- Refer to jurisdictional legislation for more information on authorised prescribers.

Dispensers

- Any authorised dispenser may utilise electronic prescribing functionality provided by their software provider.

- Refer to jurisdictional legislation for more information on authorised dispensers.

Software Providers

- Dispensing software

- Prescribing software

- Prescription Delivery Service software

- Mobile applications

- Mobile intermediaries

Consumers

- Any consumer or someone acting on their behalf (agent) may choose to have a new prescription in electronic prescription form.

- Must have an Individual Healthcare Identifier (IHI) to participate.

- Existing paper prescriptions cannot be converted into an electronic prescription.

Electronic prescriptions

Token *and* Active Script List

Token Model: Subjects of Care may elect to manage their tokens on their mobile devices. The mobile device will display the token in a manner suitable for scanning using existing pharmacy equipment. *This model will be progressively available from 30 May*

Active Script List: Dispensers can alternatively access an electronic prescription for a person by retrieving it from an Active Script List following presentation of adequate identification. This overcomes the issue of lost tokens and assists medicine management and adherence, especially for patients who are taking multiple medicines. *This model will be available from late 2020*
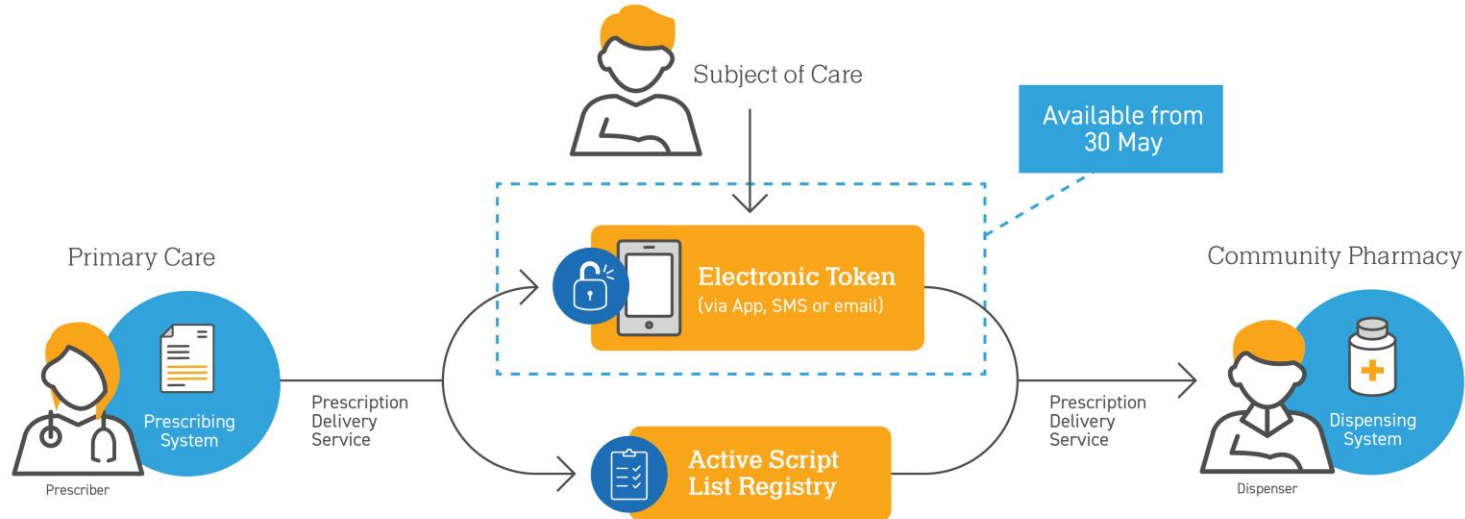
Electronic Prescriptions – Token Model Demo
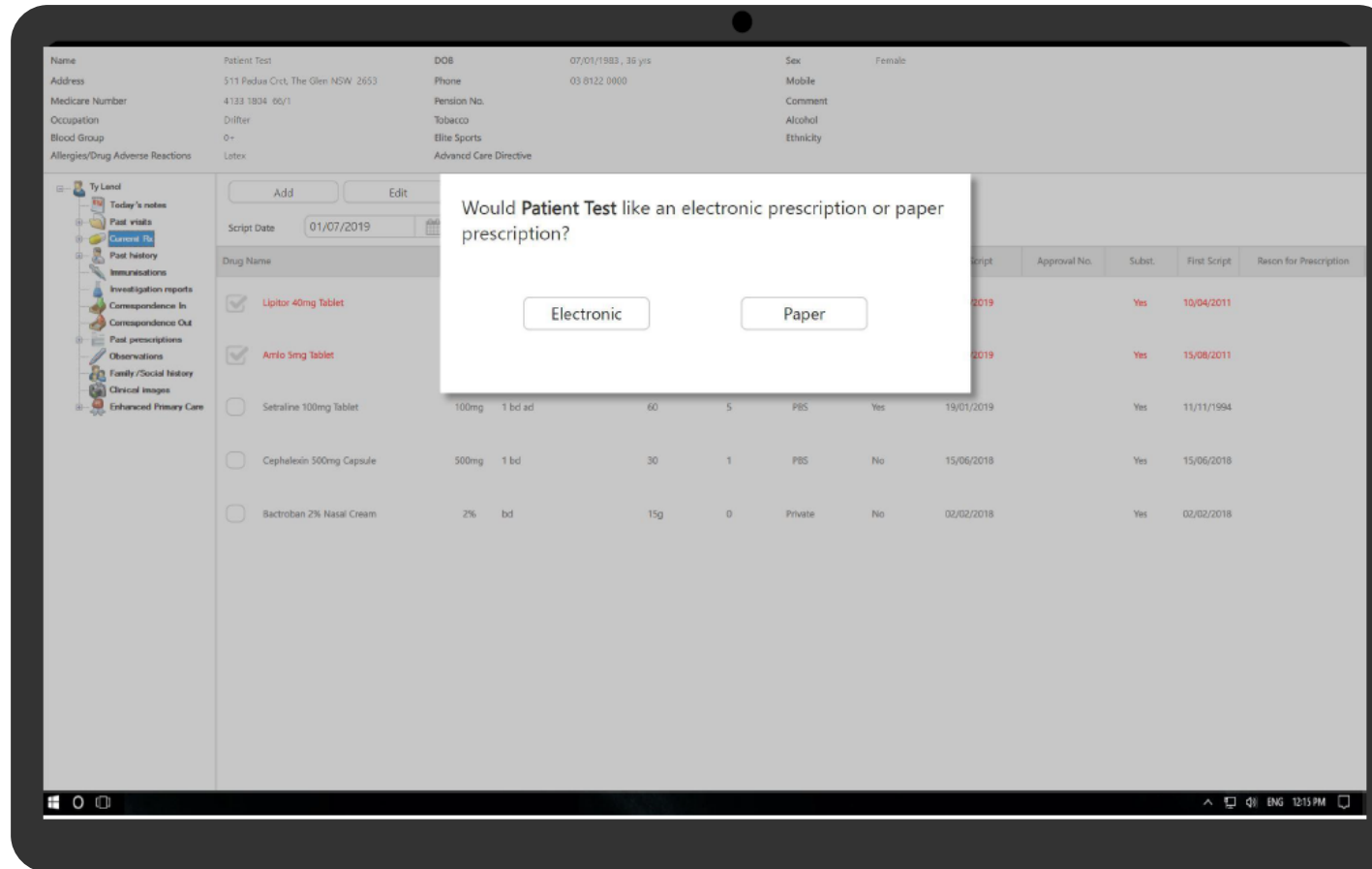
The electronic prescribing method is selected within the prescribers clinical software

Electronic Prescriptions – Token Model Demo
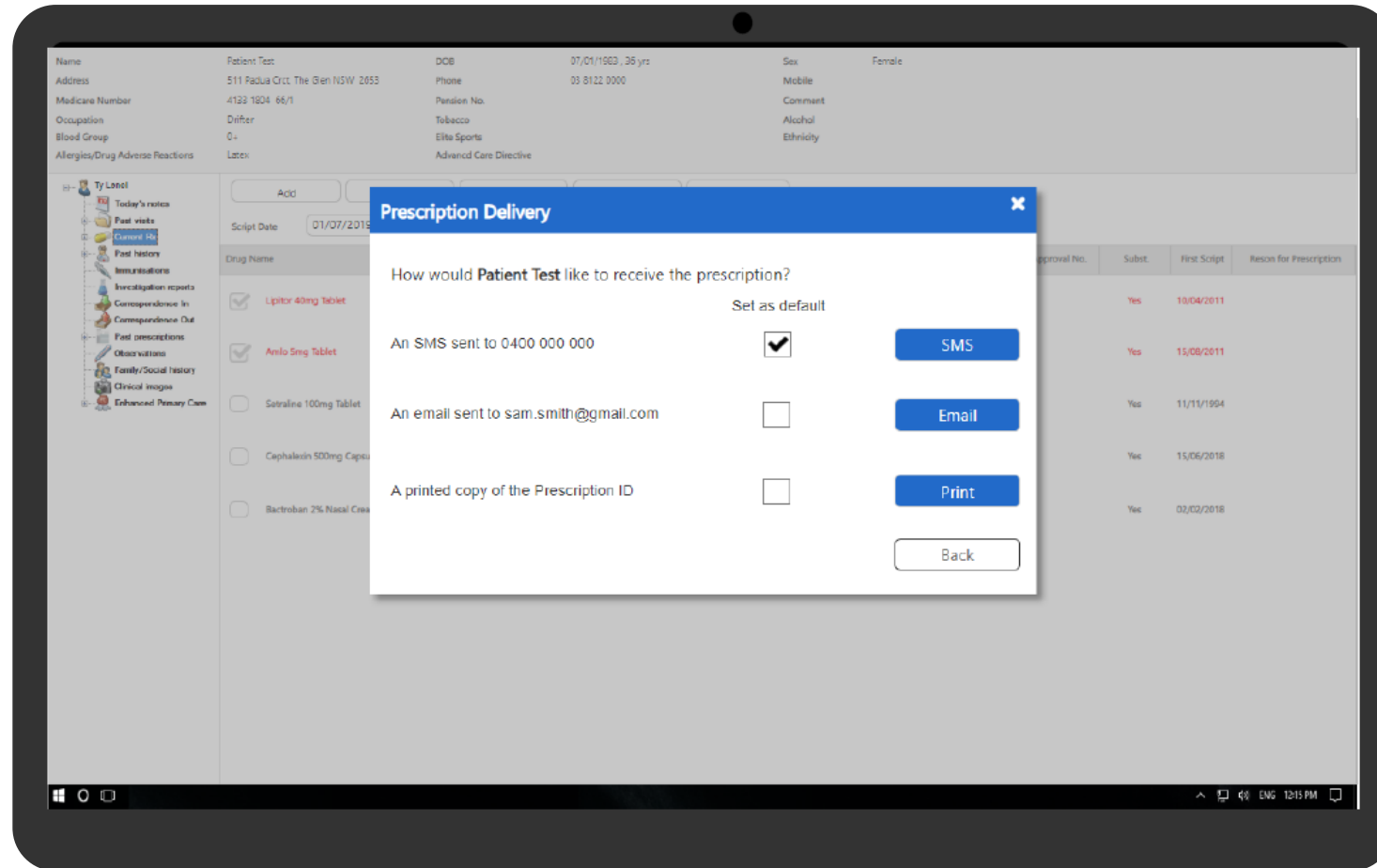
Token delivery method is selected within the prescribers clinical software

Electronic Prescriptions – Token Model Demo

Electronic Prescriptions – Token Model Demo
Pharmacy Script-In Counter
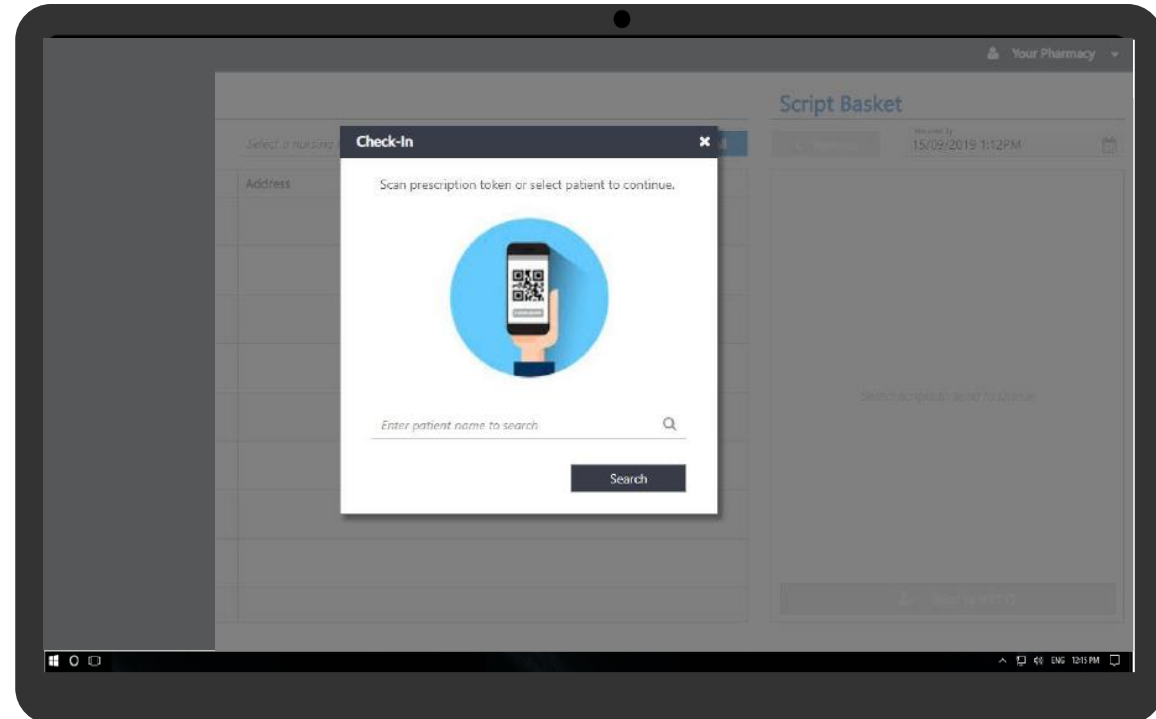
My Health Record Overview

Clinicians sharing information with other clinicians – significant growth
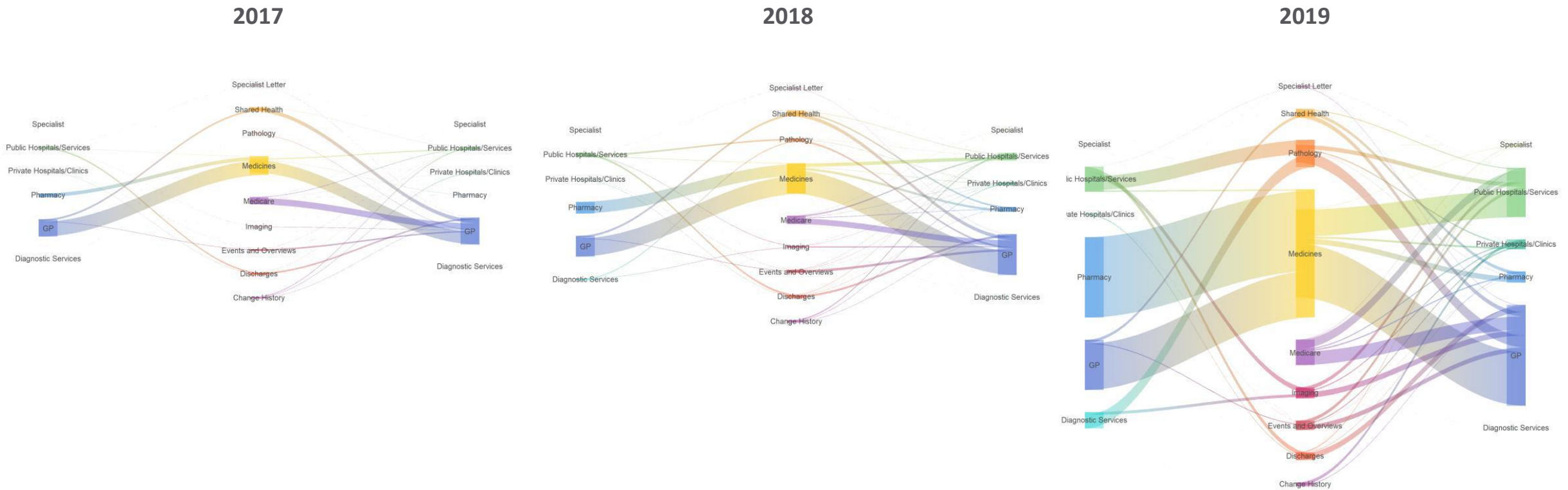
As at December 2019

Australian Government
Australian Digital Health Agency

My Health Record – connections
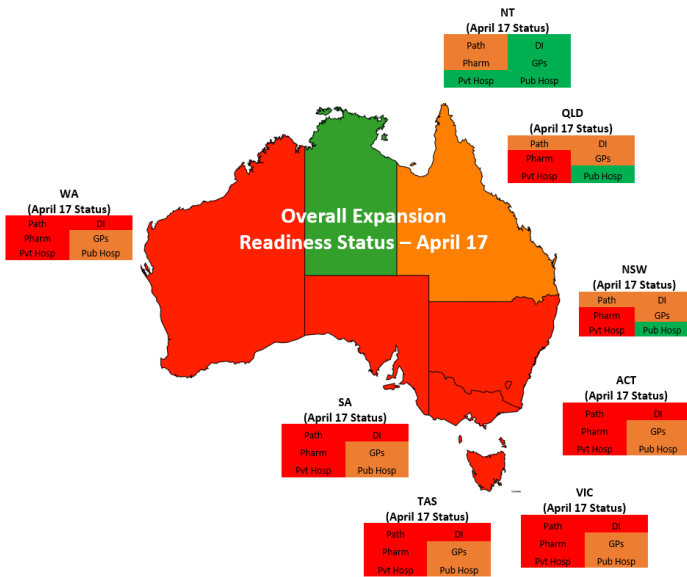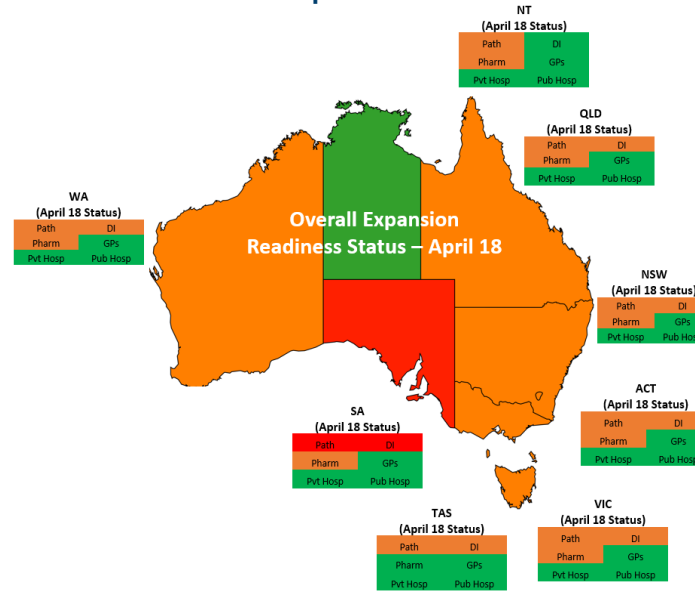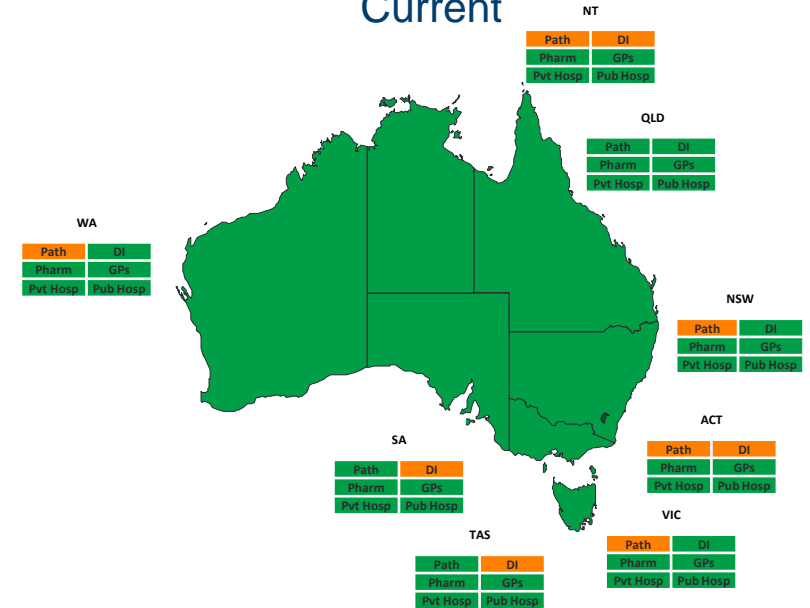
How do providers engage with the My Health Record?

Clinical Information system conformant with MHR
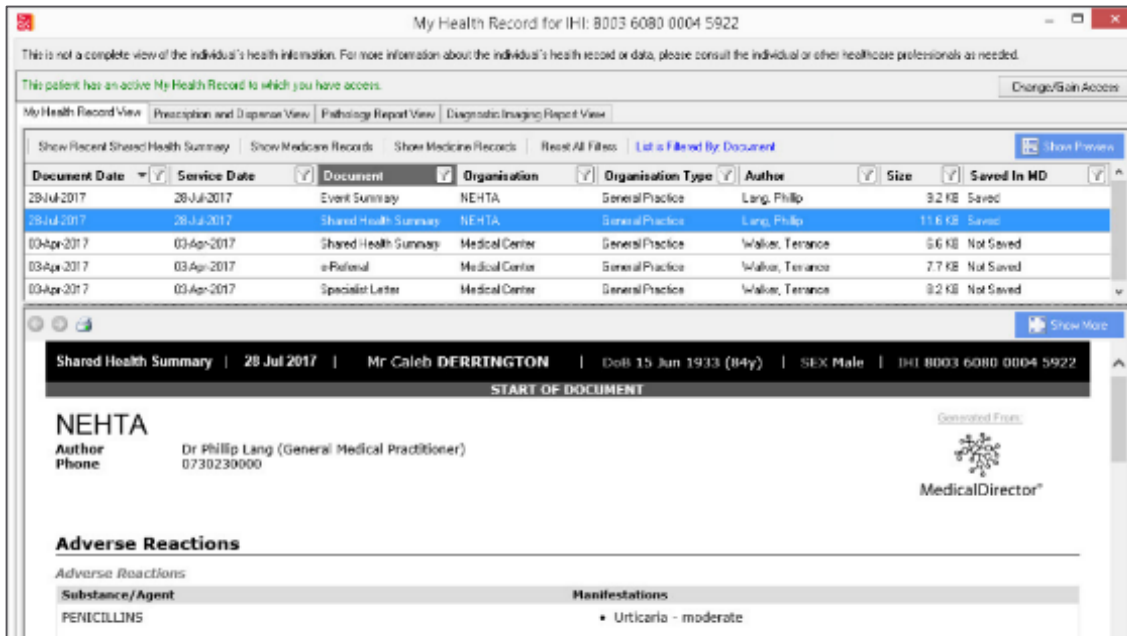
National Provider Portal
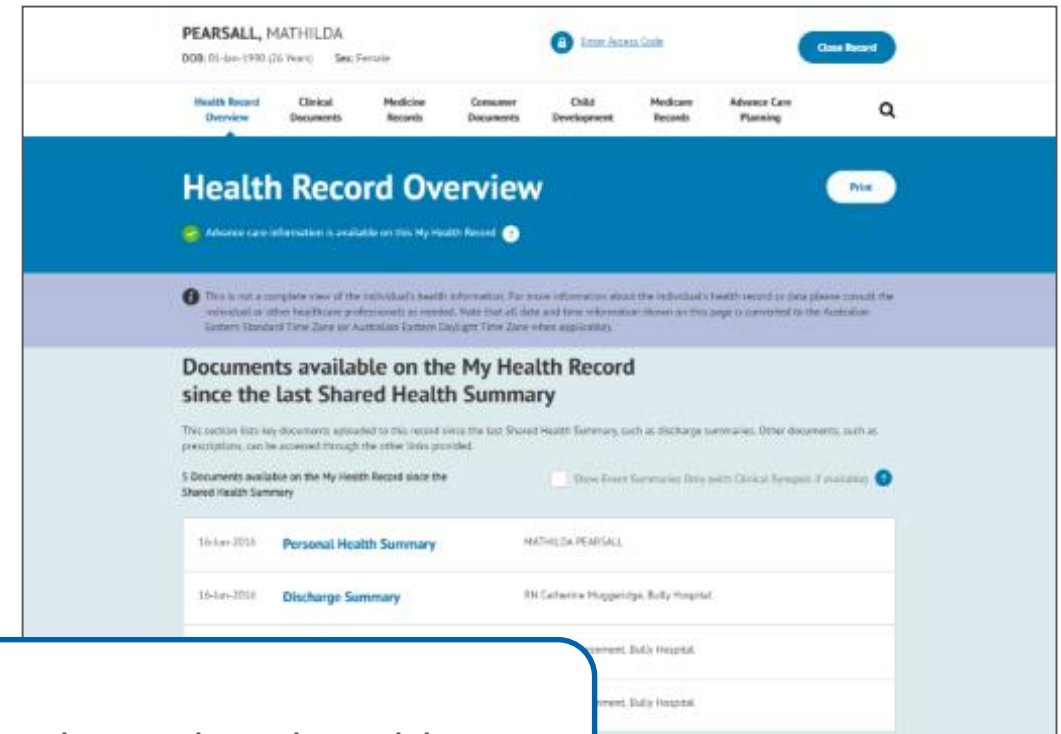
Register of Conformity

www.digitalhealth.gov.au > Get started with digital health > What is digital Health > Who is using digital health > Software products using digital health

What can you see in My Health Record?

Clinical Documents & Views

- Medicines Information Overview ▮▶
- Discharge Summaries
- Shared Health Summaries
- Event Summaries
- Pathology / Diagnostic Imaging Reports
- Prescription and Dispense Records
- Specialist Letters
- Pharmacist Shared Medicines List

Information added by:

- Individuals or their representatives
- Medicare

HORTON, ENID O (Test patient)   🔒 Enter Access Code   **Close Record**
DOB: 06-Sep-1968 (50 Years)   Sex: Female

Available Medicines Information   Print

| All Authors ▾ | Last 2 years ▾ |

| **Allergies & Adverse Reactions** 8 items found | **Medicines Preview** Documents found | **Latest Shared Health Summary** 16-Apr-2019 (7 weeks ago) | **Latest Discharge Summary** 26-Nov-2018 (6 months ago) |

SOURCE/AUTHOR	DATE ▲	MEDICINE – ACTIVE INGREDIENT(S) ⇕	MEDICINE – BRAND	DOSE/DIRECTIONS
Shared Health Summary Test Health Service 440	16-Apr-2019 (7 weeks ago)		This document does not allow for a preview of medicines information. Click **here** to view the source document.	
Dispense Record SHA2 HPIO	12-Jan-2019 (5 months ago) (1 dispense)	golimumab	Simponi Smartject 50 mg/0.5 mL injection solution, 0.5 mL injection device	As directed
Discharge Summary SHA2 HPIO	26-Nov-2018 (6 months ago) active		Amlodipine (Norvasc (Amlodipine) 10mg)	One tablet daily
Discharge Summary SHA2 HPIO	26-Nov-2018 (6 months ago) active		Atenolol (Tenormin 50mg)	One tablet daily
Discharge Summary SHA2 HPIO	26-Nov-2018 (6 months ago) active		carbomer-974 (carbomer-974 0.3% eye gel, 30 x 500 mg unit doses)	As directed
Discharge Summary SHA2 HPIO	26-Nov-2018 (6 months ago) active		carbomer-974 (carbomer-974 0.3% eye gel, 30 x 500 mg unit doses)	As directed
Discharge Summary SHA2 HPIO	26-Nov-2018 (6 months ago) active		Clopidogrel + Aspirin (CoPlavix 75 mg/100 mg)	One tablet daily

Australian Government
Australian Digital Health Agency

Medicines information in My Health Record

Medicines information can be found in:

- Dispense Records (Pharmacies)

- Prescribing Records (General Practices, Specialists)

- Medicare/PBS Information (Dept Human Services)

- Shared Health Summaries (General Practices)

- Discharge Summaries (Hospitals)

- Event Summaries (All Healthcare Providers)

- Personal Health Summary (entered by the patient)

- Pharmacist Shared Medicines List (PSML) (Pharmacies)

Medicines View – Medicines tab

GP uploading Shared Health Summary

Pathology and Diagnostic Imaging Reports overview

Test types by **date**

Tests types by test **name / examination**

Grouped reports

Additional information

Summarised views

Easy navigation

Grouped reports

Australian Government
Australian Digital Health Agency

Advance care planning information in My Health Record

- Consumers are able to upload a copy of their Advance Care Plan to their own My Health Record

- New enhancements to My Health Record include functionality to allow upload of Advance Care Plans and Goals of Care documents to My Health Record by healthcare providers

My Health Record security

Many safeguards are in place to protect the information held in the My Health Record system, such as strong encryption, firewalls, secure login processes and audit logging.

The My Health Record system is monitored by the Cyber Security Centre within the Australian Digital Health Agency.

External software goes through a conformance process before it is allowed to connect to the system.

The privacy of information in the My Health Record system is protected by legislation. Significant penalties apply for deliberate misuse of this information.
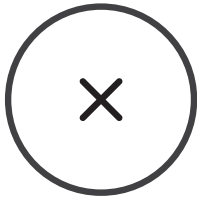
All data within the My Health Record system is stored securely in Australia.

Australian Government
Australian Digital Health Agency
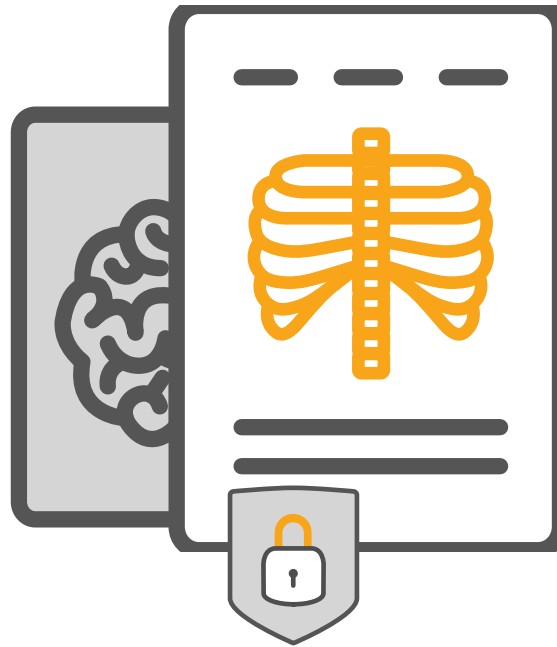
Creating strong passwords

Remember passwords are the first line of defence.

Never share passwords.

A strong password has a minimum of 14 characters.

Consider using a passphrase.

The longer and more complex the passphrase the longer it takes to compromise.

Use multi-factor authentication, whenever it's available.

Improvement to clinical information systems for specialists

The following vendors are part of the industry offer to introduce or improve My Health Record integration:

Vendor	Software
Best Practice	Bp VIP.net
Clinic to Cloud Pty Ltd	Clinic to Cloud (C2C)
Clinical Computers	CCOS Specialists
Genie	Genie
Genie	Gentu
Intrahealth	Profile
Medical Objects	Medical-Objects Specialist Explorer
Medical Wizard (Mouse Soft)	Medical Wizard Clinical module
S4S Pty Ltd (Software for Specialists)	S4S Audit4 CIS module
Zedmed	Zedmed

Australian Government
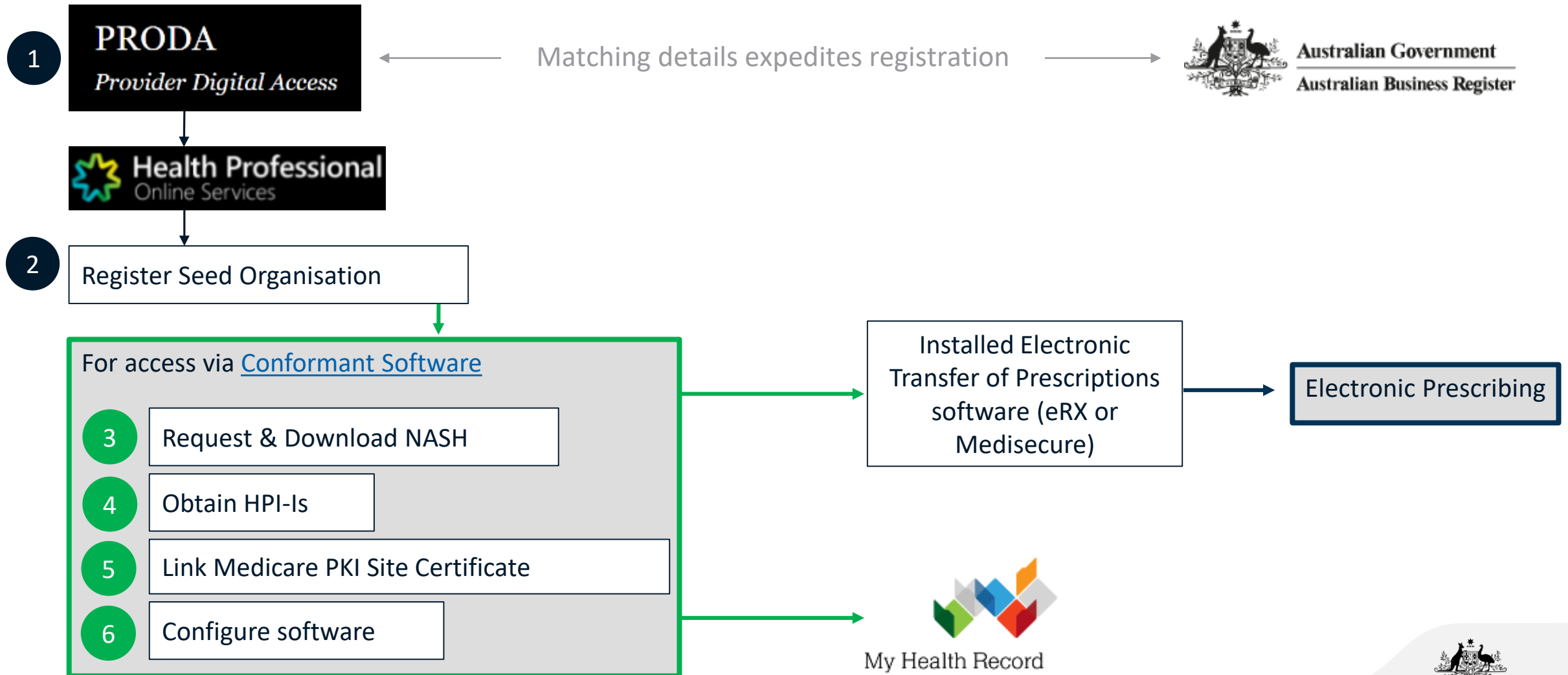Australian Digital Health Agency

My Health Record: What do I need to make it work?

In private practice

1. Register and set up

2. Have appropriate policies in place

3. Train and educate staff

4. Access

   - via conformant clinical software
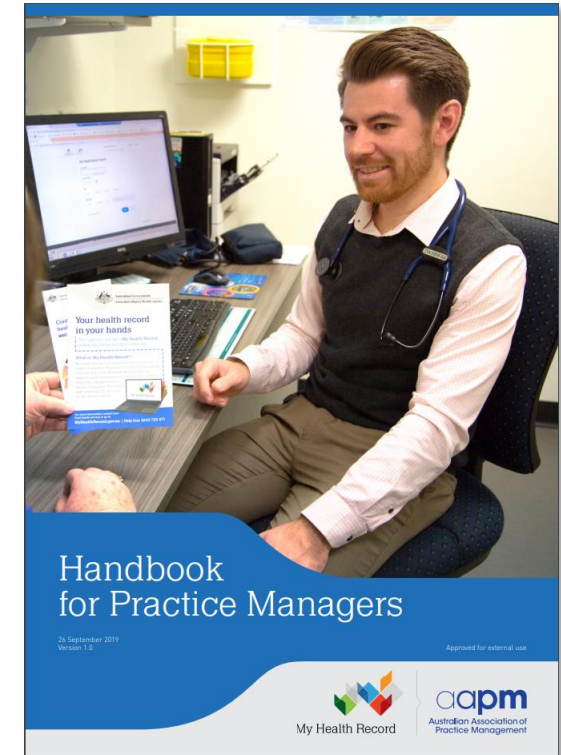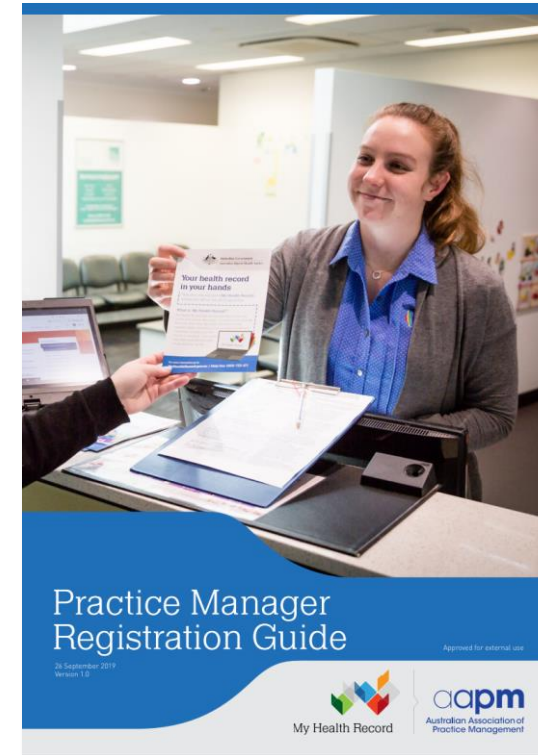
   - use the Provider Portal

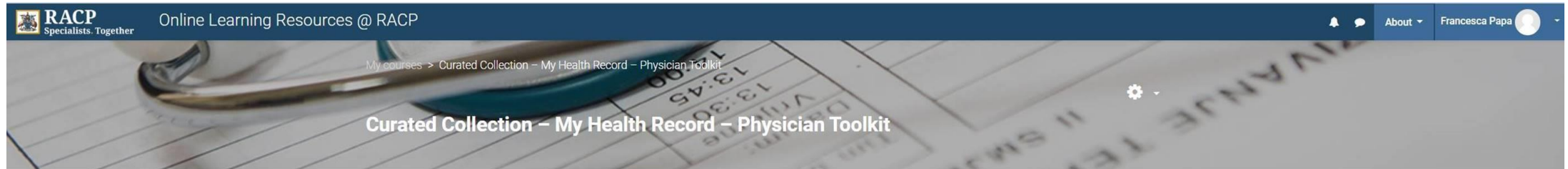# Preparing for My Health Record & Electronic Prescribing

1 PRODA — Provider Digital Access

Matching details expedites registration → Australian Government — Australian Business Register

Health Professional Online Services

2 Register Seed Organisation

For access via Conformant Software

3 Request & Download NASH

4 Obtain HPI-Is

5 Link Medicare PKI Site Certificate

6 Configure software

Installed Electronic Transfer of Prescriptions software (eRX or Medisecure) → Electronic Prescribing

My Health Record

Further information and support
Practice Manager Handbook and Registration Guide

- Developed in partnership with the Australian Association of Practice Management (AAPM)

- Information specifically developed for Practice Managers on:

  – Registering your practice

  – Accessing My Health Record

  – Compliance, consent and privacy advice

Practice Manager Registration Guide

Handbook for Practice Managers

Australian Government
Australian Digital Health Agency

Royal Australasian College of Physicians (RACP) – curated collection

Where to go for more information

www.digitalhealth.gov.au

The Agency provides a variety of cyber security resources and guidance materials that have been developed specifically for the health sector, to promote awareness of information security and provide practical advice regarding a range of cyber security topics.

Australian Government
Australian Digital Health Agency

Further information and support

My Health Record

Web: www.myhealthrecord.gov.au

My Health Record Help line: 1800 723 471

(select 2 for providers)

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

Questions and Answers