



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



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

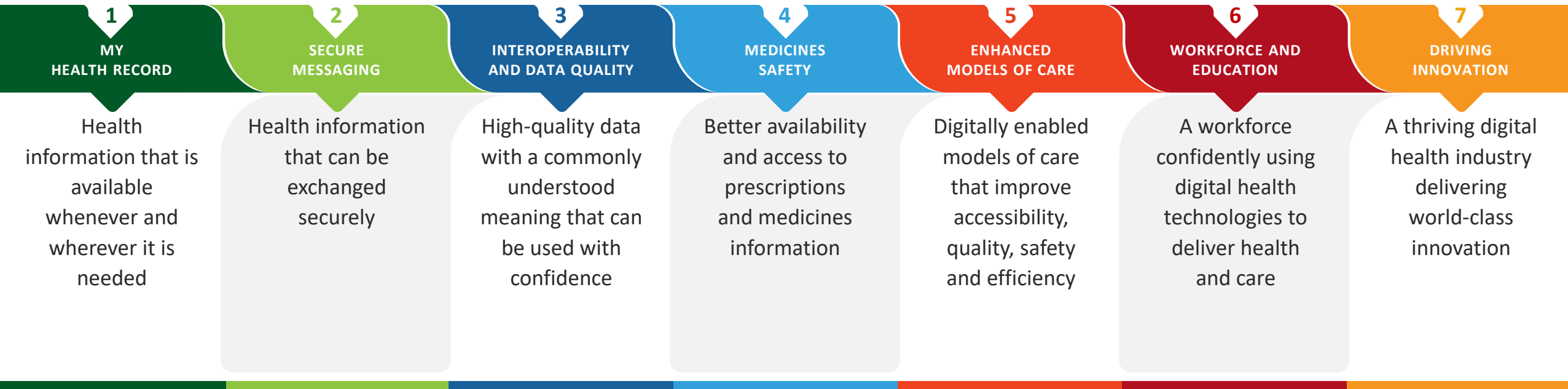


Patients will soon be able to send prescriptions electronically to a pharmacy to be dispensed



National Digital Health Strategy – roadmap for delivery

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



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



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

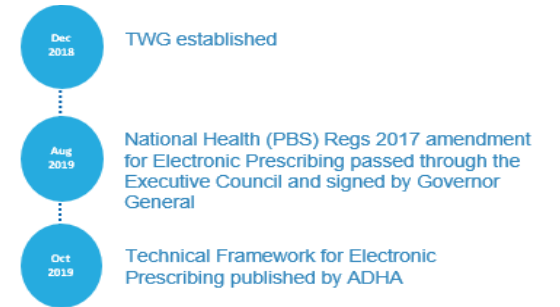
Currently finalising revision of
the Blueprint after
feedback from stakeholders



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.



2018 - 2020 Activities



What are electronic prescriptions?



- Electronic prescribing is an option for prescribers and their patients to have an electronic prescription as an alternative to a paper prescription.
- Previously, only a paper prescription signed by a prescriber has been the legal form by which medicines can be supplied.
- Paper prescriptions and electronic prescriptions will meet the relevant Commonwealth and State and Territory legislation.
- Electronic prescribing will not be mandatory. Patients and prescribers will be able to choose between paper prescription and electronic prescription.



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.



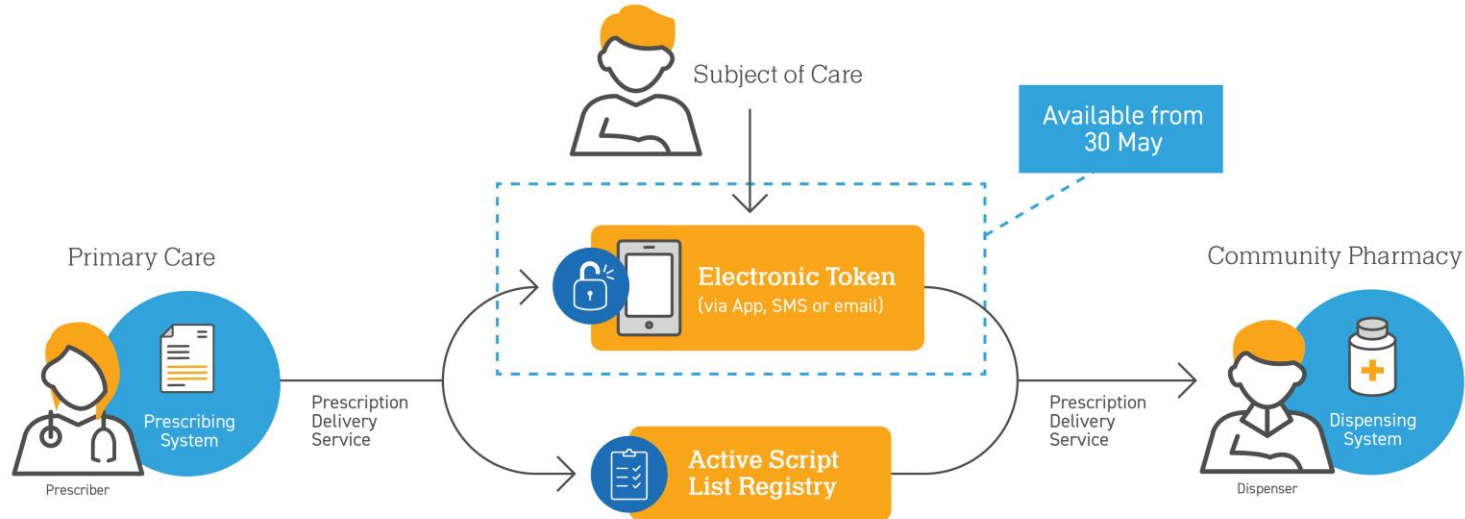
Electronic prescriptions

Token and Active Script List

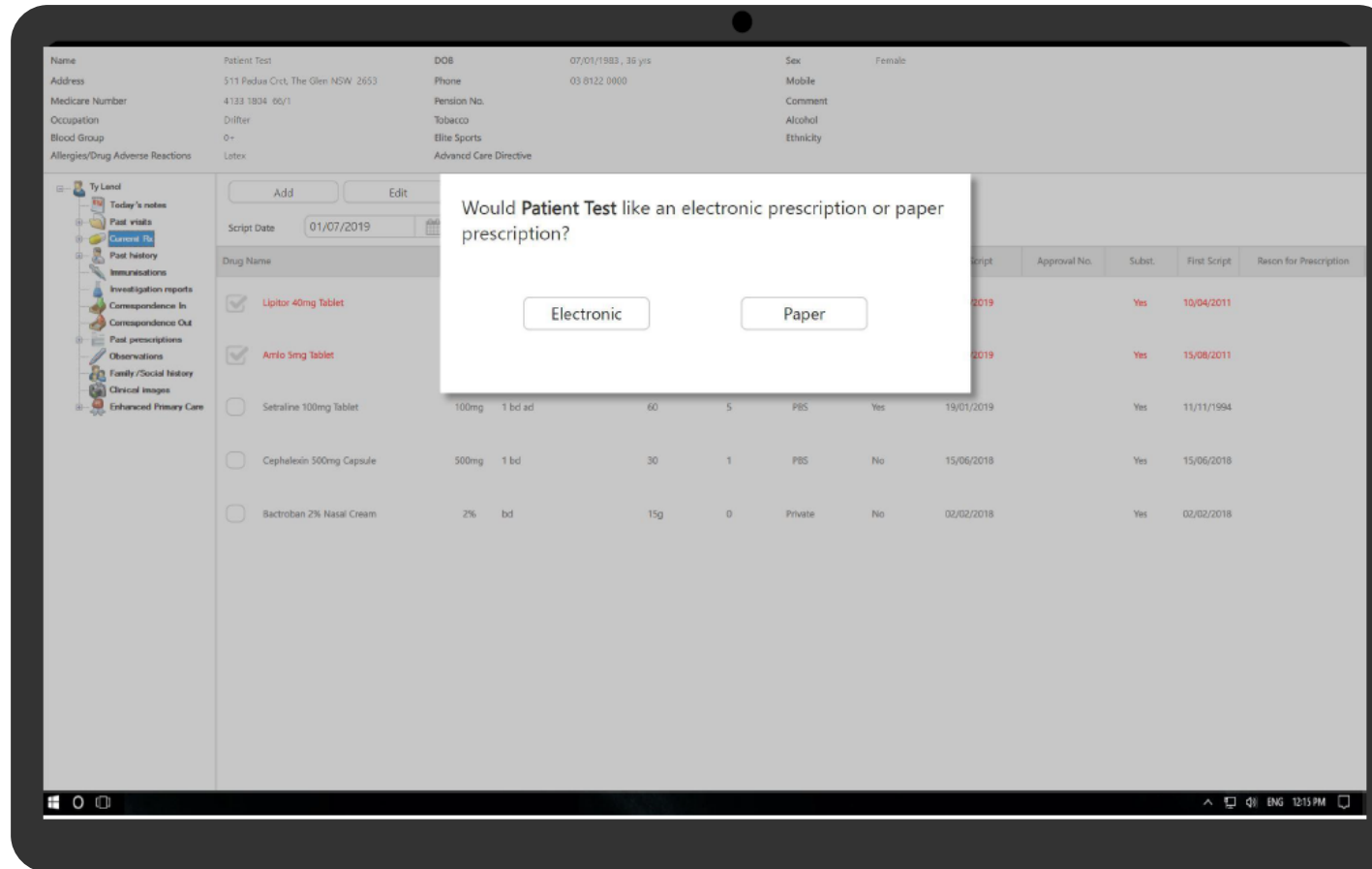


Token Model: Subjects of Care may elect to manage their tokens on their mobile devices. The mobile device will display the token in a manner suitable for scanning using existing pharmacy equipment. **This model will be progressively available from 30 May**

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**

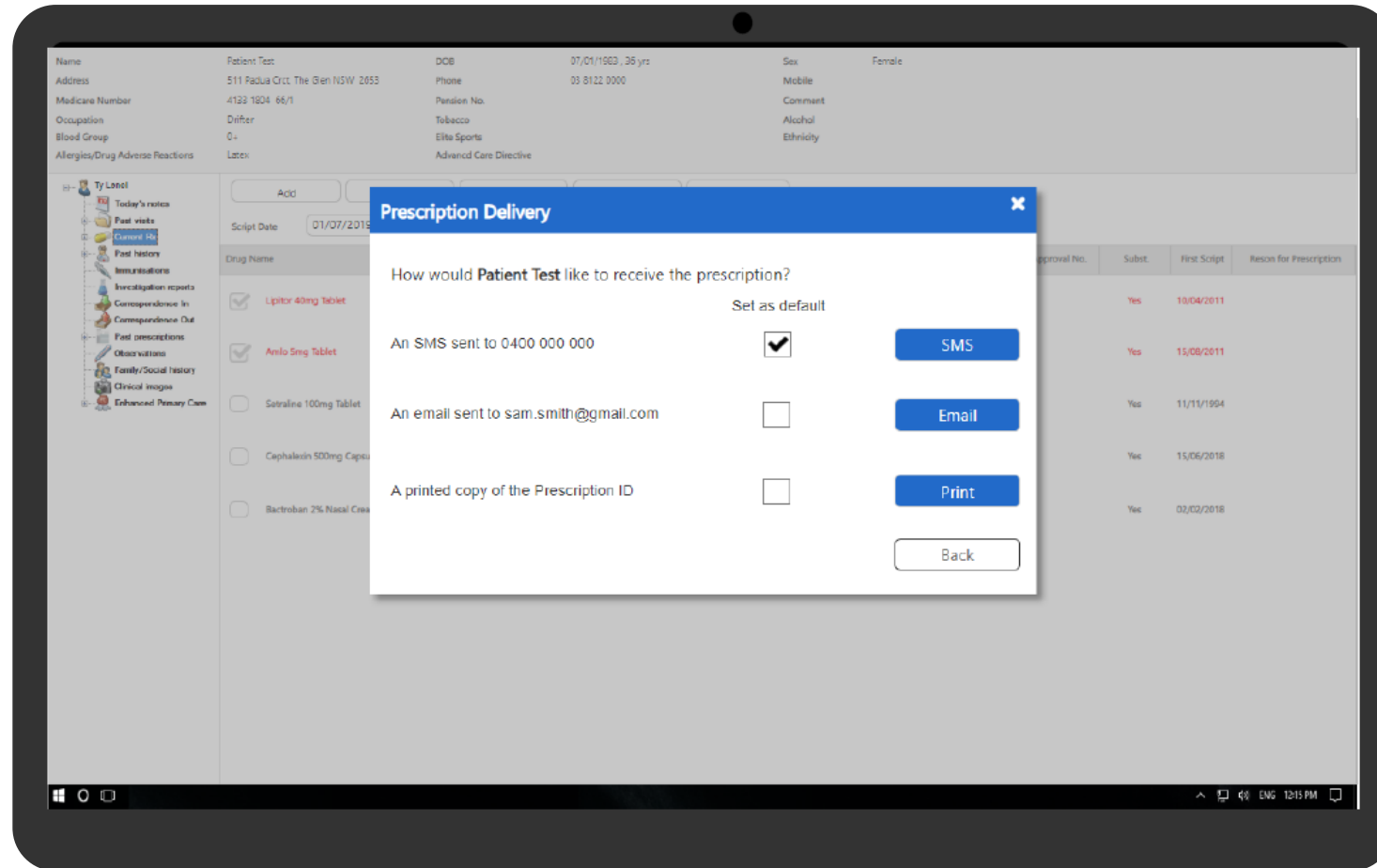


Electronic Prescriptions – Token Model Demo



The electronic prescribing method is selected within the prescribers clinical software

Electronic Prescriptions – Token Model Demo



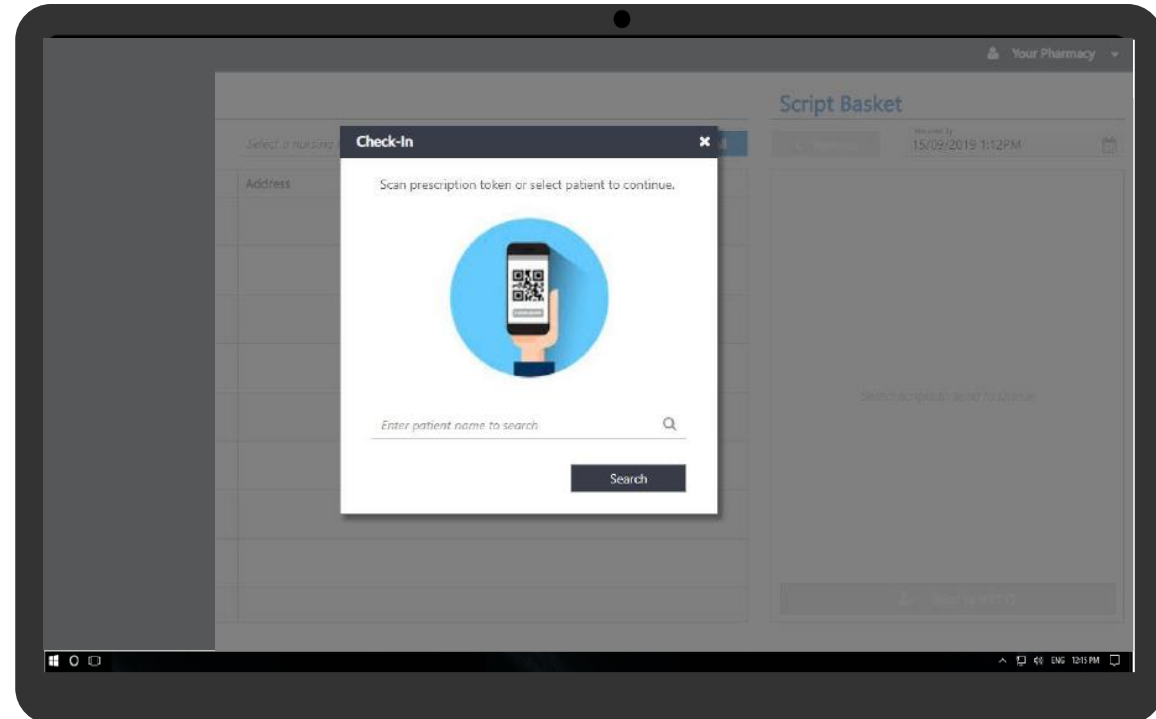
Token delivery method is selected within the prescribers clinical software



Electronic Prescriptions – Token Model Demo

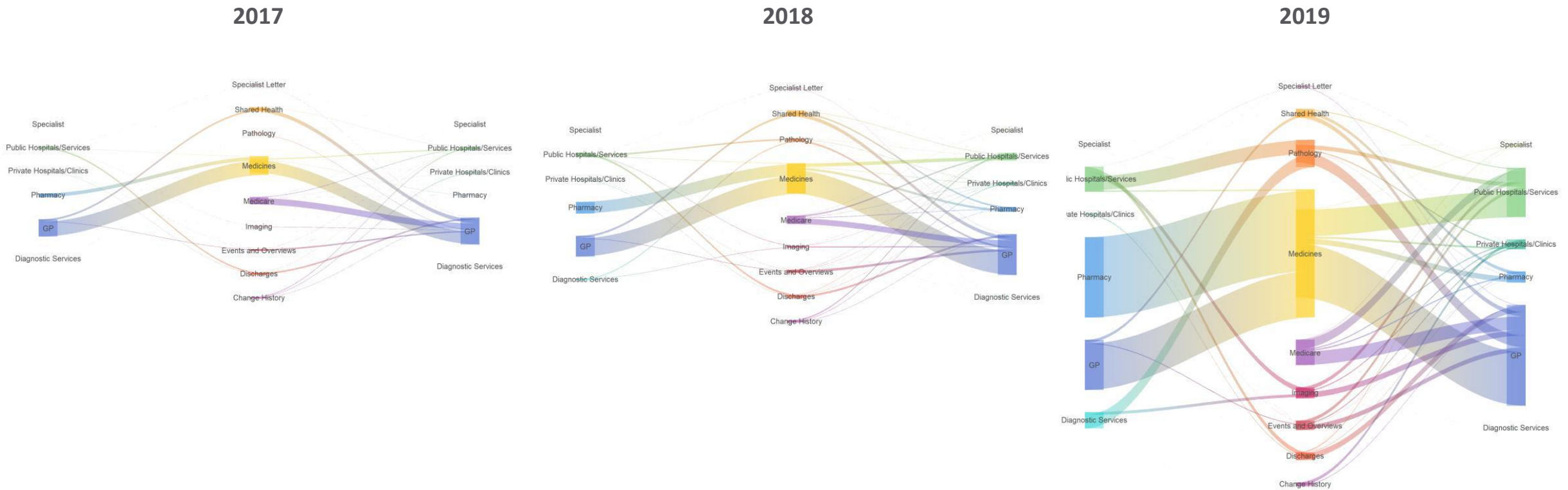


Electronic Prescriptions – Token Model Demo Pharmacy Script-In Counter



My Health Record Overview

Clinicians sharing information with other clinicians – significant growth

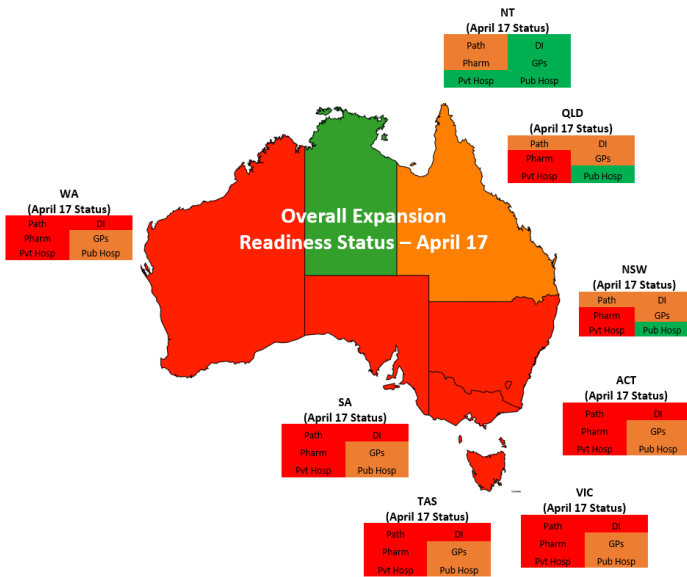


As at December 2019

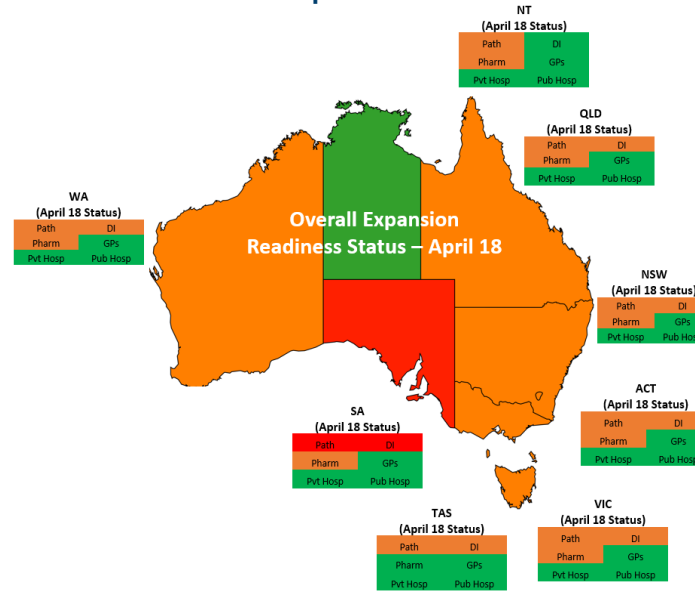


My Health Record – connections

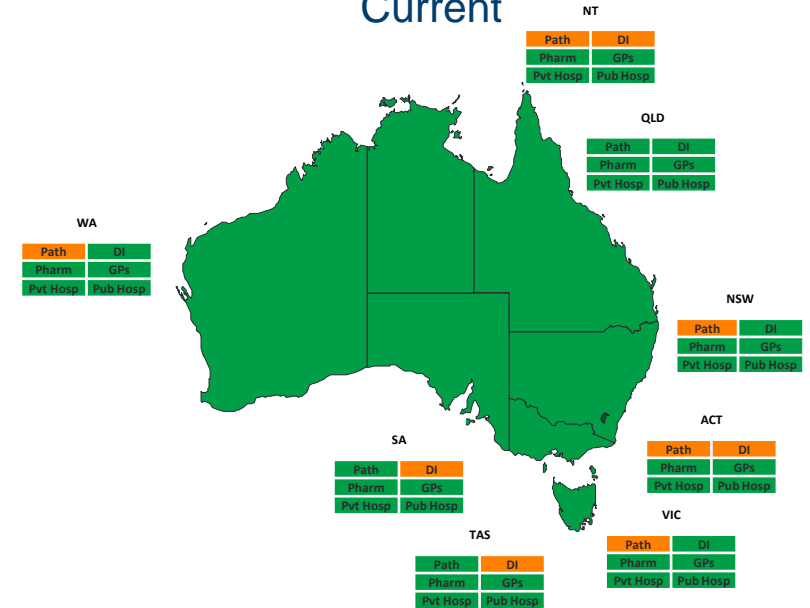
April 2017



April 2018



Current

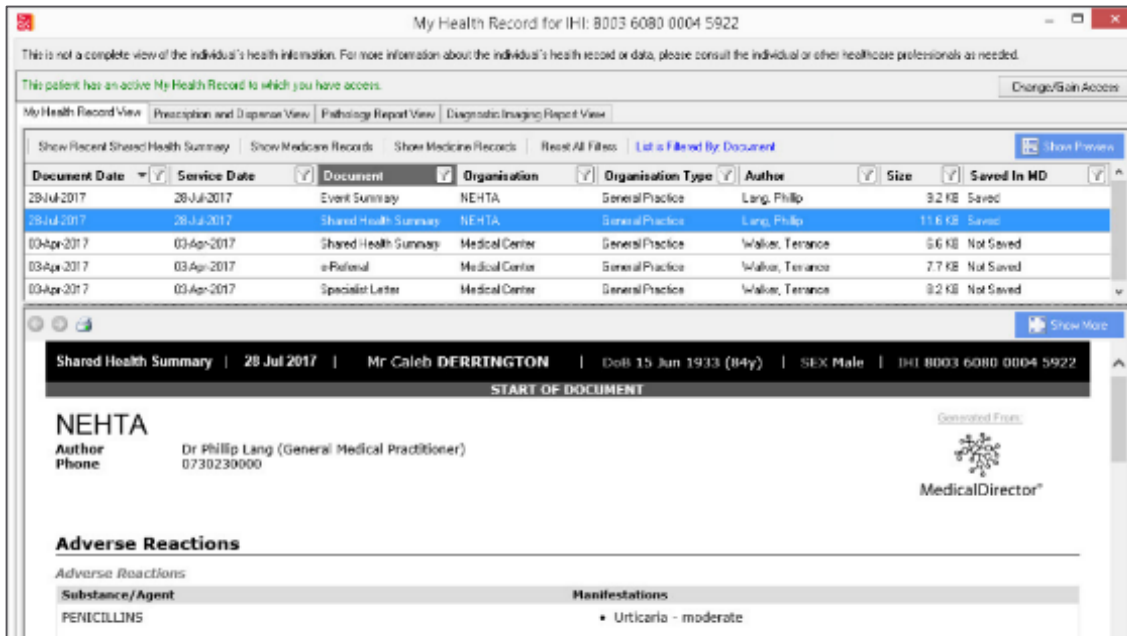


- On Target
- At risk / high dependencies
- Behind Target

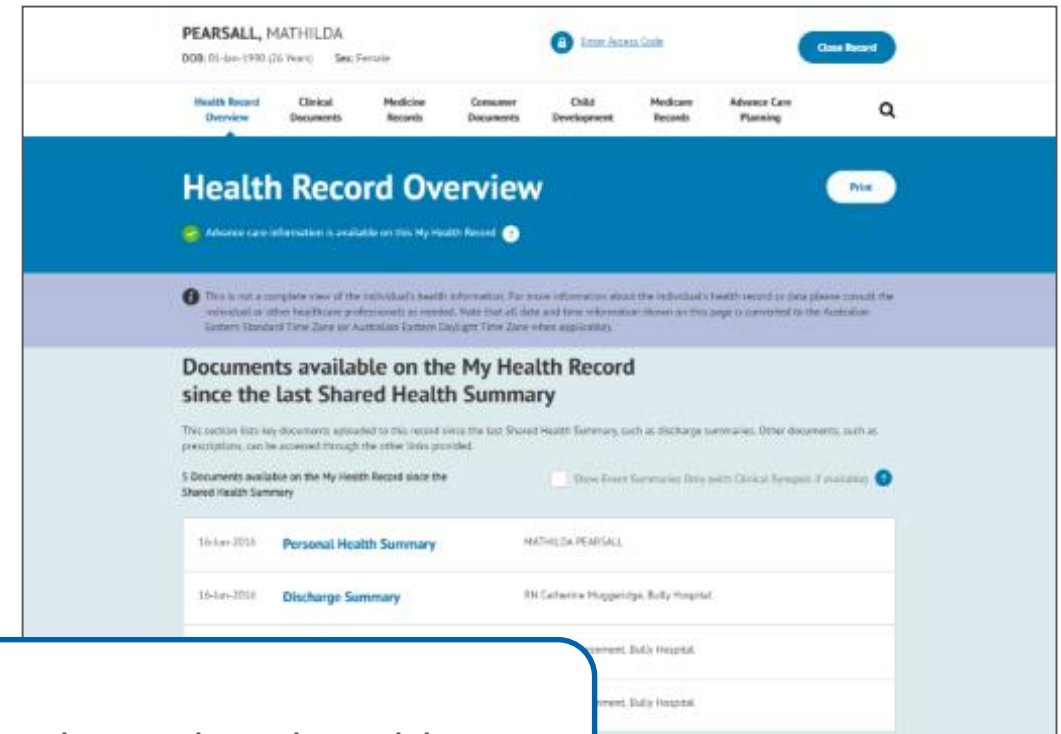


How do providers engage with the My Health Record?

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 Print

Available Medicines Information

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

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)

Available medicines in this My Health Record - sorted by Date
25 Sep 2018

Dorothy SMITH DoB 25 Apr 1942 (76y*) SEX Female IHI 8003 6083 3345 3652

[Allergies and Adverse Reactions](#)
Penicillin, Morphine

[Medicines Preview](#)
02-Apr-2017 to 21-Nov-2017 (10 months ago)

[Click here for Shared Health Summary](#)
23-Jul-2018 (3 months ago)
Author: Dr Peter Walker
[West End Medical Practice](#)
Ph: XX XXXX XXXX

No Discharge Summary found

[\[Back to top\]](#) [\[<\] First](#) [\[<<\] Previous](#) [\[Help\]](#)

Medicines Preview - Latest Documents, Prescriptions with no later dispenses - sorted by descending event date
02-Apr-2017 to 21-Nov-2017 (10 months ago)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Directions
Event Summary By West End Medical Practice	02-Aug-2018 (2 months ago)	Tiotropium bromide	Spiriva Respimat 2.5mcg/dose	2 Doses Daily
Shared Health Summary By West End Medical Practice	23-Jul-2018 (3 months ago)	Salbutamol	Salbutamol 100mcg Inhaler	1-2 Doses Four Times Daily When Required
		Simvastatin	Simvastatin 40mg Tablet	1 Tablet at Night
		Budesonide; Formoterol fumarate dehydrate	Symbicort Turbuhaler 200/6 Inhaler	2 Doses Two times a day
		Irbesartan	Karvea 300mg Tablet	1 Tablet Daily
		Paracetamol	Panadol Osteo SR 665mg Tablet	2 tablets Three times a day
Aspirin	Astrix 100mg	1 Tablet Daily		
Medicines found before the Shared Health Summary				
Prescription Record By West End Medical Practice	23-Sep-2017 (12 months ago)	Erythromycin	E-Mycin 400 mg tablet: film-coated, 25	Every 6 hours

Medicines View – Medicines tab



GP uploading Shared Health Summary



Shared Health Summary
21 Aug 2019

Mr Xavier WISEMAN DoB 3 May 1949 (70y) SEX Male IHI 8003 6086 6671 1130

START OF DOCUMENT

Eagle Street Medical Practice

Author Dr Terrance Walker (General Medical Practitioner)
Phone 0455555555

Adverse Reactions

Substance/Agent	Manifestations
Metformin	• Nausea
ACE Inhibitors	• Cough
Cephalexin	• Rash

Medications

Medication	Directions	Clinical Indication
Glidazide 60mg Tablet, modified release	1 Tablet In the morning with meals	Diabetes Mellitus, Type 2
Karvezide 300/25 300mg;25mg Tablet	1 Tablet In the morning	Moderate, Chronic Hypertension
Lantus Solostar 100U/ml Pre-filled pen	1 Dose In the evening 12 units	Diabetes Mellitus, Type 2
Latanoprost /Timolol 0.005%;0.5% Eye Drops	1 drop Before bed both sides	Glaucoma
Omeprazole 20mg Tablet	1 Tablet In the morning	Moderate, Chronic Gastro-oesophageal Reflux
Simvastatin 40mg Tablet	1 Tablet In the evening	Chronic Hyperlipidaemia
Xarelto 20mg Tablet	1 Tablet In the morning with meals	Left Deep venous thrombosis

Medical History

- No Procedures are supplied

Item	Date
Left Tinea pedis	30 Jun 2019 ->
Left Deep venous thrombosis	25 May 2019 ->
Bilateral Glaucoma	5 Jul 2015 ->
Prostate cancer	10 Oct 2012 ->
Diabetes Mellitus, Type 2	3 May 2012 ->
Hyperlipidaemia	25 Feb 2010 ->
Hypertension	12 Mar 2009 ->
Gastro-oesophageal Reflux	10 Jan 2008 ->

Immunisations

Immunisations - Administered Immunisations

Vaccine	Sequence Number	Date
Boostrix	1	10 Apr 2019
Flavax	2	2 Apr 2019
Pneumovax 23	1	15 Nov 2018
Flavax	1	18 Apr 2018

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr Xavier WISEMAN	Name	Dr Terrance Walker (General Medical Practitioner)
Sex	Male	Organisation	Eagle Street Medical Practice
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	400 George Street, Brisbane, QLD, 4000, Australia
Date of Birth	3 May 1949 (70y)	Phone	0455555555 (Workplace)
IHI	8003 6086 6671 1130	Clinical Document Details	
Entitlements	6950432503 (Medicare Benefits)	Document Type	Shared Health Summary
		Creation Date/Time	21 Aug 2019 11:27+1000
		Date/Time Attested	21 Aug 2019 11:27+1000
		Document ID	2.25.49943506523674552448552955744258316731
		Document Set ID	32f14bc5-88a4-484d-95a2-3ca8d1a2375
		Document Version	1
		Completion Code	Final



Pathology and Diagnostic Imaging Reports overview

Test types by date

1 Reports - grouped by Test Name and ordered by Specimen collection date

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Chesnut Labs	07-Feb-2018 (5 months ago)	10:00	FBC (FBC)	Final	Report	Chesnut Labs (2 examinations within 2 years)
Chesnut Labs	03-Dec-2018 (7 months ago)	10:00	MSU	Final	Report	
Chesnut Labs	03-Dec-2018 (7 months ago)	10:00	EKG	Final	Report	
Chesnut Labs	27-Jan-2018 (12 months ago)	10:00	Electrocardiogram	Final	Report	
City Health Services	27-Jan-2018 (12 months ago)	10:00	Troponin	Final	Report	
City Health Services	27-Jan-2018 (12 months ago)	10:00	EKG	Final	Report	
City Health Services	05-Jun-2018 (2 years ago)	10:00	Metaphotology	Final	Report	

View reports

Tests types by test name / examination

2 Reports - grouped and ordered by Test Name

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Chesnut Labs	03-Dec-2018 (7 months ago)	10:00	E + K (EKG)	Final	Report	
City Health Services	27-Jan-2018 (12 months ago)	10:00	EKG	Final	Report	
Chesnut Labs	27-Jan-2018 (12 months ago)	10:00	Electrocardiogram	Final	Report	
Chesnut Labs	03-Dec-2018 (7 months ago)	10:00	EKG	Final	Report	
Chesnut Labs	07-Feb-2018 (5 months ago)	10:00	FBC (FBC)	Final	Report	Chesnut Labs (2 examinations within 2 years)
Chesnut Labs	07-Feb-2018 (5 months ago)	10:00	MSU	Final	Report	
City Health Services	05-Jun-2018 (2 years ago)	10:00	Metaphotology	Final	Report	
City Health Services	27-Jan-2018 (12 months ago)	10:00	Troponin	Final	Report	

Grouped reports

3 Latest Pathology Reports for FBC (FBC)

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
Chesnut Labs	07-Feb-2018 (5 months ago)	10:00	FBC	Final	Report	
Chesnut Labs	03-Dec-2018 (7 months ago)	10:00	FBC	Final	Report	
Chesnut Labs	03-Dec-2018 (7 months ago)	10:00	FBC	Final	Report	
Chesnut Labs	11-Oct-2018 (9 months ago)	10:00	FBC	Final	Report	
City Health Services	05-Jun-2018 (2 years ago)	10:00	FBC	Final	Report	
City Health Services	05-May-2018 (2 years ago)	10:00	FBC	Final	Report	

Grouped reports

Additional information

4 Latest Pathology Reports for Troponin

Organisation	Specimen collected date	Time	Test name	Status	Report	Report group
City Health Services	27-Jan-2018 (12 months ago)	10:00	Troponin	Final	Report	
City Health Services	27-Jan-2018 (12 months ago)	10:00	Troponin	Final	Report	
City Health Services	27-Jan-2018 (12 months ago)	10:00	Troponin	Final	Report	

Banner hyperlinks

Authoring Pathology Provider Details

Authoring Pathology Provider Details

Authoring Pathology Provider Details	Organisational	Default Details
Dr James Smith	Chesnut Labs	002 9999 9999
Dr Ann Kelly	City Health Services	tel: 0800 9999

Responsible identifier:
 Responsible or AB left arrow to go back to the test file.
 CSE + Respon - go to top of document.
[Web ID](#)

Patient	Author	My Health Record
Name: J20461028	Author: Dr James Smith	My Health Record
DOB: 07 Jul 1988 (29)	Organisational: Chesnut Labs	Pathology Report
Address: 80 0807 Ave, Hillside, SA, 5120	Responsible: J20461028	Responsible: J20461028
Phone: 1 800 9999	Responsible: J20461028	Responsible: J20461028
	Responsible: J20461028	Responsible: J20461028
	Responsible: J20461028	Responsible: J20461028

Summarised views

Easy navigation

Grouped reports



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 wishes, My plan Advance Care Planning

My Voice:
If you have wishes for your future medical treatment you should write them down and share them, so that they are known should the need arise.

You may also ask someone to speak on your behalf, and make decisions about your medical treatment, if you were unable to do so yourself. You can share this information in your My Health Record where it will be available to healthcare providers at the time and place it is needed.

You should still share this important information with the people who might be contacted if you were unable to communicate regarding your medical treatment as not all healthcare providers will have access to your My Health Record.

My Support:
If important decisions had to be made about your medical treatment, who would you want your doctors to talk on your behalf if you couldn't? You can identify someone to be your voice through an enduring guardian or power of attorney document and add it to your My Health Record – we also call this an **Advance Care Planning document**.

My Wishes:
If important decisions had to be made about your medical treatment and you had documented your wishes so your views were known, who are the people who know about and have copies of your documented wishes who could share these with your doctors if you couldn't? You can add the names and contact details of the people who you shared your Advance Care Planning documents with to your My Health Record, and doctors will be able to contact them should the need arise – we call these people your **Advance Care Document Custodians**.

My Wishes:
If you became very ill and could not communicate, would your family or doctors know your wishes for future medical treatment? You can communicate your wishes in an informal document or a more formal document such as an Advance Care Directive or Advance Health Directive, and add it your My Health Record – we call this an **Advance Care Planning**.

This information is correct as at March 2017

Australian Government
Australian Digital Health Agency

My Health Record

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.



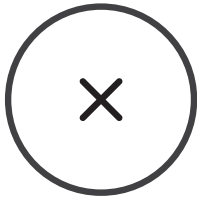
All data within the My Health Record system is stored securely in Australia.



Creating strong passwords



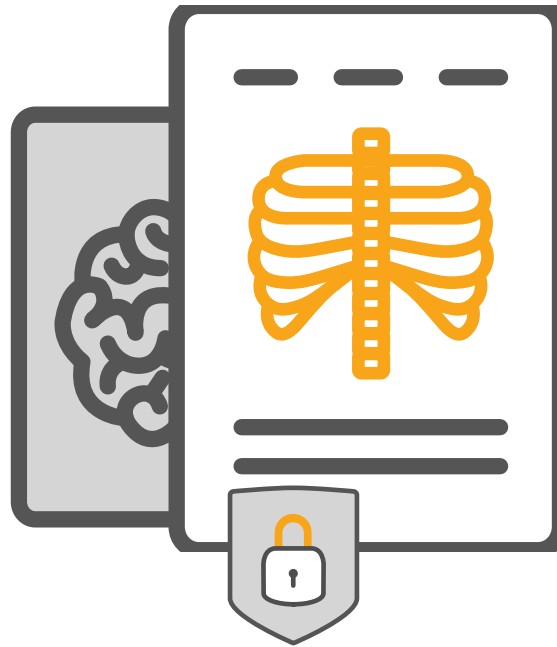
Remember passwords are the first line of defence.



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



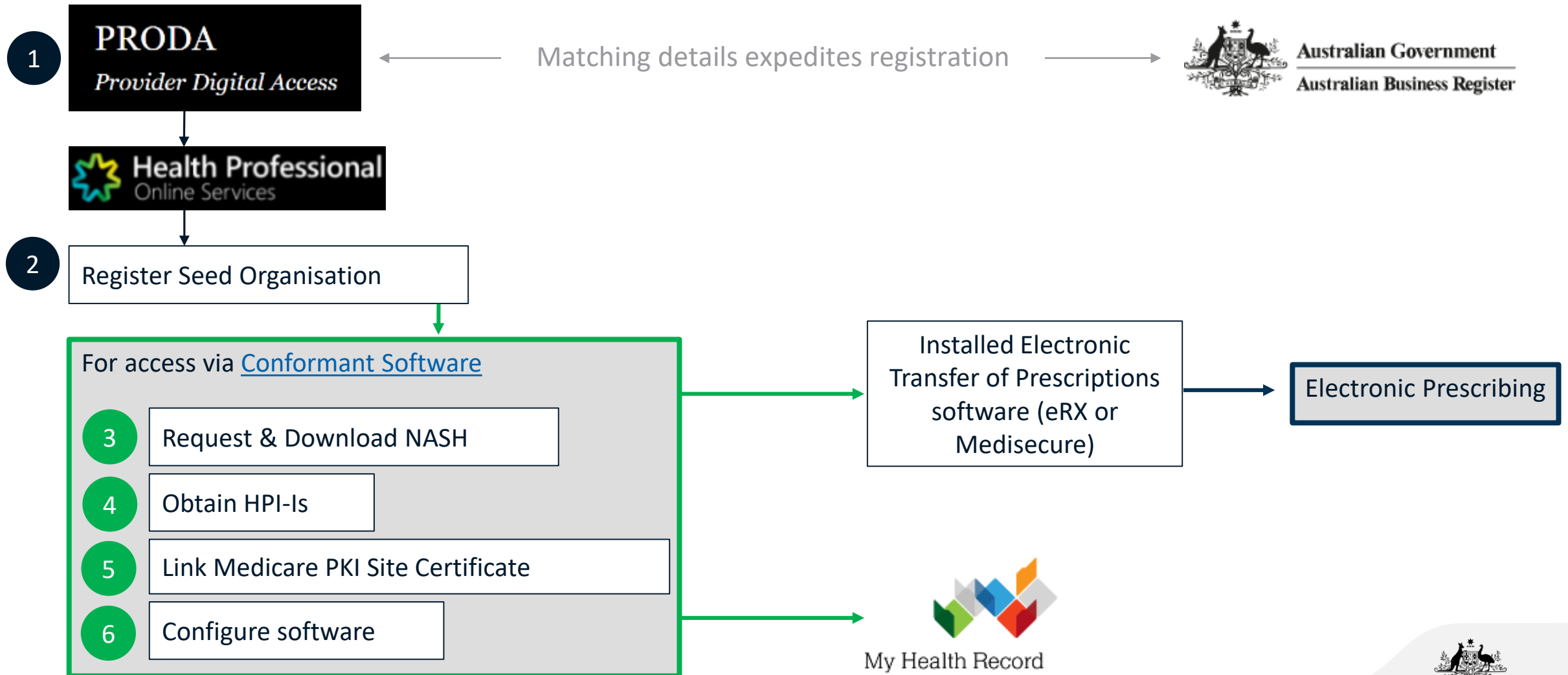
My Health Record: What do I need to make it work?

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



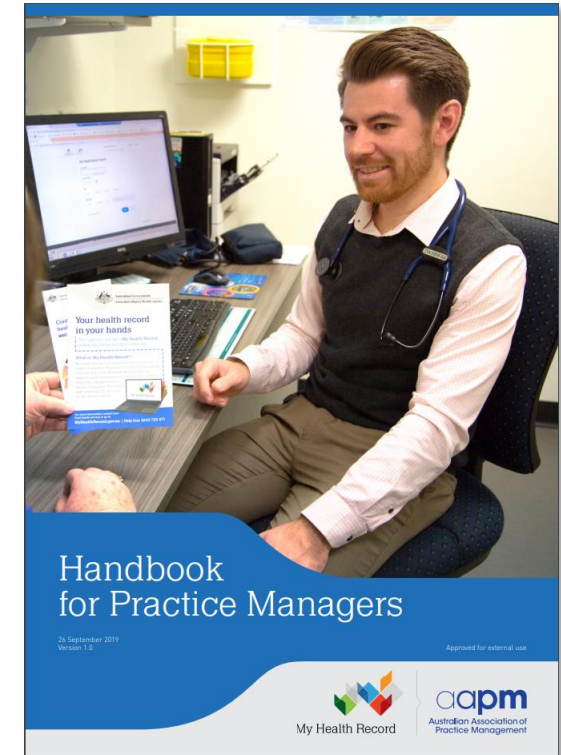
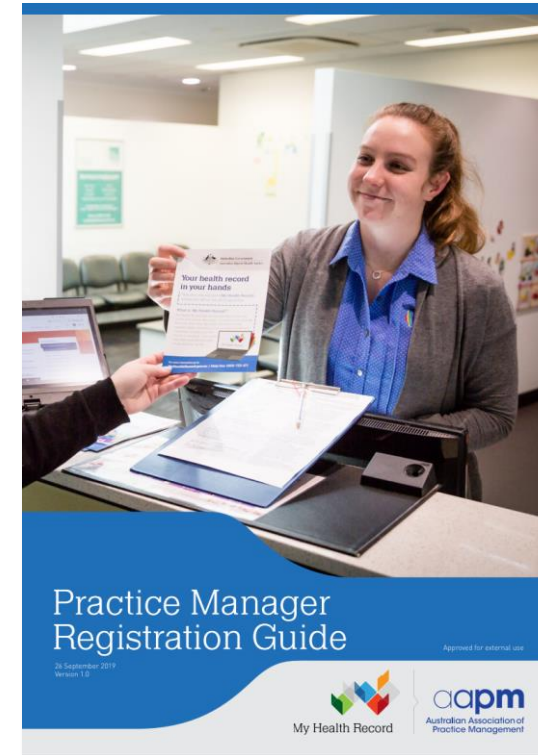
Preparing for My Health Record & Electronic Prescribing



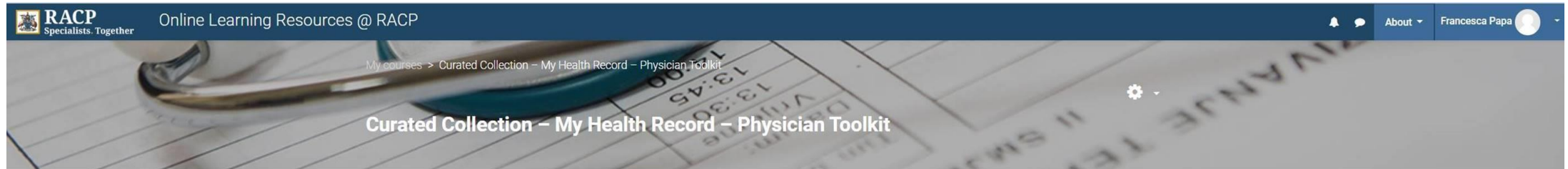
Further information and support

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



Royal Australasian College of Physicians (RACP) – curated collection









"My Health Record provides a central online place capturing key health information for your patients and their family. My Health Record can be updated by your patients, yourself, other healthcare providers and Medicare."

This collection has been peer-reviewed by Fellows of the RACP to help you find high quality CPD resources on My Health Record. You can track your CPD credits using the Reading, Listening and Watching Log.

⚠ Don't forget to claim [CPD credits](#) for any learning from resources. Download the current [MyCPD Framework](#).

View all resources in this collection or select a category below:

 Introduction to My Health Record	 Communicating with Patients	 Registering and connecting to My Health Record
 Viewing and Uploading to My Health Record	 Privacy and Security	 Information Webinar Sessions



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.



Further information and support



My Health Record

My Health Record

Web: www.myhealthrecord.gov.au

My Health Record Help line: 1800 723 471
(select 2 for providers)



Australian Government

Australian Digital Health Agency

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au



Questions and Answers
