Train IT Medical
Competence with Confidence

Allied Health Professions Australia

Digital Health for Allied Health Professionals

- Dietetics -

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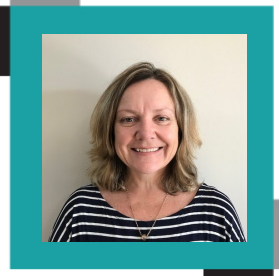
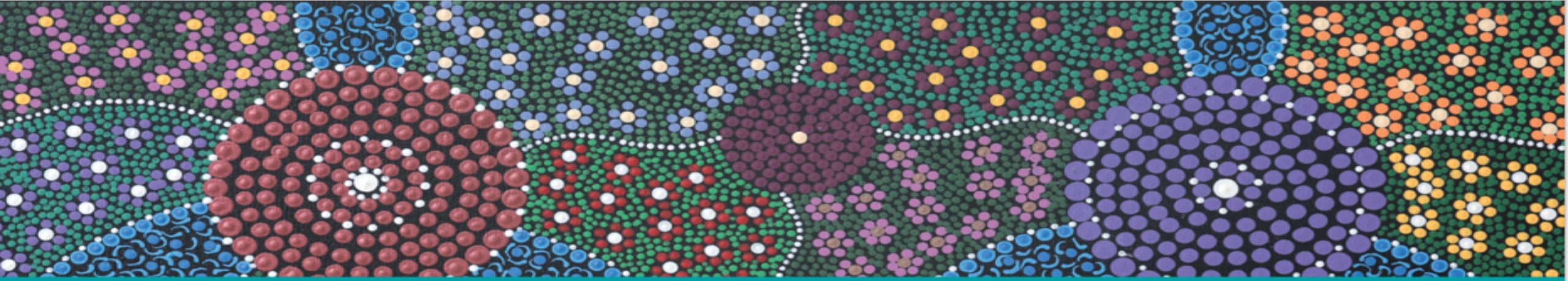




Acknowledgement of Country

Train IT Medical acknowledge the traditional owners and custodians of land and waterways we meet on today.

We wish to pay our respects to Aboriginal and Torres Strait Islander elders past, present and future.

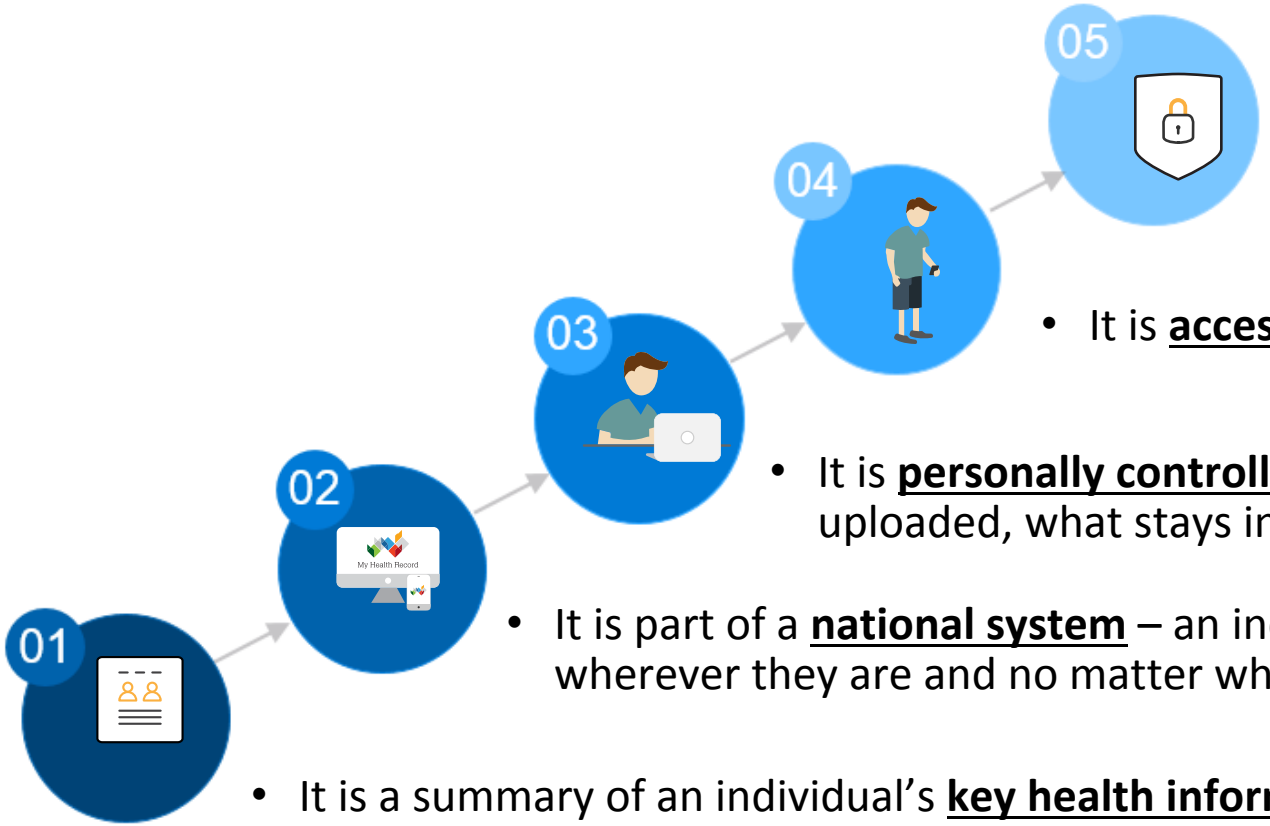
Learning Objectives:

1. Discuss Digital Health current status (what is available and how does it work for a dietitian)
2. List patients and use cases where digital health would play a role for dietitians.
3. View summaries via My Health Record.
4. Meet a dietetics Digital Health ‘champion’.
5. Develop a plan for integrating digital health in practice.

Digital Health

- Electronic Medical Records
- My Health Record
- Secure Messaging
- Telehealth
- Apps/wearable technology

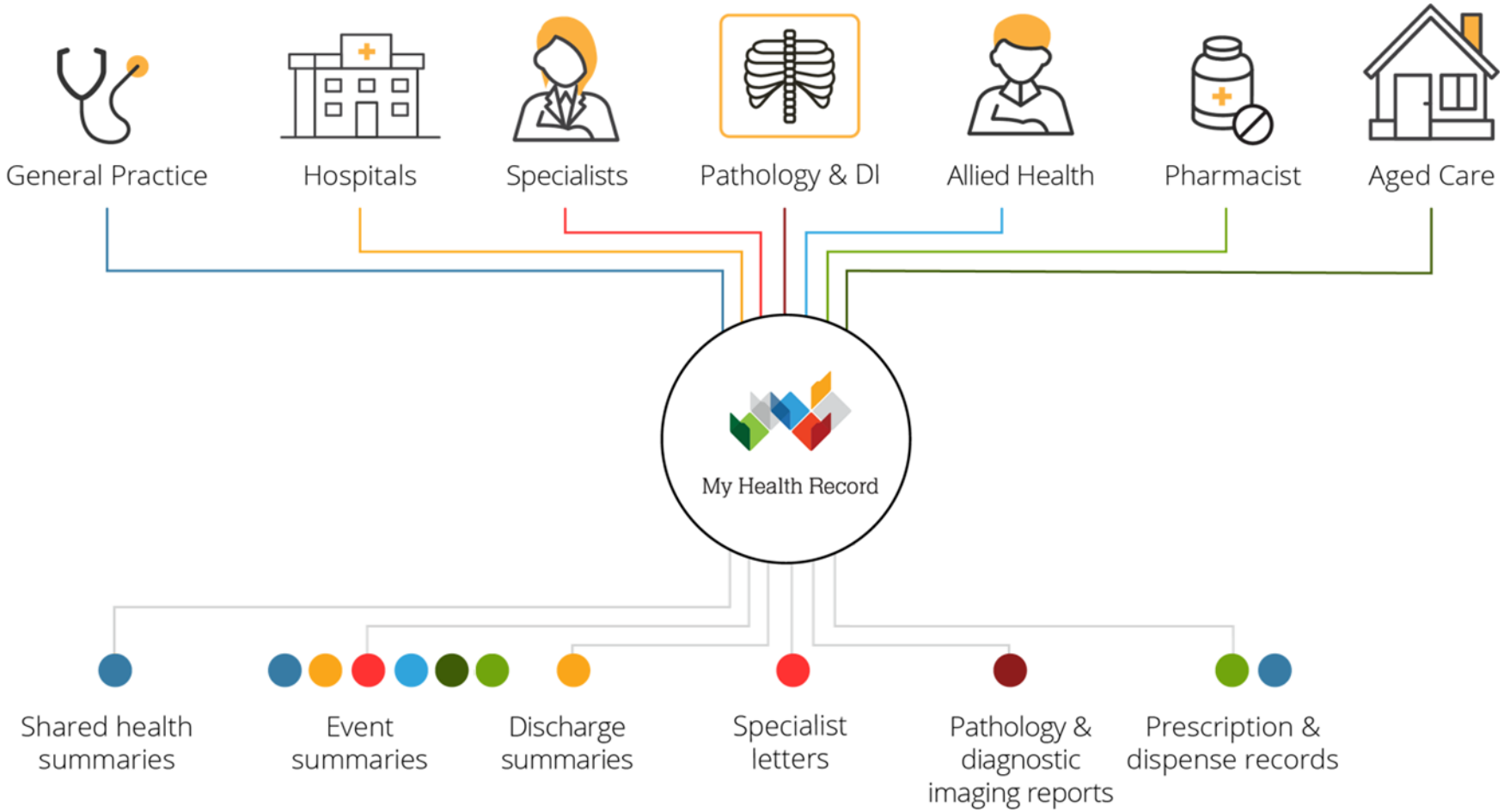
What is My Health Record?



- It is **protected** – by legislation and bank strength security mechanisms
- It is **accessible at all times** – including at point of care.
- It is **personally controlled** – they individual has a say in what gets uploaded, what stays in their record and who can see their record
- It is part of a **national system** – an individual's My Health Record travels with them wherever they are and no matter which registered healthcare provider they are seeing
- It is a summary of an individual's **key health information** – it can be shared securely online between the individual and their healthcare providers

We know 90% of consumers are now connected

We need all patients and providers connected



www.digitalhealth.gov.au

www.myhealthrecord.gov.au

My Health Record Statistics

as at 28 July 2019

Australian Government
Australian Digital Health Agency

My Health Record

Consumer Statistics

90.1% National Participation Rate

State	Participation Rate*
ACT	86.7%
NSW	90.2%
NT	93.6%
QLD	91.2%
SA	89.3%
TAS	90.3%
VIC	89.3%
WA	90.4%

*Participation rate is the number of people who chose not to opt out as a percentage of the number of people eligible for Medicare as at 31 January 2019

Provider Organisation Statistics

16,400 Healthcare provider organisations registered

Organisation Type*	
General Practice Organisations	7,240
Public Hospitals and Health Services	832
Private Hospitals and Clinics	190
Pharmacies	4,770
Aged Care Residential Services	239
Pathology and Diagnostic Imaging Services	119
Other categories of healthcare providers including Allied Health	2,960

*Organisation type based on Healthcare Provider Organisation (HPI-O) data, except that Public Hospital and Health Service registrations are reported by jurisdictions. Number of organisations with a cancelled registration are no longer reported, as they cannot interact with the MHR system.
All organisation registration counts are rounded to three significant figures; therefore, some totals may not correspond with the sum of the separate counts.

My Health Record Usage

Clinical Documents	**28 million**
Shared Health Summary	3.1 million
Discharge Summary	4 million
Event Summary	1.1 million
Specialist Letter	160,000
eReferral Note	170
Pathology Reports	16 million
Diagnostic Imaging Report	3.1 million
Prescription and Dispense Documents	**64 million**
Prescription Documents	32 million
Dispense Documents	32 million
Consumer Documents	**240,000**
Consumer Entered Health Summary	160,000
Consumer Entered Notes	54,000
Advance Care Directive Custodian Report	23,000
Advance Care Planning Document	5,100
Medicare Documents	**1.3 billion**
Australian Immunisation Register	5.1 million
Australian Organ Donor Register	1.1 million
Medicare/DVA Benefits Report	740 million
Pharmaceutical Benefits Report	520 million

All document counts are rounded to two significant figures; therefore, some totals may not correspond with the sum of the separate counts.

Home › News and media › Media releases

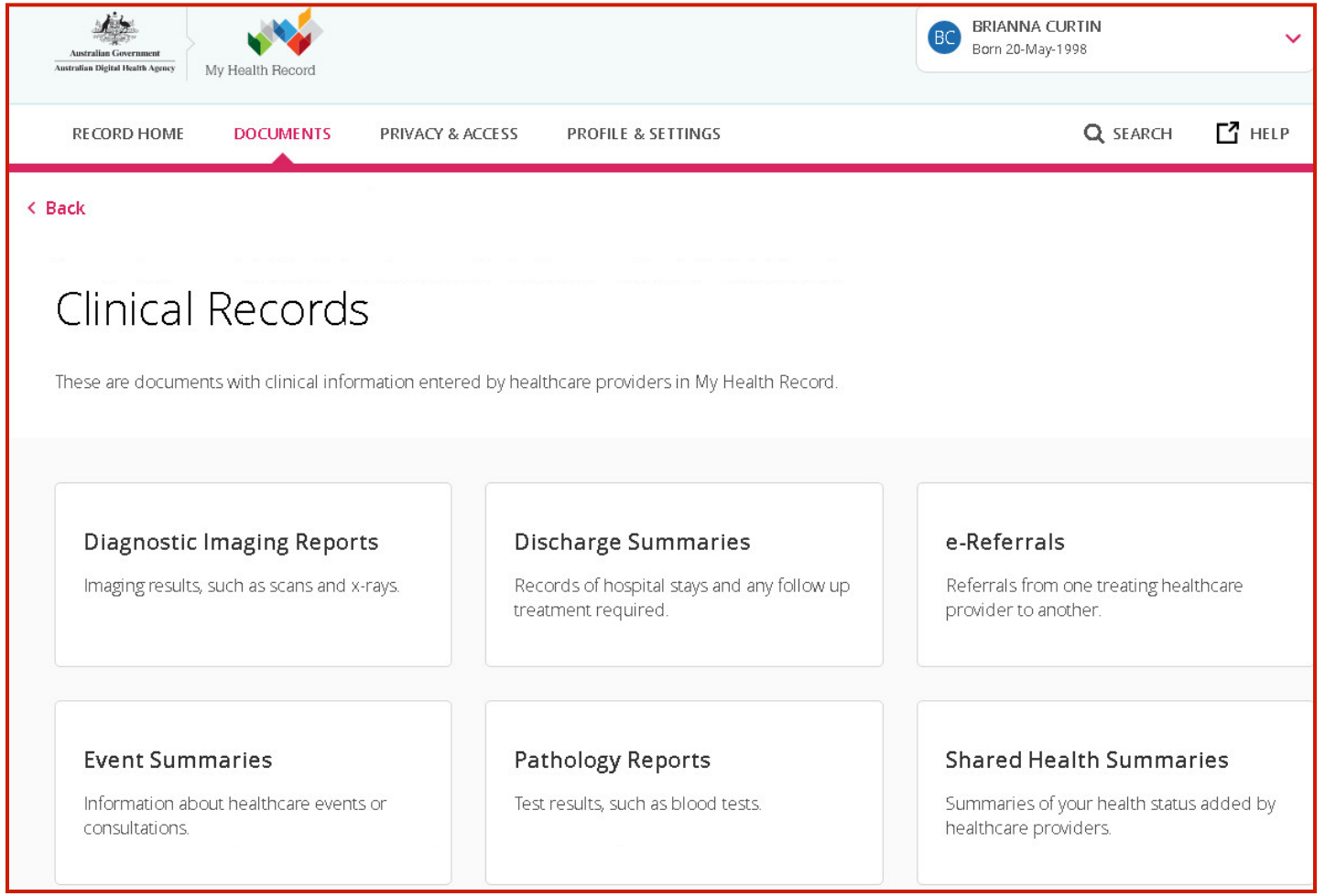
More Australians can access diagnostic test results online

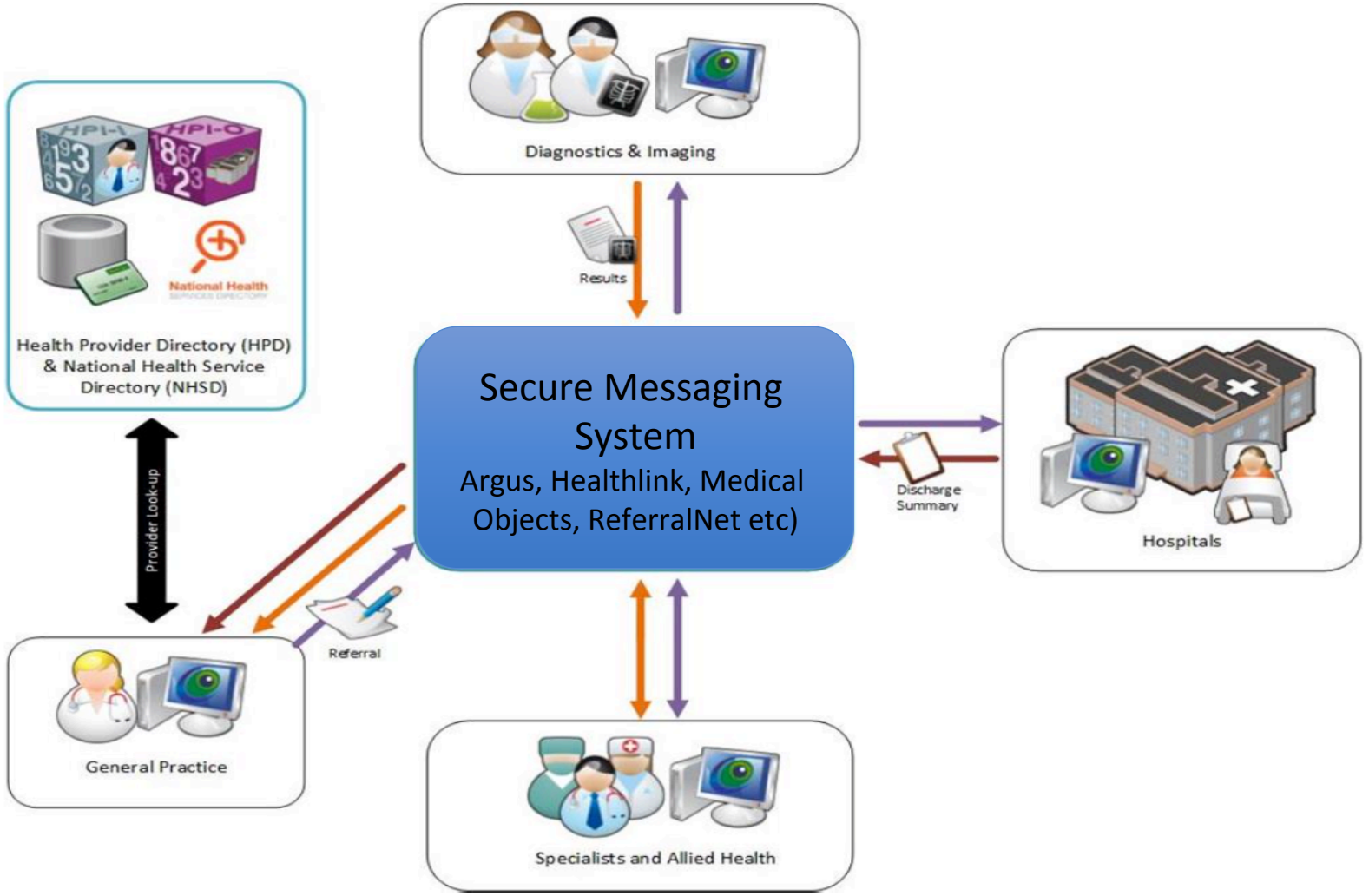
“Nearly all public providers are already uploading and the number of private providers registering, and uploading is accelerating.”

850,000 diagnostic reports uploaded each week!

https://www.myhealthrecord.gov.au/news-and-media/media-releases/diagnostic-test-results-online

Privacy Controls and Patient View





Secure exchange of patient information between healthcare providers

Status of Secure Messaging

- ✓ Patient **privacy** is maintained
- ✓ Can **send** and **receive** from clinical software
- ✓ **Cheaper** than faxing or standard mail
- ✓ More **secure** than email
- ✓ Eliminates **paper** copies
- ✓ Improved efficiency as data sends immediately
- ✓ Electronic **audit trail**

Learning Objective 2:

List patients and use cases where digital health would play a role for dietitians.

Meet a Digital Health Champion

Josh Warlow
Dietitian,
Education and Clinical Use Lead
(ADHA)
Location: Sydney

List patients and Use cases

The health record that relocates with me – goodbye... ›

Monica McInnes and family live a transient life following ADF husband around the country.

Liz's My Health Record story ›

Liz's My Health Record story - professional triathlete and new mum

Case Scenarios

Privacy & Confidentiality

All persons, including administrative staff, who come into contact with the information as part of the health care process also have a duty to maintain the confidentiality of that information.

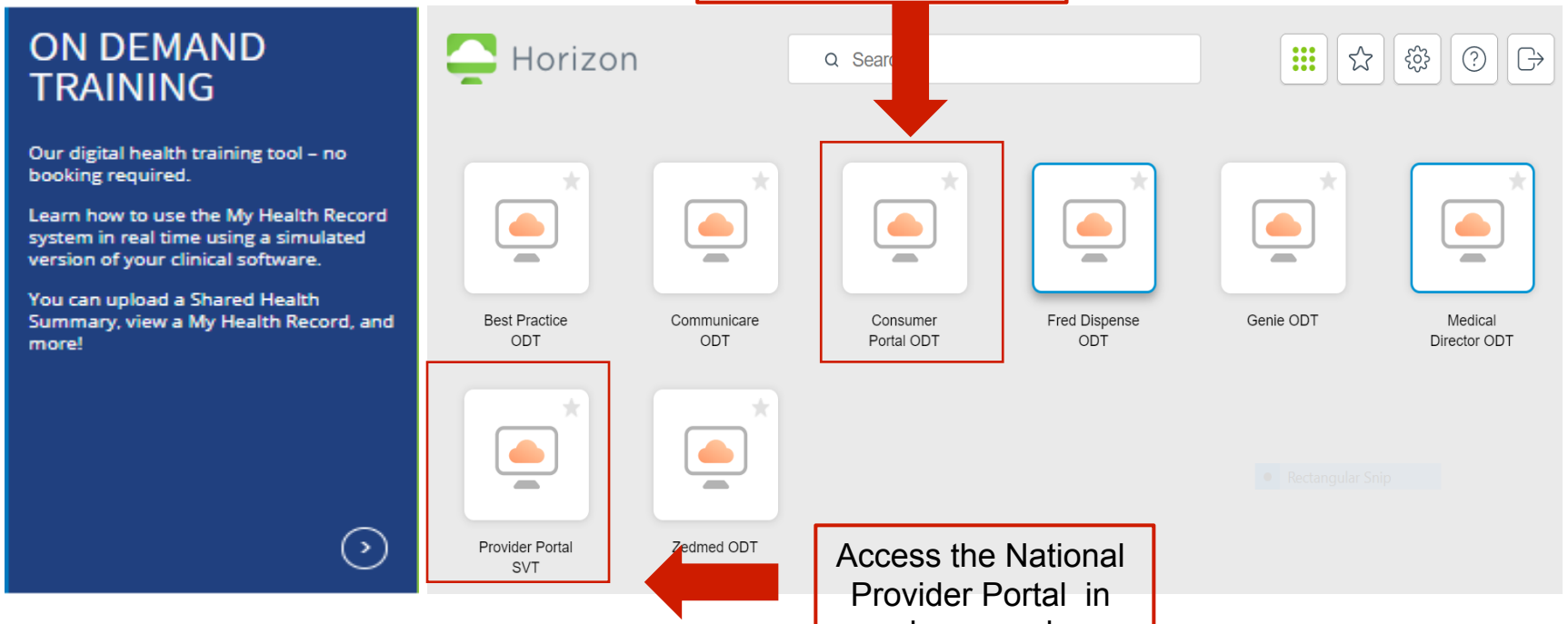
General principle is that the duty of confidence prevents the disclosure of the information to individuals and organisations not involved in providing the health service.

Learning Objective 3:

View summaries via My Health Record.

Practise in the ‘On Demand’ test environment

See what My Health Record looks like from a consumer perspective.

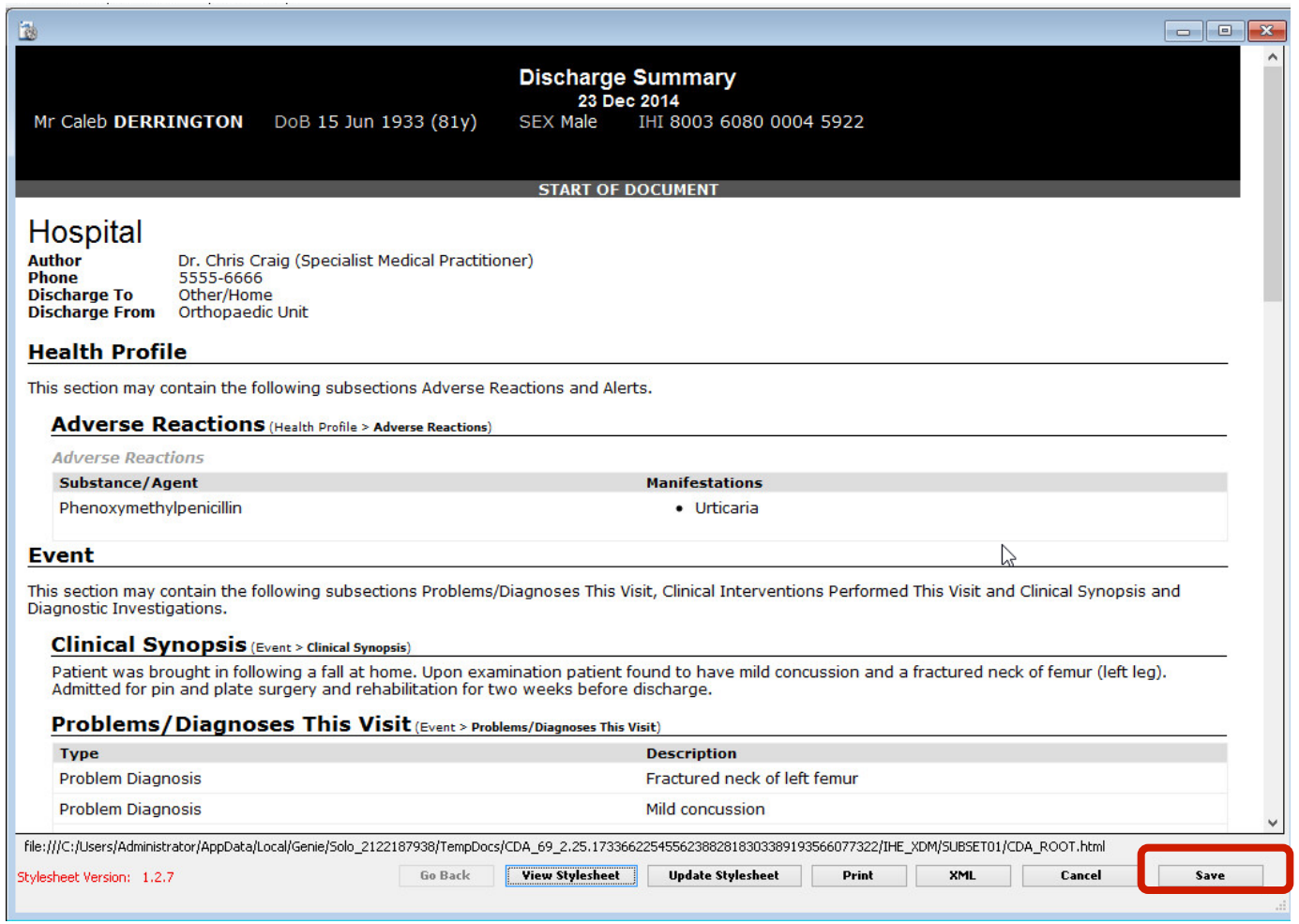


Access the National Provider Portal in demo mode

[Go to On Demand Training Environnment]

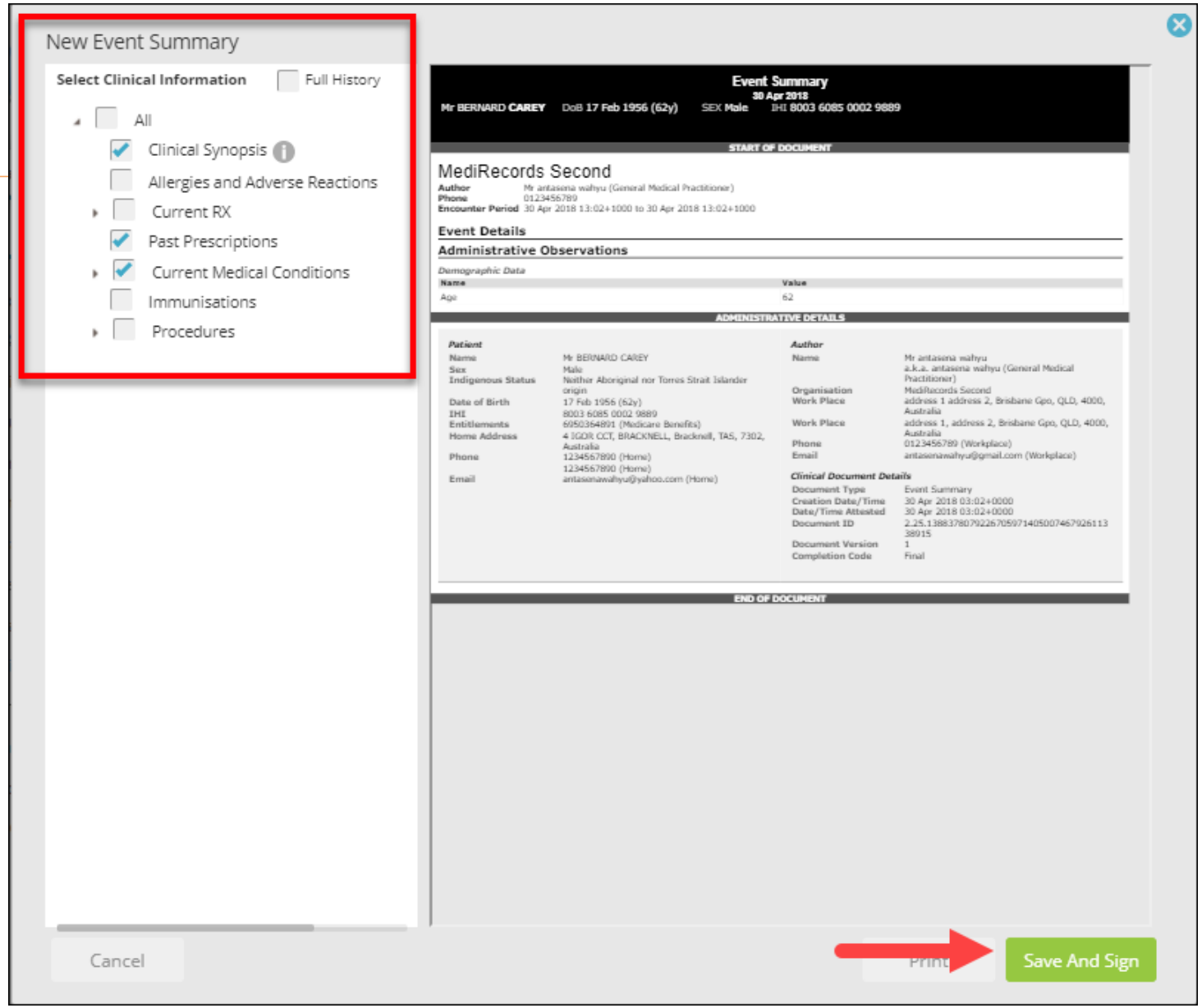
Access information

eg Discharge, Health or Event Summary



Access information

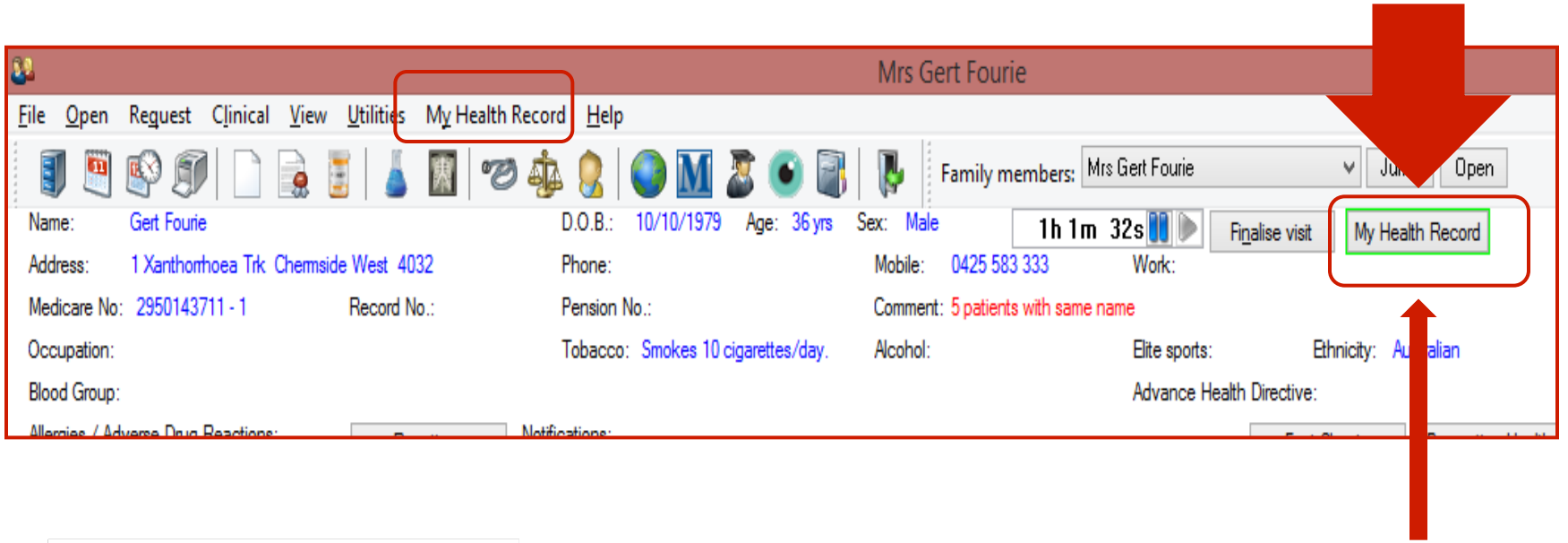
Event Summary
Includes a synopsis



Pathology and Diagnostic Imaging Reports

List of connected providers

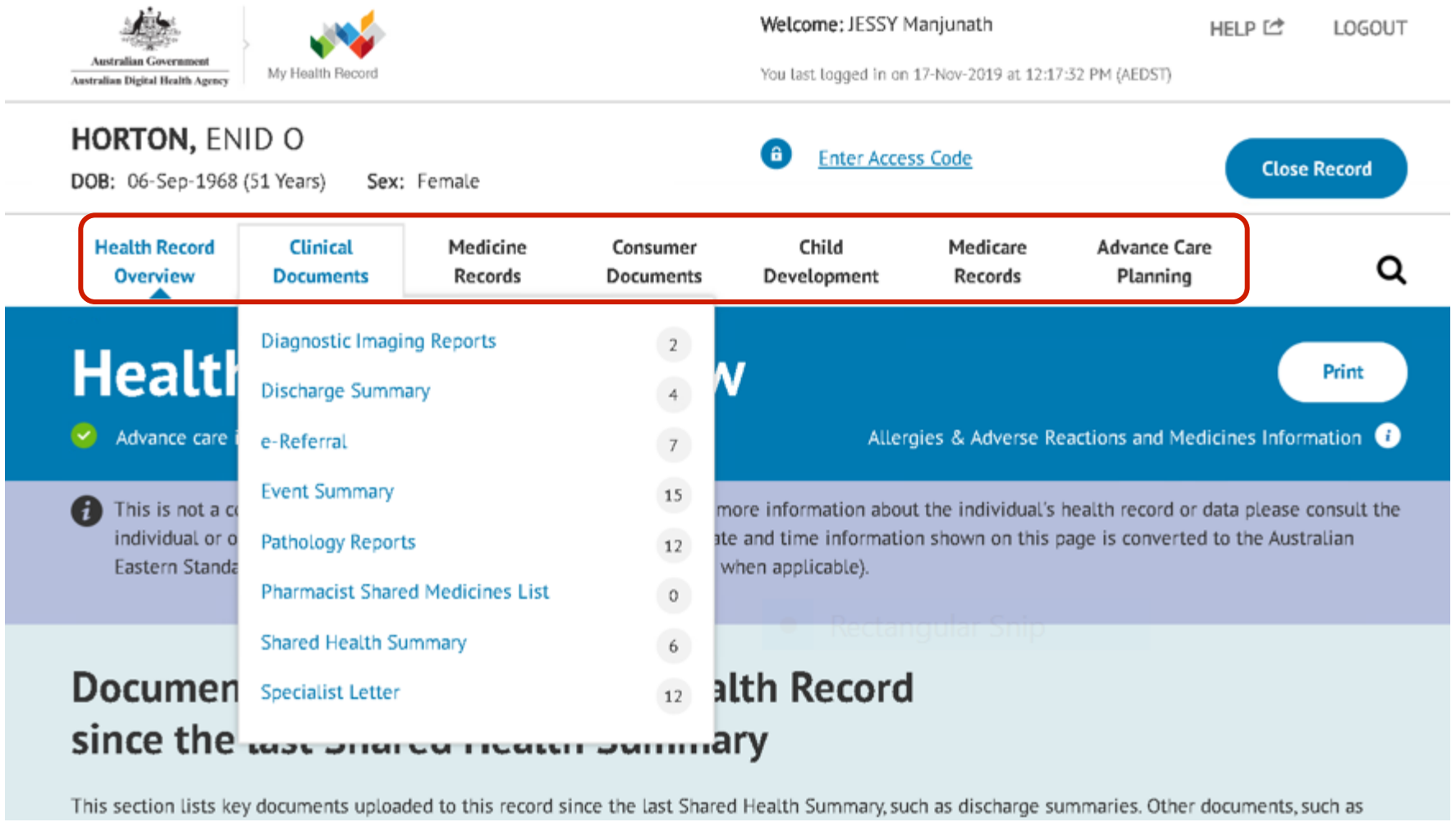
Upload & access via conformant software



Bp Premier

Approx 90% of your patients will be ‘green’ (indicating they have a My Health Record) following My Health Record Expansion Program.

Access via National Provider Portal



Access via National Provider Portal

HORTON, ENID O

DOB: 06-Sep-1968 (51 Years) **Sex:** Female

Enter Access Code

Close Record

Event Summary

Print

EVENT DATE	DOCUMENT TYPE	AUTHOR NAME	ORGANISATION
18-Jun-2019	General Practice	Record , Health(My)	SHA2 HPIO General Practice
23-Jan-2019	General Practice	Lang, Phillip(Dr)	Test Health Service 440 General Practice
23-Jan-2019	General Practice	Lang, Phillip(Dr)	Test Health S General Practice
18-Jan-2019	General Practice	Walker, Terrance(Dr)	Communicare General Practice
14-Jan-2019	General Practice	Javad , Chris(Dr)	SHA2 HPIO General Practice
02-Aug-2018	General Practice	Charm , Ray(Dr)	SHA2 HPIO General Practice
18-Jun-2018	General Practice	De Fumer , Noni(Dr)	SHA2 HPIO General Practice
03-Jun-2018	General Practice	Javad , Chris(Dr)	SHA2 HPIO General Practice

View and save documents

Event Summary
18-Jun-2019

ENID O **HORTON** **DoB** 6-Sep-1968 (38y) **SEX** Male **IHI** 8003 6083 3351 3109

START OF DOCUMENT

My Health Record

Author	My Health Record (Medical Administrator 20190618115826+1000)
Phone	Unavailable
Encounter Period	18-Jun-2019 11:58+1000 to 18-Jun-2019 11:58+1000

Event Details

Surgery Consultation on 15/January/2014

Presents for review of liver function test post admission for pneumonia. Feeling better, although cough still a problem. Travelling with wife from Melbourne, here for a few days, in a caravan park.

Examination: BP/145/80, temp 36.8C. Chest clear, no creps. H1H2 DR NB, abdo NAD. No hepatosplenomegaly. Bloods ordered, R/V next week.

PATHOLOGY REQUESTED: FBE, U and Es, LFT's

Learning Objective 4:

Meet a dietetics Digital Health ‘champion’.

Q1: Are you currently using My Health Record and if so, do you connect via clinical software or via the provider portal?

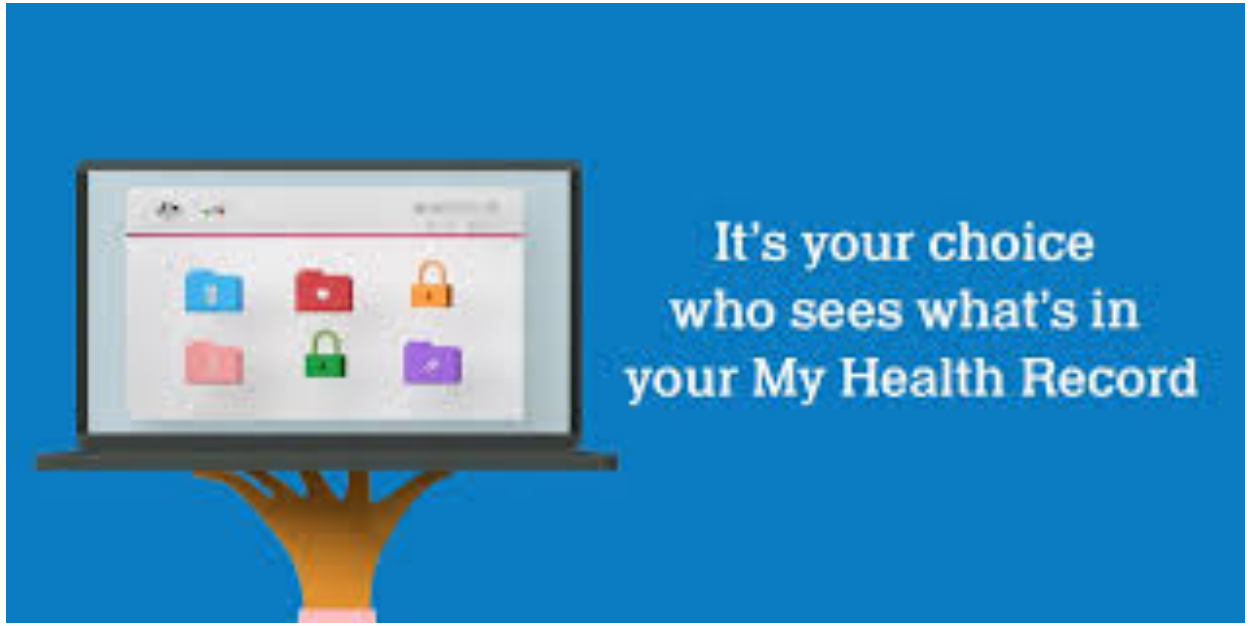
Q2: What are some of the benefits for dietitians of using My Health Record?

The key benefits of the My Health Record system are:

- Avoid adverse drug events
- Enhanced patient self-management
- Improvements in patient outcomes
- Reduce time gathering information
- Avoided duplication of services.

Q3: What do you see as some of the benefits for patients of using My Health Record?

Q4: What are some of the myths you've heard along the way about My Health Record?



Q5: If there was one key message to give your colleagues about using My Health Record what would it be?

Secure Messaging:

Do you currently use secure messaging?

Is it easy to setup and use?

Benefits of secure messaging?

Cost effectiveness?

How does it benefit your patients?

Key messages for colleagues?

Learning Objective 5:

Develop a plan for integrating digital health in practice.

VISION

+

SKILLS

+

INCENTIVES

+

RESOURCES

+

ACTION PLAN

= CHANGE!

Train IT Medical

Leading your practice into a digital future

Paperless Practice Checklist

For practices not currently using a Clinical Information System:

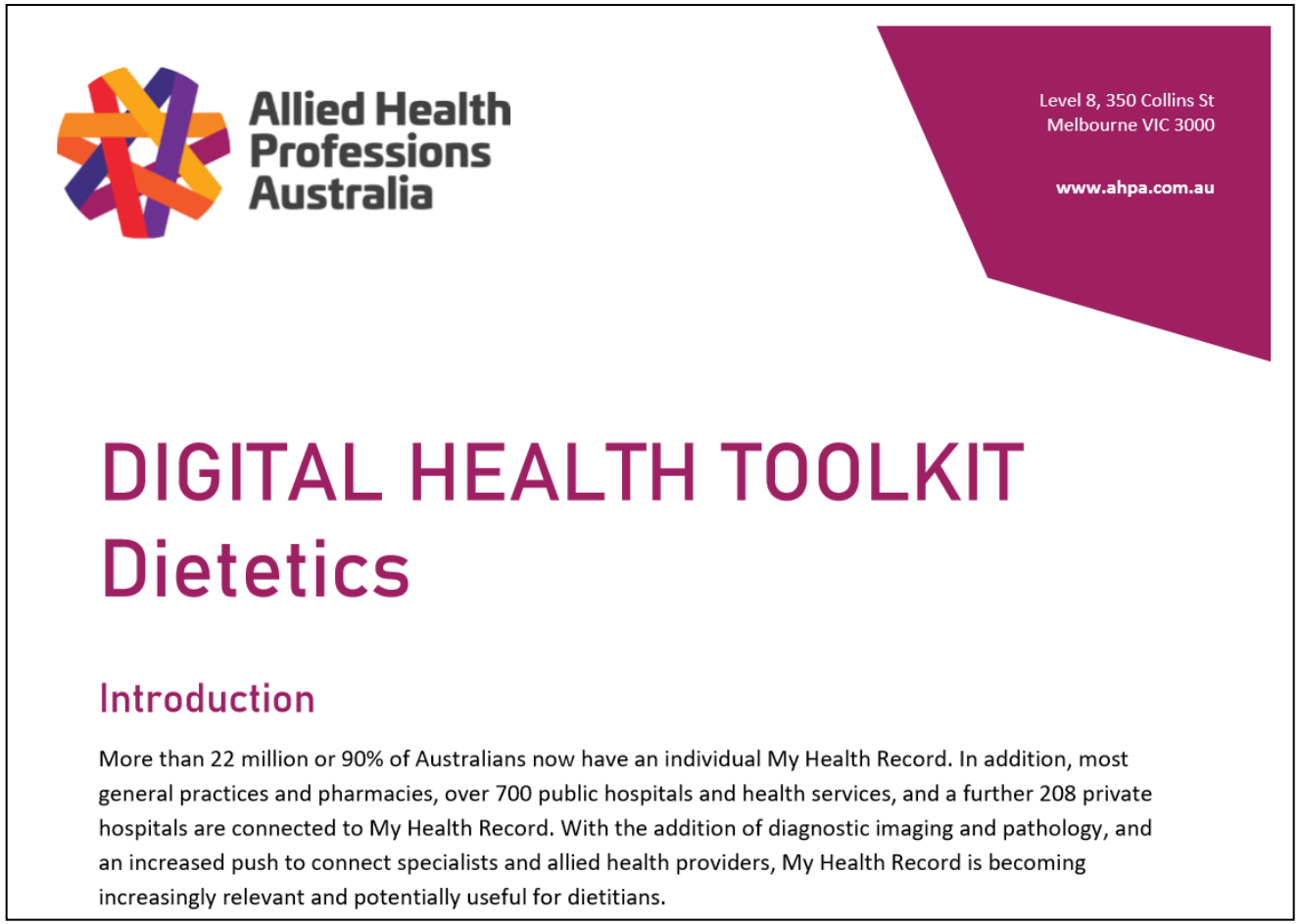
Review available options and decide which **clinical software system** to purchase	☐
Decide which **hardware** to purchase (or review and subscribe to a **cloud based product**)	☐
Archive inactive patient files (legislation requires medical records to be retained for 7 years for adults, until age 25 for kids). Consider bulk destruction of medical documents that are older than this.	☐
Create electronic files for all active patients and decide which documents you want to keep. Scan either the entire paper file into the new software system OR just those documents you want to access electronically.	☐
Design a process for scanning for the practice that ensures adequate review of incoming documents.	☐
As new patients register, create full demographic and clinical patient records for these patients. **Record all new patient information electronically**.	☐
Implement a **digital storage solution** with back-up facility to ensure ongoing accessibility to patient information.	☐
Implement an electronic **messaging system** to remove paper messages being moved around the practice. (Many clinical software systems include this feature).	☐
Patient Education – email patient education resources or make education material available on a practice website for download.	☐

5 steps to secure messaging success

1. Find out which Secure Messaging software your regular referrers and contacts are using
2. Contact software vendor/s to organise a free trial of their system/s to securely exchange documents
3. Select the secure messaging product/s that best meets your needs based on the software trial/s
4. Configure your software address book for quick lookup of contacts
5. Train your staff how to use the secure messaging system and notify your key contacts and referrers of your Secure Messaging identifier

Digital Health Toolkit - Dietetics

NEW



Allied Health Professions Australia

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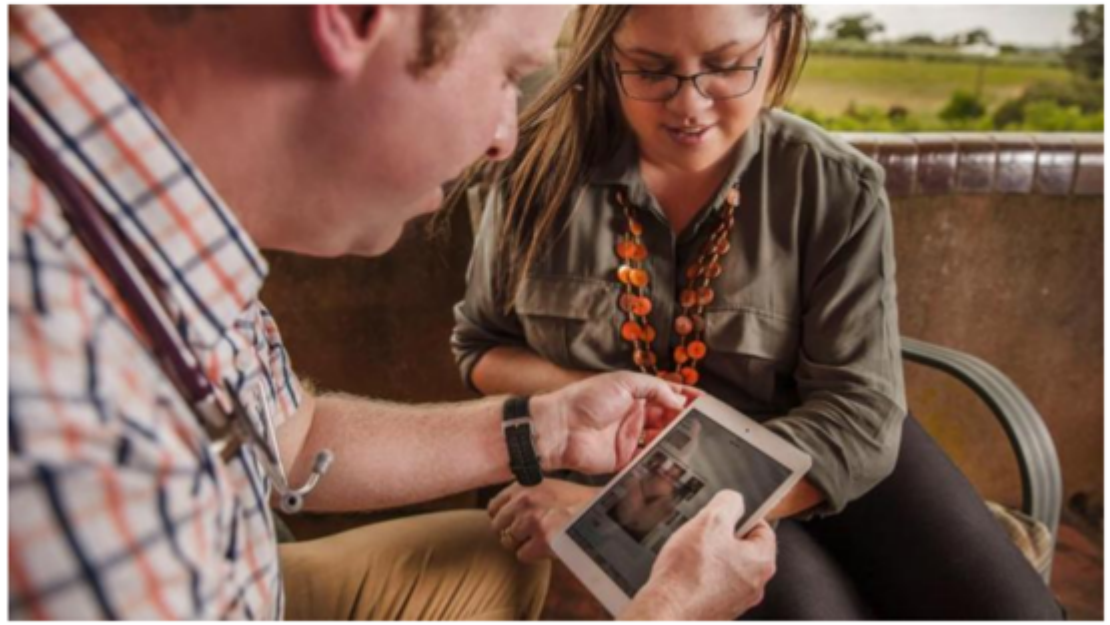
www.ahpa.com.au

DIGITAL HEALTH TOOLKIT
Dietetics

Introduction

More than 22 million or 90% of Australians now have an individual My Health Record. In addition, most general practices and pharmacies, over 700 public hospitals and health services, and a further 208 private hospitals are connected to My Health Record. With the addition of diagnostic imaging and pathology, and an increased push to connect specialists and allied health providers, My Health Record is becoming increasingly relevant and potentially useful for dietitians.

New My Health Record online training for allied health professionals



5 modules:

1. Introduction to the system
2. Clinical documents and patient entered information
3. Viewing and uploading to the system
4. Privacy, security and consent
5. Supporting patient use of My Health Record

Online training for allied health

Learning Resources – Allied Health Professionals

Links:

AHPA

Digital Health Toolkit - dietetics
Digital Health policy template - dietetics

Secure Messaging

https://www.racgp.org.au/download/Documents/e-health/Requirement-2-Secure-Messaging-Capability-policy-template-for-general-practices.docx
https://www.myhealthrecord.gov.au/for-healthcare-professionals/conformant-clinical-software-products
https://www.digitalhealth.gov.au/get-started-with-digital-health/what-is-digital-health/secure-messaging

Avant Medical Records

https://www.avant.org.au/uploadedFiles/Content/Microsites/Practice_Manager/Downloads/CHECKLIST%20-%20Medical%20records.pdf
https://www.avant.org.au/PracticeManager/Improve-your-practice/operations/PCEHR/

NSW Health – Privacy and Security

https://www.health.nsw.gov.au/policies/manuals/Documents/healthrecords.pdf

Office of Australian Information Commissioner (OAIC)

https://oaic.gov.au/privacy/guidance-and-advice/guide-to-health-privacy/

Links:

Allied Health National Best Practice Minimum Data Sets

https://meteor.aihw.gov.au/content/index.phtml/itemId/705499

My Health Record

NASH PKI Certificate for Healthcare Organisations Terms and Conditions of Use

Dept of Human Services: Request a NASH Certificate

SMS

https://www.avant.org.au/Resources/Public/20160113-factsheet-recommendations-when-using-sms-messaging/

https://www.acma.gov.au/theACMA/spam-industry-obligations

Email

https://www.racgp.org.au/running-a-practice/technology/business-technology/using-email-in-general-practice

RACGP

https://www.racgp.org.au/running-a-practice/technology/workplace-technologies/electronic-records

https://www.racgp.org.au/running-a-practice/security

AMA – Guide to using the PCEHR

https://ama.com.au/sites/default/files/documents/AMA_Guide_to_using_the_PCEHR_Final_June_2012_Formatted_300812.pdf

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Thank you! With best wishes,
Katrina Otto and Sue Cummins