Digital Health for Allied Health Professionals

- Physiotherapy -

Presented by:
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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 physiotherapist).
2. List patients and use cases where digital health would play a role for physiotherapists.
3. View summaries via My Health Record.
4. Meet a physiotherapy 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 a summary of an individual’s key health information – it can be shared securely online between the individual and their healthcare providers

• 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 personally controlled – they individual has a say in what gets uploaded, what stays in their record and who can see their record

• It is accessible at all times – including at point of care.

• It is protected – by legislation and bank strength security mechanisms

• 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

- General Practice
- Hospitals
- Specialists
- Pathology & DI
- Allied Health
- Pharmacist
- Aged Care

My Health Record

- Shared health summaries
- Event summaries
- Discharge summaries
- Specialist letters
- Pathology & diagnostic imaging reports
- Prescription & dispense records

www.digitalhealth.gov.au
www.myhealthrecord.gov.au
# My Health Record Statistics

as at 28 July 2019

## 90.1% National Participation Rate

<table>
<thead>
<tr>
<th>State</th>
<th>Participation Rate*</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT</td>
<td>86.7%</td>
</tr>
<tr>
<td>NSW</td>
<td>90.2%</td>
</tr>
<tr>
<td>NT</td>
<td>93.6%</td>
</tr>
<tr>
<td>QLD</td>
<td>91.2%</td>
</tr>
<tr>
<td>SA</td>
<td>89.3%</td>
</tr>
<tr>
<td>TAS</td>
<td>90.3%</td>
</tr>
<tr>
<td>VIC</td>
<td>89.3%</td>
</tr>
<tr>
<td>WA</td>
<td>90.4%</td>
</tr>
</tbody>
</table>

*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

## 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 (HPO) data, except that Public Hospital and Health Service registrations are reported by jurisdiction. 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

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

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

Privacy Controls and Patient View

Clinical Records

These are documents with clinical information entered by healthcare providers in My Health Record.

- Diagnostic Imaging Reports
  Imaging results, such as scans and x-rays.

- Discharge Summaries
  Records of hospital stays and any follow-up treatment required.

- e-Referrals
  Referrals from one treating healthcare provider to another.

- Event Summaries
  Information about healthcare events or consultations.

- Pathology Reports
  Test results, such as blood tests.

- Shared Health Summaries
  Summaries of your health status added by healthcare providers.
Secure Messaging System
(Argus, Healthlink, Medical-Objects, ReferralNet etc)

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 physiotherapists.
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
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 Environment
Access information
e.g. Discharge, Health or Event Summary
Access information

Event Summary
Includes a synopsis
Pathology and diagnostic imaging reports can now be uploaded to your My Health Record.

Pathology reports (such as blood test results) and diagnostic imaging reports (from X-rays, CT or other scans) can now be uploaded to your My Health Record. If you have a My Health Record, you and any healthcare professional involved in your care will be able to access these reports when they are needed.

List of connected providers
Upload & access via conformant software

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

## Event Summary

<table>
<thead>
<tr>
<th>EVENT DATE</th>
<th>DOCUMENT TYPE</th>
<th>AUTHOR NAME</th>
<th>ORGANISATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-Jun-2019</td>
<td>General Practice</td>
<td>Record, Health(My)</td>
<td>SHA2 HPIO General Practice</td>
</tr>
<tr>
<td>23-Jan-2019</td>
<td>General Practice</td>
<td>Lang, Phillip(Dr)</td>
<td>Test Health Service 440 General Practice</td>
</tr>
<tr>
<td>23-Jan-2019</td>
<td>General Practice</td>
<td>Lang, Phillip(Dr)</td>
<td>Test Health Service 440 General Practice</td>
</tr>
<tr>
<td>18-Jan-2019</td>
<td>General Practice</td>
<td>Walker, Terrance(Dr)</td>
<td>Communication General Practice</td>
</tr>
<tr>
<td>14 Jan 2019</td>
<td>General Practice</td>
<td>Javad, Chris(Dr)</td>
<td>SHA2 HPIO General Practice</td>
</tr>
<tr>
<td>02 Aug 2018</td>
<td>General Practice</td>
<td>Charm, Ray(Dr)</td>
<td>SHA2 HPIO General Practice</td>
</tr>
<tr>
<td>18 Jun 2018</td>
<td>General Practice</td>
<td>De Fumer, Noni(Dr)</td>
<td>SHA2 HPIO General Practice</td>
</tr>
<tr>
<td>03 Jun 2018</td>
<td>General Practice</td>
<td>Javad, Chris(Dr)</td>
<td>SHA2 HPIO General Practice</td>
</tr>
</tbody>
</table>

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**My Health Record**  
**Author:** My Health Record  
**Phone:** Unavailable  
**Period:** 18-Jun-2019 11:19h to 18-Jun-2019 11:58h

**Event Details**  
**Surgery Consultation on 15/January/2014**  
**Presented for review of liver function test post admission for pneumonia. Feeling better, although cough still a problem. Traveling with wife from Melbourne, here for a few days, in a caravan park.**  
**Examination:** B/P 140/80, temp 36.8C. Chest clear; no creps. H/HG DR HB, abs No RAO. No hepatosplenomegaly. Bloods ordered. R/V next week.  
**PATHOLOGY REQUESTED:** F/B, U and E. UFTs
Learning Objective 4:

Meet a Physiotherapy Digital Health ‘champion’.
Meet a Digital Health Champion

Tom McMillan
Specialist Musculoskeletal Physiotherapist, Director and Lecturer
Location: Mackay and Whitsunday clinics
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 physiotherapists 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?
Case Scenarios
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!
# Paperless Practice Checklist

*For practices not currently using a Clinical Information System:*

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review available options and decide which <strong>clinical software system</strong> to purchase</td>
<td></td>
</tr>
<tr>
<td>Decide which <strong>hardware</strong> to purchase (or review and subscribe to a <strong>cloud based product</strong>)</td>
<td></td>
</tr>
<tr>
<td><strong>Archive inactive patient files</strong> (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.</td>
<td></td>
</tr>
<tr>
<td><strong>Create electronic files for all active patients</strong> 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.</td>
<td></td>
</tr>
<tr>
<td><strong>Design a process for scanning</strong> for the practice that ensures adequate review of incoming documents.</td>
<td></td>
</tr>
<tr>
<td>As new patients register, create full demographic and clinical patient records for these patients. <strong>Record all new patient information electronically.</strong></td>
<td></td>
</tr>
<tr>
<td>Implement a <strong>digital storage solution</strong> with back-up facility to ensure ongoing accessibility to patient information.</td>
<td></td>
</tr>
<tr>
<td>Implement an electronic <strong>messaging system</strong> to remove paper messages being moved around the practice. (Many clinical software systems include this feature).</td>
<td></td>
</tr>
<tr>
<td><strong>Patient Education</strong> — email patient education resources or make education material available on a practice website for download.</td>
<td></td>
</tr>
</tbody>
</table>
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
Simple steps for healthcare businesses


The guide provides simple guidance for non-technical health professionals regarding:

- privacy
- passwords
- software updates
- back-ups
- staff security awareness
Digital Health Toolkit - Physiotherapy

DIGITAL HEALTH TOOLKIT
Physiotherapy

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 physiotherapists.
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
Learning Resources – Allied Health Professionals

Links:

AHPA
Digital Health Toolkit - Physiotherapy
Digital Health policy template - Physiotherapy

Secure Messaging

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

NSW Health – Privacy and Security

Office of Australian Information Commissioner (OAIC)
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.acma.gov.au/theACMA/spam-industry-obligations

Email

RACGP

AMA – Guide to using the PCEHR
ed_300812.pdf
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Thank you! With best wishes,
Katrina Otto and Sue Cummins