Digital Health for Allied Health Professionals

- Psychology -

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 psychologist)
2. List patients and use cases where digital health would play a role for psychologists.
3. View summaries via My Health Record.
4. Meet a psychology 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.
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

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

<table>
<thead>
<tr>
<th>Organisation Type*</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Practice Organisations</td>
<td>7,240</td>
</tr>
<tr>
<td>Public Hospitals and Health Services</td>
<td>832</td>
</tr>
<tr>
<td>Private Hospitals and Clinics</td>
<td>190</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>4,770</td>
</tr>
<tr>
<td>Aged Care Residential Services</td>
<td>239</td>
</tr>
<tr>
<td>Pathology and Diagnostic Imaging Services</td>
<td>119</td>
</tr>
<tr>
<td>Other categories of healthcare providers including Allied Health</td>
<td>2,960</td>
</tr>
</tbody>
</table>

*Organisation type based on Healthcare Provider Organisation (HPR-O) data, except that Public Hospital and Health Service registrations are reported by jurisdictions. Number of organisations with a canceled 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.

Clinical Documents
- 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.
“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 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 psychologists.
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 Environment
Access information
eg Discharge, Health or Event Summary
Access information

Event Summary
Includes a synopsis
Prescription and Dispense View
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

Welcome: JESSY Manjunath

You last logged in on 17-Nov-2019 at 12:17:32 PM (AEDST)

 Horton, Enid O
Dob: 06-Sep-1968 (51 Years) Sex: Female

Health Record Overview

- Diagnostic Imaging Reports
- Discharge Summary
- e-Referral
- Event Summary
- Pathology Reports
- Pharmacist Shared Medicines List
- Shared Health Summary
- Specialist Letter

Clinical Records

- 2

Medicine Records

- 4

Consumer Documents

- 7

Child Development

- 15

Medicare Records

- 12

Advance Care Planning

- 0

Print

Allergies & Adverse Reactions and Medicines Information

More information about the individual's health record or data please consult the date and time information shown on this page is converted to the Australian Eastern Standard Time (when applicable).

Health Record

This section lists key documents uploaded to this record since the last Shared Health Summary, such as discharge summaries. Other documents, such as
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-19</td>
<td>General Practice</td>
<td>Record, Health(My)</td>
<td>SHA2 HPIO, General Practice</td>
</tr>
<tr>
<td>23-Jan-19</td>
<td>General Practice</td>
<td>Lang, Phillip(Dr)</td>
<td>Test Health Service 440</td>
</tr>
<tr>
<td>23-Jan-19</td>
<td>General Practice</td>
<td>Lang, Phillip(Dr)</td>
<td>Test Health Service 440</td>
</tr>
<tr>
<td>18-Jan-19</td>
<td>General Practice</td>
<td>Walker, Terrance(Dr)</td>
<td>Communicare General Practice</td>
</tr>
<tr>
<td>14-Jan-19</td>
<td>General Practice</td>
<td>Javad, Chris(Dr)</td>
<td>SHA2 HPIO, General Practice</td>
</tr>
<tr>
<td>02-Aug-18</td>
<td>General Practice</td>
<td>Charm, Ray(Dr)</td>
<td>SHA2 HPIO, General Practice</td>
</tr>
<tr>
<td>18-Jun-18</td>
<td>General Practice</td>
<td>De Fumer, Noni(Dr)</td>
<td>SHA2 HPIO, General Practice</td>
</tr>
<tr>
<td>03-Jun-18</td>
<td>General Practice</td>
<td>Javad, Chris(Dr)</td>
<td>SHA2 HPIO, General Practice</td>
</tr>
</tbody>
</table>

My Health Record

- **Author:** My Health Record (Medical Administrator 20190618115826+5000)
- **Phone:** Unavailable
- **Encounter Period:** 18-Jun-2019 11:58+1000 to 18-Jun-2019 11:59+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. Traveling with wife from Melbourne, here for a few days, in a caravan park.
  - Examination: BP/145/85, temp 36.0C. Chest clear; no creps. H1HG DR INR, abdo RAO. No hepatosplenomegaly. Bloods ordered, R/V next week.
  - PATHOLOGY REQUESTED: FBE, U and E6, LFTs
Learning Objective 4:

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

Jamie Marshall
Clinical Psychologist, Clinical Reference Lead
ADHA
Location: Inverell NSW
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 psychologists 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?

- **Safer treatment in an emergency**
  In a medical emergency, your healthcare providers can quickly see your emergency contact information and your allergies, medicines and immunisations, if added. This helps your healthcare providers give you safer treatment and care.

- **Available night and day**
  With your key health information securely in one place, it is available when and where you need it.

- **Correct information**
  In My Health Record, you can see and check your health information. This helps your healthcare providers give you the right treatment.

- **Helps you remember**
  My Health Record helps you remember your medical information. This helps when you see different healthcare providers.

- **Faster, easier**
  When you see healthcare providers in different places, My Health Record means you spend less time waiting for test results and information to be sent between healthcare providers.

- **Keep track, wherever you are**
  Your My Health Record helps you keep track of your medical tests, medicines and immunisations, even when you're travelling.

- **Control who can see your health information**
  In My Health Record, you can see a list of who has looked at your record and when. If you want extra privacy, you can set an access code to restrict who can see your record or individual documents in it, and you can delete documents at any time.

- **How to look at your My Health Record for the first time**
  Use myGov to look at your My Health Record. myGov is a secure way to use many Australian Government services online.
  1. Go to my.gov.au to sign in to your myGov account.
  2. Select ‘Services’.
  3. Select ‘Link another service’.
  4. Select ‘My Health Record’.
  5. Verify your identity.
  If you don’t have a myGov account, you can set one up at my.gov.au.

- **How your healthcare provider uses your My Health Record**
  If the healthcare provider you visit uses My Health Record, they can look at your record on their computer. Before they can look at your record, they need your name, your date of birth, your Medicare number, and your gender. They can also add medical documents to your record unless you ask them not to.

- **It is against the law for someone to look at your record, unless it is to provide you with healthcare, and serious penalties apply.**
  If you think someone has deliberately looked at your record when they shouldn’t have, call us on 1800 722 471.
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.
= 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 clinical software system to purchase</td>
<td>☐</td>
</tr>
<tr>
<td>Decide which hardware to purchase (or review and subscribe to a cloud based product)</td>
<td>☐</td>
</tr>
<tr>
<td>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.</td>
<td>☐</td>
</tr>
<tr>
<td>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.</td>
<td>☐</td>
</tr>
<tr>
<td>Design a process for scanning 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. Record all new patient information electronically.</td>
<td>☐</td>
</tr>
<tr>
<td>Implement a digital storage solution with back-up facility to ensure ongoing accessibility to patient information.</td>
<td>☐</td>
</tr>
<tr>
<td>Implement an electronic messaging system to remove paper messages being moved around the practice. (Many clinical software systems include this feature).</td>
<td>☐</td>
</tr>
<tr>
<td>Patient Education – 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
Digital Health Toolkit - Psychology

DIGITAL HEALTH TOOLKIT
Psychology

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 psychologists.
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 - psychology
Digital Health policy template - psychology

Secure Messaging

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