Train IT Medical
Competence with Confidence

Allied Health Professions Australia

# Digital Health for Allied Health Professionals

## - Psychology -

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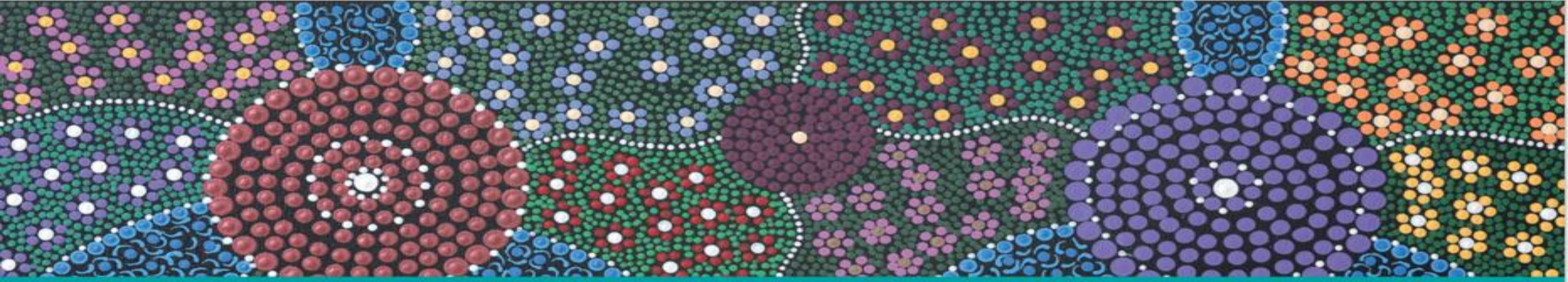


# *Acknowledgement of Country*

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.

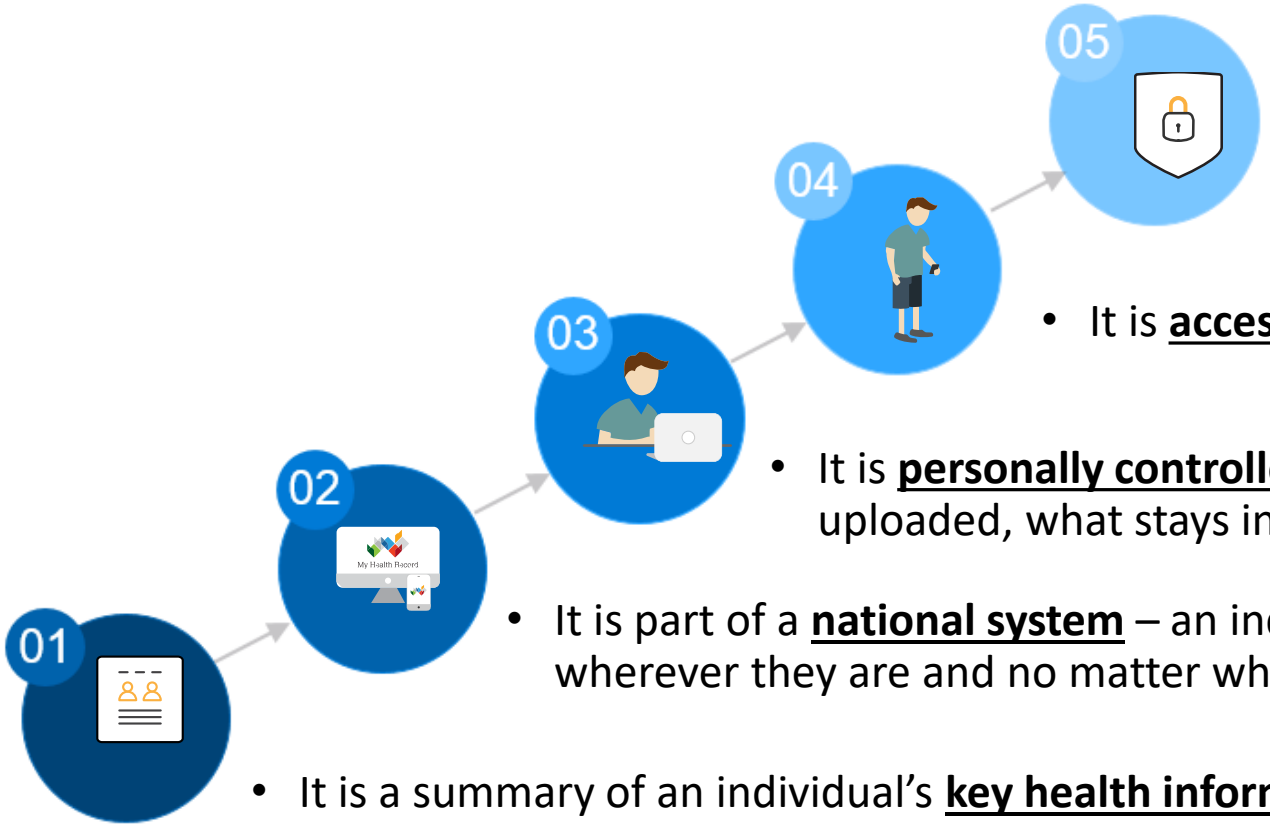
# Learning Objectives:

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

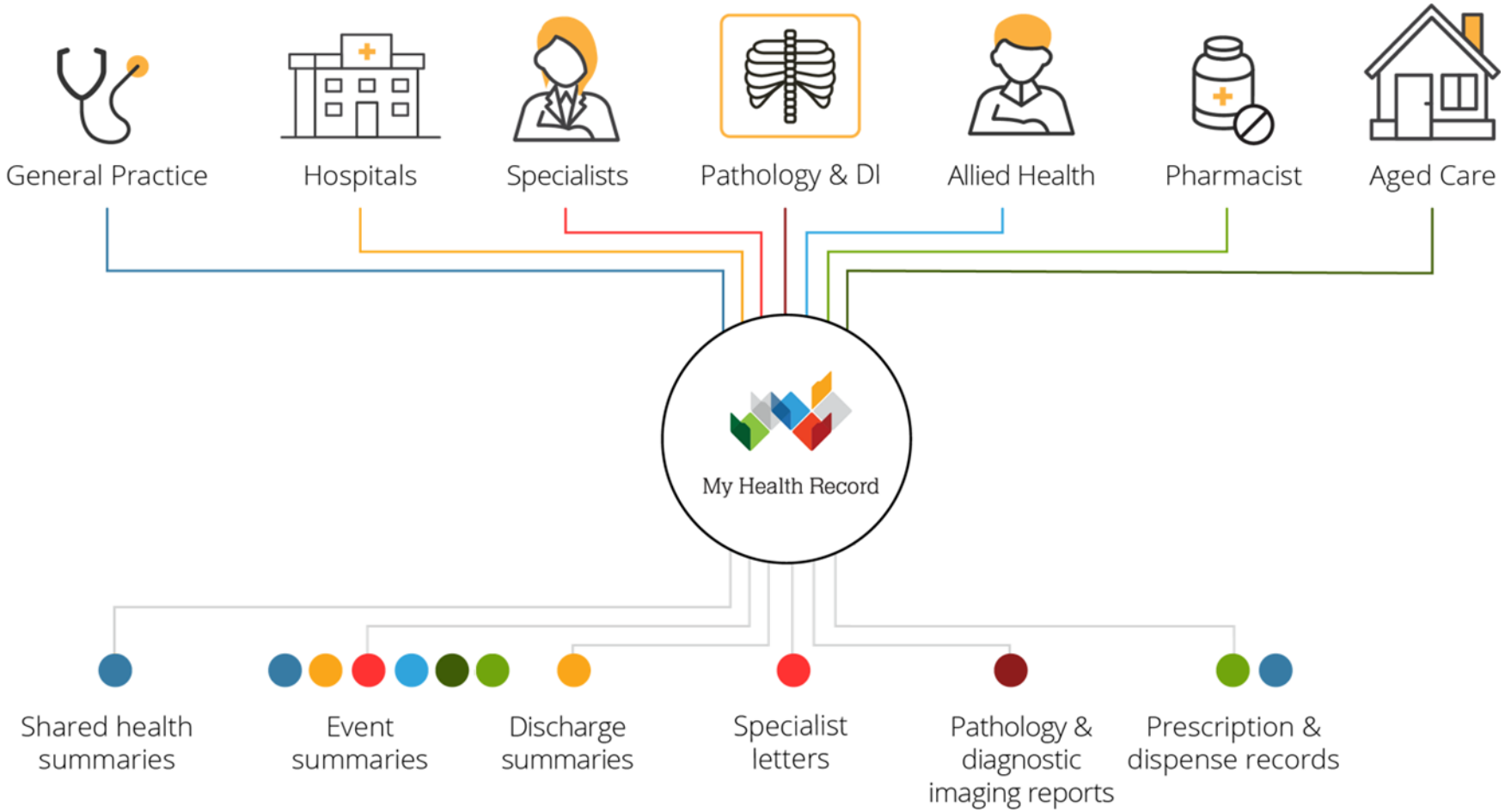
# What is My Health Record?




- It is **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

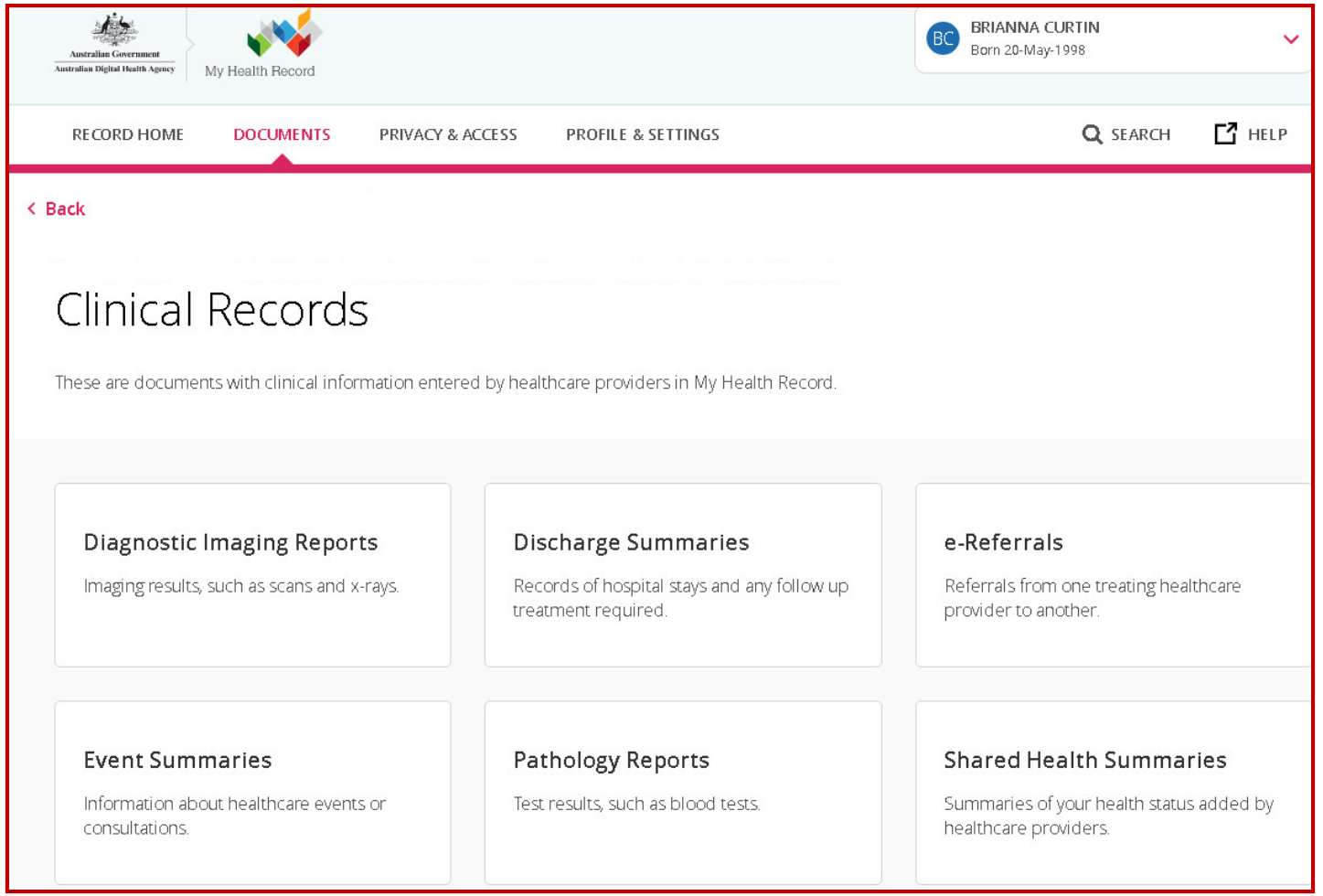
# More Australians can access diagnostic test results online

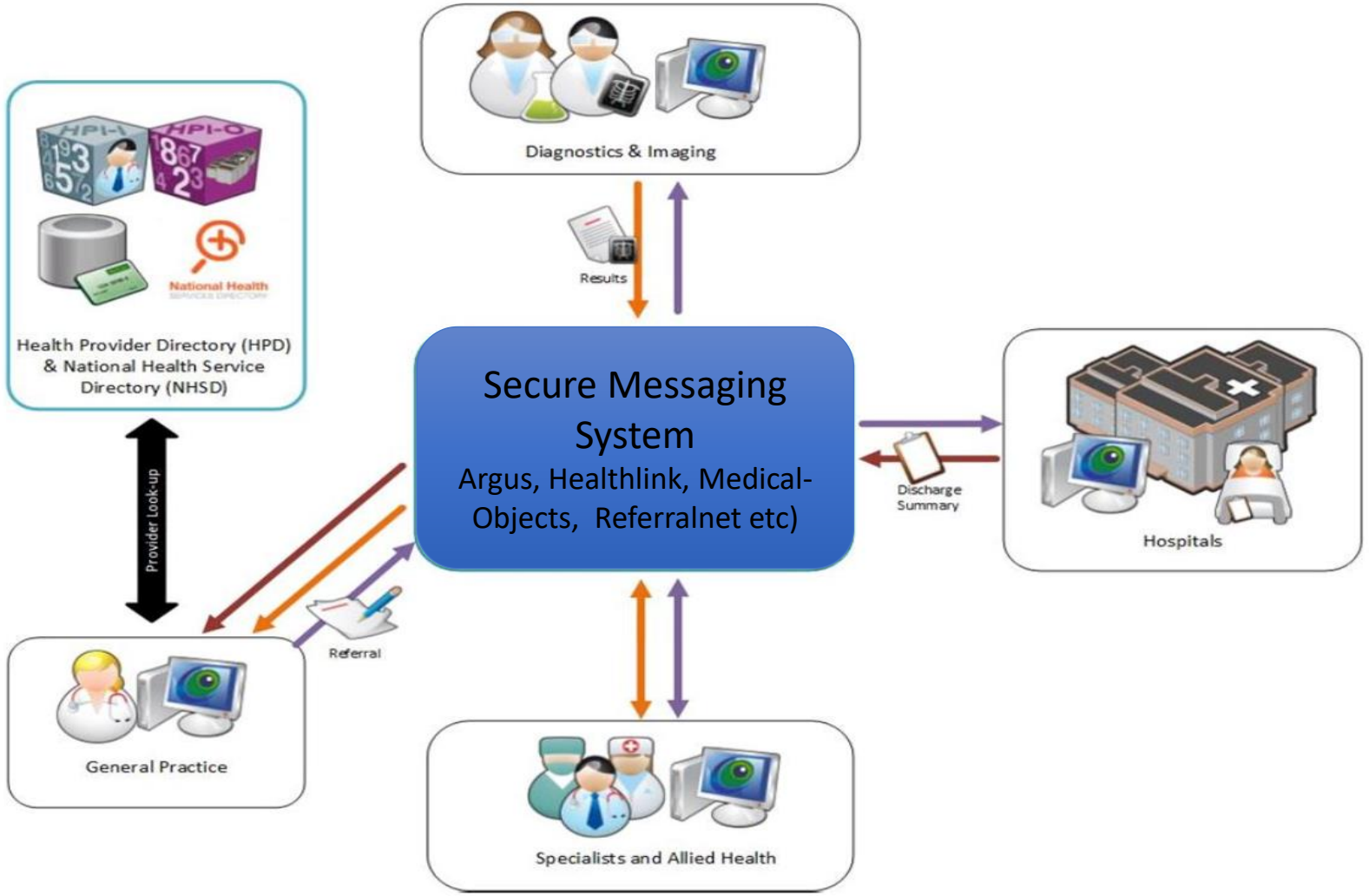
“Nearly all public providers are already uploading and the number of private providers registering, and uploading is accelerating.”

**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 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.

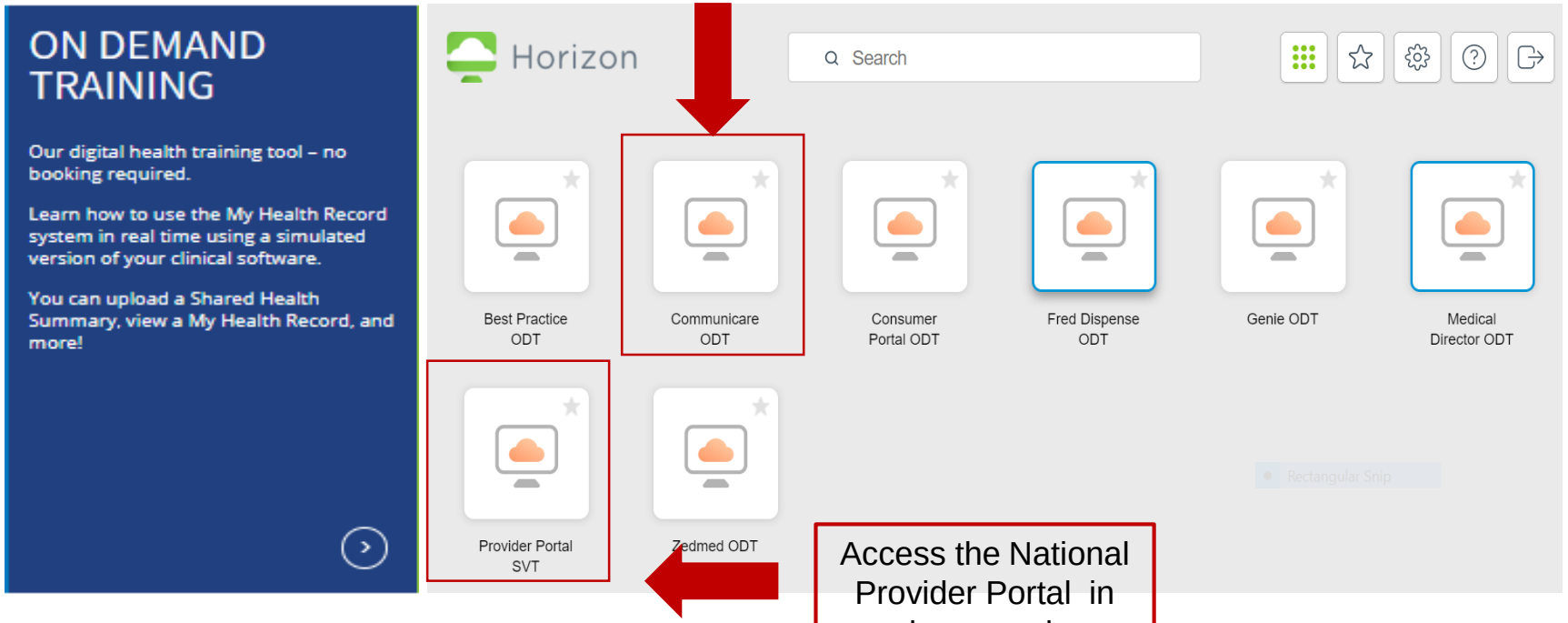
General principle is that the duty of confidence prevents the disclosure of the information to individuals and organisations not involved in providing the health service.

## 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.

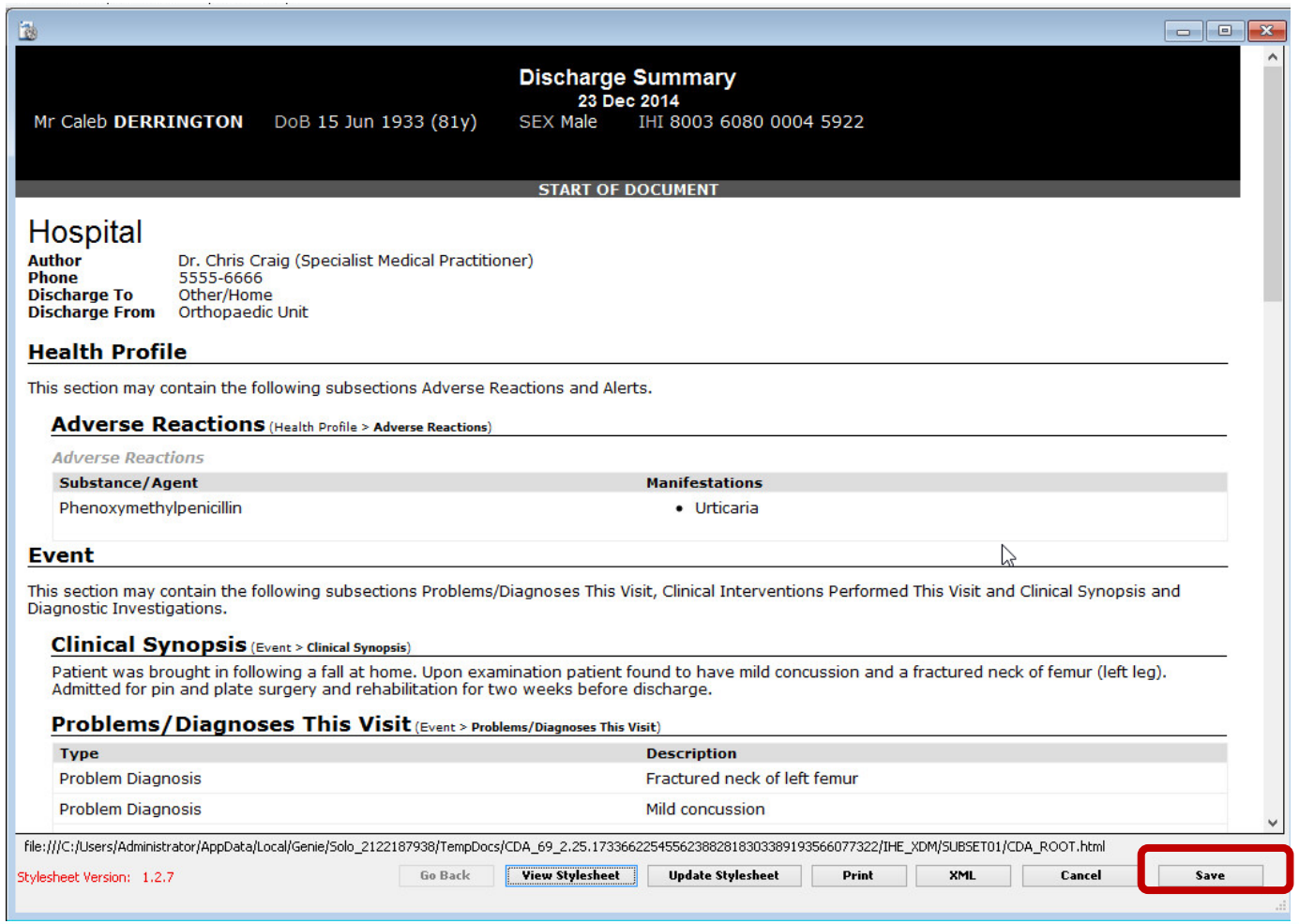



Access the National Provider Portal in demo mode

[Go to On Demand Training Environnment]

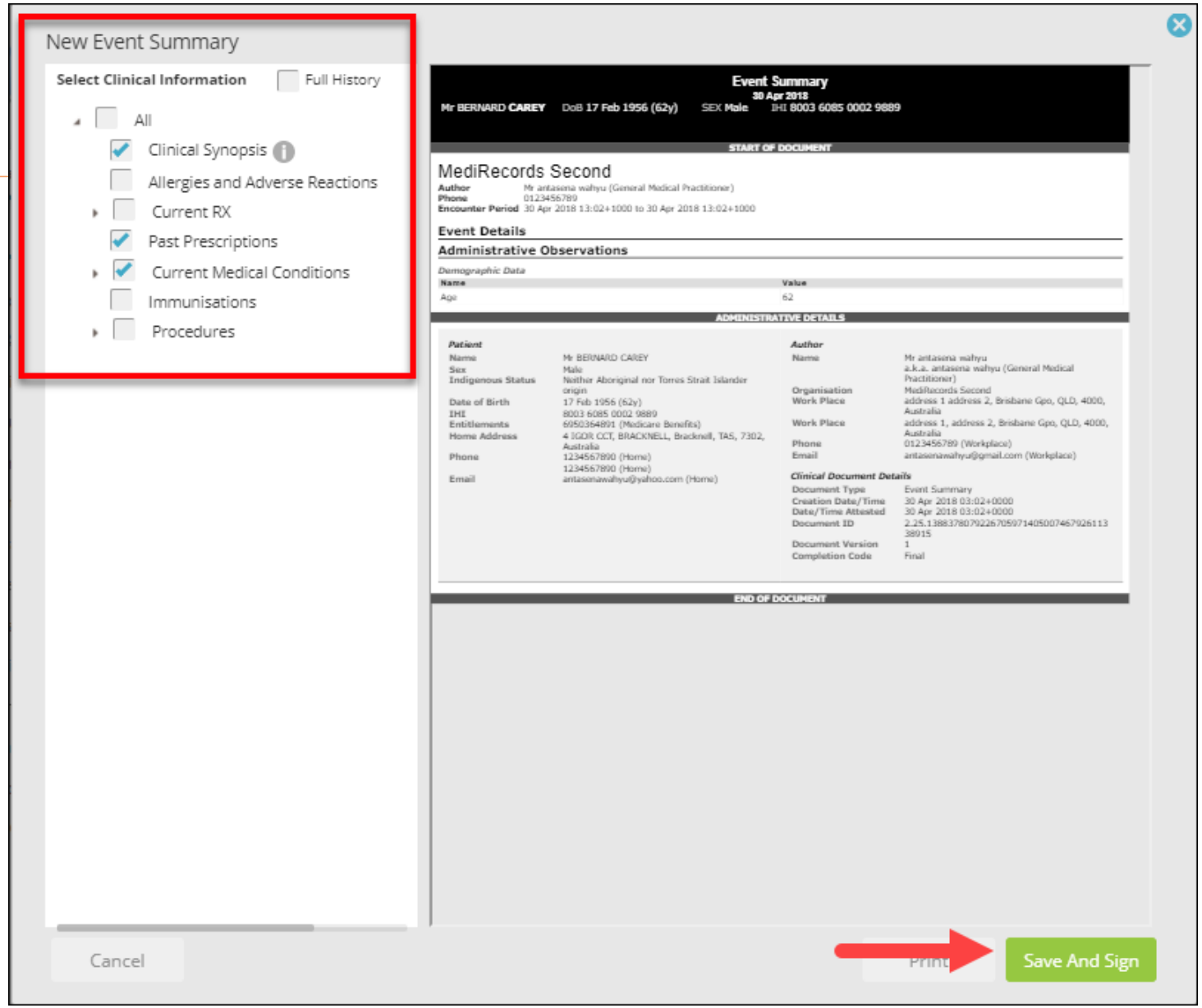
# Access information

## eg Discharge, Health or Event Summary

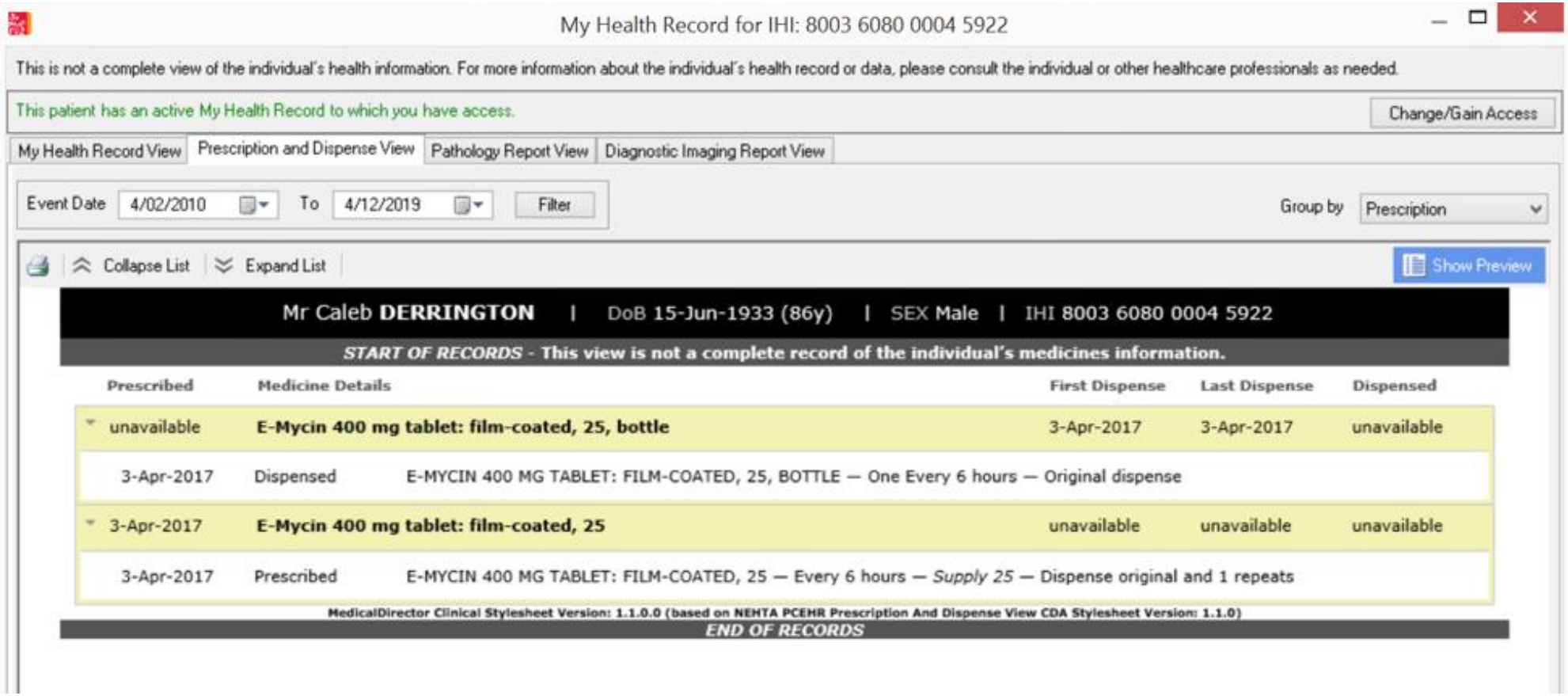


# Access information

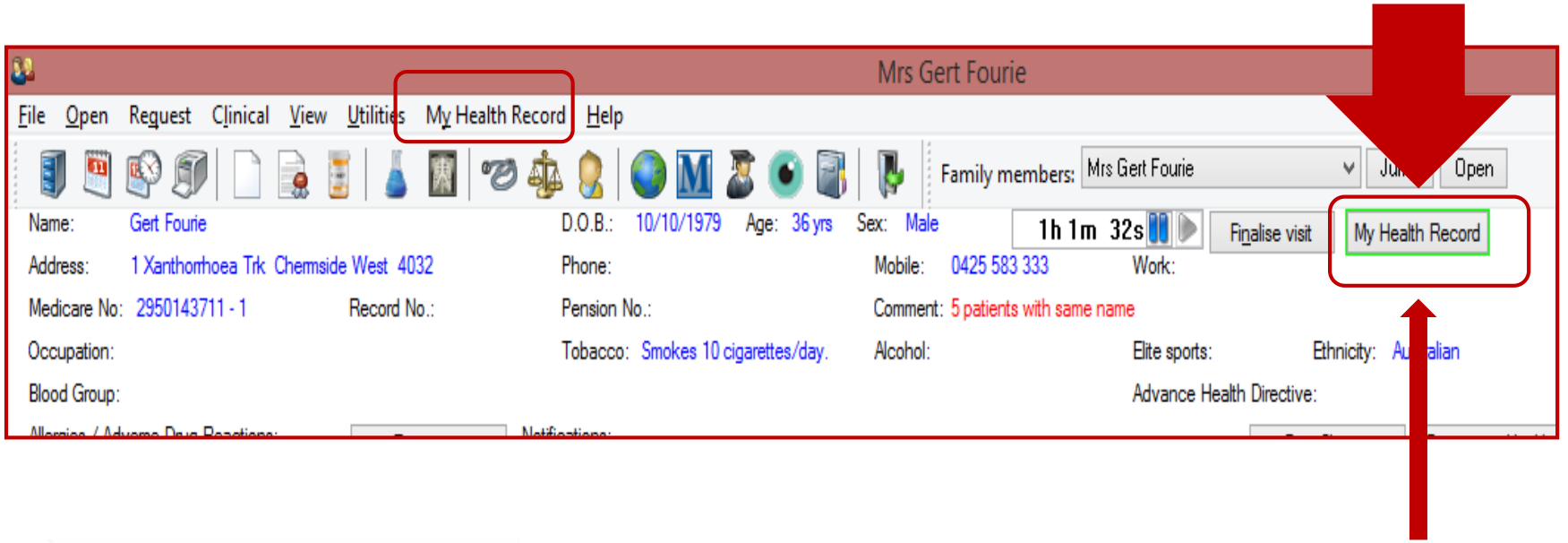
Event Summary
Includes a synopsis



# Prescription and Dispense View



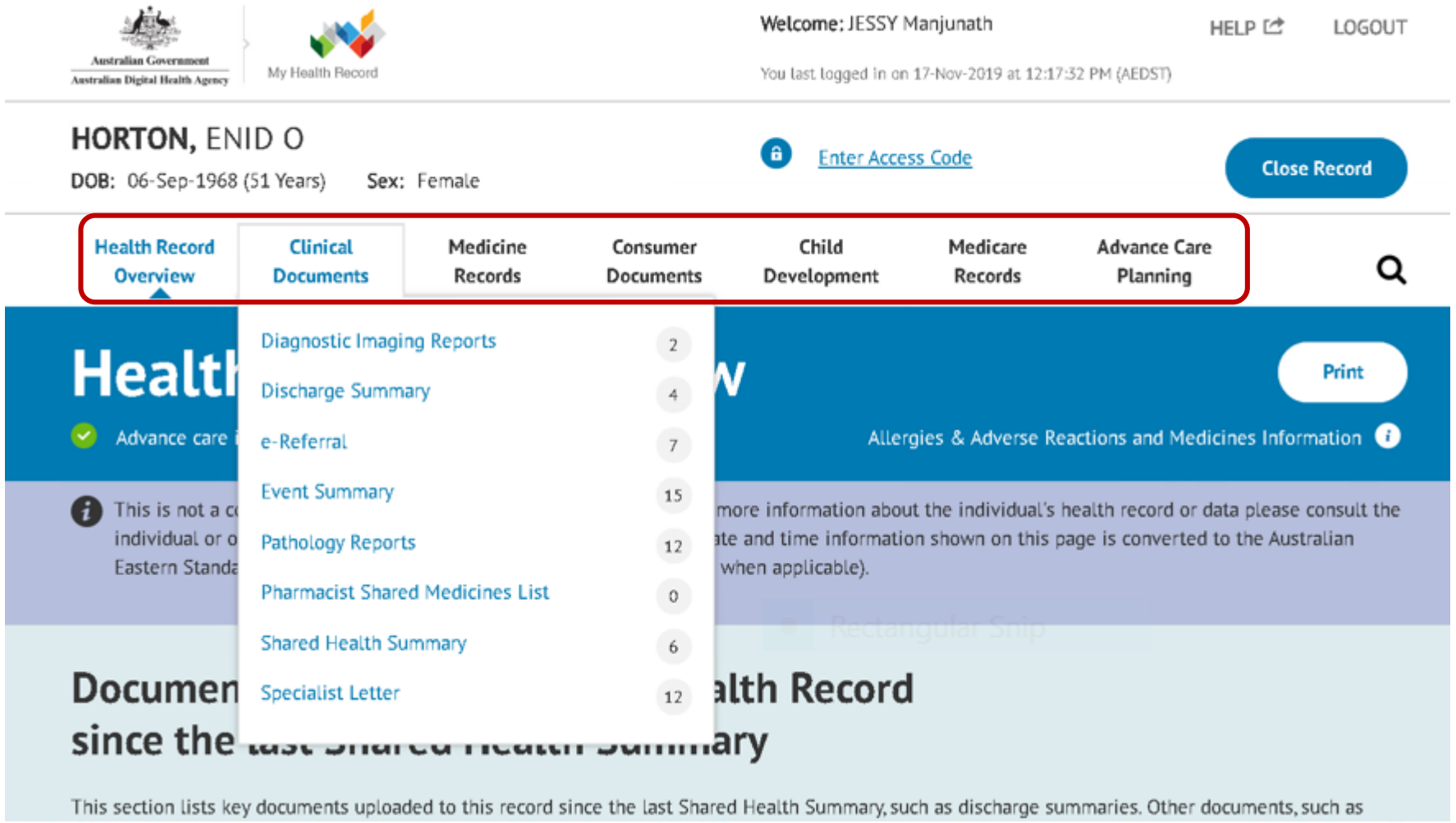
# Upload & access via conformant software




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<br>General Practice |
| 23-Jan-2019 | General Practice | Lang, Phillip(Dr) | Test Health Service 440<br>General Practice |
| 23-Jan-2019 | General Practice | Lang, Phillip(Dr) | Test Health S<br>General Practice |
| 18-Jan-2019 | General Practice | Walker, Terrance(Dr) | Communicare<br>General Practice |
| 14-Jan-2019 | General Practice | Javad , Chris(Dr) | SHA2 HPIO<br>General Practice |
| 02-Aug-2018 | General Practice | Charm , Ray(Dr) | SHA2 HPIO<br>General Practice |
| 18-Jun-2018 | General Practice | De Fumer , Noni(Dr) | SHA2 HPIO<br>General Practice |
| 03-Jun-2018 | General Practice | Javad , Chris(Dr) | SHA2 HPIO<br>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

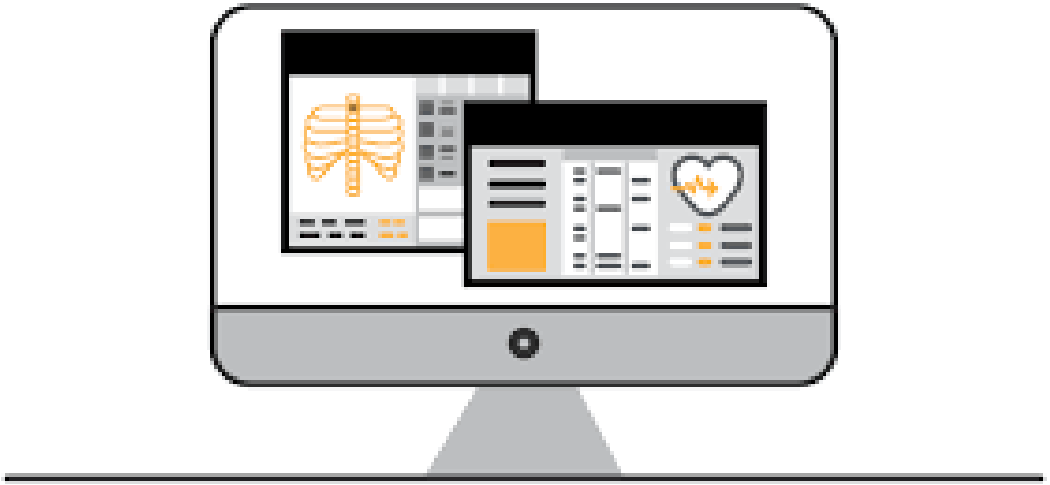
## Learning Objective 4:

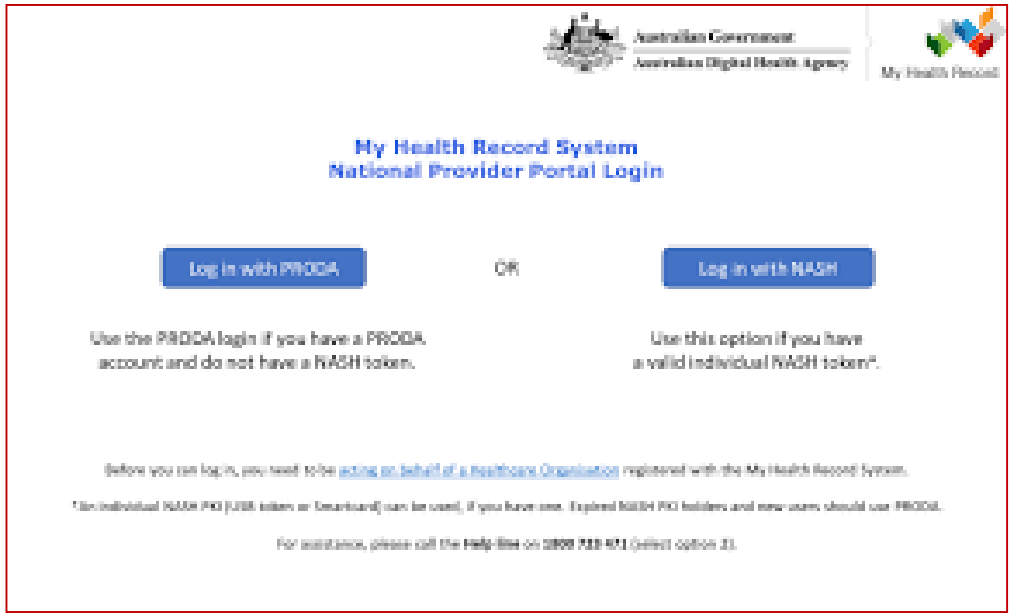
Meet a psychology Digital Health ‘champion’.

# 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?

# **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:***

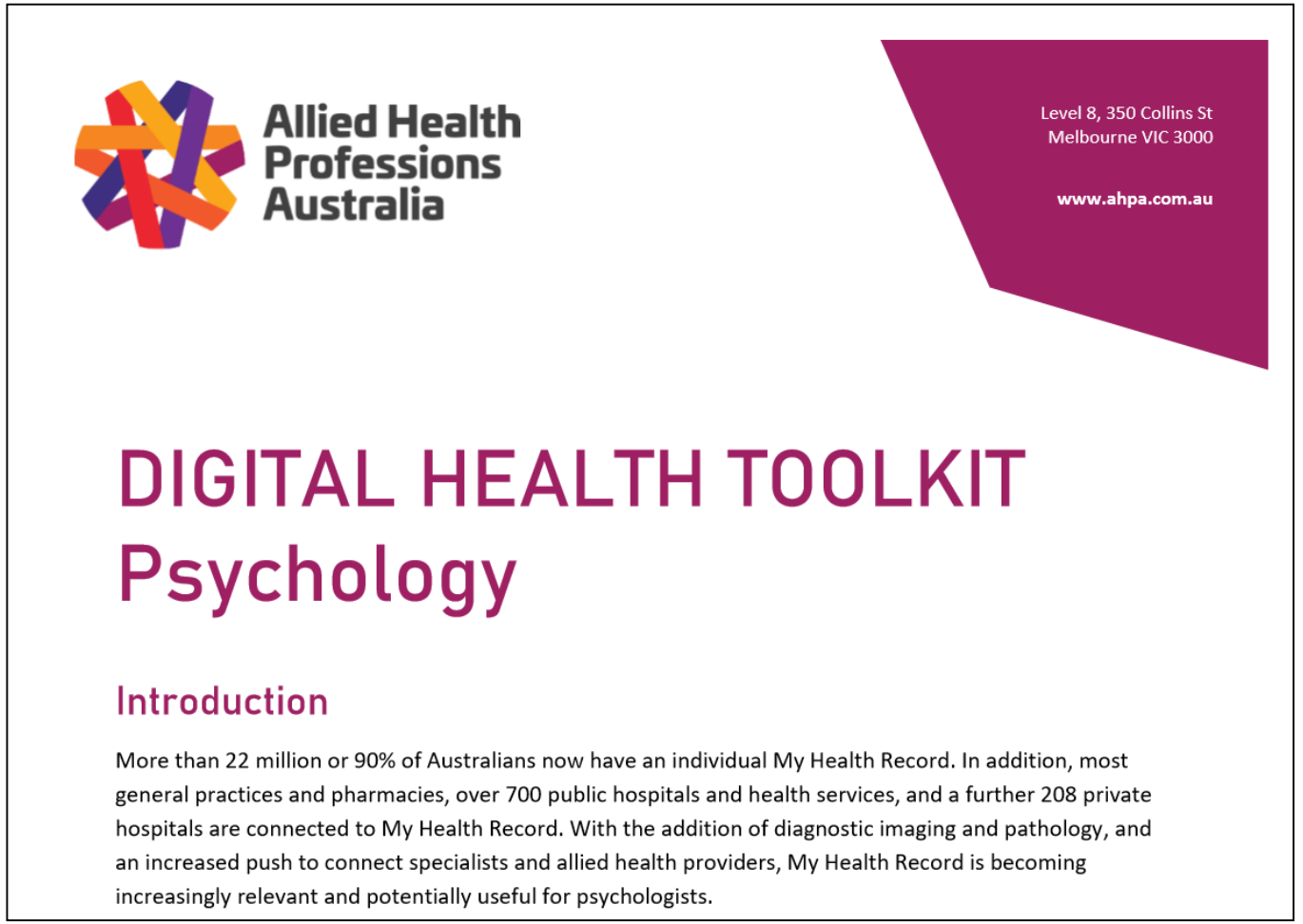
| | |
|---|---|
| Review available options and decide which **clinical software system** to purchase | ☐ |
| Decide which **hardware** to purchase (or review and subscribe to a **cloud based product**) | ☐ |
| **Archive inactive patient files** (legislation requires medical records to be retained for 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 - Psychology

NEW



Allied Health Professions Australia

Level 8, 350 Collins St
Melbourne VIC 3000

www.ahpa.com.au

## 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.

# 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 - psychology
Digital Health policy template - psychology

**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**