Putting the My Health Record system into business

Staff management roles

Organisation Maintenance Officers (OMOs) or Responsible Officers (ROs) are responsible for managing their organisation's details and involvement with the:

- Healthcare Identifiers (HI) Service, see Managing your Organisation's eHealth Information

- NASH PKI Certificate for Organisations and the My Health Record system.

Services required for access to the My Health Record system the following three services:

- Healthcare Provider Identifier for Organisations (HPI-O)
- NASH PKI Certificate for Organisations
- My Health Record system

Organisations can apply for these services online

Managing staff

New Reception/Administration Staff

- Train new staff (retrieving IHIs, assisting in the registration process, My Health Record system access levels and My Health Record policies)

- Record level of authorised access of new staff on user log

New Clinical Staff (Pharmacists, GPs, Nurses and Allied Health)

- Ask the new clinical staff if they know their HPI-I. The health professionals in your practice would have received their HPI-I from correspondence sent to them from AHPRA. If this has not been retained, they can obtain it from www.ahpra.gov.au using their login account or by calling 1300 419 495. Note: if health professionals know their AHPRA user ID they can add 800361 to the front of their ID number to get their HPI-I.

- Another option is an OMO with a valid, linked Human Services PKI Individual Certificate may log-on to Health Professional Online Services (HPOS) and view any health professional that has consented to have a Healthcare Provider Directory (HPD) entry published. Minimum demographic details for each practitioner are required to perform this search. Ask your health practitioner if they have consented to have this information displayed in the HPD.

- The HPD is an opt-in listing of healthcare organisations and providers registered with the Healthcare Identifiers (HI) Service that can be accessed only by authorised users of the HI Service. Once an entry has been consented to, the HPD displays HPI-I and HPI-Os and can include professional contact and location details, provider type and endpoint location service (ELS) information. ELS information is required for sending and receiving secure messages and clinical documentation using Secure Message Delivery (SMD). Once healthcare providers and

organisations are registered with the HI Service they can choose to be listed in the HPD and nominate which information to publish.

- If they are already on the directory, retrieve the HPI-I number.

- Link new Pharmacists/GPs/Nurses HPI-I number to practice HPI-O. These activities can be done via HPOS.

- Put HPI-I number in clinical software user account.

- Check if new Pharmacists/GPs/Nurses are listed on the HPD by doing a search for an individual. This can be done via HPOS. If they are not listed, there are a number of ways an individual healthcare provider can consent to be listed in the HPD. These include:

  > Logging onto HPOS with a Human Services Public Key Infrastructure (PKI) Certificate and consenting to your own details being listed

  > Via a web service, if it has been incorporated into the clinical software that you use – contact your software vendor for more information

  > Completing a paper application form HW034.1405 (Application to amend a Healthcare Provider record form)

  > Calling the HI Service Team on 1300 361 457.

- Train new Pharmacists/GPs/Nurses (uploading a Shared Health Summary and an Event Summary, organisation's policies and Data Quality): see NEHTA's On Demand Training

- Record level of authorised access for each staff member on authorised access log.

Staff Leaving the Practice

- Retire clinical software user log-in

- Remove link between the clinician's HPI-I and the practice HPI-O in the HI service on HPOS

NASH PKI Certificates

National Authentication Service for Health (NASH) Public Key Infrastructure (PK) Certificates for Organisations are required for:

- access the My Health Record system via conformant clinical software
- Secure Message Delivery

Renew your NASH PKI Certificate to access eHealth

Your organisation may have received the below error message while trying to create a My Health Record for a patient:
"Certificate was not found with criteria '041D87'"

Australian Government
Department of Health

My Health Record

Check if your NASH PKI Certificate has expired. It is easy to renew and you are no longer required to complete a renewal form. You will automatically receive a renewed NASH PKI Certificate in the mail about three months prior to the expiry date. Most of you will have received this but may have not actually installed the software. The package you received in the mail included a disk or USB drive with instructions on how to install the certificate which differs slightly with each clinical software. Your software system will step you through the installation of the certificates. If you have misplaced this notification for renewal, get in touch with Human Services or go to humanservices.gov.au/nash.

Software upgrades

Upgrade your clinical software to the most recent version conformant with the My Health Record system (if not done so already) as this will have the latest usability requirements.

If you have any questions regarding new features of your software or need assistance using them please contact your software vendor or NEHTA Help Centre.

You can find out if your clinical software is conformant with the My Health Record system on the eHealth Register of Conformity.

NEHTA has recorded Software Demonstrations of some of the key eHealth features. The majority of these software demonstrations have Summary Sheets available for your quick reference guide.

You can also practice using eHealth in their software.

Clinical Governance and digital health

Clinical governance includes patient safety, risk management and quality improvement. It refers to the set of relationships and responsibilities established by a healthcare service between its executive, workforce and stakeholders. It provides a system through which clinicians and managers are jointly accountable for patient safety and quality care.

Policies and processes

As part of meeting the legislative requirements to participate in the My Health Record system, organisations need to confirm they have a policy which addresses a number of areas. A number of organisations have developed sample polices to assist you and are available here:

- General Practice: Inner East Melbourne Medicare Local
- Community Pharmacy: Pharmaceutical Society of Australia
- Aged Care: iCareHealth

Data Quality and digital health

There is an important relationship between data quality in your organisation and the effective use of eHealth.

Patient information:

- Accurate and up-to-date patient identification/demographic information is required in your practice's clinical record system before patient IHIs can be downloaded
- The correct IHI is required before patient clinical information can be shared in the eHealth system
- Patient demographics should be checked at reception to ensure Medicare identification is correct and to enable individual healthcare identifier (IHI) validation
- If a patient does not receive a match against the HI service and you have checked that they believe their demographic information is correct, the patient should be given the details held by the practice, and suggest the patient contact DHS via a Medicare office or via phone to have this information verified and updated.

Healthcare provider information:

- Accurate and up-to-date clinician, staff and organisation identification information is required for your HPI-I(s) and HPI-O(s)
- These must be established correctly in your practice also before patient clinical information can be shared.

Clinical information:

- Accurate, relevant and up-to-date patient clinical information is required in your systems for the safe sharing of health summaries and other clinical documents
- When a clinician authors a Shared Health Summary for the first time, most general practices software programs will include pre-selected items. It will be important for clinicians to review the pre-selected items and deselect any inaccurate, irrelevant and out-of-date information which can be a time consuming process, especially if there is too much irrelevant and out-dated-data in the patient's history.

See: Importance of Data Quality

HPI-Os and Secure Messaging

If your organisation wants to use Secure Messaging, you need to have registered with the Healthcare Identifiers (HI) Service, and received your HPI-O number(s).

See: Set up Secure Message Delivery.

Need help?

www.nehta.gov.au

help@nehta.gov.au

1300 901 001

Australian Government
Department of Health

My Health Record