



# Residential Aged Care – what’s in it for my residents and me?

## Access to key health information

Through **My Health Record system** you can access information for your residents such as:

- Hospital Discharge Summaries
- Shared Health Summaries (which include medications, medical history, allergies and immunisations)
- MBS and PBS history
- Medication prescription and dispense records
- Advance Care Planning documents and custodian information.

Having access to this key health information can help you operate more effectively by allowing you to:

- Quickly gain a picture of the health history of new and current residents
- Reduce the time you spend sharing or requesting information about your residents with/from other healthcare providers.

## Sharing information

If you have compliant software, you will also be able to upload important health information about your residents which can then be viewed by hospitals and other healthcare providers involved in their care.

Having a centralised source of key health information will make it more convenient for your residents as this information will be in one place and paper records will not be misplaced. Residents or their relatives/ carers will not need to repeat their health history with new healthcare providers.





Australian Government

Australian Digital Health Agency



My Health Record

## Involving Carers

My Health Record System also allow others to be involved in your residents' healthcare, for example a family member, who will be able to view the information on their My Health Record and can manage the My Health Record on their behalf.

## Register for the My Health Record system

There are three fundamental steps required to register for digital health and access the My Health Record system.

1. Register with the Healthcare Identifiers (HI) Service to obtain a Healthcare Provider Identifier for Organisations (HPI-O)
2. Register with the My Health Record system
3. Request a NASH PKI Certificate to access the My Health Record system.

The **Digital Health Online Forms** application tool allows healthcare organisations to electronically submit an application for a HPI-O, register with the My Health Record system and request a NASH PKI Certificate for Organisations.

An overview of the application process and what to expect can be found here: <https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/provider-registration>

Once you have submitted your application and received your HPI-O number and requested digital eCertificates (Medicare and NASH PKI Certificates) from the Department of Human Services, you will need to configure your software and digital eCertificates.

## Compliant software

A full list of My Health Record compliant Software can be found at <http://www.digitalhealth.gov.au/get-started-with-digital-health/what-is-digital-health/who-is-using-digital-health/software-products-using-digital-health> and includes iCare and Leecare.

If you do not have compliant software, you can view your resident's My Health Record at [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) via the National Provider Portal (<https://portal.ehealth.gov.au/>). Interaction with an individual's My Health Record via the National Provider Portal is restricted to viewing and downloading information only. You cannot upload information via this Portal.

## Training Resources

### • Online Training for Healthcare Providers

This training material will introduce key principles which will underpin your use of the My Health Record system, and familiarise you with its features and functions.

Following completion on an introductory module, there are specific learning modules available for healthcare providers in a range of healthcare sectors/settings, including Aged Care.

The training includes simulations to support learning on how to view and upload information to the My Health Record system via some common clinical information systems, as well as the My Health Record Provider Portal which is available to view My Health Records of patients for those healthcare providers who do not store clinical information about their patients electronically.

The online training is available here:

<https://training.digitalhealth.gov.au/login/index.php>

### • Clinical Software Simulations/Demonstrations

Clinical software simulations are available to familiarise clinicians with the functionality of the My Health Record system. For example, there are simulations for uploading an Event Summary through a range of clinical information systems. Both icare and Leecare will be in the simulation environment in the near future.

The software simulations are available here:

<http://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources>

## Support

**For further support please contact your software vendor, the Help Centre on 1300 901 001, [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au) or your Primary Health Network (PHN).**