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Welcome to the Digital Health education series

Session 2:
Using Electronic Referrals and My Health Record to improve efficiency in your practice

Agenda

- Welcome to country
- Introduction
- My Health Record in your practice presented by Kathy Rainbird
- Electronic Referrals for Specialists presented by Eric Dunn
- Questions
- Survey and CPD certificate

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Acknowledgement of Country

Gippsland PHN would respectfully like to acknowledge Aboriginal and Torres Strait Island People as the traditional owners of country –

Always was and Always will be.

We acknowledge their continuing connection to land, sea and community.

We pay respect to them, their cultures and to their Elders – past, present and future.

We extend respect and acknowledgement to any Aboriginal and Torres Strait Islander person that may be here today.

Pictured - The Knob Reserve Stratford, Brayakaulung Country, Gunaikurnai Land

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The series is brought to you by the Victoria/Tasmanian Primary Health Network alliance

Tonight's host

Ben Wallace
Project Officer Health Innovation and Integration
Gippsland Primary Health Network

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The Digital Health webinar series

Topic Area	Host PHN	Date
1. Cyber security	EMPHN	28 February 2023
2. Electronic referrals	**GPHN and Tas PHN**	**14 March 2023**
3. ePrescribing for Genie	West Vic PHN	27 April 2023
4. Telehealth and MHR	NWMPHN and Murray PHN	May 2023 (TBC)
5. Digital Health Initiatives	SEMPHN	June 2023 (TBC)

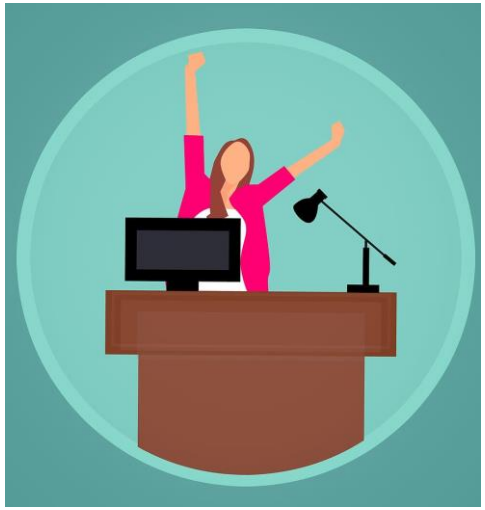
Tonight's presenters

Kathy Rainbird

Manager Workforce and Education
Australian Digital Health Agency

Eric Dunn

Digital Health Consultant
SR Specialist and Referrals



My Health Record in your practice – how to save your practice time and improve patient outcomes

Kathy Rainbird
Manager, Education and Adoption
Australian Digital Health Agency

Australian Government

Australian Digital Health Agency

My Health Record in your practice –

how to save your practice time and improve patient outcomes

Kathy Rainbird
Manager, Education and Adoption
Australian Digital Health Agency

Acknowledgement

We would like to acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community.

We pay our respects to them and their cultures, and to Elders both past and present.

What is My Health Record?

An online summary of an individual's key health information

Personally controlled

Part of a national system

Accessible at all times

Protected

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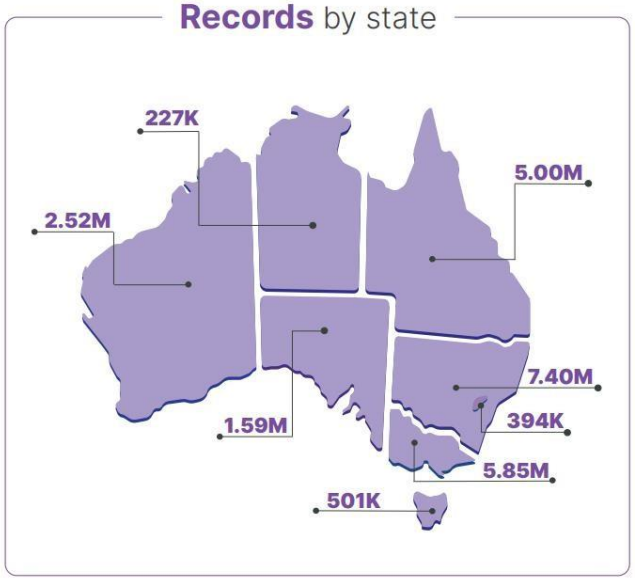
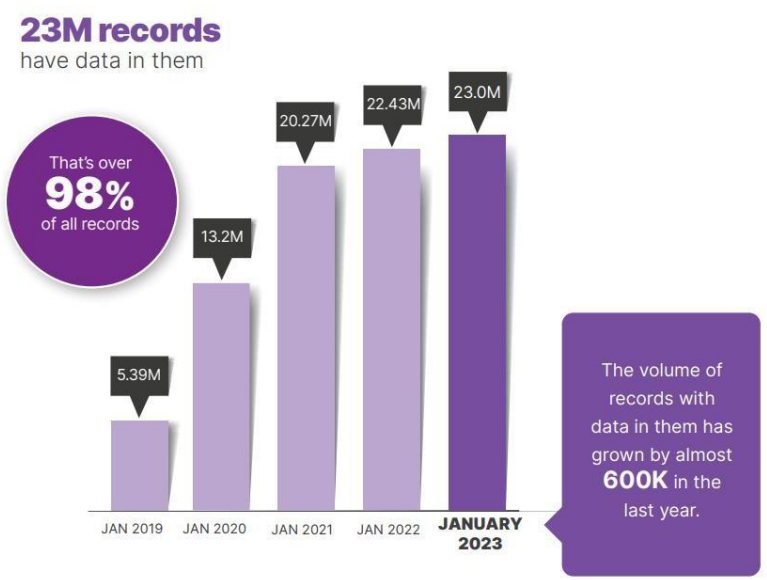
The big picture



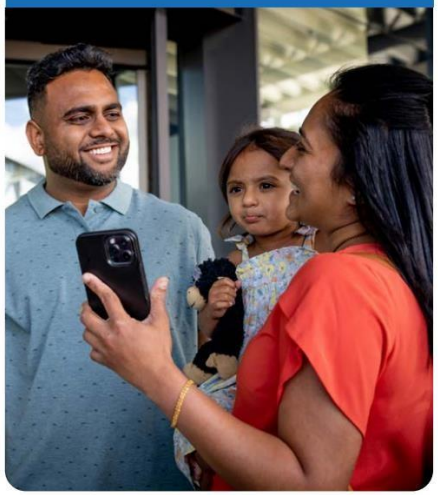


What is inside?

There are over

849M

documents in the system that have been uploaded by **consumers** or **healthcare providers**.



CLINICAL DOCUMENTS

355M

uploaded by a healthcare provider like hospitals, pathologists and increasingly specialists.

MEDICINE DOCUMENTS

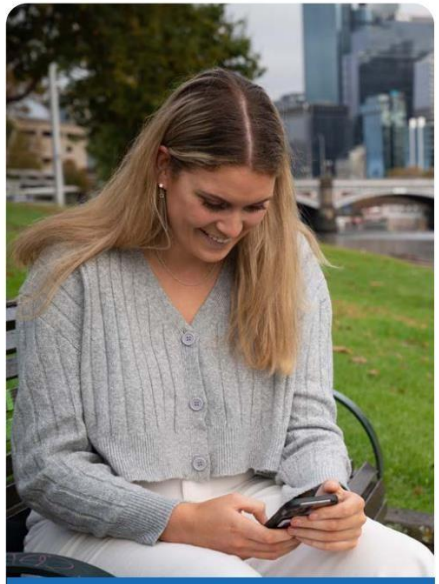
494M

uploaded by healthcare providers like pharmacists and GPs.

CONSUMER DOCUMENTS

467K

uploaded by people.



268K people have registered for a My Health Record who had previously opted out or cancelled.

How are healthcare providers using it?

PHARMACY

99% of pharmacies are now registered

99% have used My Health Record

GP

99% of GPs are now registered

99% have used My Health Record

PUBLIC HOSPITAL

97% of public hospitals are now registered

95% have used My Health Record

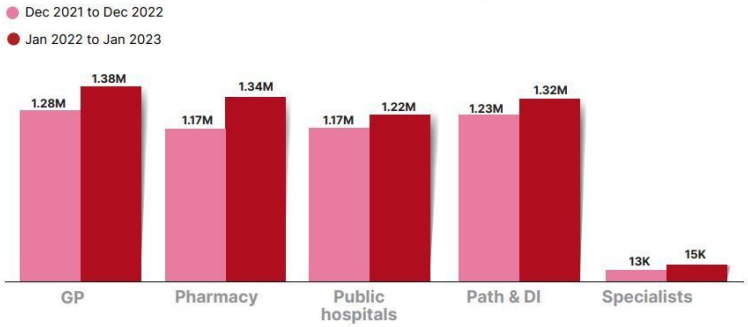
SPECIALIST

32% of specialists are registered

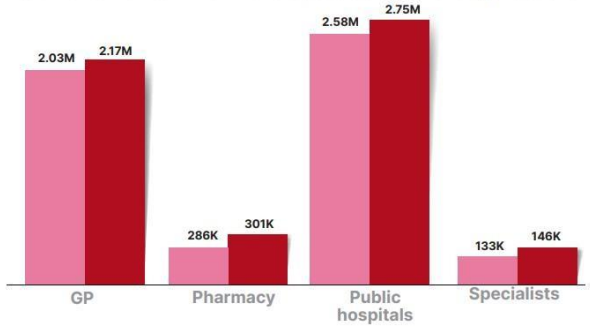
14% have used My Health Record

How are healthcare professionals using these documents?

Documents **uploaded** which were **viewed by other** organisations



Documents **viewed** which were **uploaded by other** organisations



My Health Record functionalities

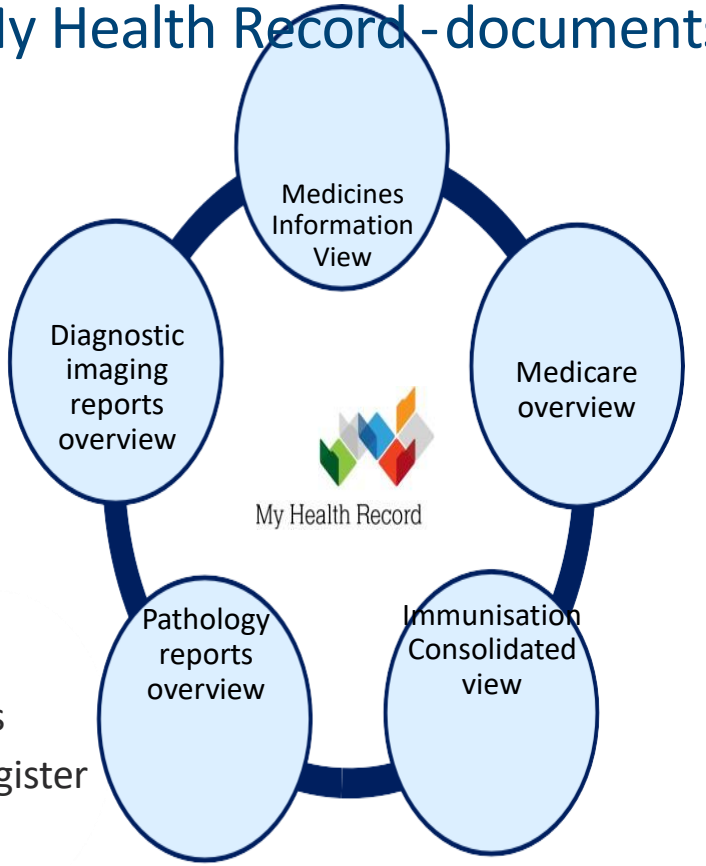
My Health Record - documents

Consumer documents

- Personal health summary
- Personal health notes
- Advance care planning docs and custodian details
- Emergency contacts
- Childhood development

Medicare documents

- MBS and PBS claims
- Organ Donor Register status
- Australian Immunisation Register (AIR) records



Provider documents

- Shared health summaries
- Discharge summaries
- Pathology reports
- Diagnostic imaging
- Event summaries
- Prescription records
- Dispense records
- Pharmacist Shared Medicines List (PSML)
- Specialist letters
- Goals of care

Live demo

Find out which diagnostic imaging and pathology services currently have the ability to upload to My Health Record

Diagnostic Imaging and Pathology providers who upload reports to My Health Record:

- https://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record/pathology-and-diagnostic-imaging-providers-uploading-to-my-health-record
- Some pathology labs utilise eRequesting

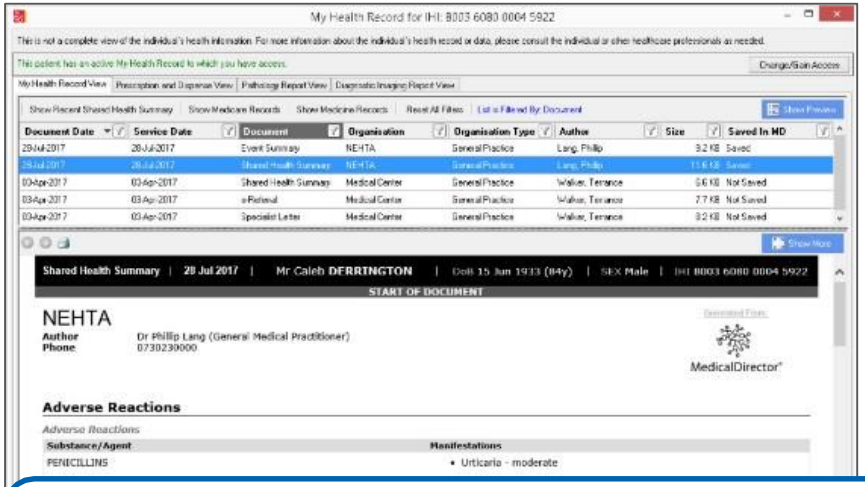
My Health Record – benefits

- Quick and easy access to key health information that has not been received directly
- Less administrative burden gathering patient information
- Saving time and costs associated with sending letters to other healthcare providers
- Improved clinical decision making through access to patient-specific information
- Avoidance of duplicating tests, scans and diagnostics

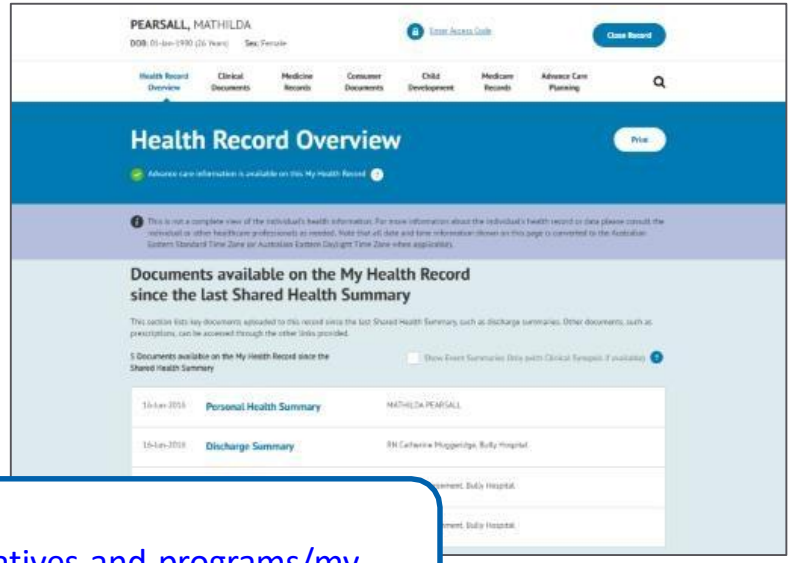
How can I make My Health Record work in my private practice?

Accessing My Health Record

Clinical Information System (CIS) conformant with My Health Record



National Provider Portal (NPP)



Register of Conformity
https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/conformant-clinical-software-products

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Specialists Connection and Use

Status of Specialist CIS My Health Record Enhancements (February 2023)

Build and Test

- Access Anaesthetics
- Cutting Edge Software

Beta Testing

- Clintel
- Direct Control
- Episoft
- Medilink
- Totalcare

MHR Functionality Released

- Bp VIP.net
- Citadel Health – Charm
- Clinical Computers
- Clinic-to-Cloud
- Dox Oculi
- Genie
- Gentu
- Intrahealth
- Medical-Objects Specialist Explorer
- Medical Wizard
- S4S Software for Specialists
- Shexie
- Zedmed

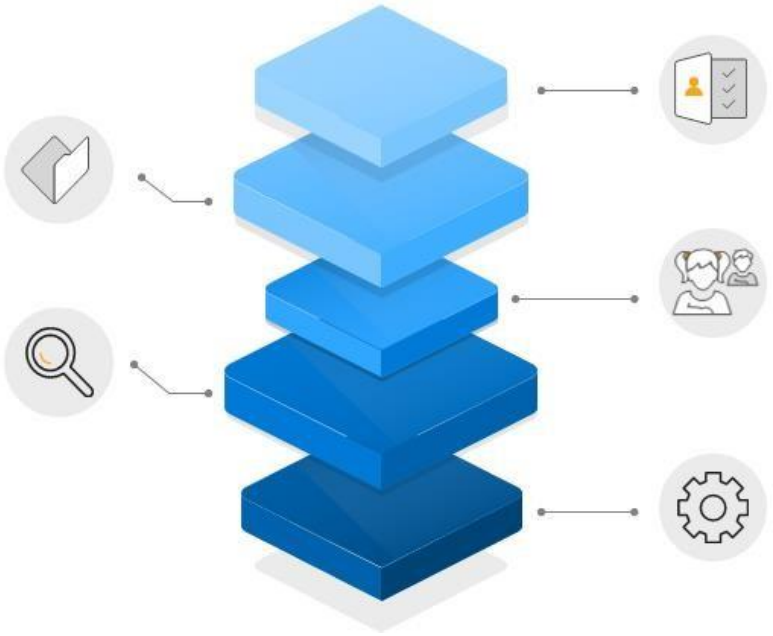
Key features of new My Health Record-enabled practice software

- View important information about patients, including:
  - Hospital discharge summaries
  - Pathology reports
  - Diagnostic Imaging reports
  - Shared Health Summaries
  - Medicines View
- Easily upload a copy of your specialist letter into a patient's My Health Record, without interrupting your normal workflow
- Easily upload a copy of the prescriptions you write to a patient's My Health Record

My Health Record – what do I need to do?

Register and get connected to My Health Record

Confirm the process to access My Health Record for authorised staff



Ensure there is My Health Record security and access policy

Train staff and ensure they are familiar with policies in place

Ongoing participation and obligations

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Get connected and start using My Health Record

- Visit the website:
  https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/register-and-set-up-access

- Contact the Agency Help Line (ask for the specialist connections support team)

  Email: connections@digitalhealth.gov.au

  Phone: 1300 901 001

- Contact your local Primary Health Network (PHN) and request support
  https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator

- Find out how to access and view My Health Record via hospital applications
  - ask your Clinical Informatics Manager or your Quality manager
  - or check the Intranet

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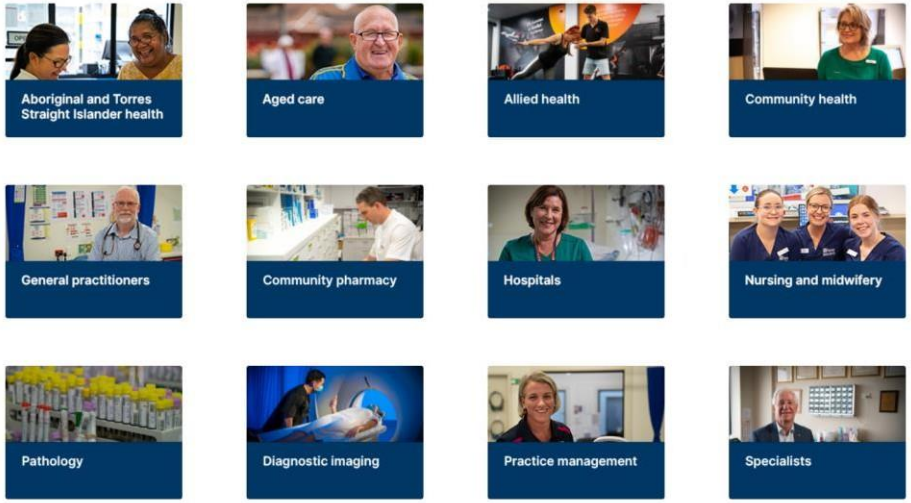
Stay up to date with Digital Health

- Complete our free online eLearning modules
- To register for an upcoming webinar visit: www.digitalhealth.gov.au/newsroom/events-and-webinars
- Software summary sheets and resources relevant to your clinical area: https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#education-and-training
- Explore the Australian Digital Health Agency YouTube channel: https://www.youtube.com/user/eHealthAus



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Questions and answers

What is the ‘my health’ app?

‘my health’ is an application which can be used by consumers to access key health information in My Health Record.

- The ‘my health’ app lets consumers download documents from My Health Record onto their mobile device.
- The app also lets consumers share documents that contain their health information with other healthcare providers or organisations.

Further information and support

Australian Government
Australian Digital Health Agency

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

Agency help line: 1300 901 001

Australian Digital Health Agency

@AuDigitalHealth

@AuDigitalHealth

Australian Government
Australian Digital Health Agency

Introducing Electronic Referrals for Specialists

Eric Dunn
Digital Health Consultant

Introducing Electronic Referrals for Specialists

Topics

1. Existing Referral Processes
2. Collaboration to make e-Referrals Easy
3. Why SR e-Referrals?
4. How to be setup for SR ferrals and are you already live?
5. e-Referrals Demonstration
6. e-Referrals portal Demonstration
7. SR How we can Help
8. Questions

1. Existing Referral Processes

Ideal — 20% — Room for improvement 80%?

Fax and Email

- Did the fax get through?
- Who picked up that fax or email?
- Is the specialist address still correct?

Info Gaps

GP: How do I find & refer to that specialist?

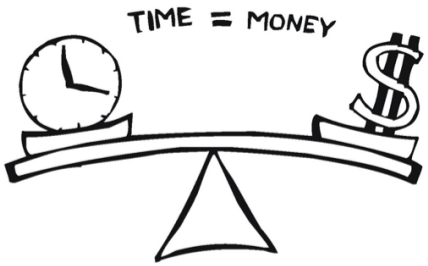
- local address book?
- hospital directories?
- sending by fax or electronic - which provider?
- plus multitude of out of date referral templates...

Specialist reception:

- How do I find that patient referral?
- easier to ask patient to get the GP to re-fax?
- frustrated patients and GPs??

Inefficiency

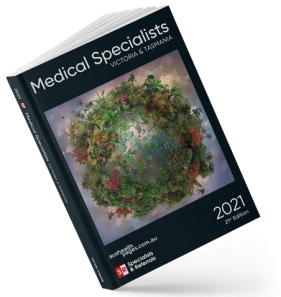
- GP and specialist rooms printing & scanning referrals, retyping, following up....



GPs and Specialists have been setup with electronic messaging for a number of years...

...but where are the e-referrals?

2. Collaborating to make e-Referrals Easy



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HealthLink
connecting with care

=

SR Specialists & Referrals

cervin media

Medical Specialists
Directories

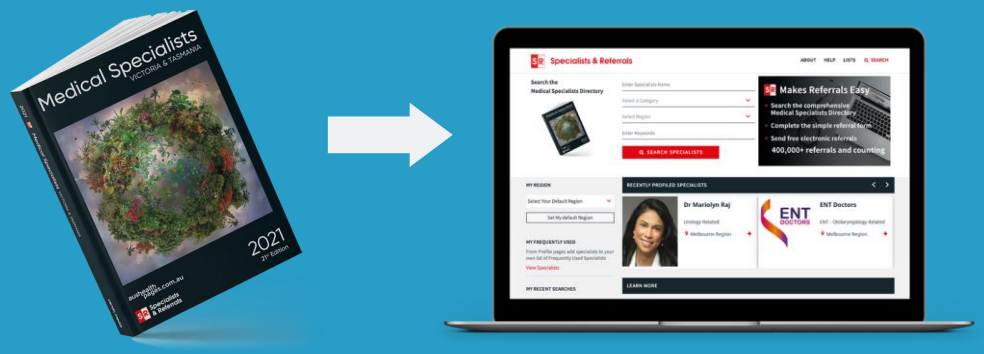
HealthLink:

Secure Messaging Service &
SmartForms

cervin media

- Family business, began NZ Directories 1991
- Launched Australian Directories 2000
- Directories curated - all entries validated
- All private Specialists included, some pay for premium entries
- Distributed free to all GPs and Specialists - VIC, TAS, NSW, ACT
- Launched SR in NZ 2015 - now main method of GPs referring to Private Specialists
- SR is live now for all GPs and Specialists with HealthLink - no install required
- Experienced in providing hands-on SR support to GPs and Specialists to make e-referrals easy

SR Specialists & Referrals



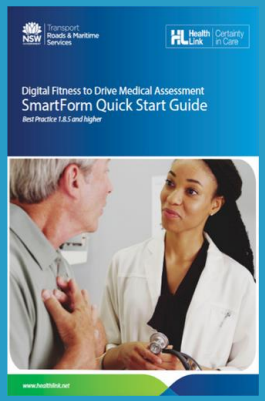
SR is the online version of the Medical Specialist Directories

SR is integrated in Practice software:

- Genie
- Medical Director
- Best Practice and more

HealthLink
connecting with care

- HealthLink provides a Secure Messaging Service widely used by most General Practices and Specialists
- Specialists with a HealthLink EDI can receive SR e-referrals
- Free for Specialists to register for an EDI address
- Setup Integrated into Practice Software or Portal Account (web browser access)
- Free for all GPs and Specialists to Send & Receive SR e-referrals



HealthLink SmartForms give GPs a familiar workflow for referrals to:

- Hospitals
- My Aged Care
- Fitness to Drive
- SR Specialists & Referrals

Sending SmartForms is becoming an everyday activity for GPs.

3. Why SReferrals ?

Ideal — 90% — Collaboration is key

For Patients

- GP sends referral efficiently - no wasted time
- Quality clinical handover
- Personal health info protected
- Patient not asked for referral to be re-faxed

For GPs

- Only need to look in one up-to-date directory for all specialists
- One easy template for all referrals - electronic and manual
- Less printing & faxing
- Meet GP accreditation requirements for clinical handover
- Meets e-refer criteria for Practice Incentive Payments
- Can provide patient with choice and info on specialists

For Specialists

- Less printing, scanning and retyping...
- Easier to find patient referrals
- More timely patient care
- Improved referral quality
- Easy to update contact details for GPs sending referrals
- Plus more NEW benefits...

4. How to be setup for e-SR referrals
- Are you already live?

If you have HealthLink & Genie

- You are live for e-referrals
- Do your staff check "Incoming Letters" in Genie?
- View your details in SR and let us know if you have updates
- Contact us for any support

If you have HealthLink & Other Software

- If your software is compatible with HealthLink SmartForms then you are live for e-referrals
- Contact us for any support and training on your referrals

If you don't have HealthLink

- Register for a free HealthLink EDI
- If you are on compatible software then HealthLink will remote in to setup your messaging
- If you are not on compatible software then you can be setup with a "Portal" account
- Once your HealthLink account is setup we will turn on your SR e-referrals.

4a. Software Compatible with e-Referrals - Are you already live?

Send and Receive Referrals

- Genie
- Best Practice
- Medical Director

Coming soon

- ZedMed
- Stat4

Live to Receive SR Referrals

- Advanced Professionals
- AsteRx
- Audit4 / Software 4 Specialists
- BP Premier
- BP VIP.Net
- CCOS / Clinical Computers
- ClayData
- CleverPsych
- Clinic to Cloud
- Communicare
- Coreplus
- CSC
- DOX
- eClinic
- Evolution
- Gensolve
- Gentu
- Global Health
- HealthTrack *
- Helix
- HL Connect
- Incisive / SPM
- Medical Wizard
- MediLink DHR * package
- MediNet
- MediNexus
- MediRecords
- MedTech Global
- MedTech32AU
- MimSys
- MxSolutions
- Practix
- Profile
- Putty Health v2
- Shexie
- The Clever Company
- Visual Outcomes
- Xestro
- Zedmed

* Some products require additional modules

Training all staff is crucial

When GPs do the right thing and send an e-referral...

then the specialist asks for a FAX anyway...

it drives them crazy!

SR e-Referrals make life easier for everyone

7. How we can help

sr-support@specialistsreferrals.com.au p 03 9116 1379

Supporting GPs & Specialists

- Feel free to call or email us with queries or for training
- Let us know if you would like email notifications for new referrals
- If you have particular GP practices that you would like to see shift from faxes to e-referrals, let us know and we can contact them and offer training

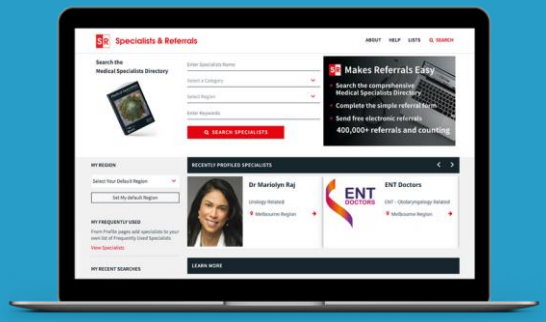
Let us know if you have updates

- If a specialist joins or leaves your clinic
- If you are changing your contact details
- If you are adding or removing consult locations
- If you are doing Telehealth consultations
- You can update your SR information anytime

Improve your Profile

- Basic entries are free
- You can improve the quality of your referrals by including information on your services
- You can include your photo and be found under multiple categories
- Paid entries are annual and are a package entry in the Medical Specialists Directory, SR & aushealthpages.com.au

Thank you for your time



8. Do you have any questions?

Specialists & Referrals

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Thank you

There will be opportunities for questions throughout the training and a Q&A discussion before conclusion of the event.

A survey link will be sent to you after this event, please complete this within 48 hours and your Statement of Attendance will be forwarded via email.