



helping you provide better aged care

Manad Plus

My Health Record

(MHR) How-to Guide

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Initial MHR Setup

Introduction

My Health Record (MHR) is a secure online summary of key patient health information.

In an aged care setting, authorised health and care teams can access the system to view and add a resident's information if they have a record. Once connected to MHR, authorised residential aged care staff will have immediate access to key health information.

To register with MHR, you will need to have completed several key steps, including:

- Assign Responsible Officer (RO) and Organisation Maintenance Officer (OMO) roles
- Establish an MHR Security and Access Policy
- If you haven't already, register for Provider Digital Access (PRODA)
- Link Health Professional Online Services (HPOS) to PRODA
- Register seed organisation with the Healthcare Identifiers (HI) Service to receive an HPI-O
- Obtain HPI-Is for all clinical staff who will be uploading to MHR

Note: This is only an overview of some of the steps required to register with MHR. For more information, see the following links.

- [MHR Organisation Registration Checklist \(.pdf\)](#)
- [Implementing My Health Record in your healthcare organisation](#)
- [Managing the responsible officer and organisation maintenance officers for your organisation](#)

Once you have successfully registered, you will need to request and install a NASH PKI certificate to integrate MHR with Manad Plus. For more information, see:

- [NASH PKI certificate](#)
- [Installing a NASH PKI certificate](#)

How to register with MHR

The Australian Digital Health Agency has established the **My Health Record Registration (MHRR)** Project to support the aged care sector's universal adoption of digital technology and MHR, which was a recommendation of the Royal Commission.

The Agency will offer Residential Aged Care Facilities (RACFs) hands on support in registering for My Health Record and has commenced contacting all RACFs nationally.

Their Registration Support team is onboard and ready to assist you in connecting all your facilities to My Health Record by providing comprehensive and personalised step-by-step guides to ensure the process is as easy and seamless as possible.

Connecting to My Health Record will help care teams view and share health information about your residents, including their transfer of care, if they are registered and authorised to do so. This can include details of your resident's medical conditions and treatments, medicine details, allergies, and test or scan results.

Once your organisation has completed registration, they will connect you with the Agency's Education team who can work with you to embed My Health Record into business-as-usual workflows. This offer aims to lessen the administrative overhead required during registration and ensures that the benefits of My Health Record can be realised sooner.

To take up the offer of this hands on registration support, please contact:

- MHRR.registration.RAC@digitalhealth.gov.au

NASH PKI certificate

MHR considers Manad Plus a **Clinical Information System (CIS)**. Therefore, Services Australia needs to provide your site(s) with a NASH PKI certificate.

The **National Authentication Service for Health (NASH)** is a Public Key Infrastructure (PKI) solution used to access digital health services, including MHR and the **Healthcare Identifiers (HI)** Service.

You can request a new NASH PKI certificate by accessing HPOS via PRODA. Once the request is approved and the NASH PKI certificate is available to download through HPOS, you will receive an SMS to your elected mobile number with a **Personal Identification Code (PIC)**, which is required to activate the NASH PKI certificate. The PIC number will be valid for 30 days.

For more information, see [Request, link or revoke your NASH or PKI certificate](#).

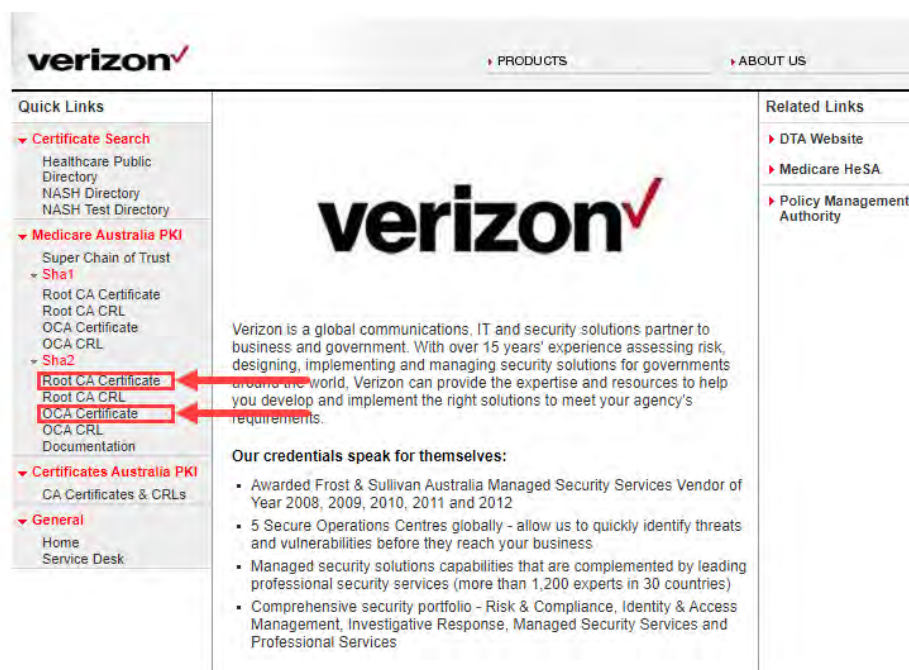
Integrating MHR with Manad Plus

Step 1: Installing a NASH PKI certificate

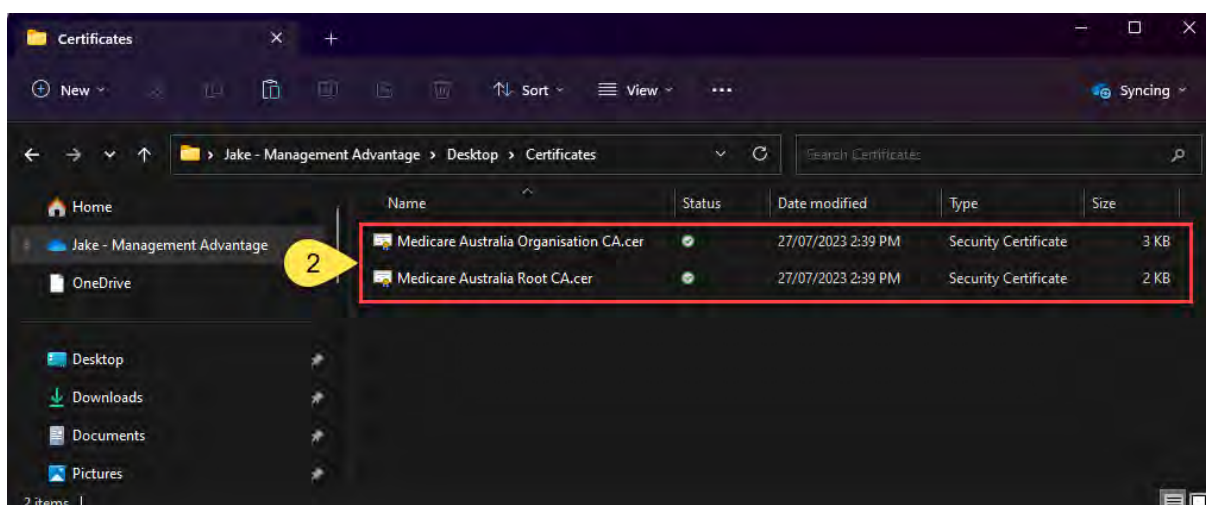
Once you have received your NASH PKI certificate(s) and PIC number, your IT Administrator will need to install all the relevant certificate files on the host server.

IMPORTANT: Ensure you install the certificates on the same server where the Manad Plus Service Manad.Plus.api.exe is running.

1. You will first need to download the **Root CA Certificate** and **OCA Certificate** from: [Verizon Business / Cybertrust : Certificates Australia \(certificates-australia.com.au\)](https://certificates-australia.com.au)



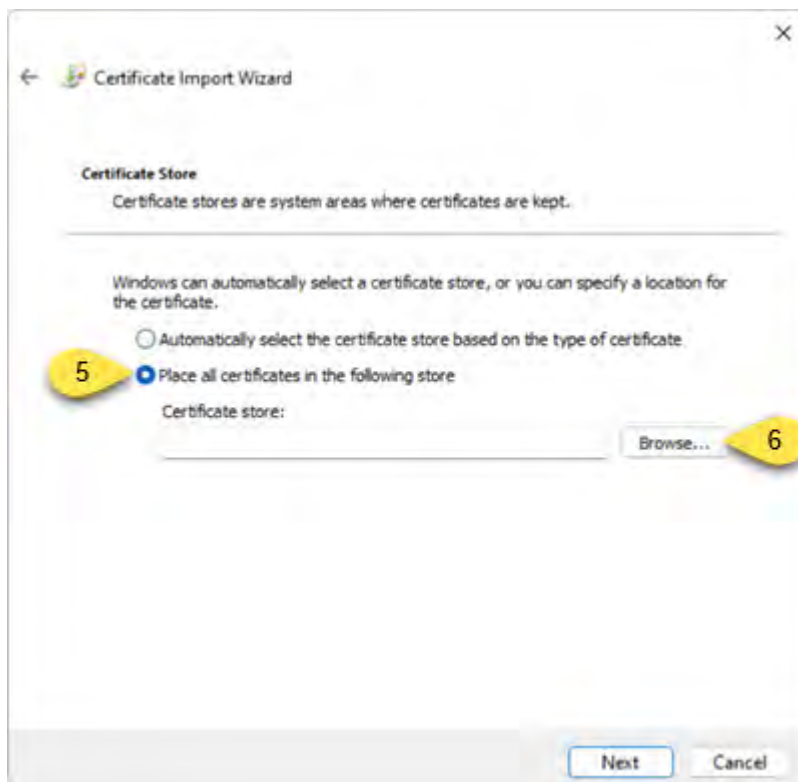
2. Once downloaded Double-click to install the first of the two **Certification Authority (CA)** files.



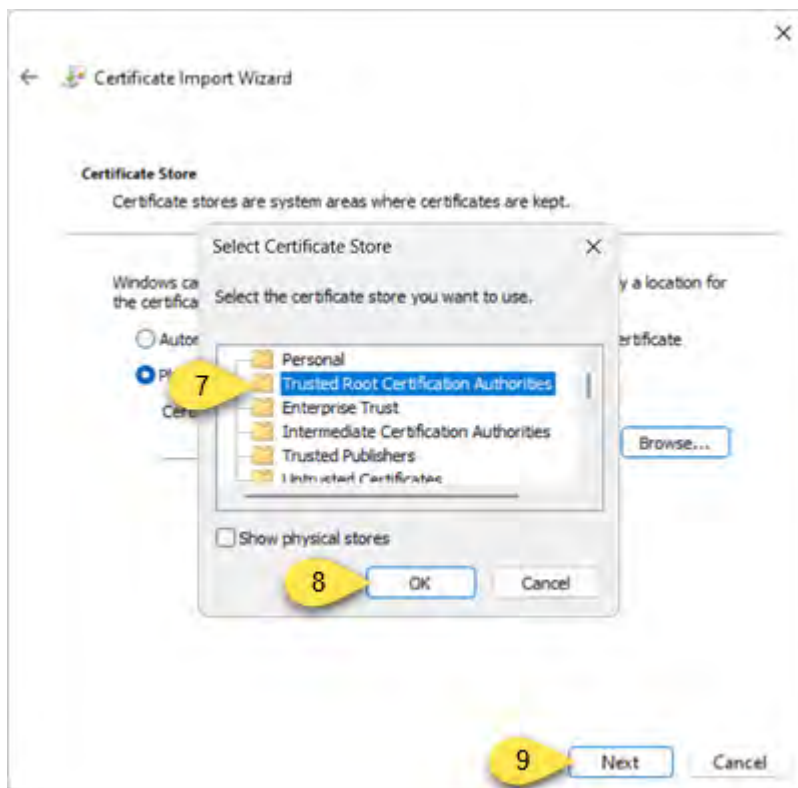
3. Set the **Store Location** as **Local Machine**.
4. Then click **Next** to continue.



5. Select the **Place all certificates in the following store** option.
6. Click **Browse...**

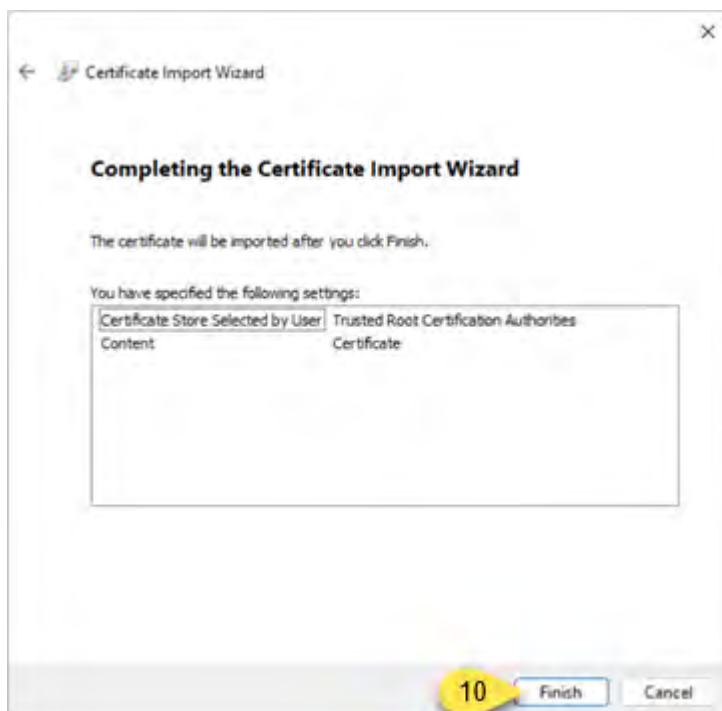


7. Select **Trusted Root Certification Authorities**.
8. Click **OK**.
9. Then click **Next** to continue.

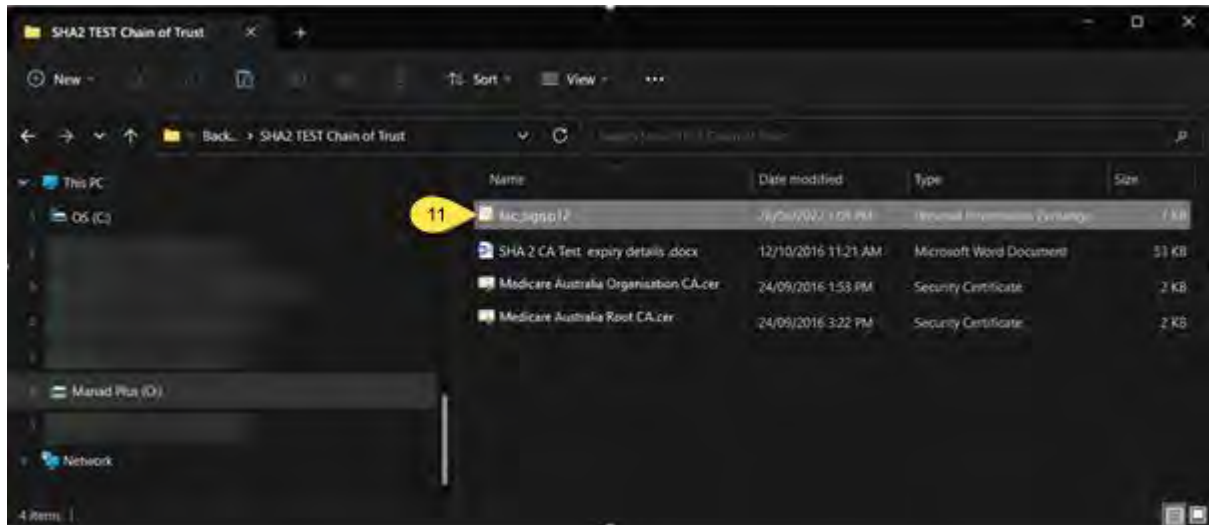


10. Click **Finish**.

Repeat steps 1-9 for the second **Certificate Authority (CA)** certificate.



11. Now double-click to install the NASH private key certificate (typically named **fac_sing.p12**).

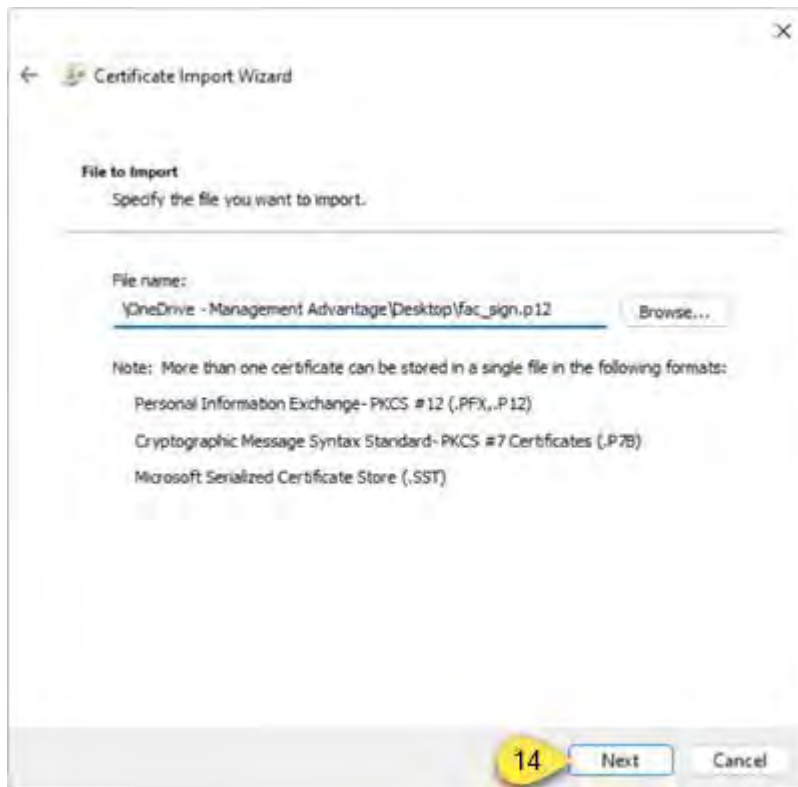


12. Set the **Store Location** as **Local Machine**.

13. Then click **Next** to continue.

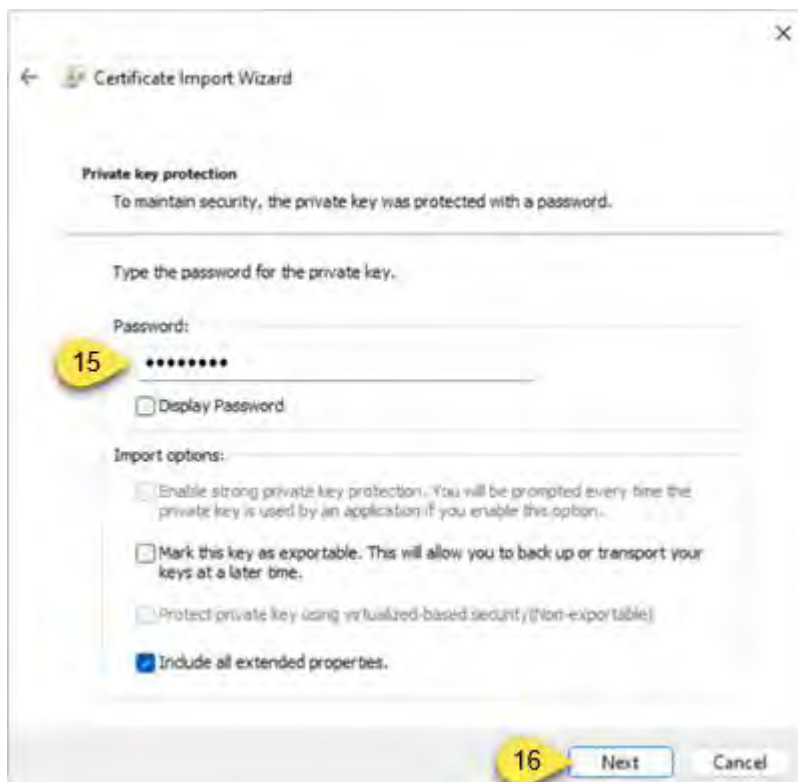


14. Click **Next** to continue.

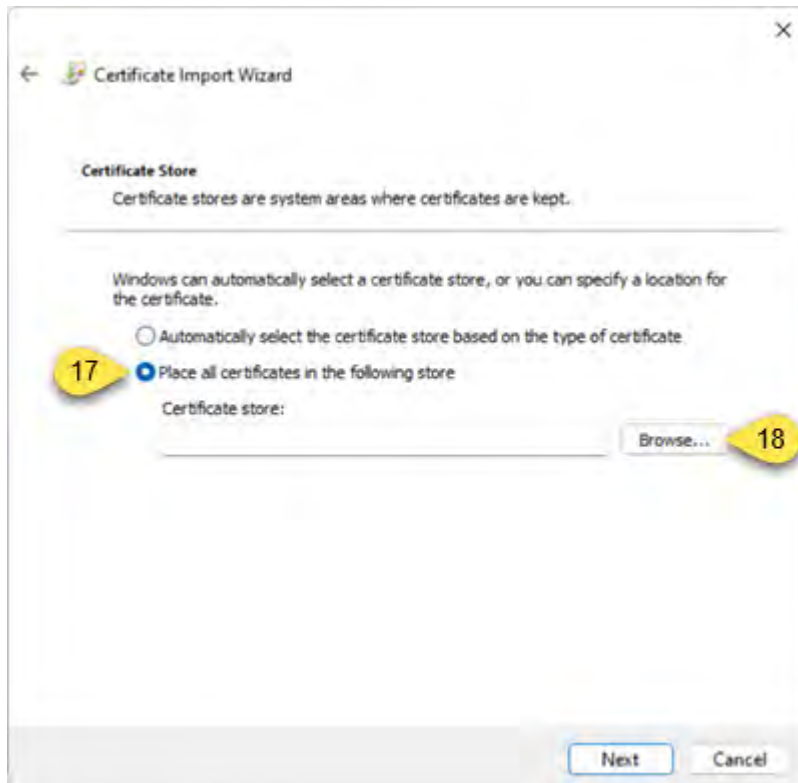


15. In the **Password** field, enter the Personal Identification Code (PIC) that was sent as an SMS to your elected mobile number.

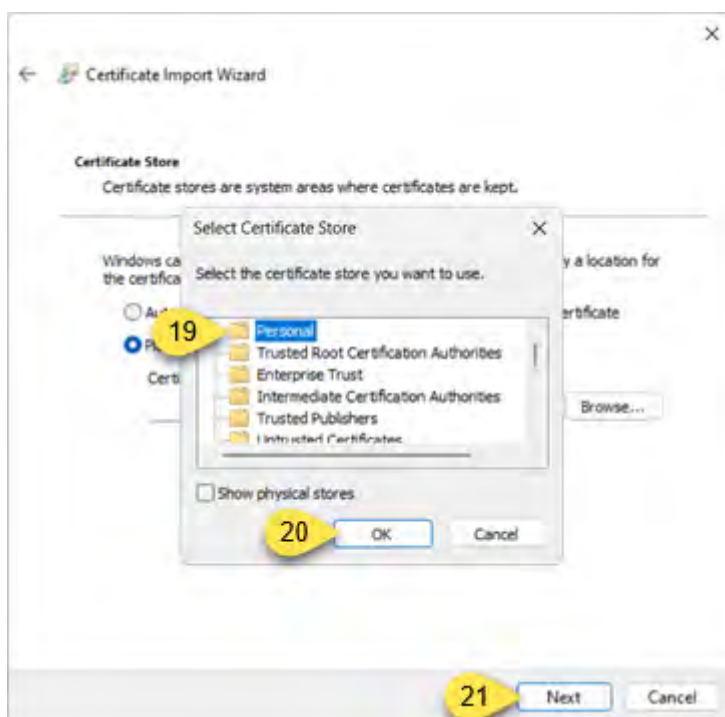
16. Then click **Next** to continue.



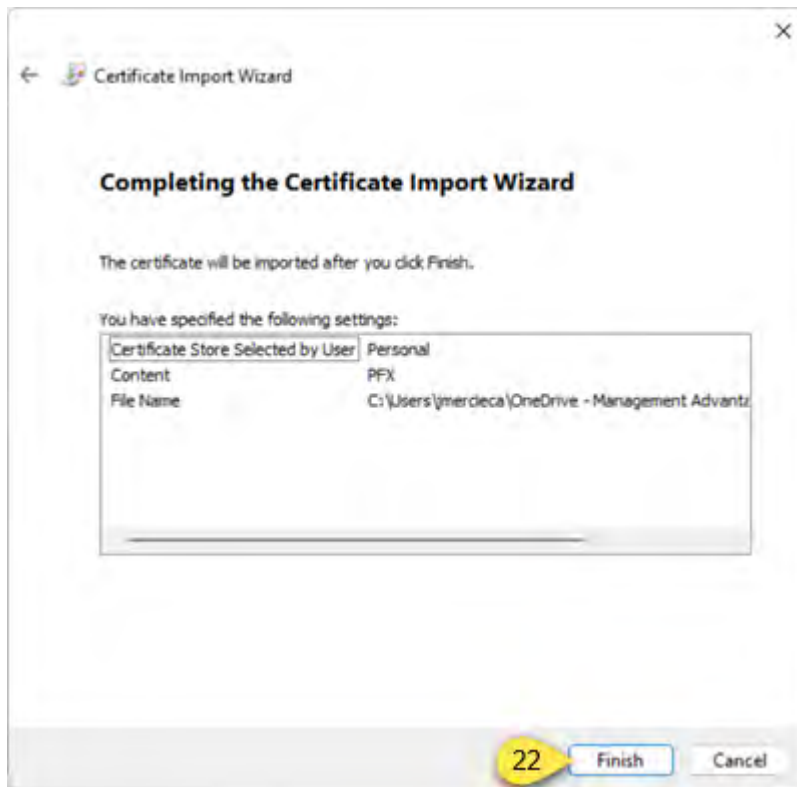
17. Select the **Place all certificates in the following store** option.
18. Click **Browse...**



19. Select **Personal**.
20. Click **OK**.
21. Then click **Next** to continue.



22. Click **Finish**.



IMPORTANT: NASH certificates are valid for 2 years, so your RO or OMO should plan to apply and install a new certificate before the expiry date.

An Organiser task reminder can be set in Manad Plus to do this. For more information, see [How to assign a new Organiser task to yourself](#).

Manad Plus requirements

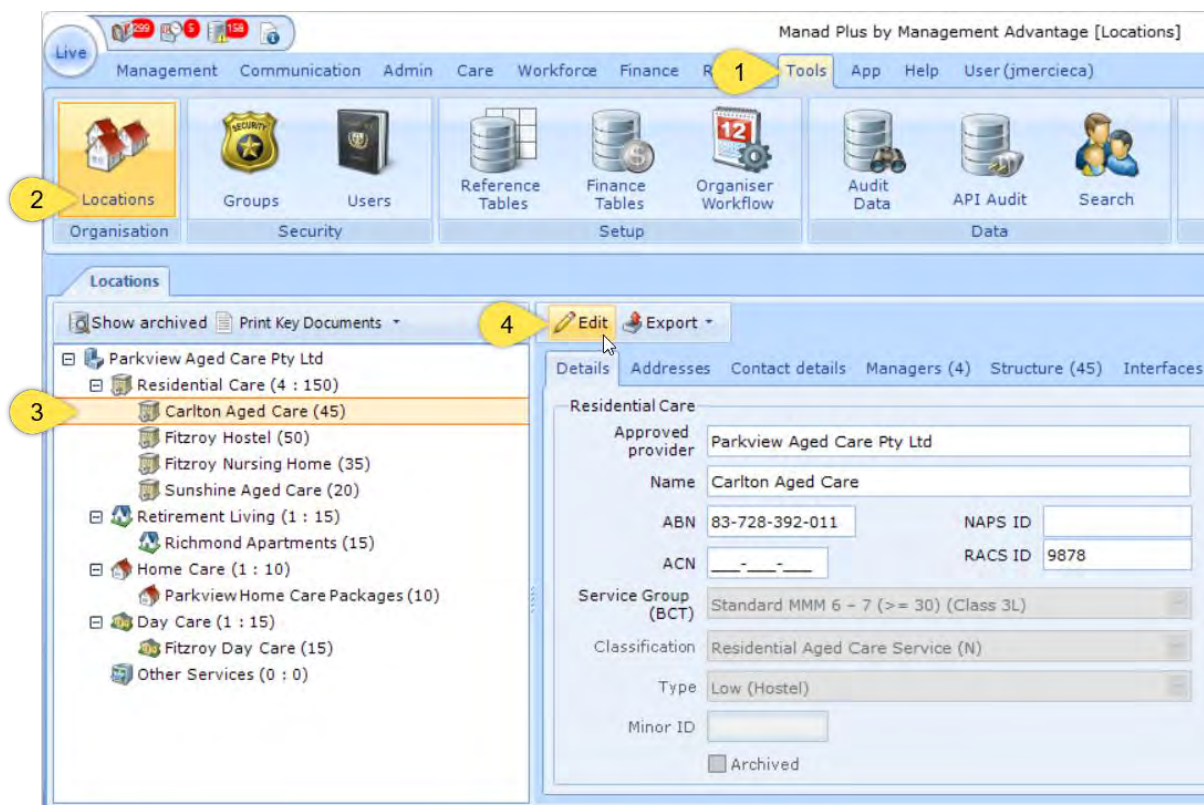
Once the NASH PKI certificate has been installed on your host server, you will be able to begin integrating MHR with Manad Plus if you are running **Version 5.15.06160.1** or higher.

Step 2: Enter the HPI-O for your location(s)

Your organisation needs a Healthcare Provider Identifier-Organisation (HPI-O) to use the Healthcare Identifiers (HI) Service and access My Health Record (MHR). This is a unique 16-digit number that identifies your organisation in the HI Service.

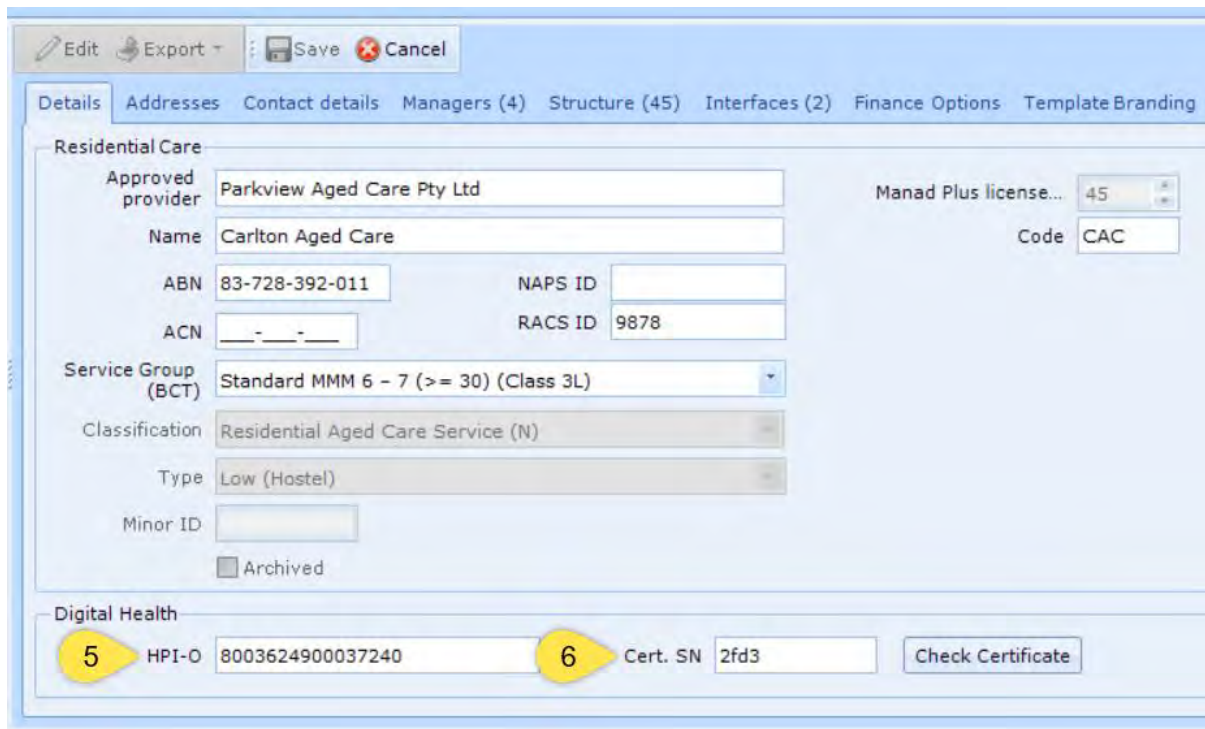
If you do not already have an HPI-O, your Registered Officer (RO) will need to complete a registration request for your Seed Organisation by accessing HPOS via PRODA. For more information, see [MHR Organisation Registration Checklist](#) (.pdf)

1. Go to the **Tools** module tab.
2. Open the **Locations** feature.
3. Select the relevant **Residential Care** location from the list.
4. Click the **Edit** button in the toolbar.



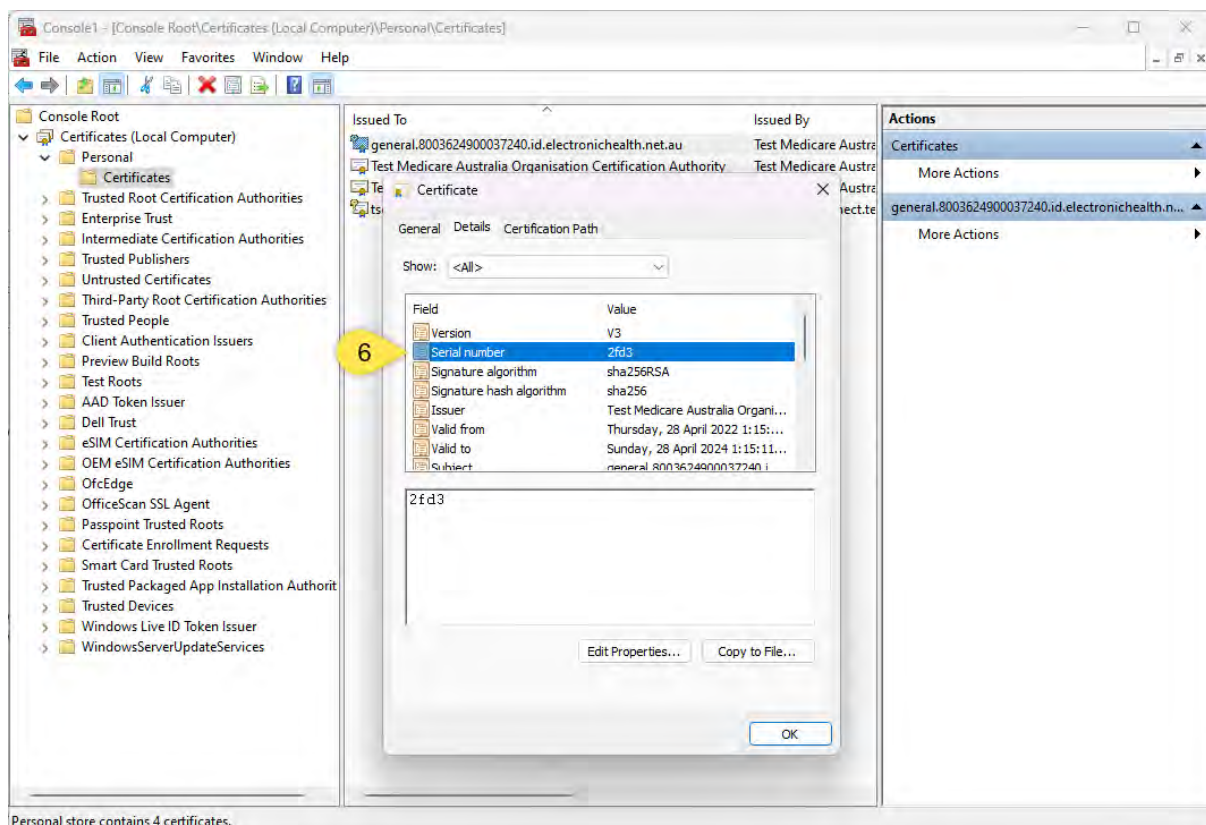
IMPORTANT: Make sure that you have entered the **Approved provider** name that is registered as this will be required for the MHR integration to be successful.

5. In the **Details** tab, enter the relevant **HPI-O**.



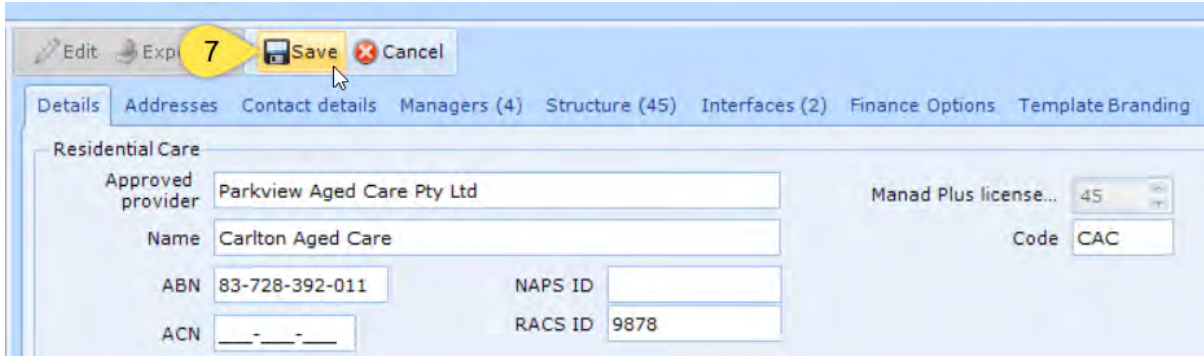
6. Then enter the **Cert. SN (Certificate Serial Number)**. This is visible from the Microsoft Management Console.

If you don't have visibility of the certificates you will need to use the MMC Snap in, please refer to Microsoft's guide if you have any issues: [How to: View certificates with the MMC snap-in](#)



Note: You can use the **Check Certificate** button to ensure the serial number you have entered is correctly linking to MHR.

7. Click **Save** to confirm.



The screenshot shows the 'Residential Care' form in the Manadplus application. At the top, there is a toolbar with buttons for 'Edit', 'Exp', 'Save', and 'Cancel'. A yellow circle with the number '7' is placed over the 'Save' button. Below the toolbar, there are tabs for 'Details', 'Addresses', 'Contact details', 'Managers (4)', 'Structure (45)', 'Interfaces (2)', 'Finance Options', and 'Template Branding'. The 'Details' tab is selected. The form contains several input fields: 'Approved provider' (Parkview Aged Care Pty Ltd), 'Name' (Carlton Aged Care), 'ABN' (83-728-392-011), 'ACN' (empty), 'NAPS ID' (empty), 'RACS ID' (9878), 'Manad Plus license...' (45), and 'Code' (CAC).

IMPORTANT: Please ensure all of the following fields have been entered correctly for the chosen location, as these will be required for you to upload documents to MHR.

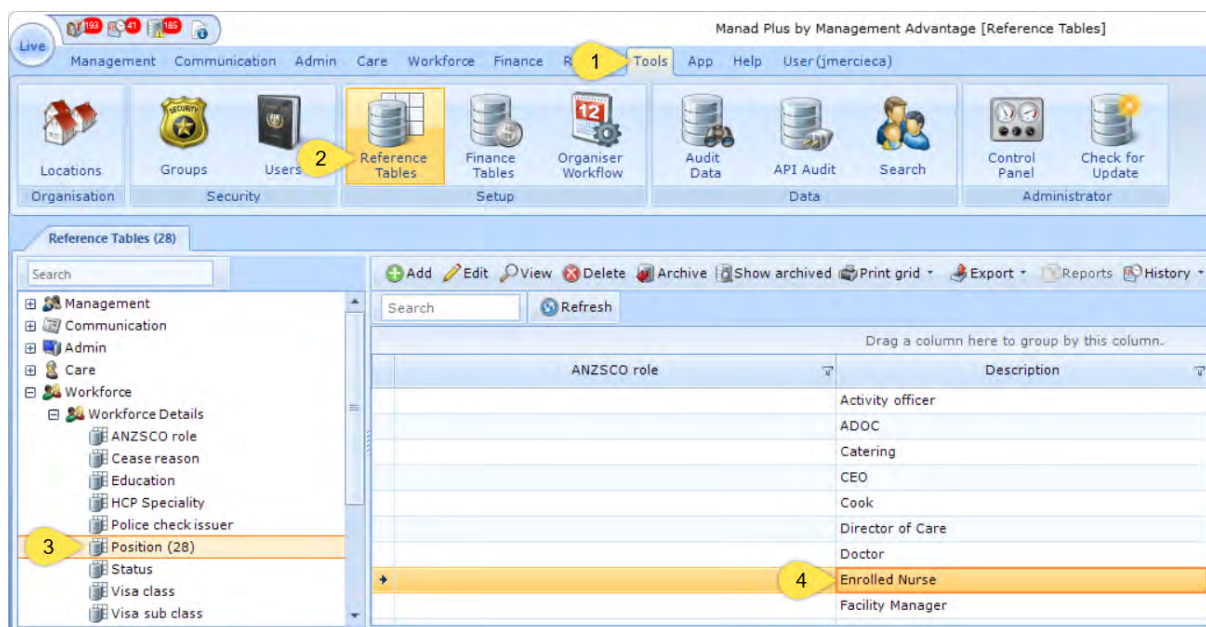
- Addresses > Site address
- Addresses > Mailing address
- Contact Details > Business hours
- Contact Details > Email

Step 3: Setup the ANZSCO roles for your staff members

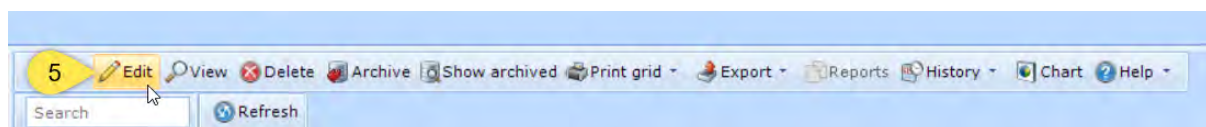
When documents are uploaded to MHR by a staff member, the 'role' of the staff member will be placed against the record that is uploaded.

This role must be taken from the Australian and New Zealand Standard Classification of Occupations (ANZSCO) list, which you can now link to your staff members' Primary Position.

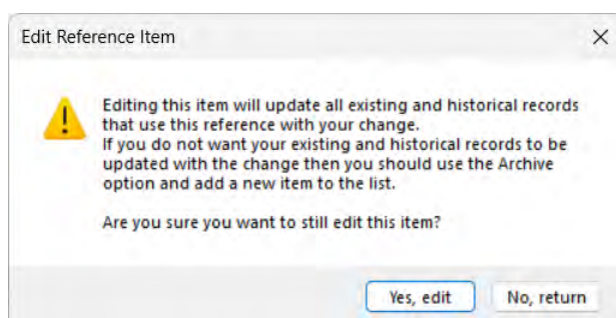
1. Go to the **Tools** module tab.
2. Open the **Reference Tables** feature.
3. In the left-hand section, click to open **Workforce > Workforce Details > Position**.
4. Select the relevant reference item.



5. Click the **Edit** button in the toolbar.

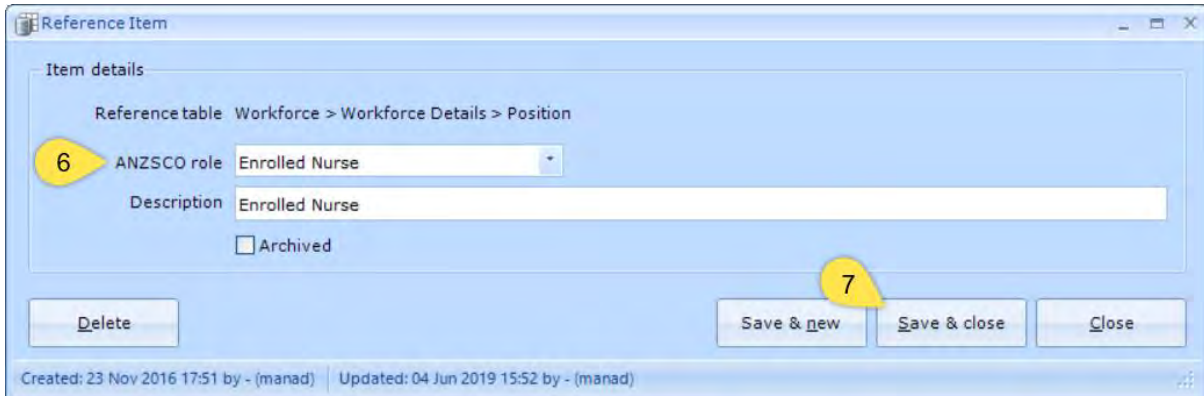


When you receive this prompt, just click **Yes, edit**.



6. Using the drop-down options, select the **ANZSCO role** that most accurately reflects the chosen position.
7. Click **Save & close**.

Repeat steps 4-7 until all the **Position** reference items have been linked to an **ANZSCO role**.



Reference Item

Item details

Reference table Workforce > Workforce Details > Position

6 ANZSCO role Enrolled Nurse

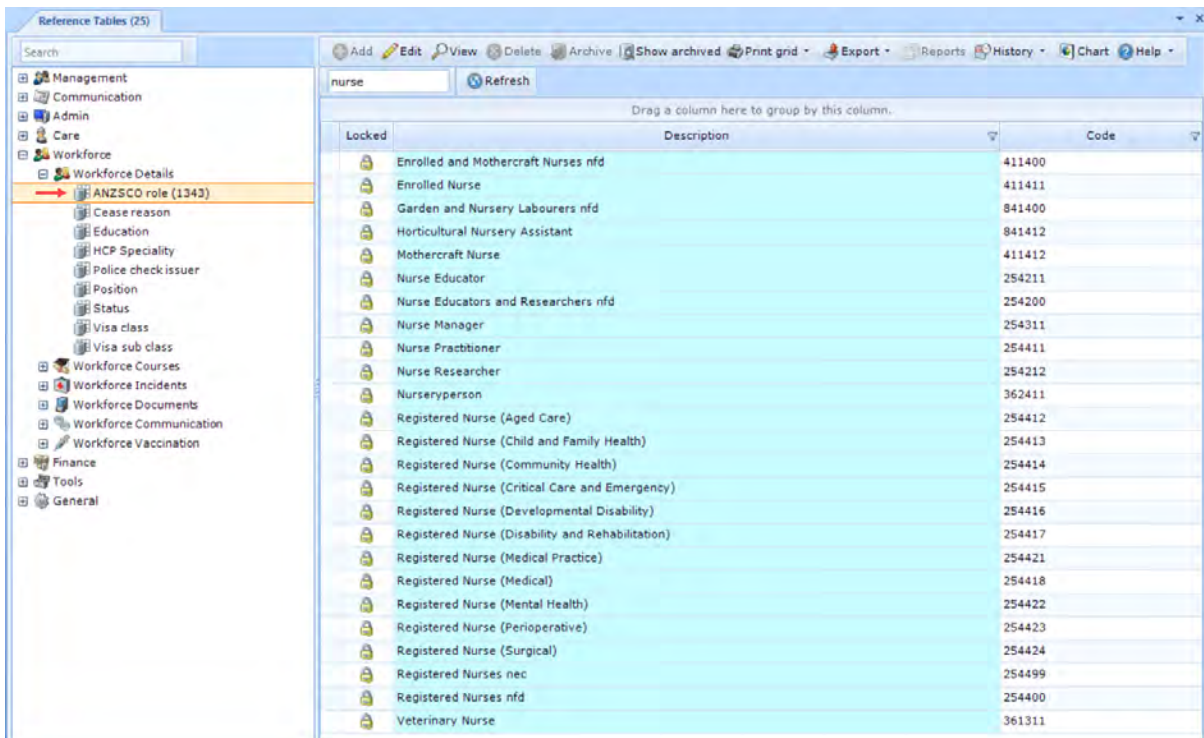
Description Enrolled Nurse

☐ Archived

Delete Save & new 7 Save & close Close

Created: 23 Nov 2016 17:51 by - (manad) Updated: 04 Jun 2019 15:52 by - (manad)

You can use the locked **ANZSCO role** reference table (via Workforce > Workforce Details) to see the available options and search for those that most accurately reflect your list of **Positions**.



Reference Tables (25)

Search

Management
Communication
Admin
Care
Workforce
Workforce Details
ANZSCO role (1343)
Cease reason
Education
HCP Speciality
Police check issuer
Position
Status
Visa class
Visa sub class
Workforce Courses
Workforce Incidents
Workforce Documents
Workforce Communication
Workforce Vaccination
Finance
Tools
General

Add Edit View Delete Archive Show archived Print grid Export Reports History Chart Help

nurse Refresh

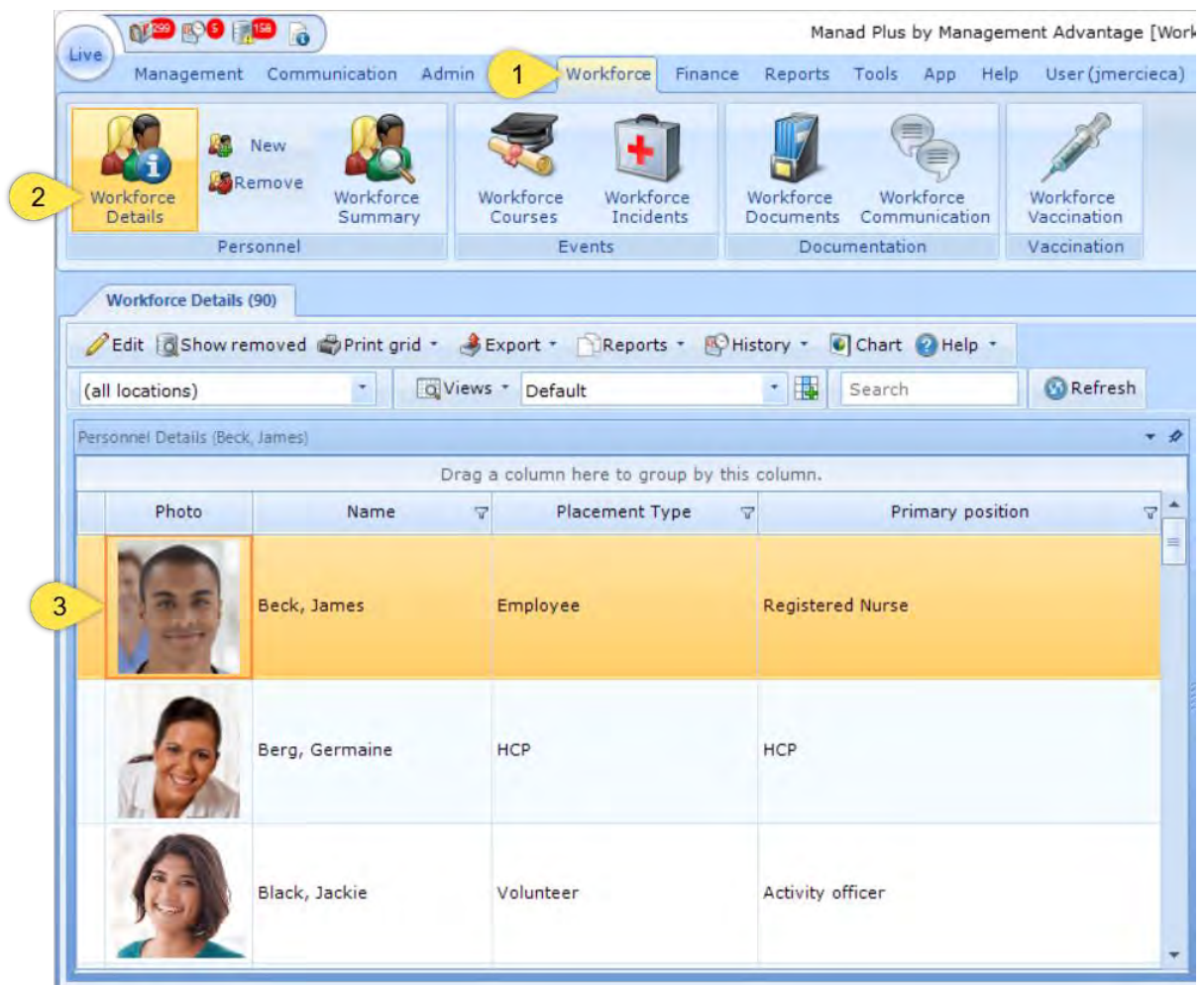
Drag a column here to group by this column.

Locked	Description	Code
	Enrolled and Mothercraft Nurses nfd	411400
	Enrolled Nurse	411411
	Garden and Nursery Labourers nfd	841400
	Horticultural Nursery Assistant	841412
	Mothercraft Nurse	411412
	Nurse Educator	254211
	Nurse Educators and Researchers nfd	254200
	Nurse Manager	254311
	Nurse Practitioner	254411
	Nurse Researcher	254212
	Nurseryperson	362411
	Registered Nurse (Aged Care)	254412
	Registered Nurse (Child and Family Health)	254413
	Registered Nurse (Community Health)	254414
	Registered Nurse (Critical Care and Emergency)	254415
	Registered Nurse (Developmental Disability)	254416
	Registered Nurse (Disability and Rehabilitation)	254417
	Registered Nurse (Medical Practice)	254421
	Registered Nurse (Medical)	254418
	Registered Nurse (Mental Health)	254422
	Registered Nurse (Perioperative)	254423
	Registered Nurse (Surgical)	254424
	Registered Nurses nec	254499
	Registered Nurses nfd	254400
	Veterinary Nurse	361311

Step 4: Get the HPI-Is for your staff members

Each relevant care provider will need a Healthcare Provider Identifier-Individual (HPI-I) in order to upload records to MHR. An HPI-I is a unique number that identifies you in the HI Service.

1. Go to the **Workforce** module tab.
2. Open the **Workforce Details** feature.
3. Select the relevant personnel record from the grid.



Manad Plus by Management Advantage [Work]

Live Management Communication Admin **1 Workforce** Finance Reports Tools App Help User (jmercica)

2 Workforce Details New Remove Workforce Summary Workforce Courses Workforce Incidents Workforce Documents Workforce Communication Workforce Vaccination

Personnel Events Documentation Vaccination




Workforce Details (90)

Edit Show removed Print grid Export Reports History Chart Help

(all locations) Views Default Search Refresh

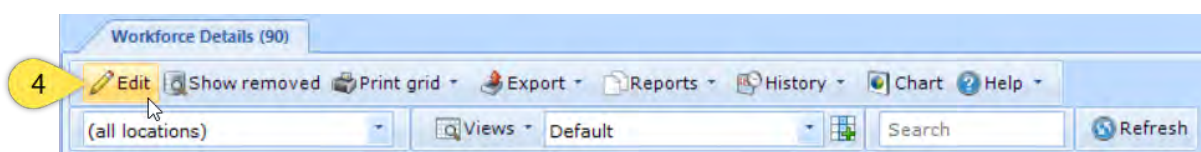
Personnel Details (Beck, James)

Drag a column here to group by this column.

Photo	Name	Placement Type	Primary position
	Beck, James	Employee	Registered Nurse
	Berg, Germaine	HCP	HCP
	Black, Jackie	Volunteer	Activity officer

3

4. Click the **Edit** button in the toolbar.

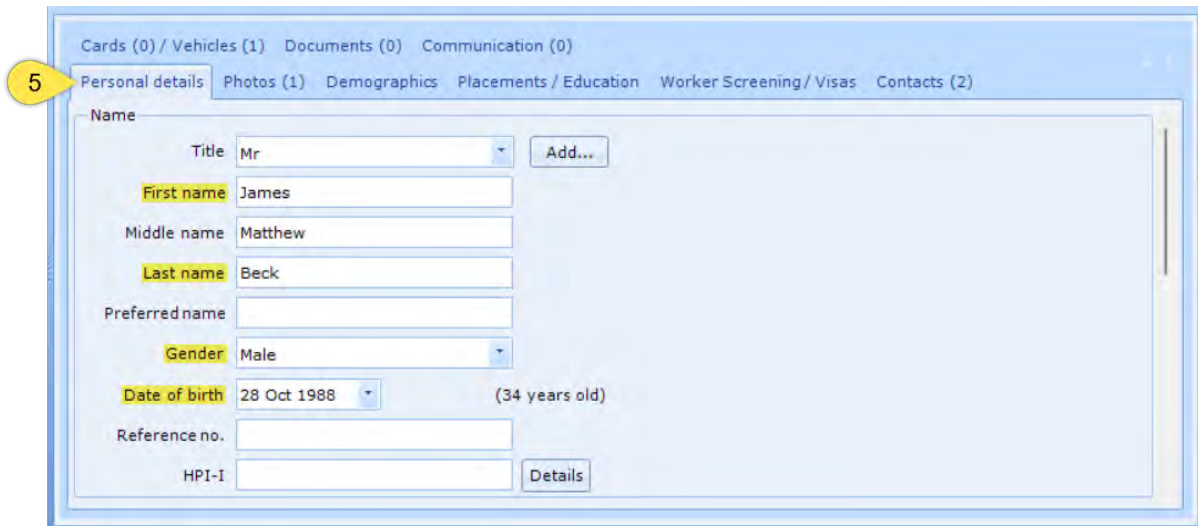


Workforce Details (90)

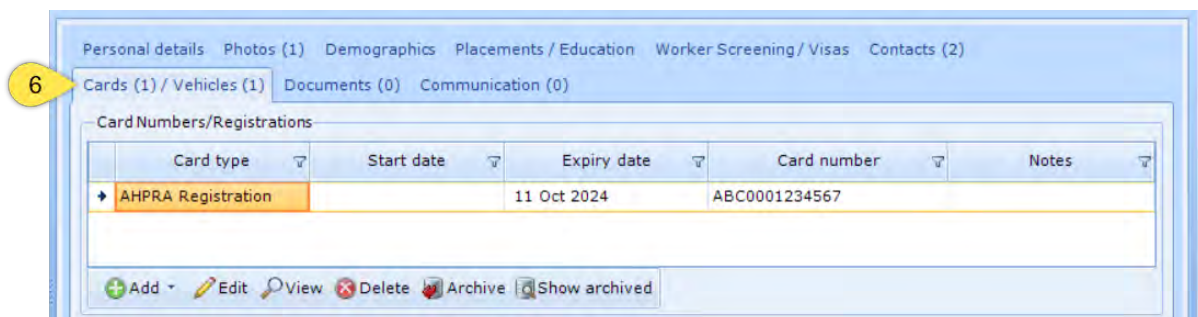
4 Edit Show removed Print grid Export Reports History Chart Help

(all locations) Views Default Search Refresh

5. In the **Personal details** tab, ensure the following have been entered correctly and update them if they are missing or have not been entered correctly:
 - First name
 - Last name
 - Gender
 - Date of birth

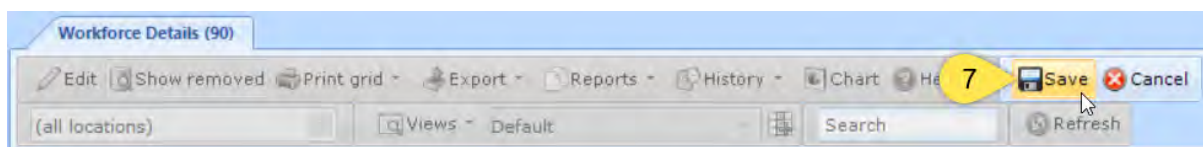


6. If an **AHPRA Registration** card doesn't exist in the **Cards / Vehicles** tab, use the **Add** button to enter the relevant card information here.



Card type	Start date	Expiry date	Card number	Notes
AHPRA Registration	11 Oct 2024		ABC0001234567	

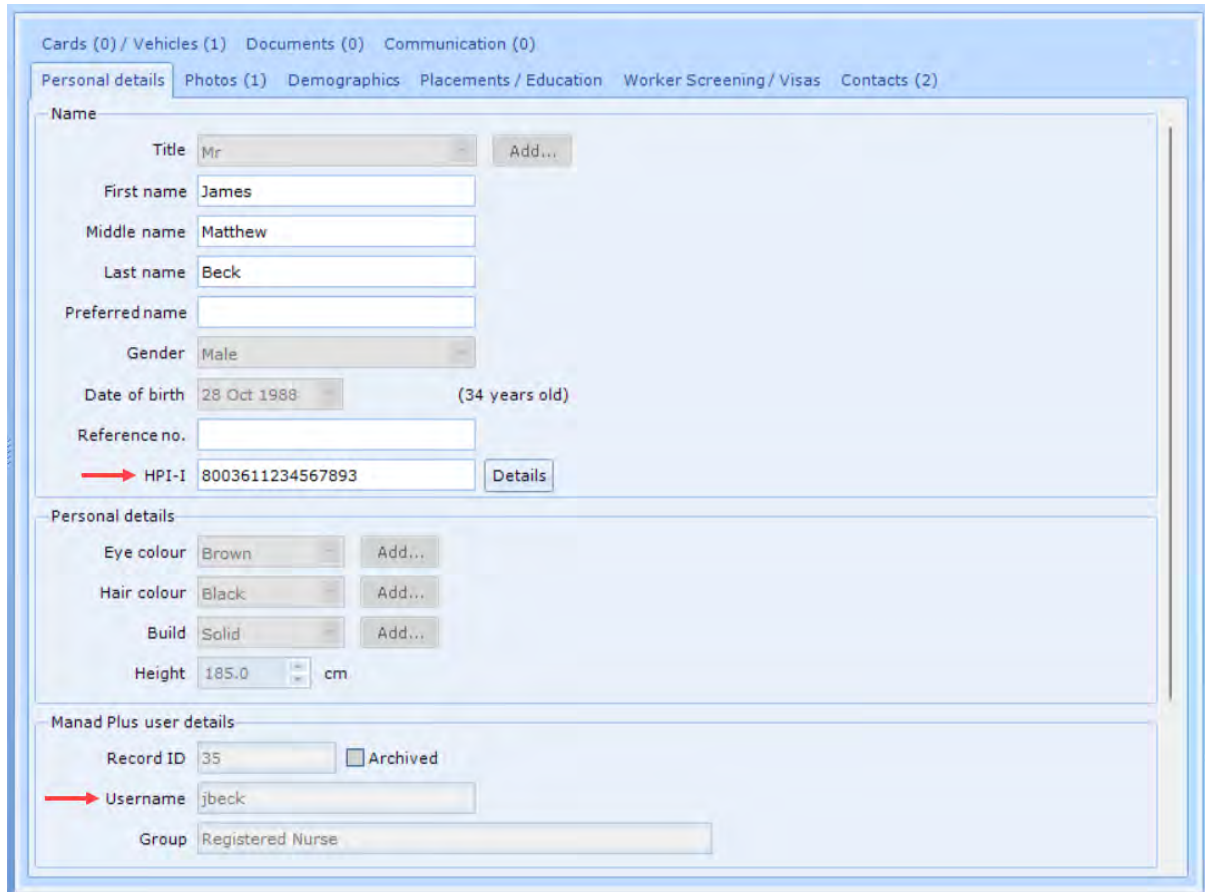
7. Click **Save** to confirm.



If all the above details have been entered correctly, the **HPI-I** should be detected automatically.

Once a valid HPI-I has been added here, the **Manad Plus User** account linked to this personnel record will now be able to send records to MHR using the **My Health Record** tab in the following features:

- [Client Documents](#)
- [Progress Notes](#)
- [Client Incidents](#)



The screenshot shows the 'Personal details' tab of a user profile in the Manad Plus system. The form is divided into three main sections: 'Name', 'Personal details', and 'Manad Plus user details'.

Name Section:

- Title: Mr (dropdown menu)
- First name: James
- Middle name: Matthew
- Last name: Beck
- Preferred name: (empty field)
- Gender: Male (dropdown menu)
- Date of birth: 28 Oct 1988 (calendar icon) (34 years old)
- Reference no.: (empty field)
- HPI-I: 8003611234567893 (with a red arrow pointing to it) (Details button)

Personal details Section:

- Eye colour: Brown (dropdown menu)
- Hair colour: Black (dropdown menu)
- Build: Solid (dropdown menu)
- Height: 185.0 cm (input field)

Manad Plus user details Section:

- Record ID: 35 (input field) (Archived checkbox)
- Username: jbeck (input field) (with a red arrow pointing to it)
- Group: Registered Nurse (dropdown menu)

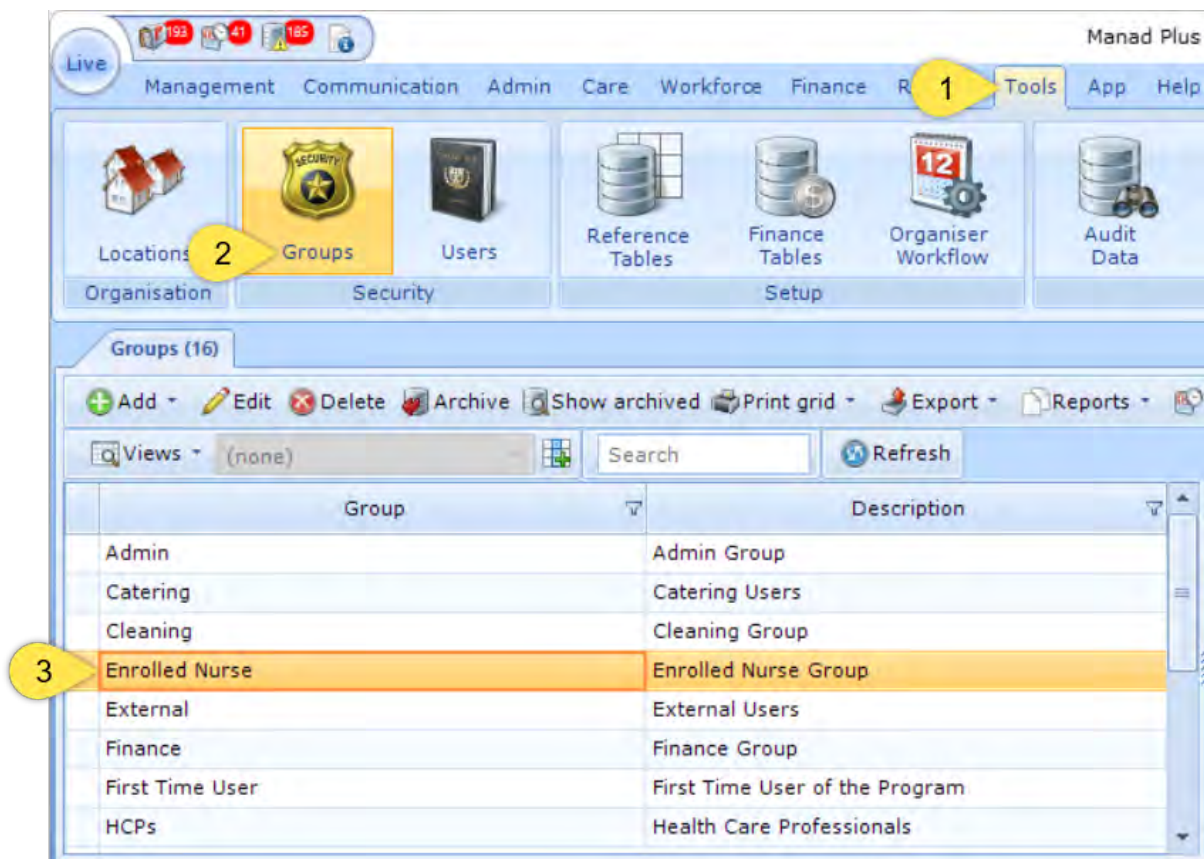
Step 5: Grant security permissions to access the MHR feature

In order for your users to access the various MHR feature integrations in Manad Plus, the User account linked to their Workforce Details record will need to be granted the relevant security permissions.

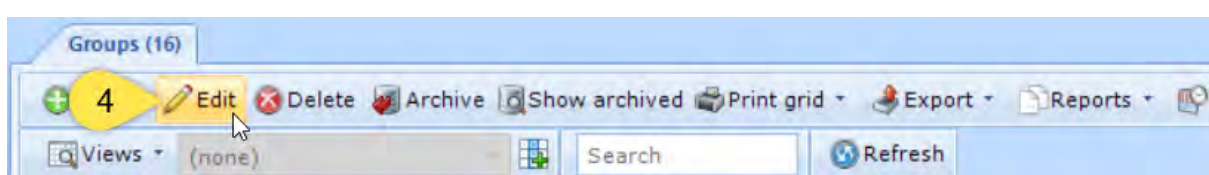
This can be done at the **Group** level (grant security permissions to multiple users) or at the **User** level (grant custom security permissions to an individual user).

Updating security permissions for all users in a Group

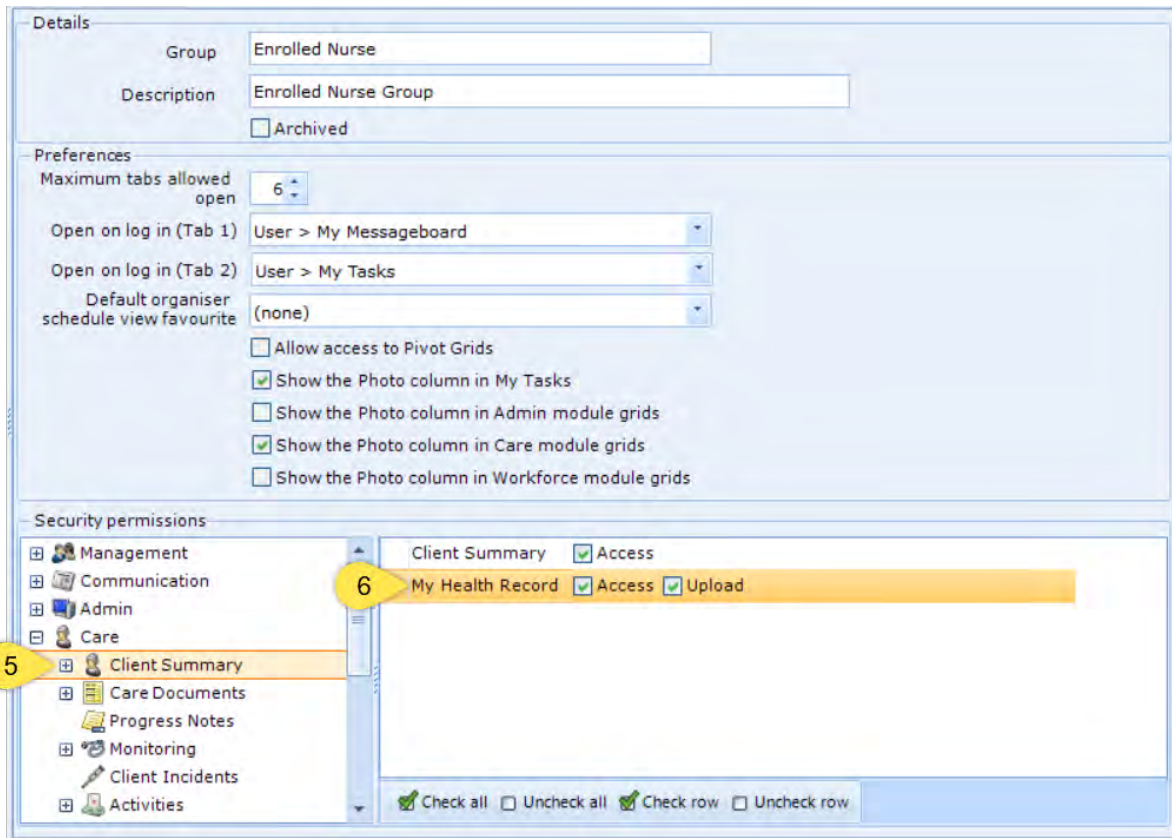
1. Go to the **Tools** module tab.
2. Open the **Groups** feature.
3. Select the relevant group from the grid.



4. Click the **Edit** button in the toolbar.

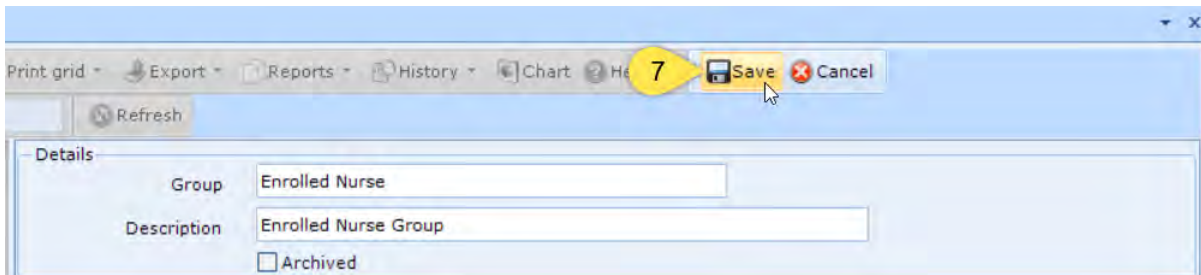


5. In the left-hand section, click to open **Care > Client Summary**.
6. Tick the **Access** and **Upload** permissions for **My Health Record**.



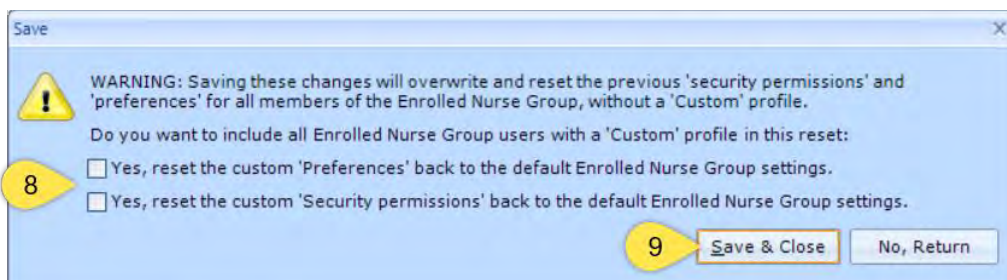
The screenshot shows the 'Details' section with 'Group' set to 'Enrolled Nurse' and 'Description' set to 'Enrolled Nurse Group'. The 'Preferences' section includes options for 'Maximum tabs allowed open' (6), 'Open on log in (Tab 1)' (User > My Messageboard), 'Open on log in (Tab 2)' (User > My Tasks), and 'Default organiser schedule view favourite' (none). The 'Security permissions' section shows a list of permissions with 'Client Summary' selected in the left-hand menu (labeled 5). The 'My Health Record' row is highlighted, and the 'Access' and 'Upload' checkboxes are checked (labeled 6).

7. Click **Save** to confirm the changes.



The screenshot shows the top toolbar with the 'Save' button highlighted (labeled 7). The 'Details' section is visible below the toolbar.

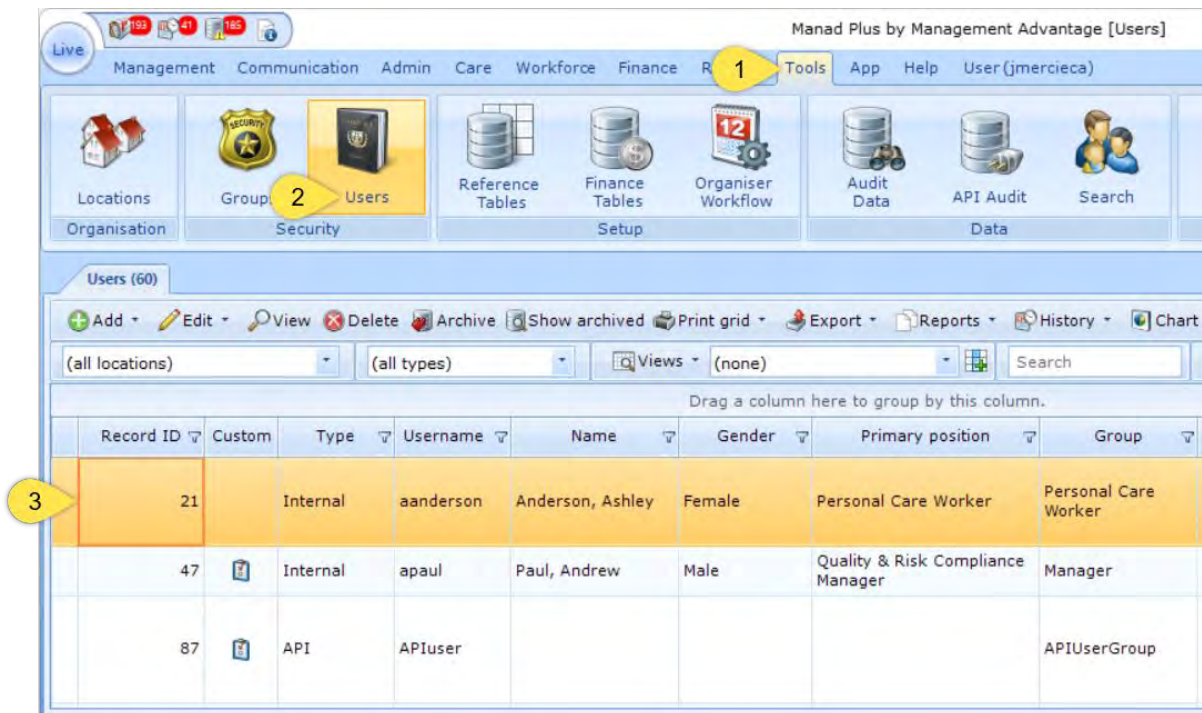
8. If you want to reset the **Preferences** and/or **Security permissions** for all **Custom Users** in the chosen group, tick the corresponding tickbox.
9. Click **Save & Close** when you're done.



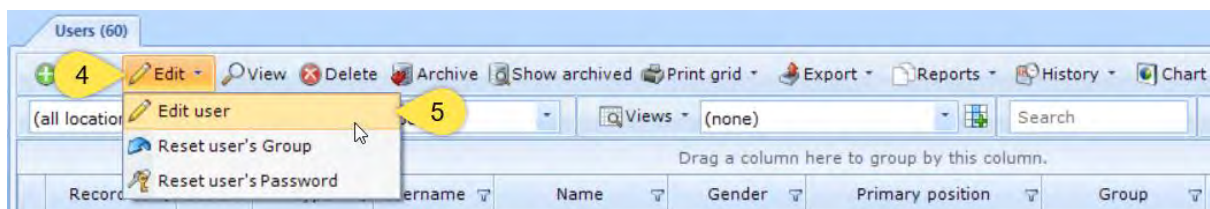
The screenshot shows the 'Save' dialog box with a warning message: 'WARNING: Saving these changes will overwrite and reset the previous 'security permissions' and 'preferences' for all members of the Enrolled Nurse Group, without a 'Custom' profile. Do you want to include all Enrolled Nurse Group users with a 'Custom' profile in this reset:'. There are two checkboxes: 'Yes, reset the custom 'Preferences' back to the default Enrolled Nurse Group settings.' (labeled 8) and 'Yes, reset the custom 'Security permissions' back to the default Enrolled Nurse Group settings.' (labeled 9). The 'Save & Close' button is highlighted.

Updating custom security permissions for a User

1. Go to the **Tools** module tab.
2. Open the **Users** feature.
3. Select the relevant user record from the grid.

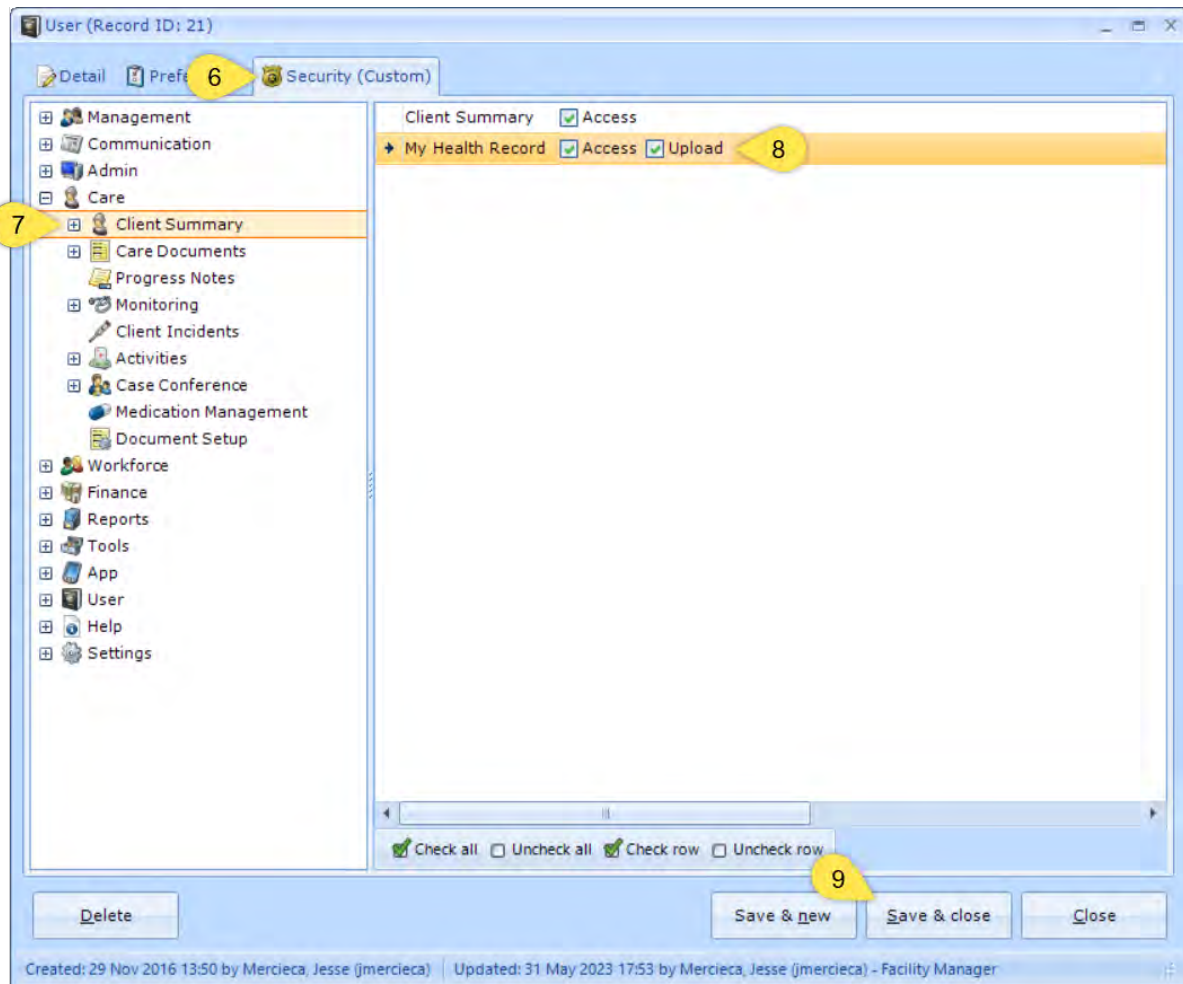


4. Click the **Edit** button in the toolbar.
5. Select **Edit user**.



6. Click to open the **Security** tab.
7. In the left-hand section, click to open **Care > Client Summary**.
8. Tick the **Access** and **Upload** permissions for **My Health Record**.
9. Click **Save & close**.

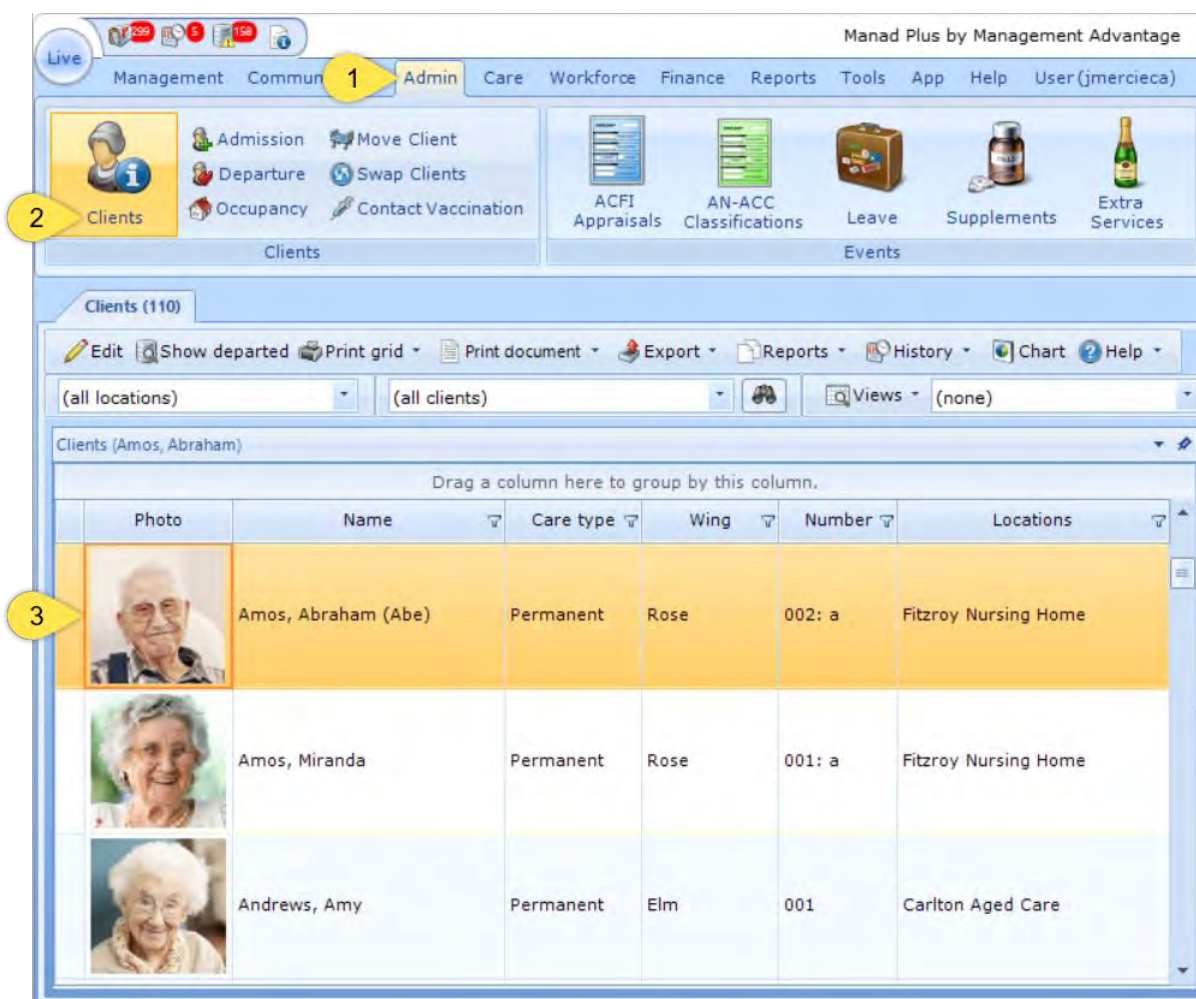
Repeat steps 3-9 for all relevant users who require custom MHR permissions.



Step 6: Get the IHIs for your clients

An Individual Healthcare Identifier (IHI) is a unique number used to identify an individual for health care purposes. It helps ensure health professionals are confident that the right information is associated with the right individual at the point of care.

1. Go to the **Admin** module tab.
2. Open the **Clients** feature.
3. Select the relevant client from the grid.



Manad Plus by Management Advantage

Live Management Commu **1 Admin** Care Workforce Finance Reports Tools App Help User(jmercieca)

2 Clients Admission Move Client Departure Swap Clients Occupancy Contact Vaccination

ACFI Appraisals AN-ACC Classifications Leave Supplements Extra Services




Clients (110)

Edit Show departed Print grid Print document Export Reports History Chart Help

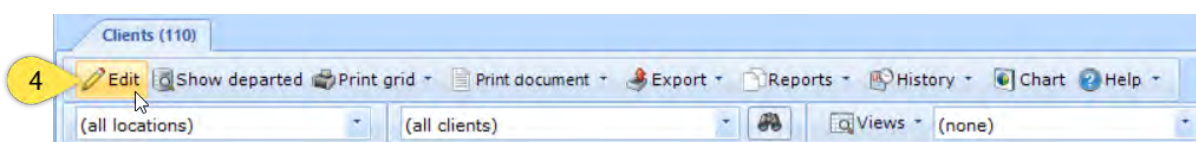
(all locations) (all clients) Views (none)

Clients (Amos, Abraham)

Drag a column here to group by this column.

Photo	Name	Care type	Wing	Number	Locations
	Amos, Abraham (Abe)	Permanent	Rose	002: a	Fitzroy Nursing Home
	Amos, Miranda	Permanent	Rose	001: a	Fitzroy Nursing Home
	Andrews, Amy	Permanent	Elm	001	Carlton Aged Care

4. Click the **Edit** button in the toolbar.

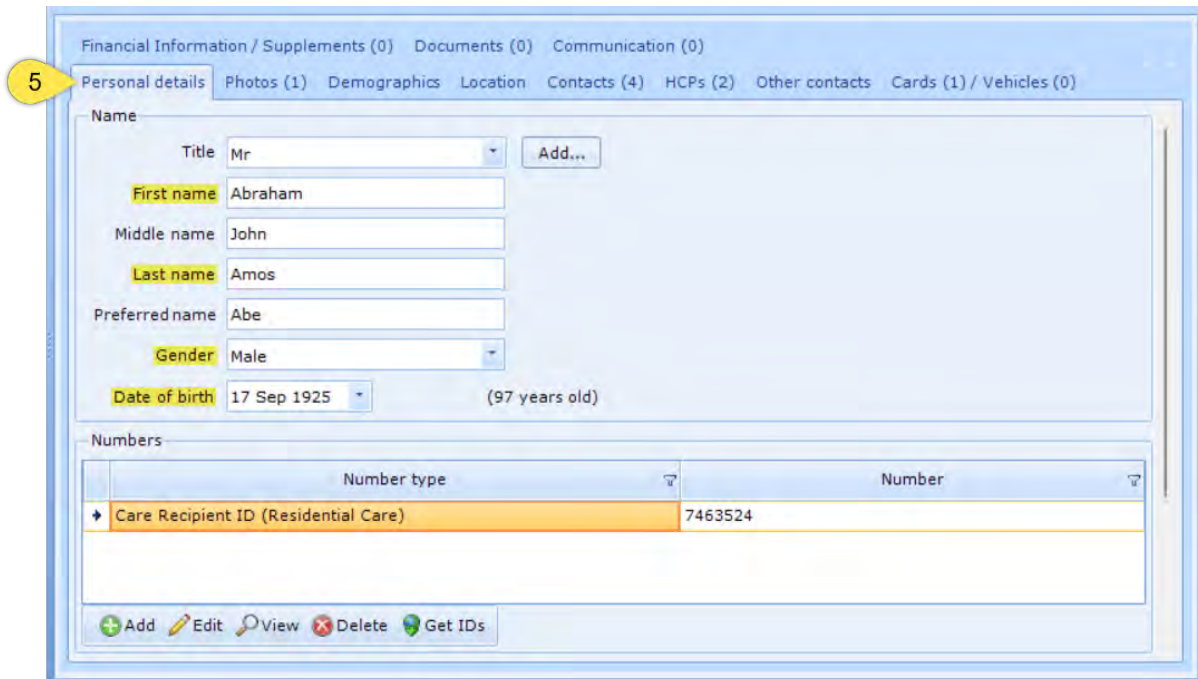


Clients (110)

4 Edit Show departed Print grid Print document Export Reports History Chart Help

(all locations) (all clients) Views (none)

5. In the **Personal details** tab, ensure the following have been entered correctly and update them if they are missing or have not been entered correctly:
 - First name
 - Last name
 - Gender
 - Date of birth



Financial Information / Supplements (0) Documents (0) Communication (0)

5 Personal details Photos (1) Demographics Location Contacts (4) HCPs (2) Other contacts Cards (1) / Vehicles (0)

Name

Title Mr Add...

First name Abraham

Middle name John

Last name Amos

Preferred name Abe

Gender Male

Date of birth 17 Sep 1925 (97 years old)

Numbers

Number type	Number
Care Recipient ID (Residential Care)	7463524

+ Add Edit View Delete Get IDs

6. If a **Medicare Card** or **DVA Card** doesn't exist in the **Cards / Vehicles** tab, use the **Add** button to enter the relevant card information here.



Financial Information / Supplements (0) Documents (0) Communication (0)

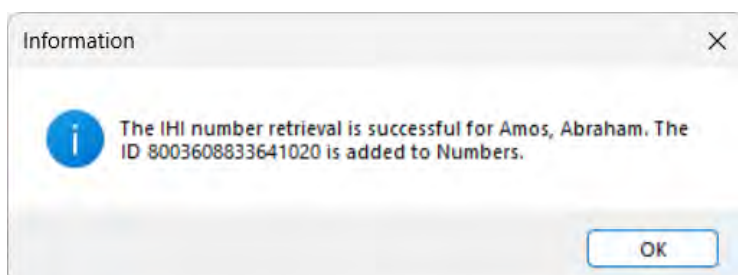
Personal details Photos (1) Demographics Location Contacts (4) HCPs (2) Other contacts **6** Cards (1) / Vehicles (0)

Card numbers

Card type	Card number	Ref. No.	Level	Start date	Expiry date	Notes
DVA Treatment Card	030220484	933	Gold - For all conditions	28 Jul 2014	28 Jul 2024	

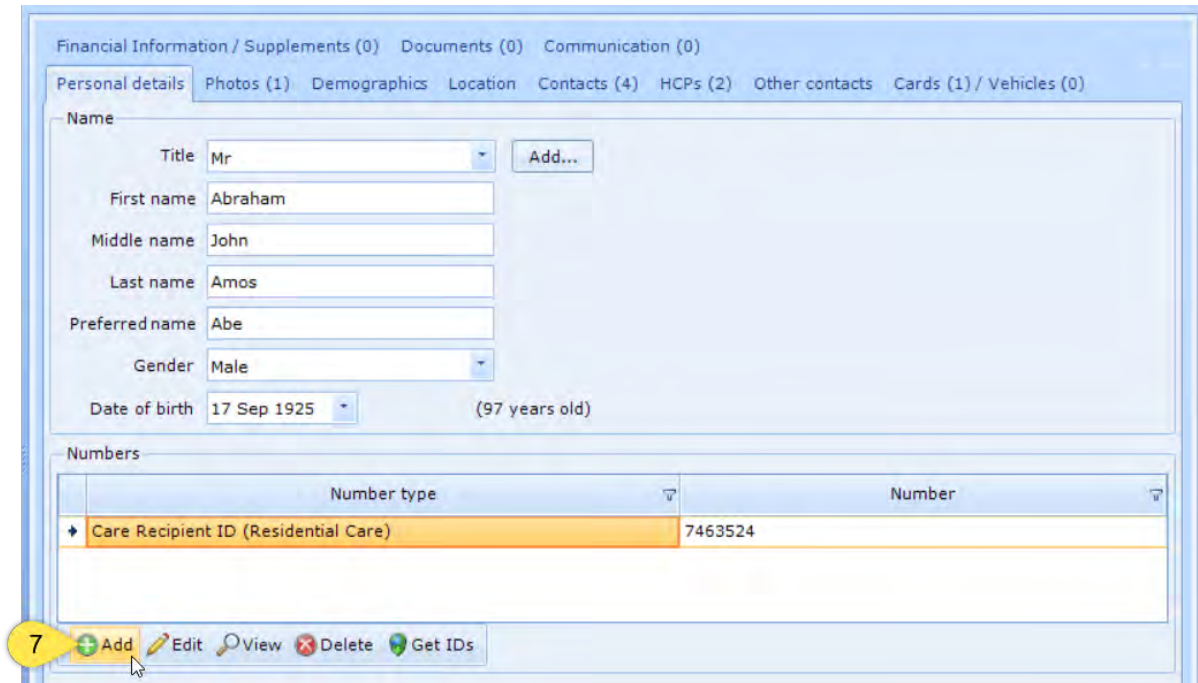
+ Add Edit View Delete Archive Show archived

If you have made changes here, the IHI number will be retrieved automatically.



If all of these details had been entered correctly for a client prior to updating to **Version 5.15** and you had not entered their **IHI Number** already, you may need to manually **Get** this number.

7. In the **Personal details > Numbers** section, click the **Add** button.



Financial Information / Supplements (0) Documents (0) Communication (0)

Personal details Photos (1) Demographics Location Contacts (4) HCPs (2) Other contacts Cards (1) Vehicles (0)

Name

Title Mr Add...

First name Abraham

Middle name John

Last name Amos

Preferred name Abe

Gender Male

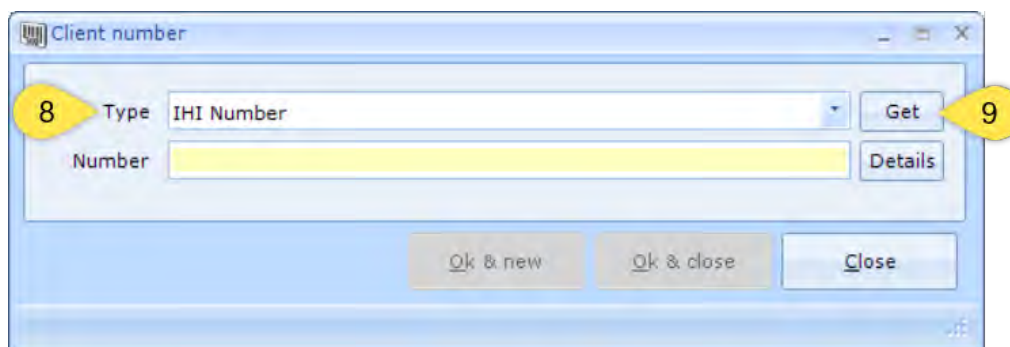
Date of birth 17 Sep 1925 (97 years old)

Numbers

Number type	Number
Care Recipient ID (Residential Care)	7463524

7 + Add Edit View Delete Get IDs

8. Select **IHI Number** using the **Type** drop-down menu.
9. Click the **Get** button to look-up the client's IHI based on the following.



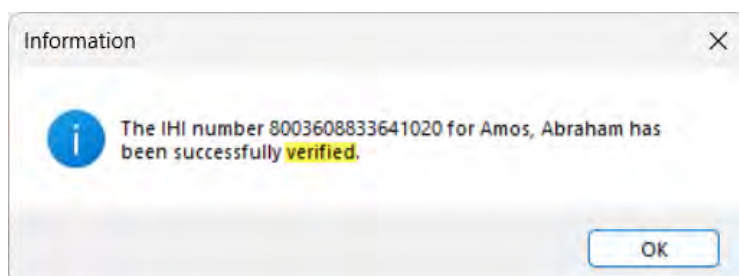
Client number

8 Type IHI Number Get 9

Number

Ok & new Ok & close Close

IMPORTANT: The IHI number will also need to be 'verified'. This should also occur as part of the automatic linking process.

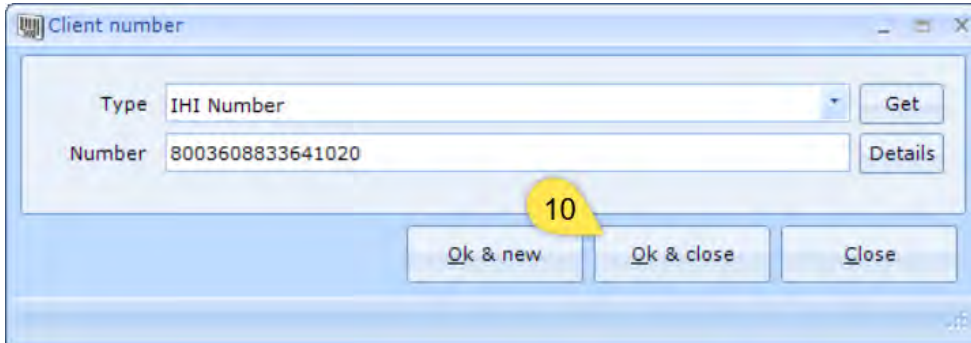


Information

The IHI number 8003608833641020 for Amos, Abraham has been successfully **verified**.

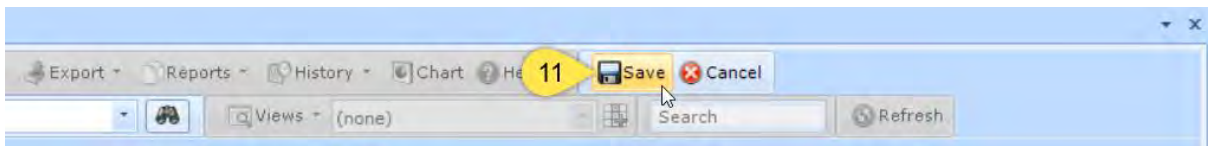
OK

10. Click **Ok & close**.



The screenshot shows a 'Client number' dialog box. It has two input fields: 'Type' with a dropdown menu currently showing 'IHI Number', and 'Number' with the text '8003608833641020'. To the right of these fields are 'Get' and 'Details' buttons. At the bottom of the dialog are three buttons: 'Ok & new', 'Ok & close', and 'Close'. A yellow callout bubble with the number '10' is positioned over the 'Ok & close' button.

11. Click **Save** to confirm.



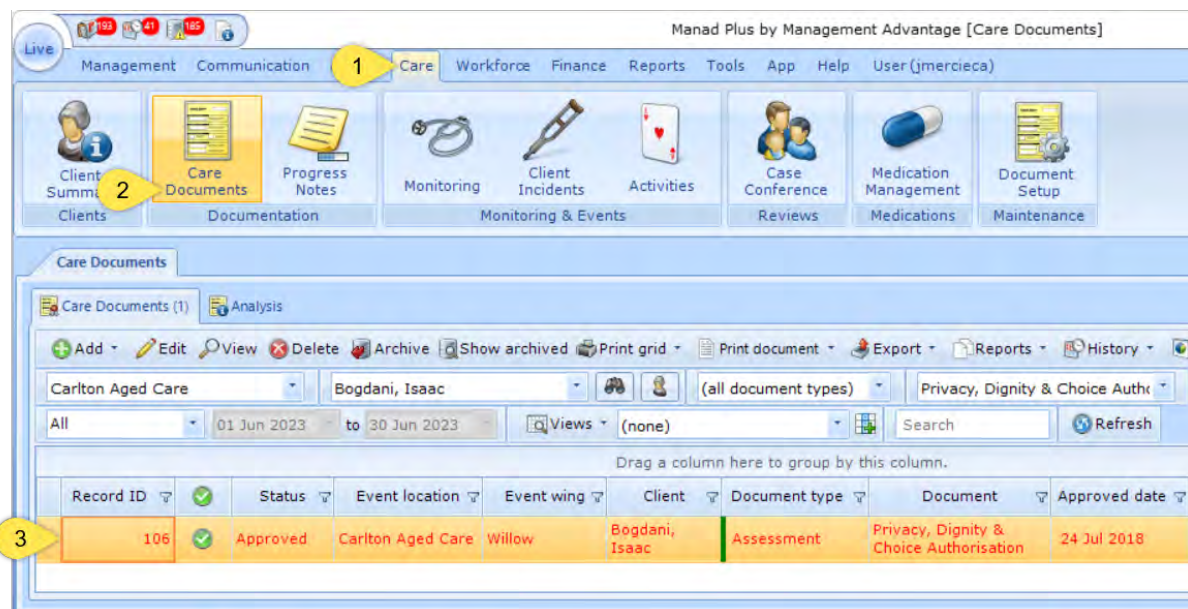
The screenshot shows the top toolbar of the application. It includes buttons for 'Export', 'Reports', 'History', 'Chart', and 'Help'. A yellow callout bubble with the number '11' points to the 'Save' button, which is located next to a 'Cancel' button. Below these are buttons for 'Views' (set to '(none)'), a 'Search' field, and a 'Refresh' button.

Step 7: Update client permission to upload documents to MHR

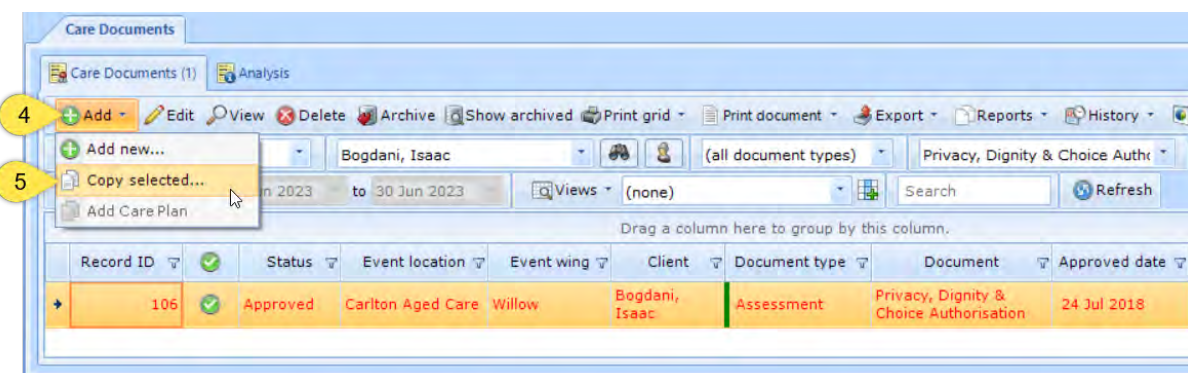
Each client needs to give permission to have their documents uploaded to MHR. You can record their permissions using the **Privacy, Dignity & Choice Authorisation**.

However, this is not mandatory and if the relevant question is unanswered, the Manad Plus system will assume permission has been granted to upload documents.

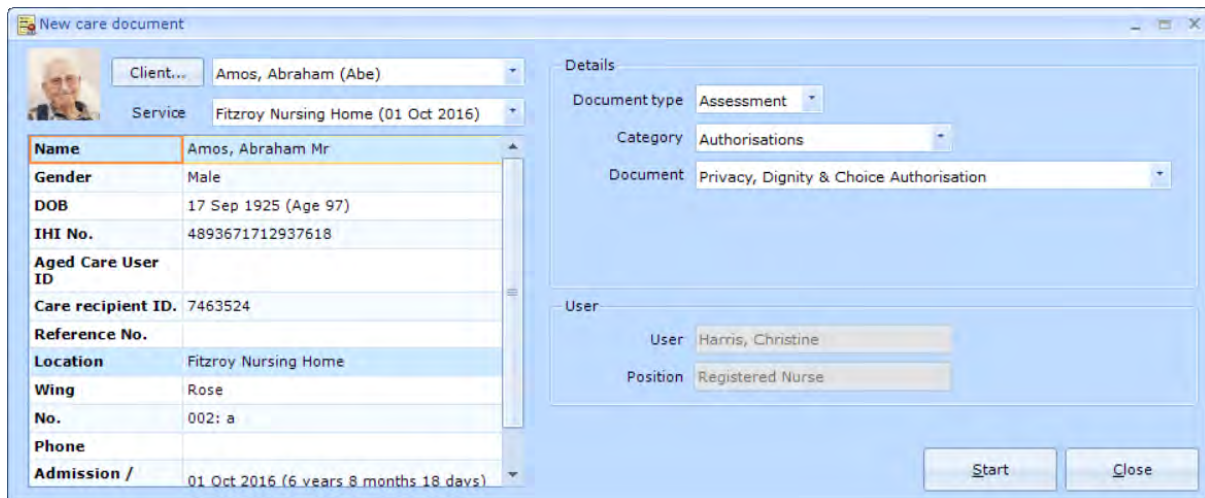
1. Go to the **Care** module tab.
2. Open the **Care Documents** feature.
3. Select the relevant **Privacy, Dignity & Choice Authorisation** document from the grid.



4. Click the **Add** button in the toolbar.
5. Select **Copy selected...**



Note: If the relevant client doesn't have a **Privacy, Dignity & Choice Authorisation**, you will need to start a brand-new record for them using the **Add > Add new** option.



New care document

Client... Amos, Abraham (Abe)

Service Fitzroy Nursing Home (01 Oct 2016)

Name	Amos, Abraham Mr
Gender	Male
DOB	17 Sep 1925 (Age 97)
IHI No.	4893671712937618
Aged Care User ID	
Care recipient ID	7463524
Reference No.	
Location	Fitzroy Nursing Home
Wing	Rose
No.	002: a
Phone	
Admission /	01 Oct 2016 (6 years 8 months 18 days)

Details

Document type Assessment

Category Authorisations

Document Privacy, Dignity & Choice Authorisation

User

User Harris, Christine

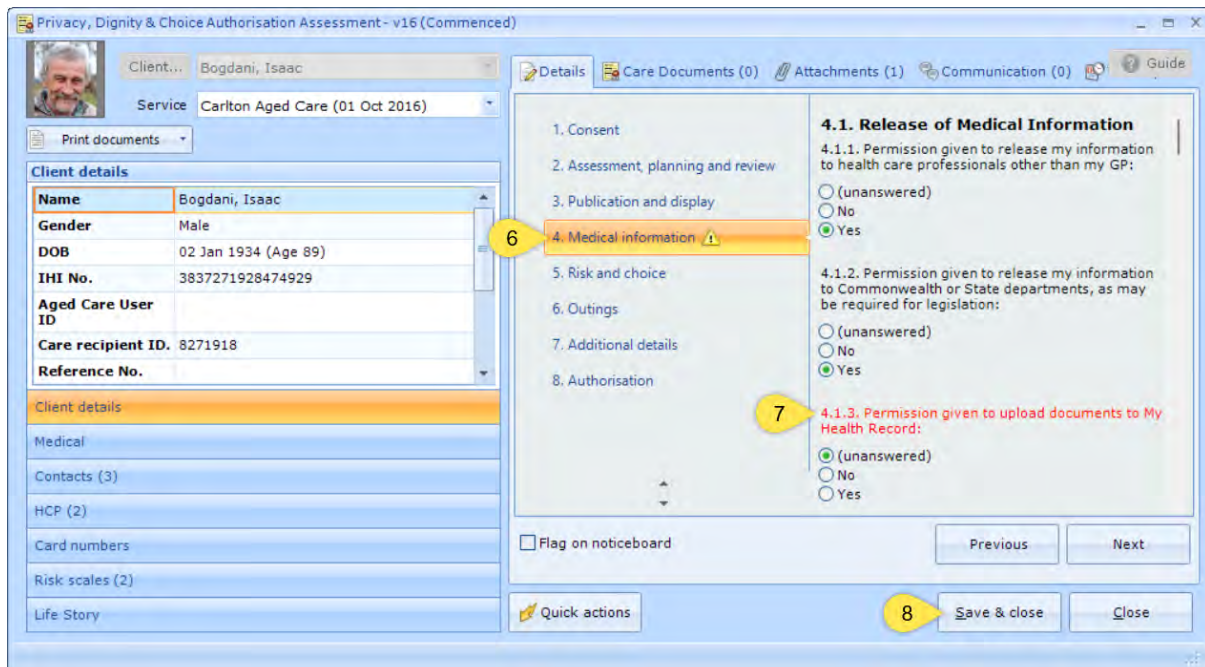
Position Registered Nurse

Start Close

6. Click to open the **Medical information** section.
7. Enter the relevant answer to the question: **Permission given to upload documents to My Health Record**.

Then enter and/or update all other relevant answers to the other questions.

8. When you're done, click **Save & close**.



Privacy, Dignity & Choice Authorisation Assessment - v16 (Commenced)

Client... Bogdani, Isaac

Service Carlton Aged Care (01 Oct 2016)

Print documents

Client details

Name	Bogdani, Isaac
Gender	Male
DOB	02 Jan 1934 (Age 89)
IHI No.	3837271928474929
Aged Care User ID	
Care recipient ID	8271918
Reference No.	

Details

1. Consent

2. Assessment, planning and review

3. Publication and display

4. Medical information

5. Risk and choice

6. Outings

7. Additional details

8. Authorisation

4.1. Release of Medical Information

4.1.1. Permission given to release my information to health care professionals other than my GP:

☐ (unanswered)

☐ No

☒ Yes

4.1.2. Permission given to release my information to Commonwealth or State departments, as may be required for legislation:

☐ (unanswered)

☐ No

☒ Yes

4.1.3. Permission given to upload documents to My Health Record:

☒ (unanswered)

☐ No

☐ Yes

☐ Flag on noticeboard

Previous Next

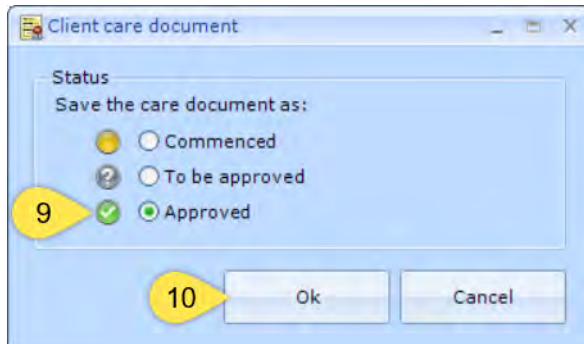
Quick actions

Save & close Close

9. In the **Status** section, select **Approved**.

IMPORTANT: You must save the document as **Approved** for the MHR integration, and this can only be done if all mandatory questions have been answered.

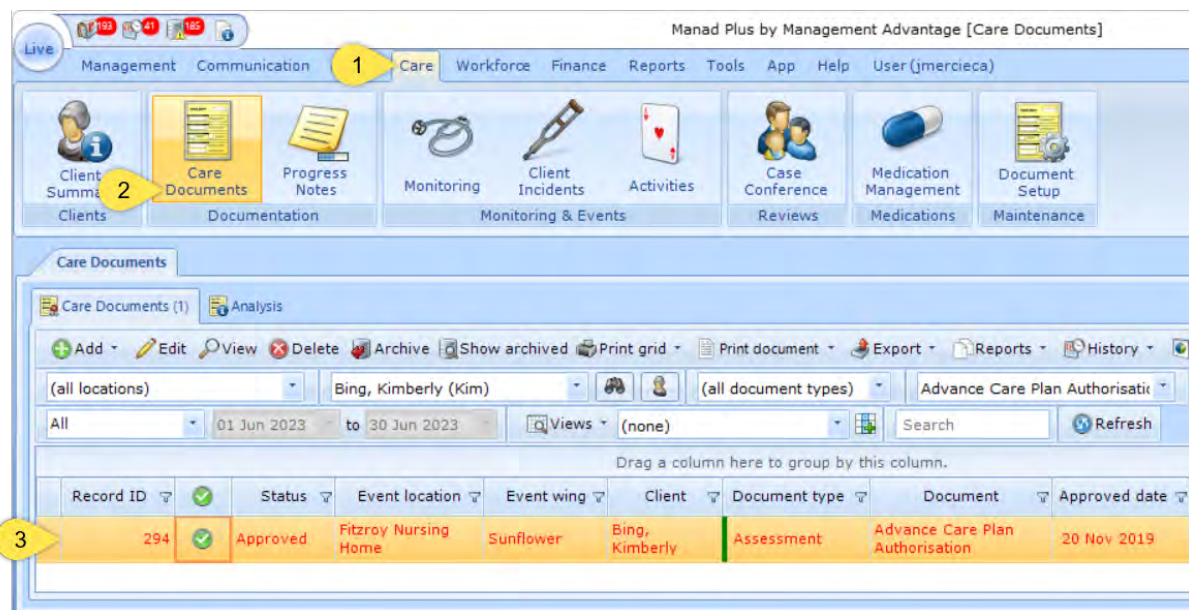
10. Click **Ok** to save.



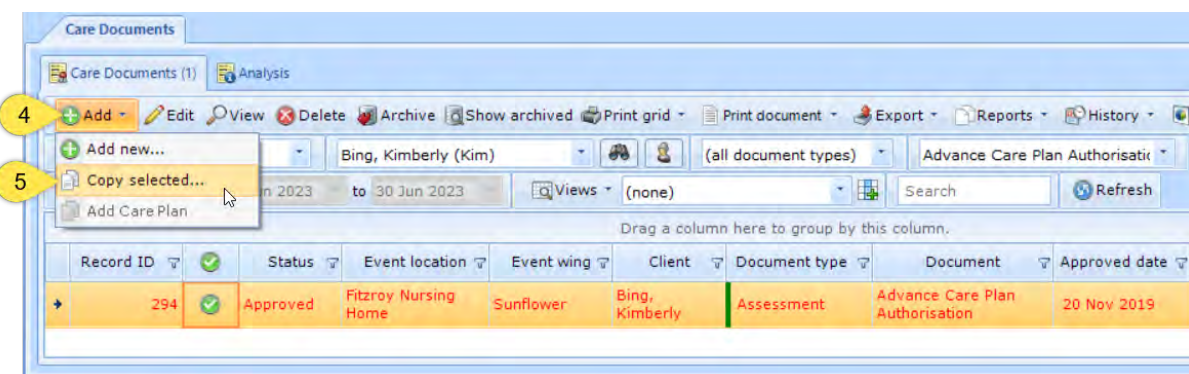
Step 8: Update client consent to upload an Advance Care Plan to MHR

Each client needs to give consent to have their **Advance Care Plan** uploaded to MHR. However, unlike [Step 7](#) this is mandatory if you want to use this feature.

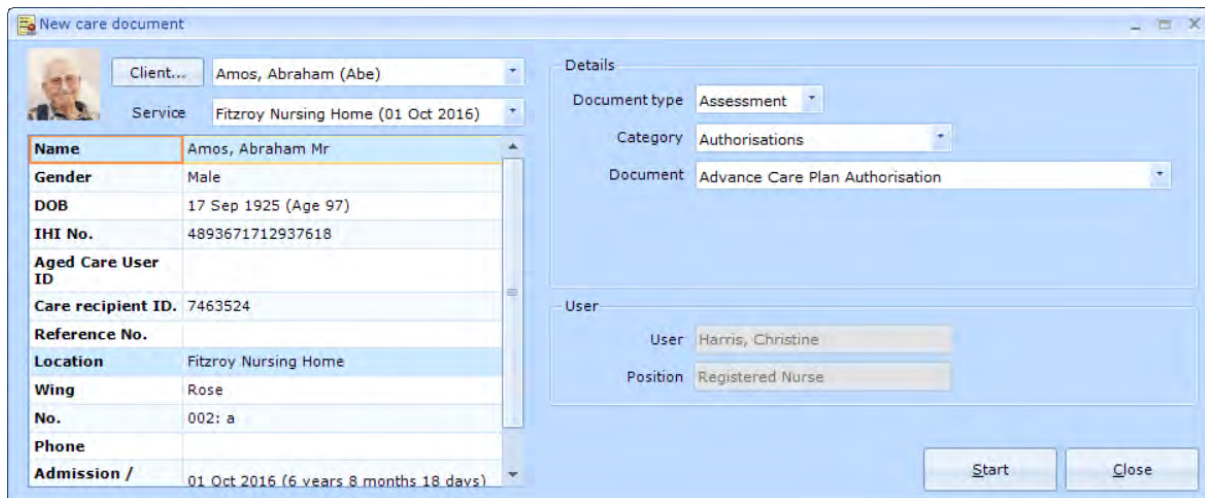
1. Go to the **Care** module tab.
2. Open the **Care Documents** feature.
3. Select the relevant **Advance Care Plan Authorisation** document from the grid.



4. Click the **Add** button in the toolbar.
5. Select **Copy selected...**



Note: If the relevant client doesn't have an **Advance Care Plan Authorisation**, you will need to start a brand-new record for them using the **Add > Add new** option.



New care document

Client... Amos, Abraham (Abe)

Service Fitzroy Nursing Home (01 Oct 2016)

Name	Amos, Abraham Mr
Gender	Male
DOB	17 Sep 1925 (Age 97)
IHI No.	4893671712937618
Aged Care User ID	
Care recipient ID	7463524
Reference No.	
Location	Fitzroy Nursing Home
Wing	Rose
No.	002: a
Phone	
Admission /	01 Oct 2016 (6 years 8 months 18 days)

Details

Document type Assessment

Category Authorisations

Document Advance Care Plan Authorisation

User

User Harris, Christine

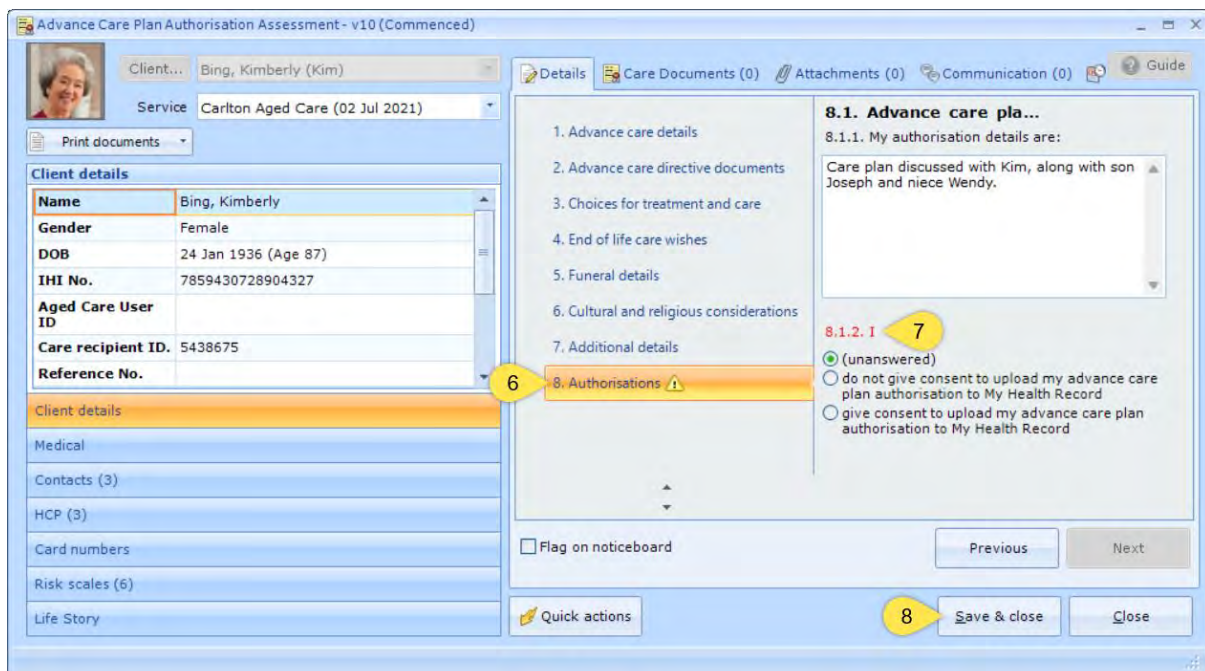
Position Registered Nurse

Start Close

- Click to open the **Authorisation** section.
- Enter the relevant answer to the question: **I [do not give/give] consent to upload my advance care plan authorisation to My Health Record.**

Then enter and/or update all other relevant answers to the other questions.

- When you're done, click **Save & close**.



Advance Care Plan Authorisation Assessment - v10 (Commenced)

Client... Bing, Kimberly (Kim)

Service Carlton Aged Care (02 Jul 2021)

Print documents

Client details

Name	Bing, Kimberly
Gender	Female
DOB	24 Jan 1936 (Age 87)
IHI No.	7859430728904327
Aged Care User ID	
Care recipient ID	5438675
Reference No.	

Client details

Medical

Contacts (3)

HCP (3)

Card numbers

Risk scales (6)

Life Story

Details

1. Advance care details

2. Advance care directive documents

3. Choices for treatment and care

4. End of life care wishes

5. Funeral details

6. Cultural and religious considerations

7. Additional details

8. Authorisations

8.1. Advance care pla...

8.1.1. My authorisation details are:

Care plan discussed with Kim, along with son Joseph and niece Wendy.

8.1.2. I

☒ (unanswered)

☐ do not give consent to upload my advance care plan authorisation to My Health Record

☐ give consent to upload my advance care plan authorisation to My Health Record

☐ Flag on noticeboard

Quick actions

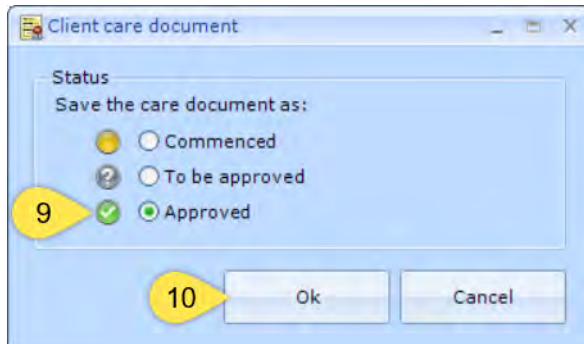
Previous Next

Save & close Close

9. In the **Status** section, select **Approved**.

IMPORTANT: You must save the document as **Approved** for the MHR integration, and this can only be done if all mandatory questions have been answered.

10. Click **Ok** to save.

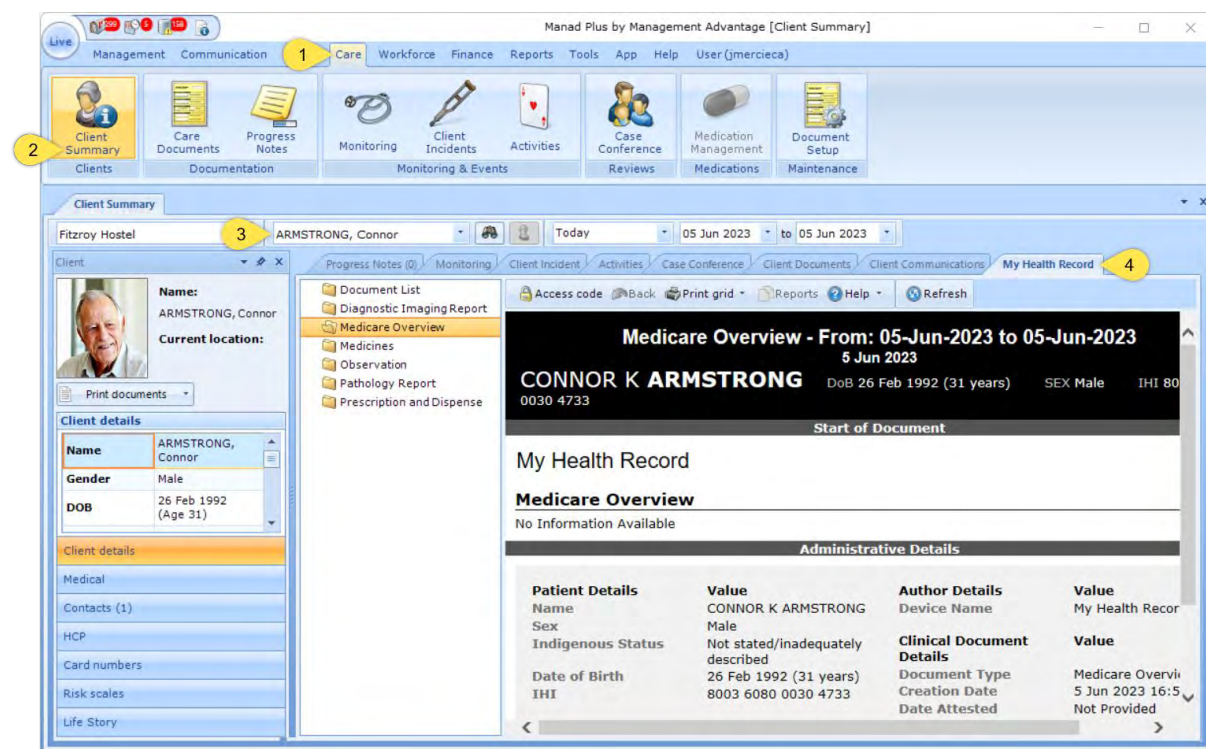


Using the MHR integration in Manad Plus

How to access a client's My Health Record

1. Go to the **Care** module tab.
2. Open the **Client Summary** feature.
3. Select the relevant client from the drop-down options.
4. Click to open the **My Health Record** tab.

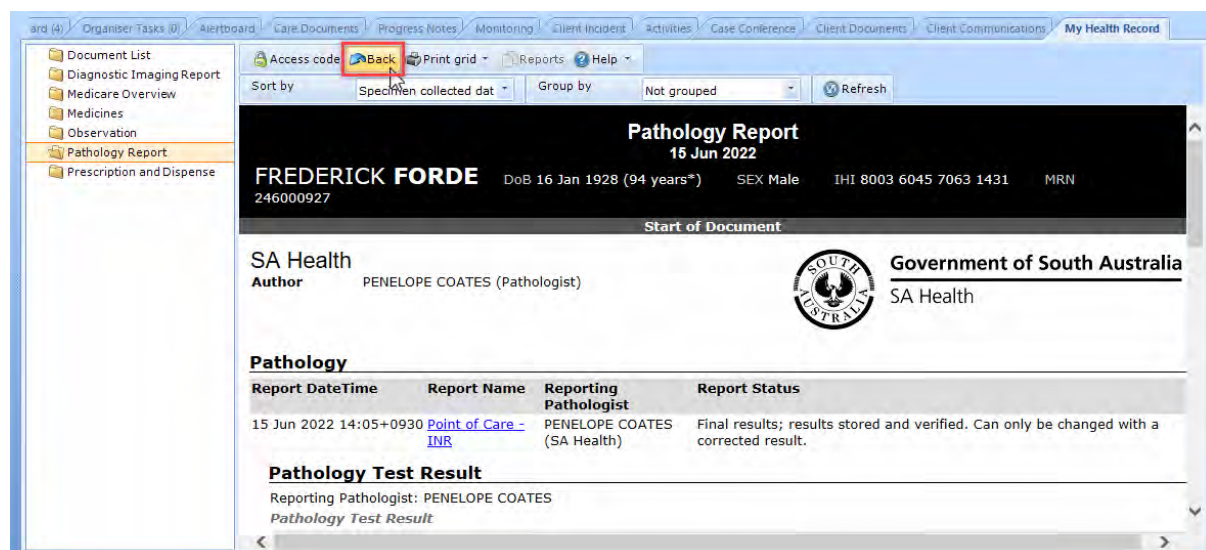
Several features are available in this tab and the data returned will be dependent on the **Date range** you have chosen in the main **Client Summary** toolbar.



The screenshot shows the Manad Plus Client Summary interface. The 'Care' module tab is selected (1). The 'Client Summary' feature is open (2). The client 'ARMSTRONG, Connor' is selected from the drop-down (3). The 'My Health Record' tab is selected (4). The interface displays a 'Medicare Overview' for Connor K ARMSTRONG, DoB 26 Feb 1992 (31 years), SEX Male, IHI 80030 4733. The 'My Health Record' section shows 'Medicare Overview' with 'No Information Available'. The 'Administrative Details' section includes a table with Patient Details, Author Details, Clinical Document Details, and Value.

Patient Details	Value	Author Details	Value
Name	CONNOR K ARMSTRONG	Device Name	My Health Record
Sex	Male	Clinical Document Details	Value
Indigenous Status	Not stated/inadequately described	Document Type	Medicare Overview
Date of Birth	26 Feb 1992 (31 years)	Creation Date	5 Jun 2023 16:5
IHI	8003 6080 0030 4733	Date Attested	Not Provided

Some of these MHR features will take you to different screens as you step through the available data. To return to the previous screen, simply click the **Back** button in the toolbar.

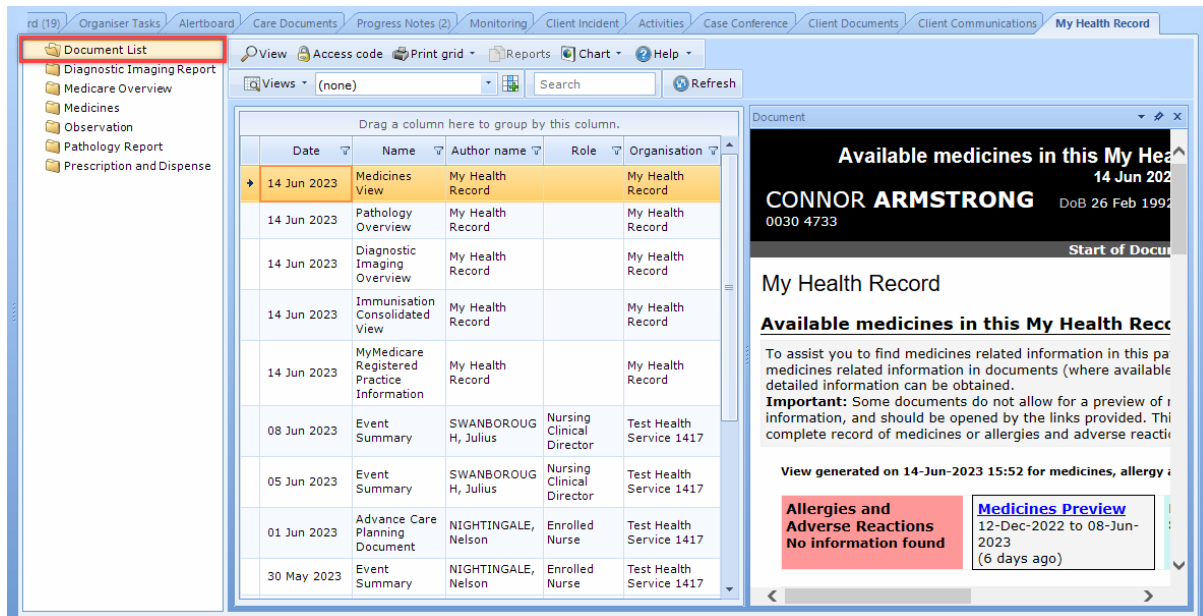


The screenshot shows the Manad Plus Pathology Report interface. The 'Back' button is highlighted in the toolbar. The report is for 'FREDERICK FORDE', DoB 16 Jan 1928 (94 years*), SEX Male, IHI 8003 6045 7063 1431, MRN 246000927. The report is dated 15 Jun 2022. The 'SA Health' section shows the author 'PENELOPE COATES (Pathologist)'. The 'Pathology' section includes a table with Report DateTime, Report Name, Reporting Pathologist, and Report Status.

Report DateTime	Report Name	Reporting Pathologist	Report Status
15 Jun 2022 14:05+0930	Point of Care - INR	PENELOPE COATES (SA Health)	Final results; results stored and verified. Can only be changed with a corrected result.

Document List

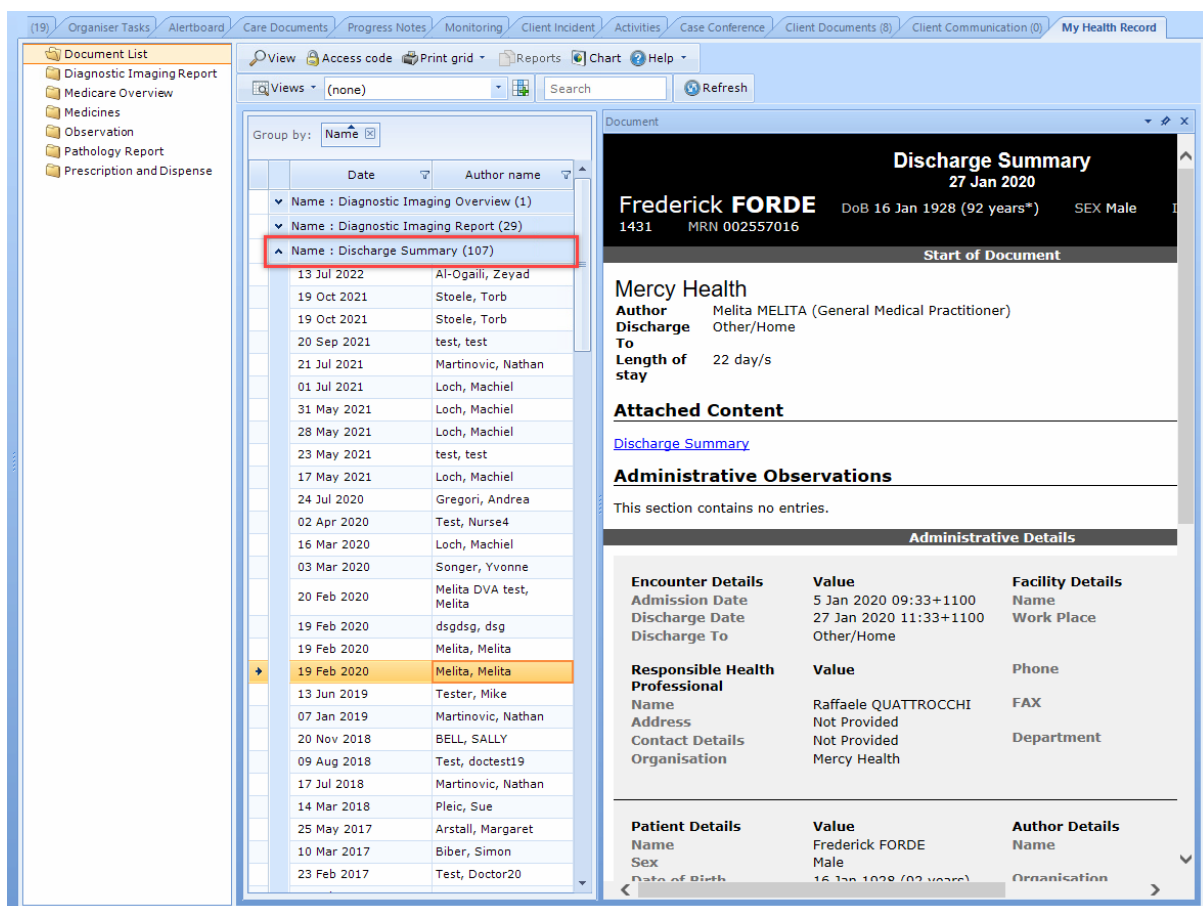
A default list of all documents that have been uploaded to MHR. These will be available in our traditional Manad Plus grid, so you can use or standard grouping, filtering and sorting options to find the document you are looking for.



The screenshot shows the 'Document List' interface. On the left, a sidebar lists document categories: Diagnostic Imaging Report, Medicare Overview, Medicines, Observation, Pathology Report, and Prescription and Dispense. The main area displays a table of documents with columns: Date, Name, Author name, Role, and Organisation. The table is filtered for 'My Health Record' and shows documents from June 2023. A right-hand pane displays details for a selected document, 'Available medicines in this My Health Record' for Connor Armstrong, including a 'Medicines Preview' link and a note about allergies and adverse reactions.

Date	Name	Author name	Role	Organisation
14 Jun 2023	Medicines View	My Health Record		My Health Record
14 Jun 2023	Pathology Overview	My Health Record		My Health Record
14 Jun 2023	Diagnostic Imaging Overview	My Health Record		My Health Record
14 Jun 2023	Immunisation Consolidated View	My Health Record		My Health Record
14 Jun 2023	MyMedicare Registered Practice Information	My Health Record		My Health Record
08 Jun 2023	Event Summary	SWANBOROUGH, H, Julius	Nursing Clinical Director	Test Health Service 1417
05 Jun 2023	Event Summary	SWANBOROUGH, H, Julius	Nursing Clinical Director	Test Health Service 1417
01 Jun 2023	Advance Care Planning Document	NIGHTINGALE, Nelson	Enrolled Nurse	Test Health Service 1417
30 May 2023	Event Summary	NIGHTINGALE, Nelson	Enrolled Nurse	Test Health Service 1417

Among the many types of documents you can access here, you'll find the client's **Discharge Summaries**.



The screenshot shows the 'Document List' interface with the 'Discharge Summary' category selected. The table displays a list of discharge summaries, with the 'Discharge Summary (107)' entry highlighted. The right-hand pane shows the details of the selected document, 'Discharge Summary' for Frederick FORDE, dated 27 Jan 2020. The details include patient information, author information, and administrative details.

Date	Author name
13 Jul 2022	Al-Ogaili, Zeyad
19 Oct 2021	Stoele, Torb
19 Oct 2021	Stoele, Torb
20 Sep 2021	test, test
21 Jul 2021	Martinovic, Nathan
01 Jul 2021	Loch, Machiel
31 May 2021	Loch, Machiel
28 May 2021	Loch, Machiel
23 May 2021	test, test
17 May 2021	Loch, Machiel
24 Jul 2020	Gregori, Andrea
02 Apr 2020	Test, Nurse4
16 Mar 2020	Loch, Machiel
03 Mar 2020	Songer, Yvonne
20 Feb 2020	Melita DVA test, Melita
19 Feb 2020	dsgdsg, dsg
19 Feb 2020	Melita, Melita
19 Feb 2020	Melita, Melita
13 Jun 2019	Tester, Mike
07 Jan 2019	Martinovic, Nathan
20 Nov 2018	BELL, SALLY
09 Aug 2018	Test, doctest19
17 Jul 2018	Martinovic, Nathan
14 Mar 2018	Pleic, Sue
25 May 2017	Arstall, Margaret
10 Mar 2017	Biber, Simon
23 Feb 2017	Test, Doctor20

Discharge Summary
27 Jan 2020

Frederick FORDE DoB 16 Jan 1928 (92 years*) SEX Male
1431 MRN 002557016

Mercy Health
Author Melita MELITA (General Medical Practitioner)
Discharge To Other/Home
Length of stay 22 day/s

Attached Content
[Discharge Summary](#)

Administrative Observations
This section contains no entries.

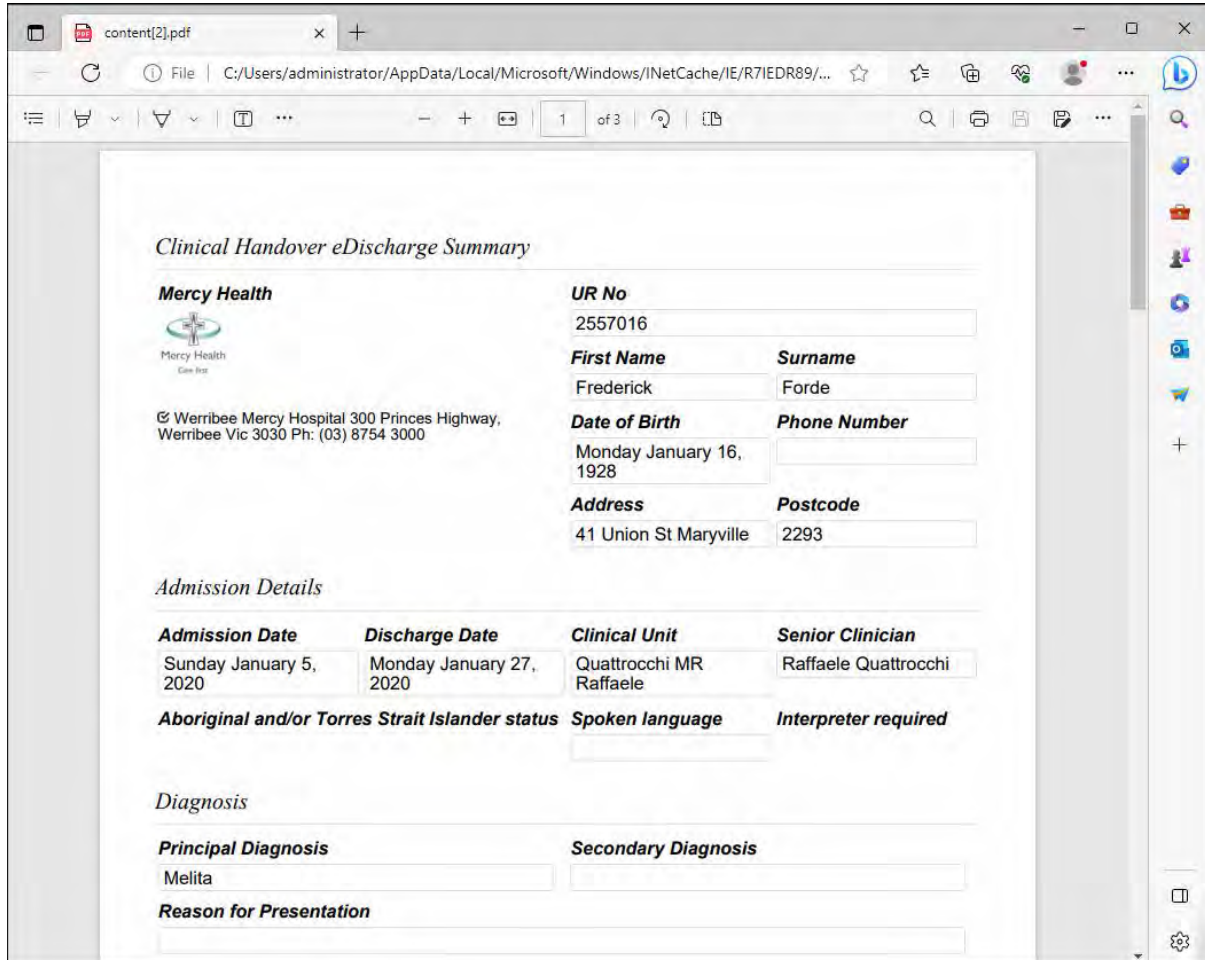
Administrative Details

Encounter Details	Value	Facility Details
Admission Date	5 Jan 2020 09:33+1100	Name
Discharge Date	27 Jan 2020 11:33+1100	Work Place
Discharge To	Other/Home	


Responsible Health Professional	Value	Phone
Name	Raffaele QUATTROCCHI	FAX
Address	Not Provided	Department
Contact Details	Not Provided	
Organisation	Mercy Health	

Patient Details	Value	Author Details
Name	Frederick FORDE	Name
Sex	Male	
Date of Birth	16 Jan 1928 (92 years)	Organisation

A client's **Discharge Summary** may have **Attached Content** that you can access by clicking the hyperlink. The file will then load in your default PDF viewer application.



Clinical Handover eDischarge Summary

Mercy Health

 Werribee Mercy Hospital 300 Princes Highway,
 Werribee Vic 3030 Ph: (03) 8754 3000

UR No
2557016

First Name Frederick **Surname** Forde

Date of Birth Monday January 16, 1928 **Phone Number**

Address 41 Union St Maryville **Postcode** 2293

Admission Details

Admission Date	Discharge Date	Clinical Unit	Senior Clinician
Sunday January 5, 2020	Monday January 27, 2020	Quattrocchi MR Raffaele	Raffaele Quattrocchi

Aboriginal and/or Torres Strait Islander status **Spoken language** **Interpreter required**

Diagnosis

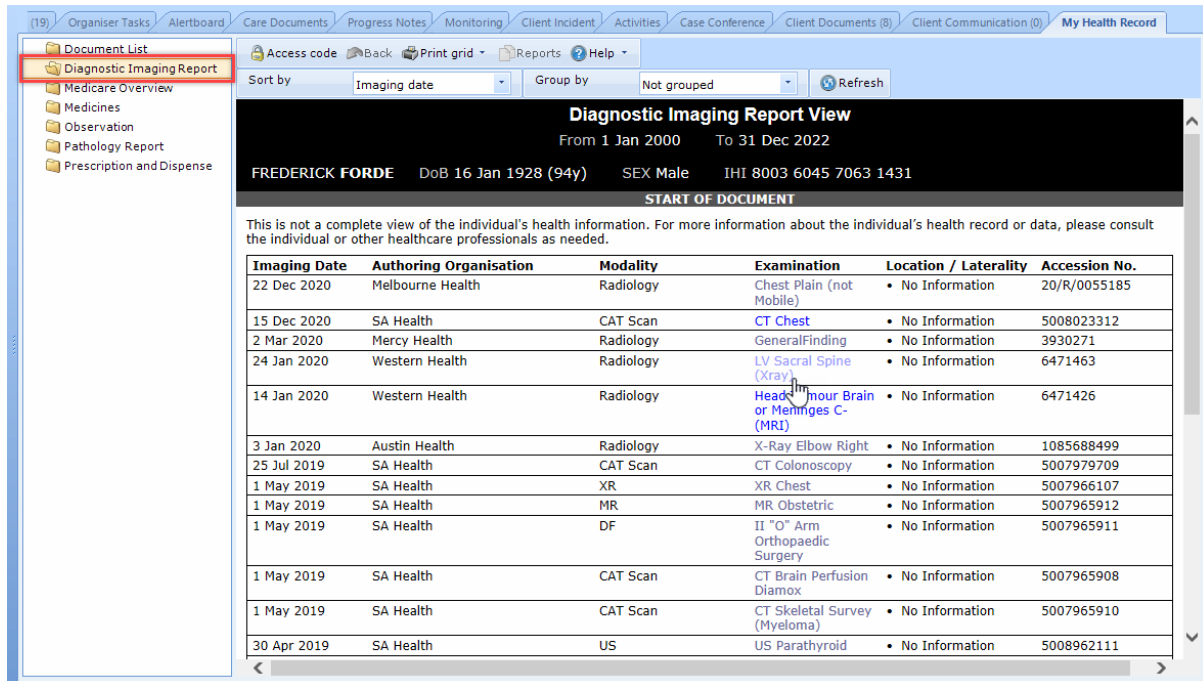
Principal Diagnosis Melita **Secondary Diagnosis**

Reason for Presentation

Diagnostic Imaging Report

The 'Diagnostic Imaging Reports Overview' shows you multiple diagnostic imaging reports within a specific date range on one page. This is an overview only, and not a complete medical history.

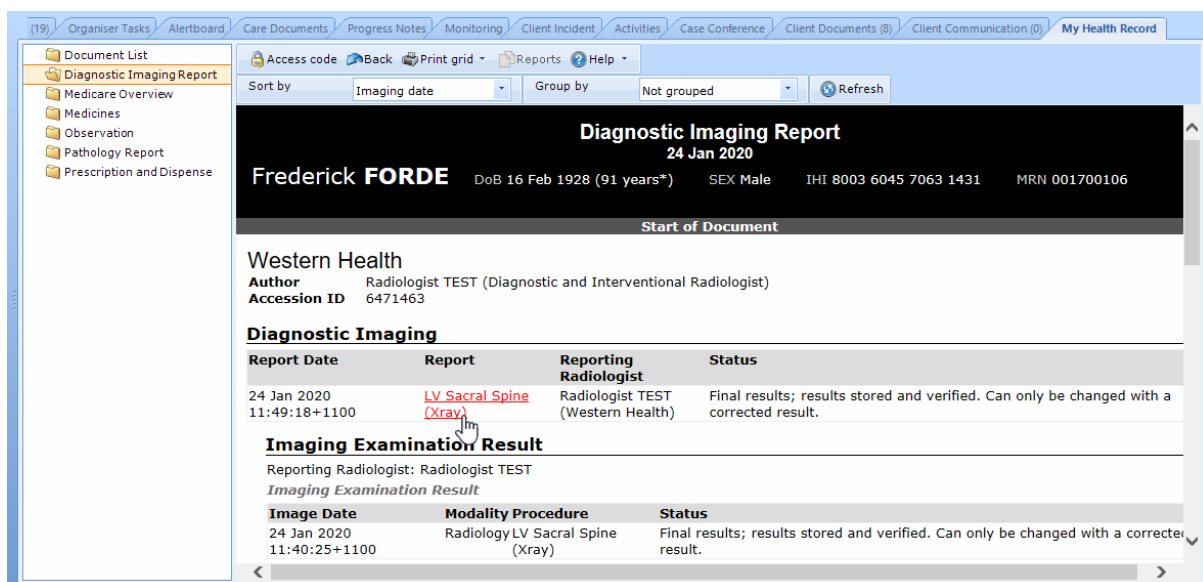
The diagnostic imaging results will be available in this list and you can click the hyperlink in the **Examination** column to access more detailed information.



The screenshot shows the 'Diagnostic Imaging Report View' screen. The left sidebar has a 'Document List' menu with 'Diagnostic Imaging Report' highlighted. The main area displays a table of reports for Frederick FORDE (DoB 16 Jan 1928, 94y, SEX Male, IHI 8003 6045 7063 1431). The table has columns: Imaging Date, Authoring Organisation, Modality, Examination, Location / Laterality, and Accession No. A mouse cursor is pointing at the 'Examination' column header.

Imaging Date	Authoring Organisation	Modality	Examination	Location / Laterality	Accession No.
22 Dec 2020	Melbourne Health	Radiology	Chest Plain (not Mobile)	• No Information	20/R/0055185
15 Dec 2020	SA Health	CAT Scan	CT Chest	• No Information	5008023312
2 Mar 2020	Mercy Health	Radiology	General Finding	• No Information	3930271
24 Jan 2020	Western Health	Radiology	LV Sacral Spine (Xray)	• No Information	6471463
14 Jan 2020	Western Health	Radiology	Head, Neck, Brain or Meninges C- (MRI)	• No Information	6471426
3 Jan 2020	Austin Health	Radiology	X-Ray Elbow Right	• No Information	1085688499
25 Jul 2019	SA Health	CAT Scan	CT Colonoscopy	• No Information	5007979709
1 May 2019	SA Health	XR	XR Chest	• No Information	5007966107
1 May 2019	SA Health	MR	MR Obstetric	• No Information	5007965912
1 May 2019	SA Health	DF	II "O" Arm Orthopaedic Surgery	• No Information	5007965911
1 May 2019	SA Health	CAT Scan	CT Brain Perfusion Diamox	• No Information	5007965908
1 May 2019	SA Health	CAT Scan	CT Skeletal Survey (Myeloma)	• No Information	5007965910
30 Apr 2019	SA Health	US	US Parathyroid	• No Information	5008962111

From this screen, you can click the **Report Name** hyperlink to access a PDF of the pathology results.

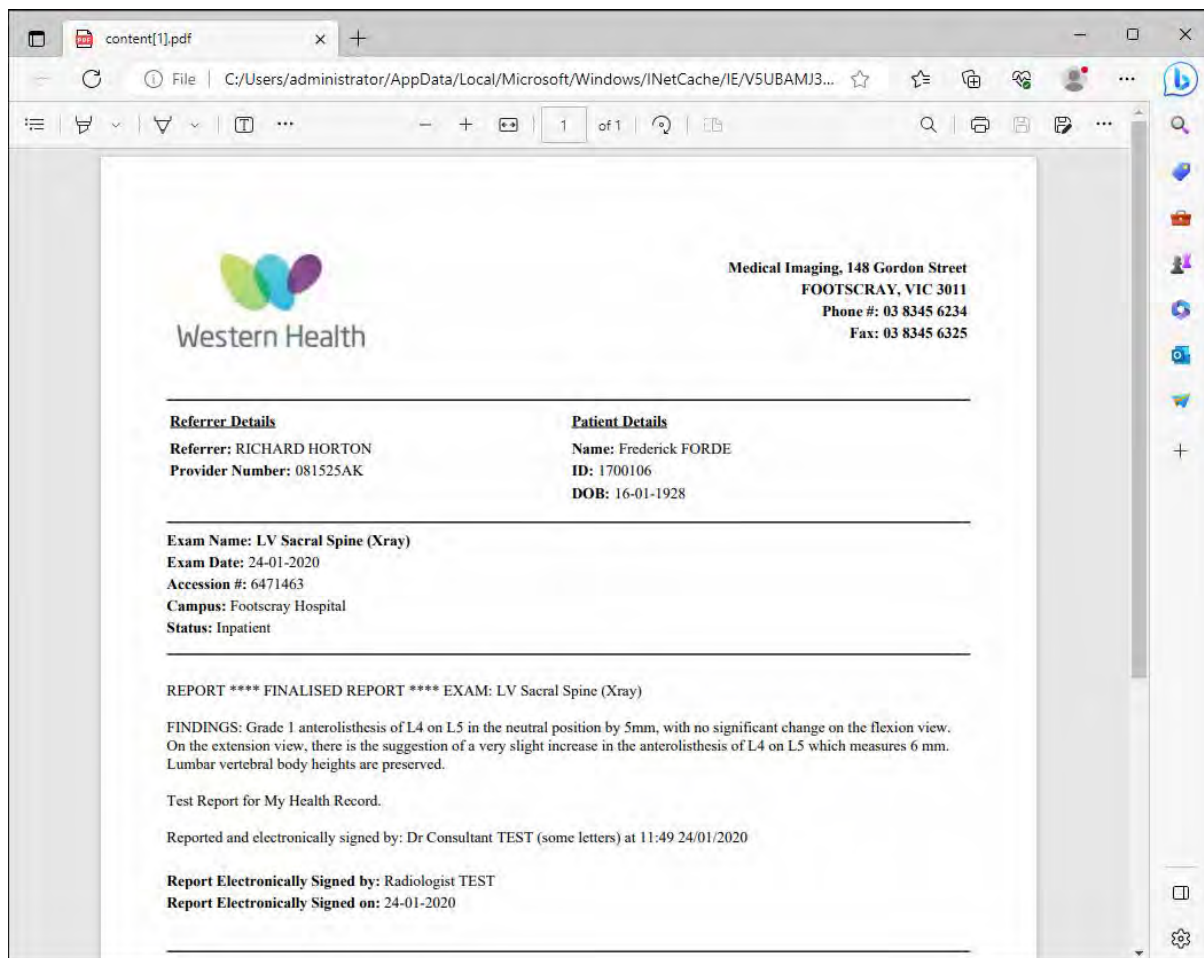


The screenshot shows the 'Diagnostic Imaging Report' screen for Frederick FORDE (DoB 16 Feb 1928, 91 years*, SEX Male, IHI 8003 6045 7063 1431, MRN 001700106). The report is from Western Health, dated 24 Jan 2020, 11:49:18+1100. The report title is 'LV Sacral Spine (Xray)'. The reporting radiologist is Radiologist TEST (Western Health). The status is 'Final results; results stored and verified. Can only be changed with a corrected result.' The 'Imaging Examination Result' section shows the image date as 24 Jan 2020, 11:40:25+1100, modality as Radiology, and procedure as LV Sacral Spine (Xray). The status is 'Final results; results stored and verified. Can only be changed with a corrected result.'

Report Date	Report	Reporting Radiologist	Status
24 Jan 2020 11:49:18+1100	LV Sacral Spine (Xray)	Radiologist TEST (Western Health)	Final results; results stored and verified. Can only be changed with a corrected result.

Image Date	Modality Procedure	Status
24 Jan 2020 11:40:25+1100	Radiology LV Sacral Spine (Xray)	Final results; results stored and verified. Can only be changed with a corrected result.

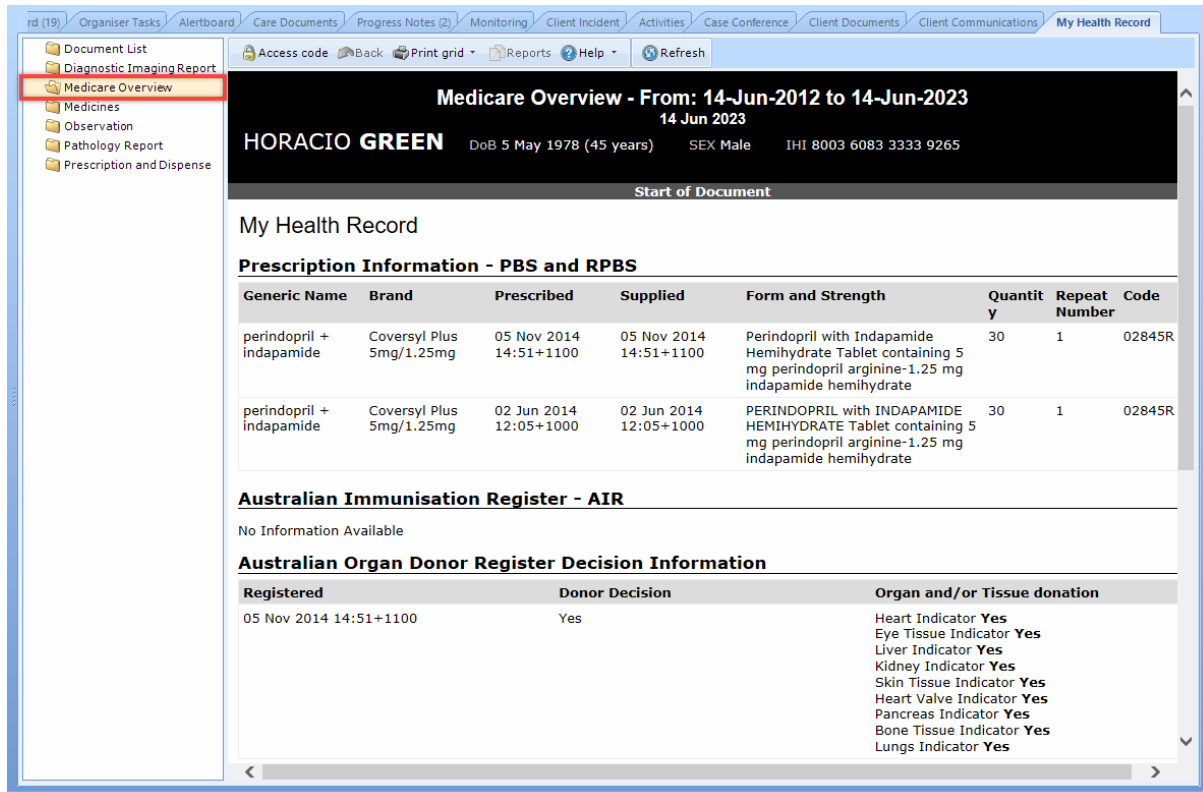
The PDF file will then load in your default PDF viewer application.



Medicare Overview

This may include...

- PBS/RPBS claims information
- Australian Organ Donor Register status
- Australian Immunisation Register
- MBS/DVA claims information



The screenshot shows the 'Medicare Overview' section of the manadplus system. The left sidebar contains a menu with options: Document List, Diagnostic Imaging Report, Medicare Overview (highlighted), Medicines, Observation, Pathology Report, and Prescription and Dispense. The main content area displays the patient's Medicare Overview for the period from 14-Jun-2012 to 14-Jun-2023, dated 14 Jun 2023. The patient is HORACIO GREEN, DoB 5 May 1978 (45 years), SEX Male, IHI 8003 6083 3333 9265. The 'My Health Record' section includes 'Prescription Information - PBS and RPBS' with a table of prescriptions, 'Australian Immunisation Register - AIR' with 'No Information Available', and 'Australian Organ Donor Register Decision Information' with a table of organ donation indicators.

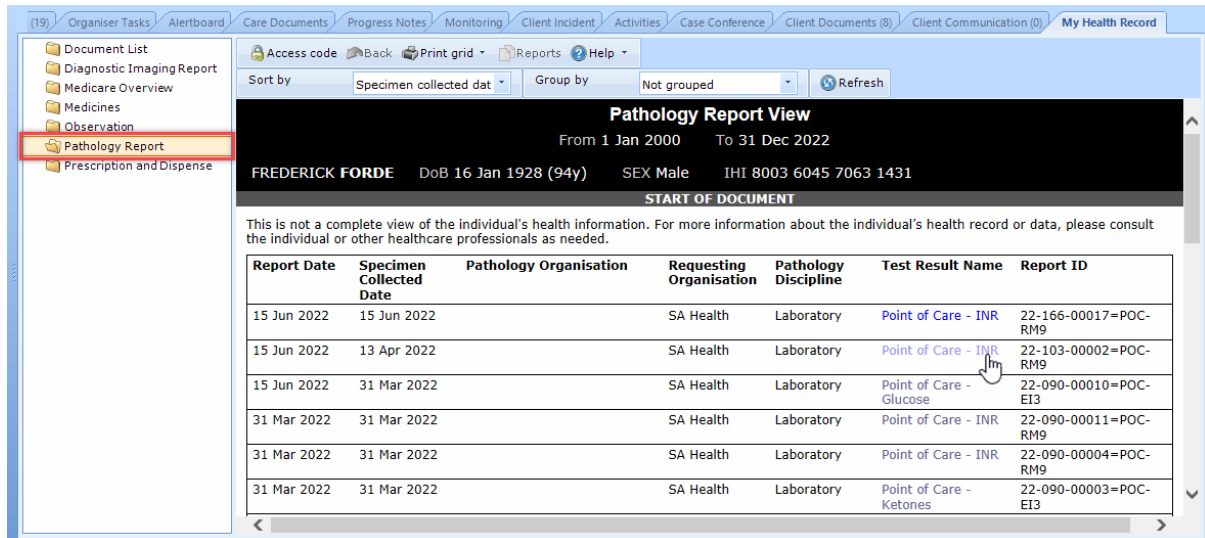
Generic Name	Brand	Prescribed	Supplied	Form and Strength	Quantity	Repeat Number	Code
perindopril + indapamide	Coversyl Plus 5mg/1.25mg	05 Nov 2014 14:51+1100	05 Nov 2014 14:51+1100	Perindopril with Indapamide Hemihydrate Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R
perindopril + indapamide	Coversyl Plus 5mg/1.25mg	02 Jun 2014 12:05+1000	02 Jun 2014 12:05+1000	PERINDOPRIL with INDAPAMIDE HEMIHYDRATE Tablet containing 5 mg perindopril arginine-1.25 mg indapamide hemihydrate	30	1	02845R

Registered	Donor Decision	Organ and/or Tissue donation
05 Nov 2014 14:51+1100	Yes	Heart Indicator Yes Eye Tissue Indicator Yes Liver Indicator Yes Kidney Indicator Yes Skin Tissue Indicator Yes Heart Valve Indicator Yes Pancreas Indicator Yes Bone Tissue Indicator Yes Lungs Indicator Yes

Pathology Report

The 'Pathology Reports Overview' shows you multiple pathology reports within a specific date range on one page. This is an overview only, and not a complete medical history.

The pathology results will be available in this list and you can click the hyperlink in the **Test Result Name** column to access more detailed information.



Pathology Report View
From 1 Jan 2000 To 31 Dec 2022

FREDERICK FORDE DoB 16 Jan 1928 (94y) SEX Male IHI 8003 6045 7063 1431

START OF DOCUMENT

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

Report Date	Specimen Collected Date	Pathology Organisation	Requesting Organisation	Pathology Discipline	Test Result Name	Report ID
15 Jun 2022	15 Jun 2022	SA Health	SA Health	Laboratory	Point of Care - INR	22-166-00017=POC-RM9
15 Jun 2022	13 Apr 2022	SA Health	SA Health	Laboratory	Point of Care - INR	22-103-00002=POC-RM9
15 Jun 2022	31 Mar 2022	SA Health	SA Health	Laboratory	Point of Care - Glucose	22-090-00010=POC-EI3
31 Mar 2022	31 Mar 2022	SA Health	SA Health	Laboratory	Point of Care - INR	22-090-00011=POC-RM9
31 Mar 2022	31 Mar 2022	SA Health	SA Health	Laboratory	Point of Care - INR	22-090-00004=POC-RM9
31 Mar 2022	31 Mar 2022	SA Health	SA Health	Laboratory	Point of Care - Ketones	22-090-00003=POC-EI3

From this screen, you can click the **Report Name** hyperlink to access a PDF of the pathology results.



Pathology Report
15 Jun 2022

FREDERICK FORDE DoB 16 Jan 1928 (94 years*) SEX Male IHI 8003 6045 7063 1431 MRN 246000927

Start of Document

SA Health
Author PENELOPE COATES (Pathologist)

Government of South Australia
SA Health

Pathology

Report DateTime	Report Name	Reporting Pathologist	Report Status
15 Jun 2022 13:49+0930	Point of Care - INR	PENELOPE COATES (SA Health)	Correction to results

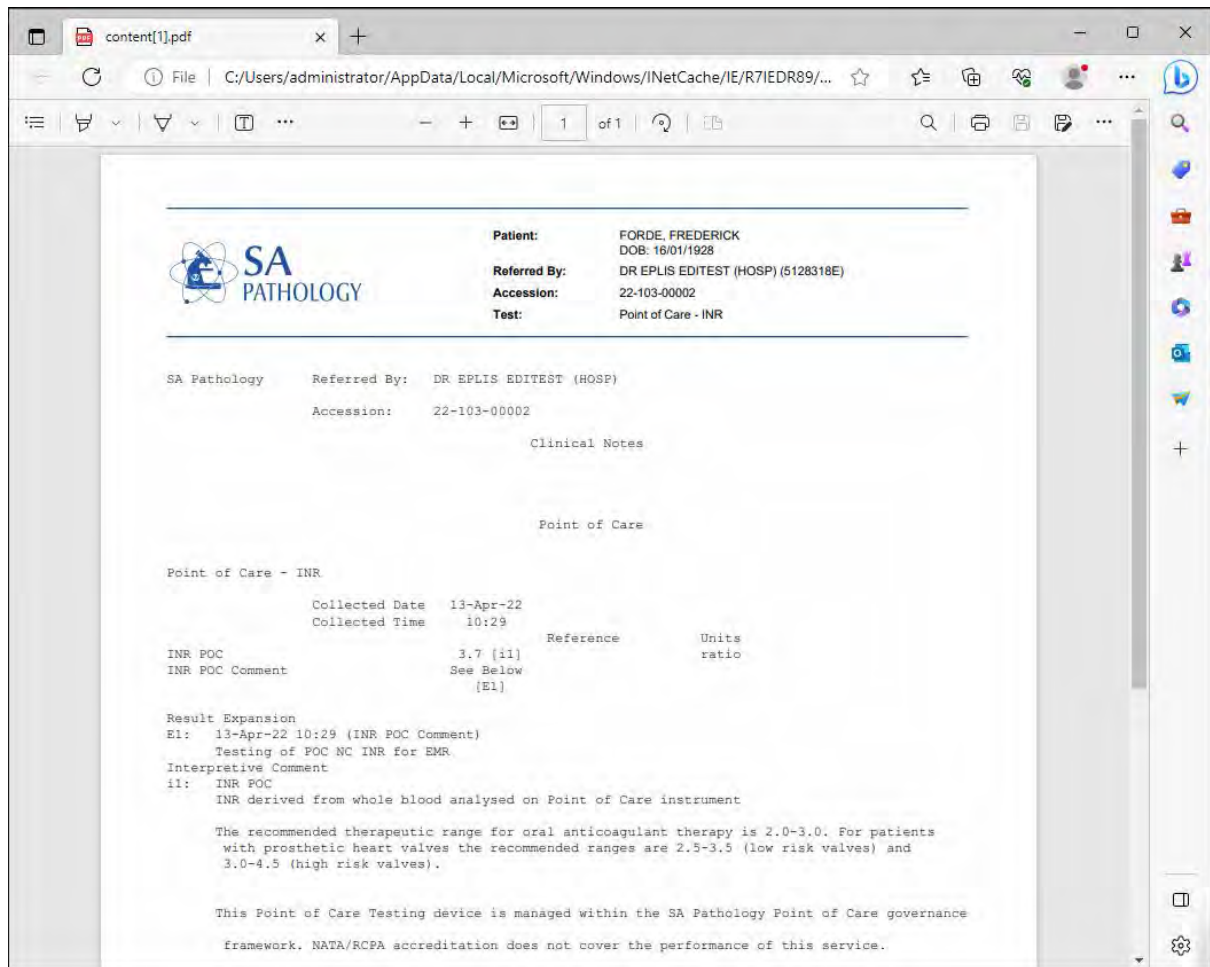
Pathology Test Result
Reporting Pathologist: PENELOPE COATES

Pathology Test Result

Collection Date	Observation Date	Test Result Name	Diagnostic Service	Status
13 Apr 2022 10:29+0930	13 Apr 2022 10:29+0930	Point of Care - INR	Laboratory	Correction to results

Administrative Observations

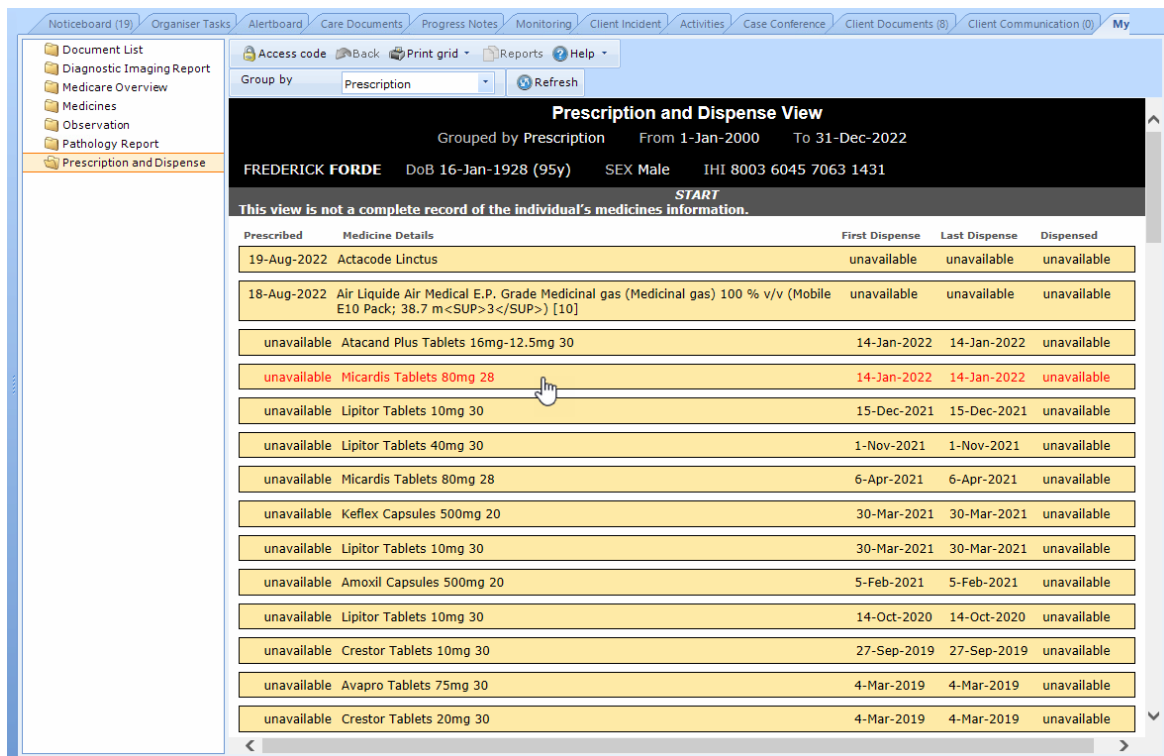
The PDF file will then load in your default PDF viewer application.



Prescription and Dispense

Prescription and dispense records contain information about medicines that have been prescribed and dispensed, and details about both the healthcare provider that prescribed or dispensed the medicine(s) and the healthcare organisation.

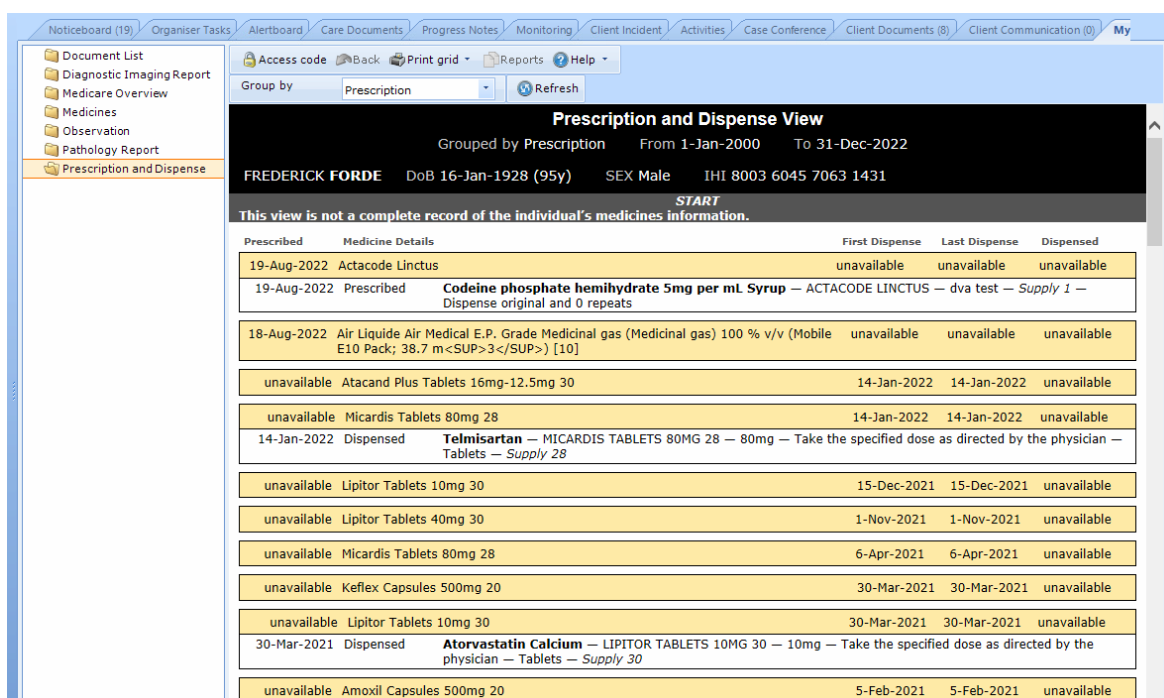
By default, all of the **Medicine Details** will be collapsed (i.e. hidden). You can click on the relevant yellow row to expand these details.



The screenshot shows the 'Prescription and Dispense View' interface. The left sidebar contains a menu with options: Document List, Diagnostic Imaging Report, Medicare Overview, Medicines, Observation, Pathology Report, and Prescription and Dispense (selected). The main area displays a table of medications for 'FREDERICK FORDE' (DoB 16-Jan-1928, 95y, SEX Male, IHI 8003 6045 7063 1431). The table has columns: Prescribed, Medicine Details, First Dispense, Last Dispense, and Dispensed. A yellow row for 'Micardis Tablets 80mg 28' is highlighted, and a mouse cursor is pointing at it. The table also includes a 'START' button and a warning: 'This view is not a complete record of the individual's medicines information.'

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
19-Aug-2022	Actacode Linctus	unavailable	unavailable	unavailable
18-Aug-2022	Air Liquide Air Medical E.P. Grade Medicinal gas (Medicinal gas) 100 % v/v (Mobile E10 Pack; 38.7 m³>3</SUP>) [10]	unavailable	unavailable	unavailable
unavailable	Atacand Plus Tablets 16mg-12.5mg 30	14-Jan-2022	14-Jan-2022	unavailable
unavailable	Micardis Tablets 80mg 28	14-Jan-2022	14-Jan-2022	unavailable
unavailable	Lipitor Tablets 10mg 30	15-Dec-2021	15-Dec-2021	unavailable
unavailable	Lipitor Tablets 40mg 30	1-Nov-2021	1-Nov-2021	unavailable
unavailable	Micardis Tablets 80mg 28	6-Apr-2021	6-Apr-2021	unavailable
unavailable	Keflex Capsules 500mg 20	30-Mar-2021	30-Mar-2021	unavailable
unavailable	Lipitor Tablets 10mg 30	30-Mar-2021	30-Mar-2021	unavailable
unavailable	Amoxil Capsules 500mg 20	5-Feb-2021	5-Feb-2021	unavailable
unavailable	Lipitor Tablets 10mg 30	14-Oct-2020	14-Oct-2020	unavailable
unavailable	Crestor Tablets 10mg 30	27-Sep-2019	27-Sep-2019	unavailable
unavailable	Avapro Tablets 75mg 30	4-Mar-2019	4-Mar-2019	unavailable
unavailable	Crestor Tablets 20mg 30	4-Mar-2019	4-Mar-2019	unavailable

When expanded, you will see additional details of the medication.



The screenshot shows the 'Prescription and Dispense View' interface with the 'Micardis Tablets 80mg 28' row expanded. The expanded details show the medication name, strength, and quantity. The table also includes a 'START' button and a warning: 'This view is not a complete record of the individual's medicines information.'

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
19-Aug-2022	Actacode Linctus	unavailable	unavailable	unavailable
19-Aug-2022	Prescribed Codeine phosphate hemihydrate 5mg per mL Syrup — ACTACODE LINCTUS — dva test — Supply 1 — Dispense original and 0 repeats			
18-Aug-2022	Air Liquide Air Medical E.P. Grade Medicinal gas (Medicinal gas) 100 % v/v (Mobile E10 Pack; 38.7 m³>3</SUP>) [10]	unavailable	unavailable	unavailable
unavailable	Atacand Plus Tablets 16mg-12.5mg 30	14-Jan-2022	14-Jan-2022	unavailable
unavailable	Micardis Tablets 80mg 28	14-Jan-2022	14-Jan-2022	unavailable
14-Jan-2022	Dispensed Telmisartan — MICARDIS TABLETS 80MG 28 — 80mg — Take the specified dose as directed by the physician — Tablets — Supply 28			
unavailable	Lipitor Tablets 10mg 30	15-Dec-2021	15-Dec-2021	unavailable
unavailable	Lipitor Tablets 40mg 30	1-Nov-2021	1-Nov-2021	unavailable
unavailable	Micardis Tablets 80mg 28	6-Apr-2021	6-Apr-2021	unavailable
unavailable	Keflex Capsules 500mg 20	30-Mar-2021	30-Mar-2021	unavailable
unavailable	Lipitor Tablets 10mg 30	30-Mar-2021	30-Mar-2021	unavailable
30-Mar-2021	Dispensed Atorvastatin Calcium — LIPITOR TABLETS 10MG 30 — 10mg — Take the specified dose as directed by the physician — Tablets — Supply 30			
unavailable	Amoxil Capsules 500mg 20	5-Feb-2021	5-Feb-2021	unavailable

What to do when a code is required to access a client's MHR

MHR is built to make your client's health information more safe and secure. Only healthcare providers giving medical care can look at someone's My Health Record, but if your clients want extra privacy, they can set custom access codes at any time.

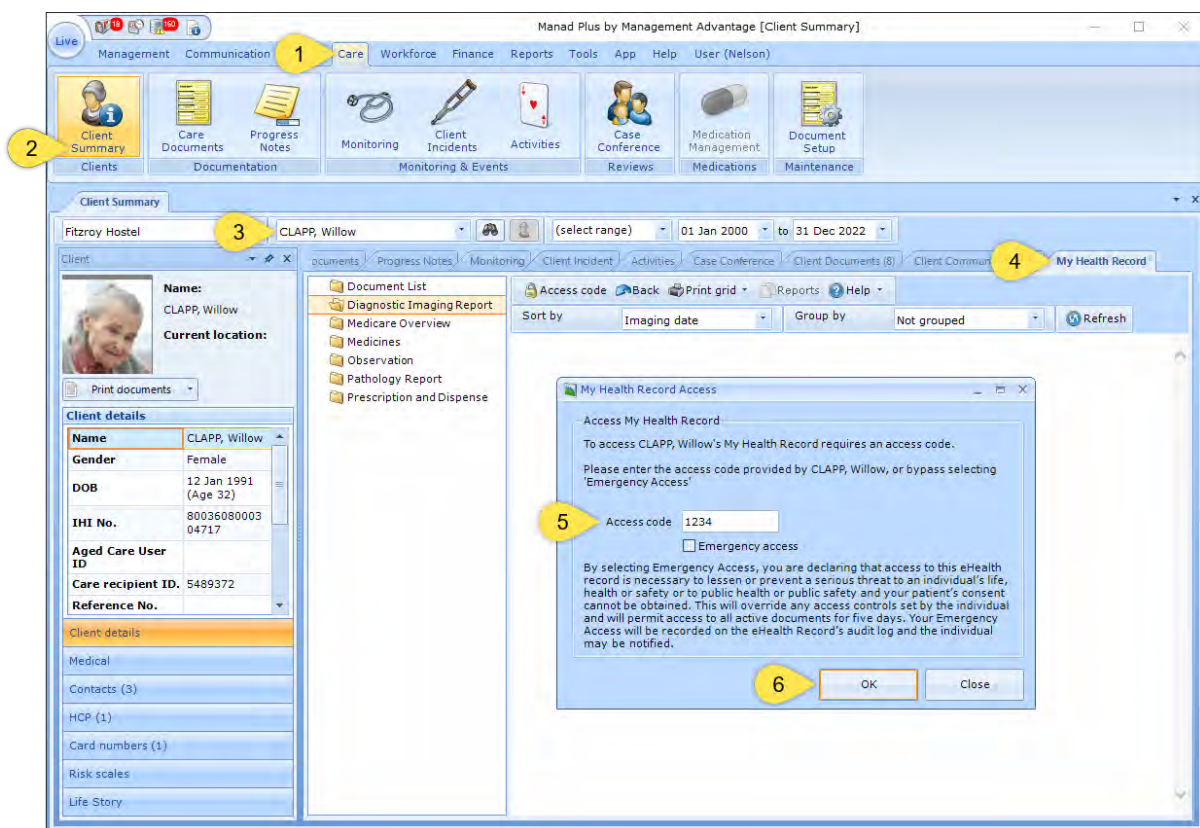
When a client has set an access code, they will need to give you this code so you can look at their My Health Record information. If you have already entered the code for a client once, you will not need to do this again unless the client revokes your access.

For more information, see [Manage who can access your record with a record access code](#).

1. Go to the **Care** module tab.
2. Open the **Client Summary** feature.
3. Select the relevant client using the drop-down tool.
4. Click to open the **My Health Record** tab.

If the selected client has set an **Access code**, the **My Health Record Access** form should load to the front of the screen.

5. Enter the **Access code**.
6. Then click **OK**.



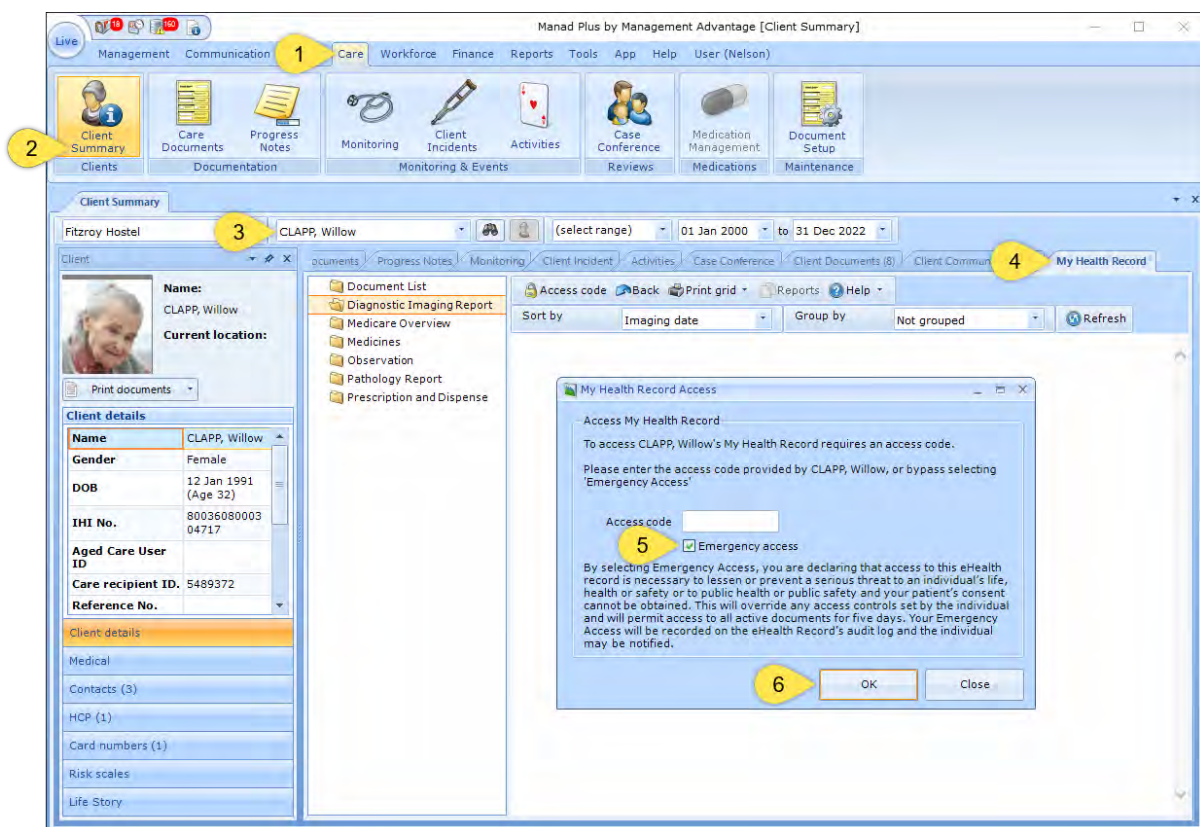
What to do when a client's access code is unknown during an emergency

If you do not have the **Access code** for a client during an emergency, such as a life or death scenario, and you need to access their My Health Record immediately, you can use the **Emergency access** option to enable access for all users working in the client's location for 5 days.

1. Go to the **Care** module tab.
2. Open the **Client Summary** feature.
3. Select the relevant client using the drop-down tool.
4. Click to open the **My Health Record** tab.

If the selected client has set an **Access code**, the **My Health Record Access** form should load to the front of the screen.

5. Tick the **Emergency access** checkbox.
6. Then click **OK**.



The screenshot shows the Manad Plus by Management Advantage [Client Summary] window. The interface includes a top menu bar with tabs like Management, Communication, Care, Workforce, Finance, Reports, Tools, App, Help, and User (Nelson). Below the menu is a toolbar with icons for Client Summary, Care Documents, Progress Notes, Monitoring, Client Incidents, Activities, Case Conference, Medication Management, and Document Setup. The main area displays the Client Summary for 'Fitzroy Hostel' and 'CLAPP, Willow'. The client details section shows personal information such as Name, Gender, DOB, IHI No., and Care recipient ID. The 'My Health Record' tab is selected, showing a list of documents. A 'My Health Record Access' dialog box is open, prompting for an access code. The 'Emergency access' checkbox is checked, and the 'OK' button is highlighted.

How to upload an Advance Care Plan to MHR

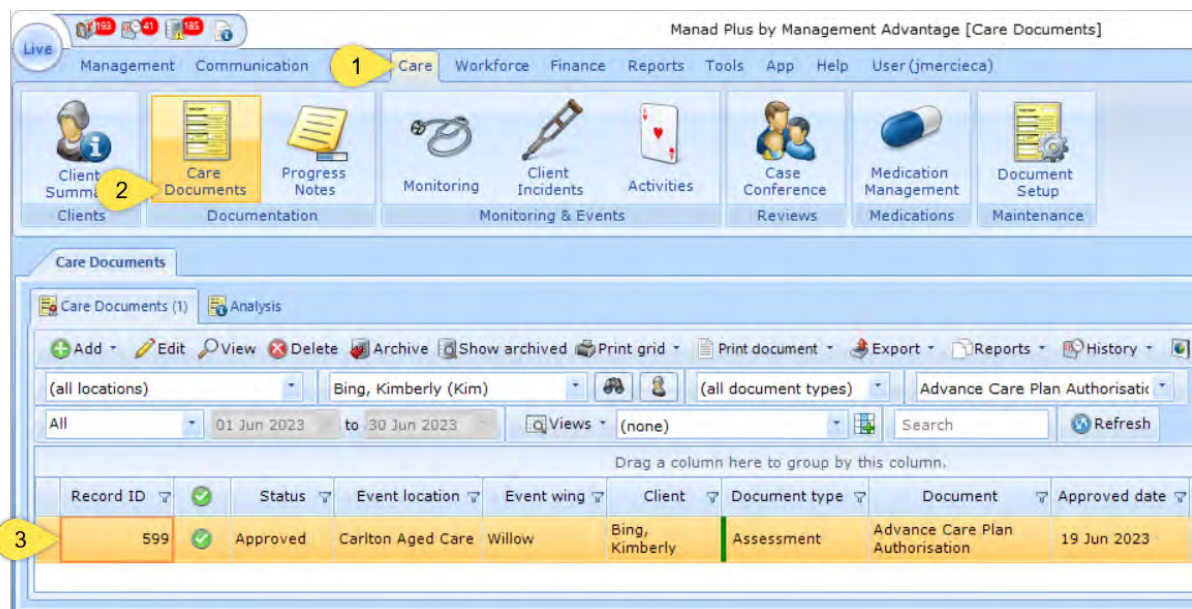
Reminder: To upload **Advance Care Plan** documents to MHR, you must first complete:

- [Step 4: Get the HPI-Is for your staff members](#)
- [Step 8: Update client consent to upload an Advance Care Plan to MHR.](#)

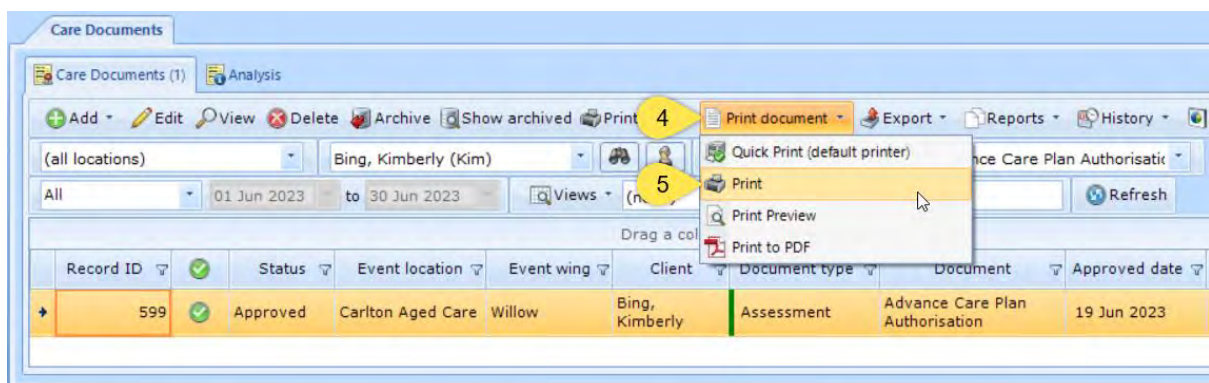
If the client's Advance Care Plan was completed in Manad Plus, please read from step 1 below.

If the client has an Advance Care Plan that was completed externally, please skip to step 6 on the next page.

1. Go to the **Care** module tab.
2. Open the **Care Documents** feature.
3. Select the client's **Approved Advance Care Plan** from the grid.



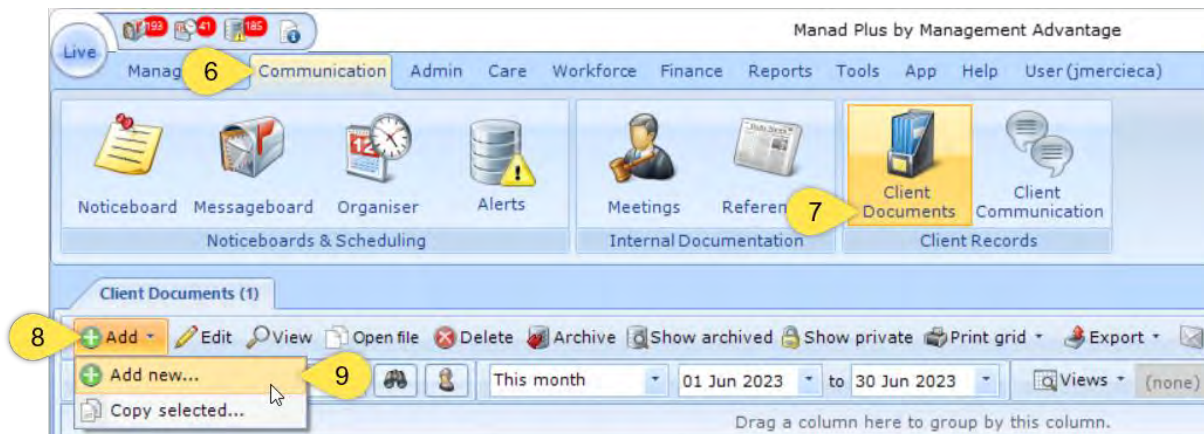
4. Click the **Print document** button in the toolbar.
5. Select **Print** to choose from your available printer options.



Once the **Advance Care Plan** has been printed, you will need to have it signed, then scan the signed copy, save it as a PDF file and upload it to Manad Plus.

IMPORTANT: The signed document must be saved as a PDF file, as MHR only accepts this type of file.

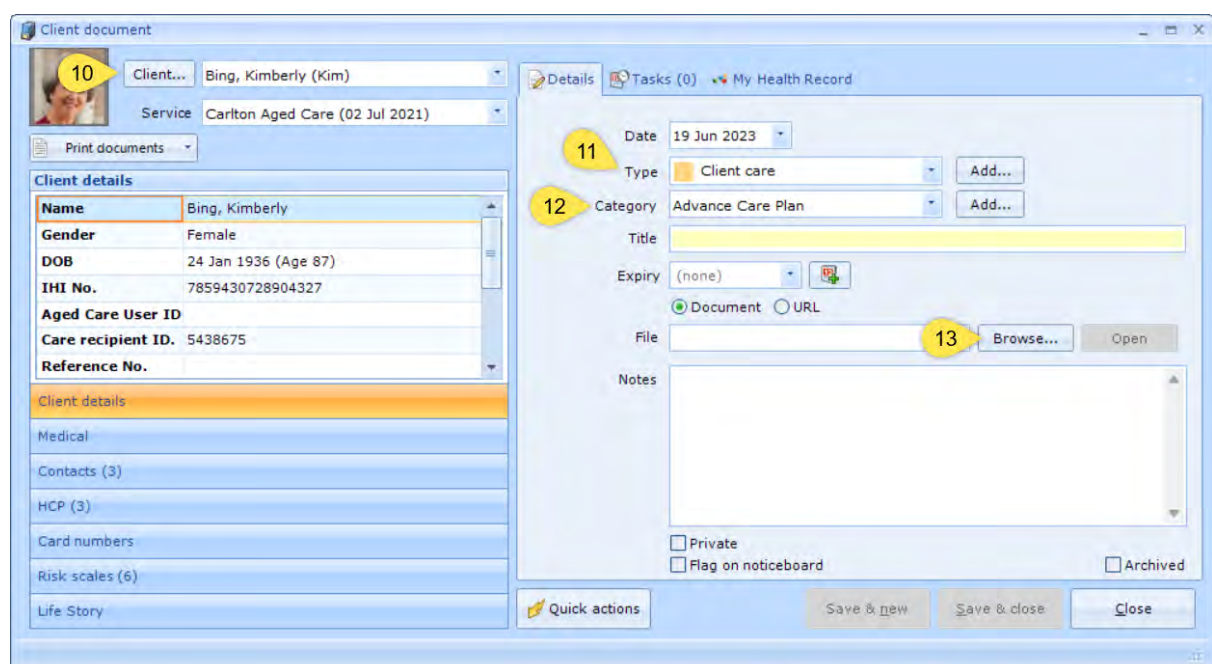
6. Go the **Communication** module tab.
7. Open the **Client Documents** feature.
8. Click the **Add** button in the toolbar.
9. Select **Add new...**



10. Click the **Client** drop-down to select from all current clients OR click the **Client** button to choose from the full client list.
11. Enter the **Type** using the drop-down options.
12. Then set the **Category** as **Advance Care Plan**.

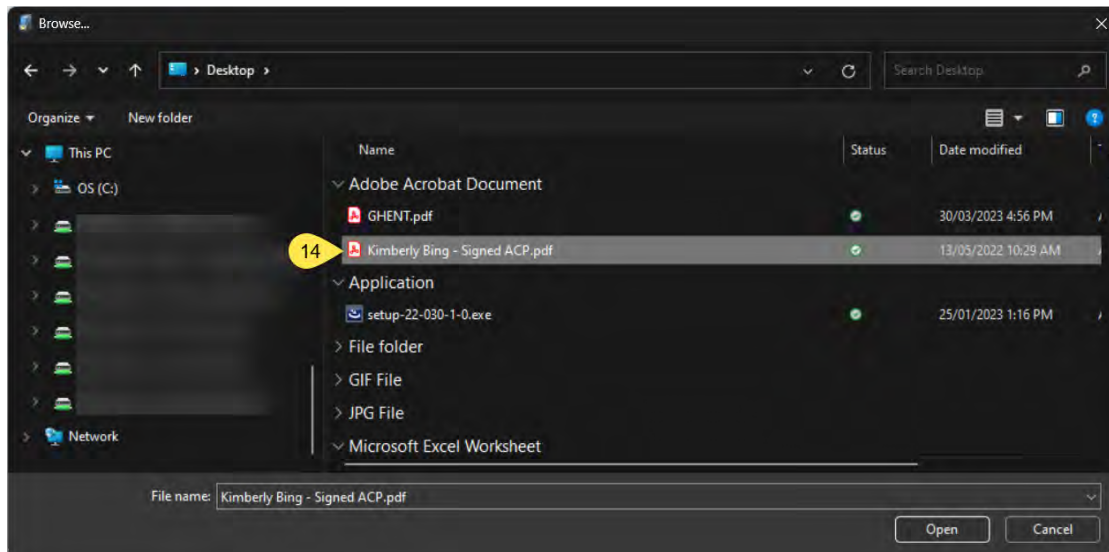
Note: The **My Health Record** tab will only be enabled if this **Category** is chosen.

13. In the **File** field, click the **Browse...** button.



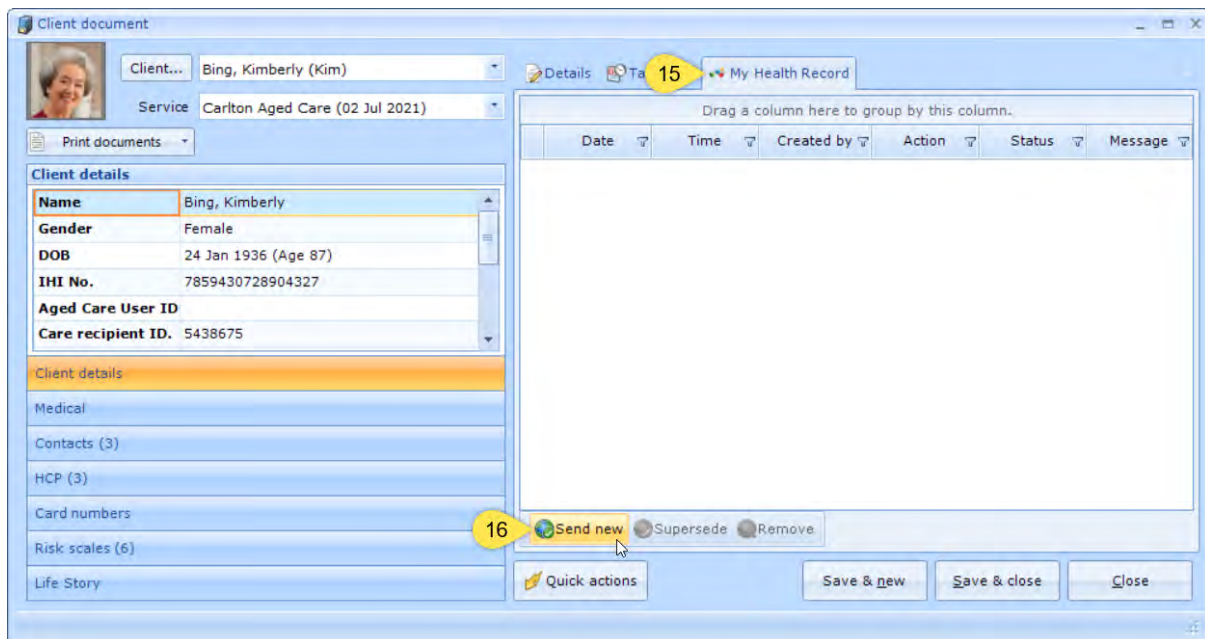
14. Find and open the scanned PDF file on your computer/shared folder.

IMPORTANT: MHR only accepts PDF files.



15. Click to open the **My Health Record** tab.

16. Click the **Send new** button.



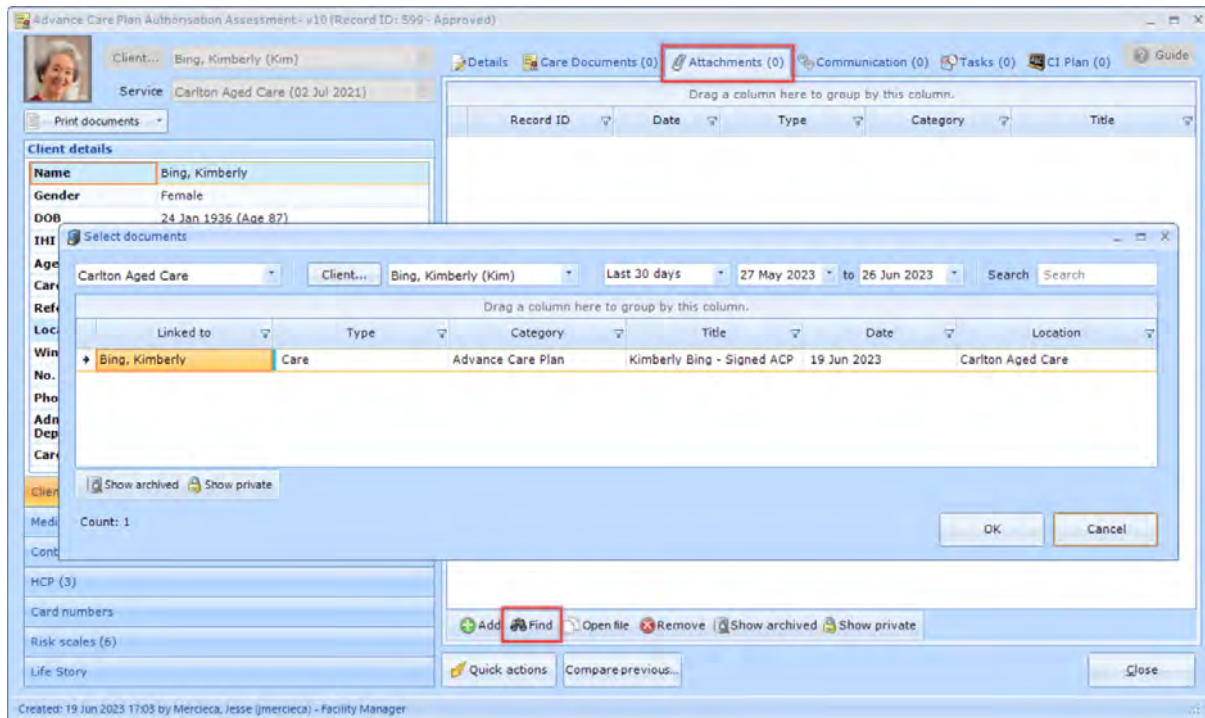
As you have not yet linked the **Client Document** to the **Advance Care Plan Authorisation**, you will get this prompt. You can just click **Yes, continue** to upload the document without a link.



However, if you do want to link the **Client Document** to the **Advance Care Plan Authorisation** before uploading it to MHR you should click **No, return** and save the record first.

Once saved, go back to the **Care Documents** feature, select the authorisation record and click the **View** button in the toolbar.

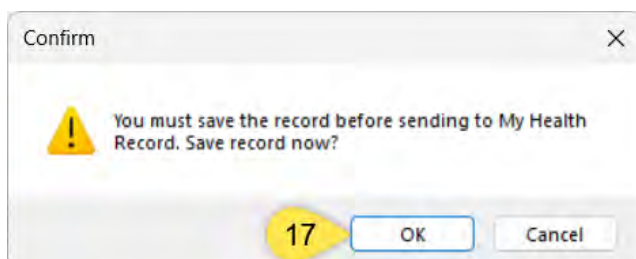
In the **Attachments** tab, you can then use the **Find** button to link the relevant **Client Document** record to the authorisation record. Once the record is visible in this tab, it will be linked and you can simply **Close** the authorisation form.



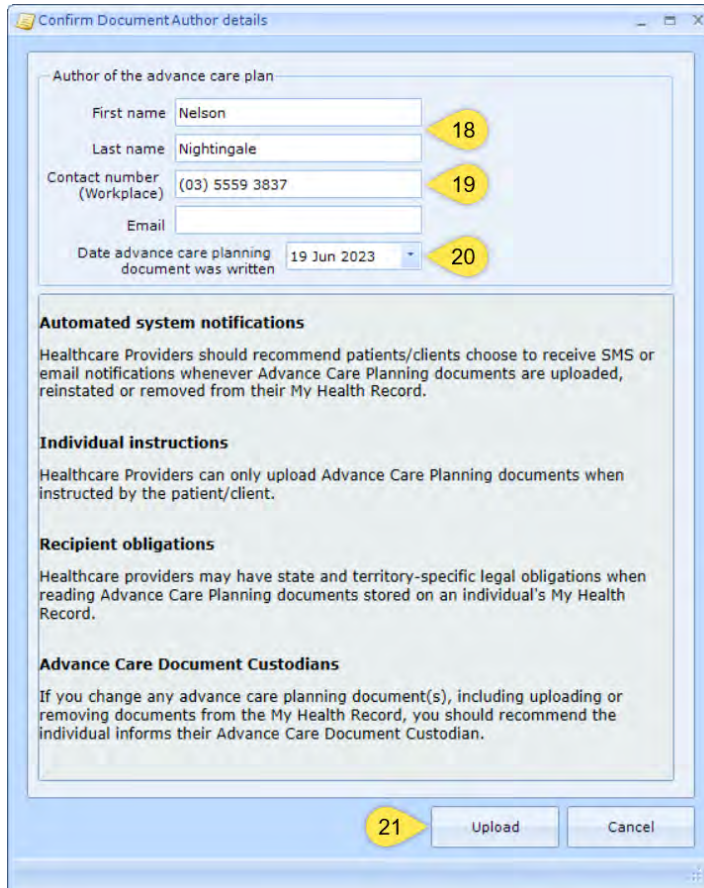
Now go back to **Client Documents**, select the relevant record from the grid and click the **Edit** button in the toolbar.

Then navigate back to the **My Health Record** tab and click **Send new**.

17. If you chose to continue without linking the document to the authorisation record, you will be given another prompt to save the **Client Document** before continuing. Just click **OK** to continue.



18. Enter the **First name** and **Last name** of the **Author of the advance care plan**.
19. Enter their **Contact number**. (Note: You can also enter their **Email**, but this is optional).
20. Enter the **Date** using the drop-down calendar tool.
21. Then click to **Upload**.



Confirm Document Author details

Author of the advance care plan

First name 18

Last name 19

Contact number (Workplace) 20

Email

Date advance care planning document was written 21

Automated system notifications
Healthcare Providers should recommend patients/clients choose to receive SMS or email notifications whenever Advance Care Planning documents are uploaded, reinstated or removed from their My Health Record.

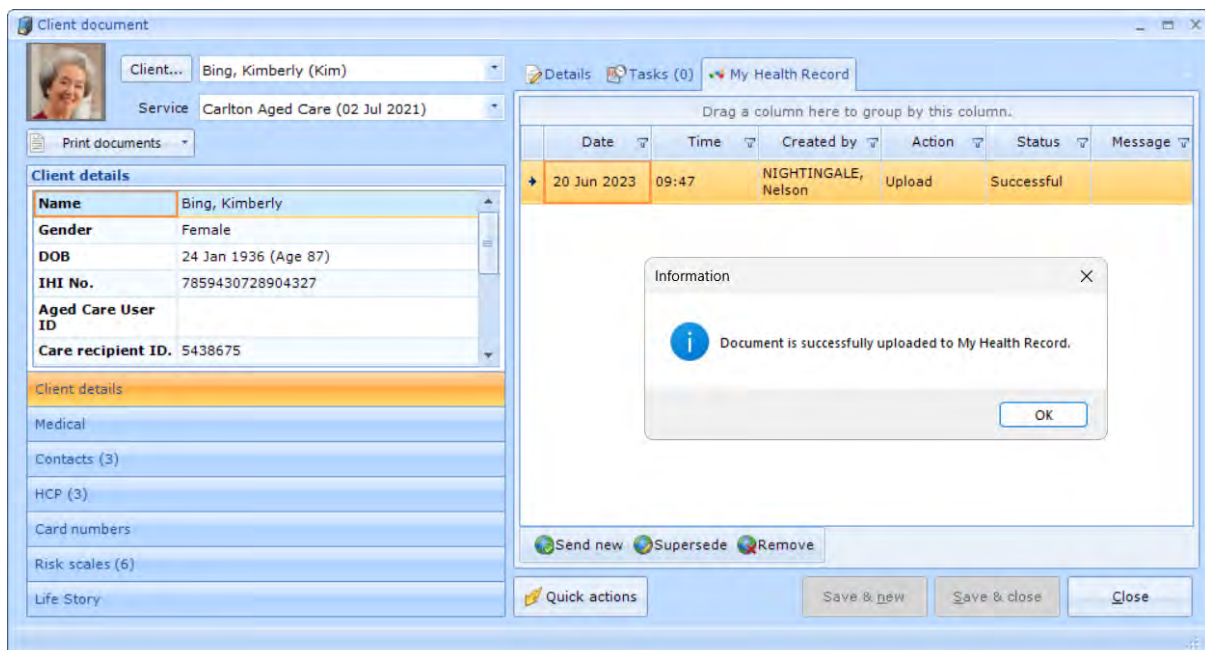
Individual instructions
Healthcare Providers can only upload Advance Care Planning documents when instructed by the patient/client.

Recipient obligations
Healthcare providers may have state and territory-specific legal obligations when reading Advance Care Planning documents stored on an individual's My Health Record.

Advance Care Document Custodians
If you change any advance care planning document(s), including uploading or removing documents from the My Health Record, you should recommend the individual informs their Advance Care Document Custodian.

21

If the upload was successful, you will receive a confirmation message onscreen and the MHR record will be stored in the tab.



Client document

Client... Details Tasks (0) My Health Record

Service

Print documents

Client details

Name	Bing, Kimberly
Gender	Female
DOB	24 Jan 1936 (Age 87)
IHI No.	7859430728904327
Aged Care User ID	
Care recipient ID	5438675

Client details

Medical

Contacts (3)

HCP (3)

Card numbers

Risk scales (6)

Life Story

Drag a column here to group by this column.

Date	Time	Created by	Action	Status	Message
20 Jun 2023	09:47	NIGHTINGALE, Nelson	Upload	Successful	

Information

Document is successfully uploaded to My Health Record.

OK

Send new Supersede Remove

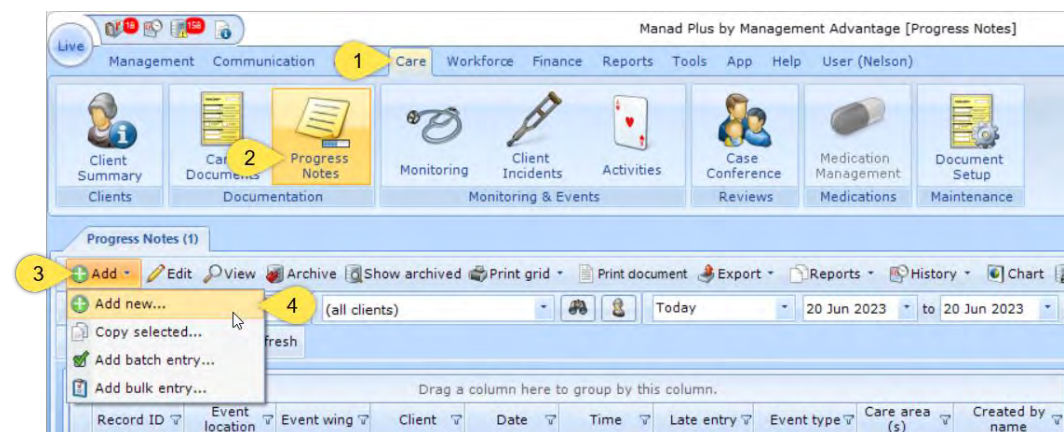
Quick actions

How to upload a Progress Note to MHR

When you upload a **Progress Note** to MHR, it will be sent as an **Event Summary**.

Event Summaries should be used for sharing information about a **significant** healthcare event that could be relevant to the ongoing care of an individual. Therefore, this should only be done for critical data necessary in a client's My Health Record.

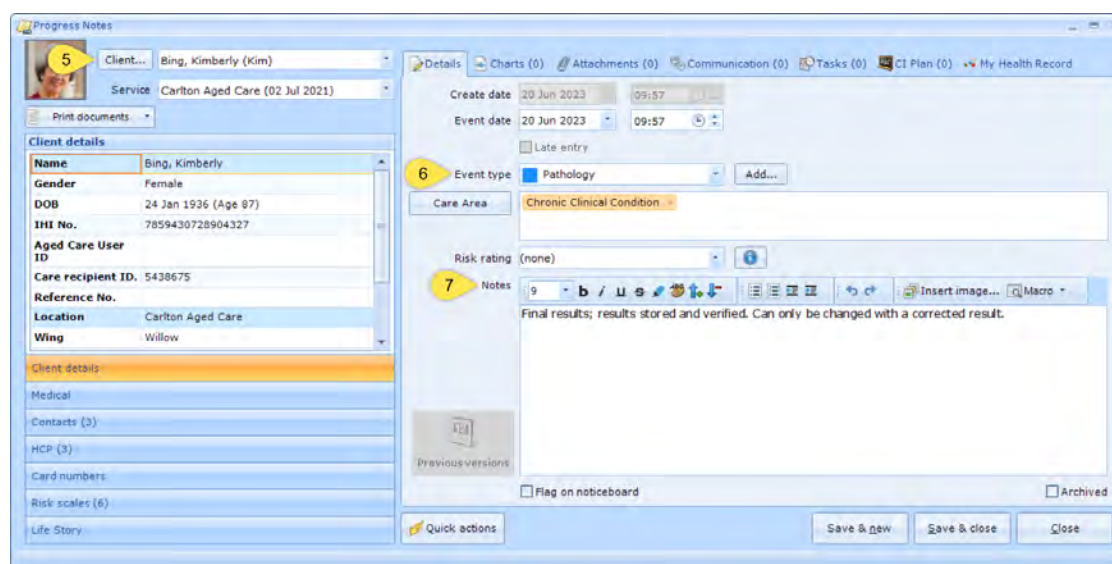
1. Go to the **Care** module tab.
2. Open the **Progress Notes** feature.
3. Click the **Add** button in the toolbar.
4. Select **Add new...**



5. Click the **Client** drop-down to select from all current clients OR click the **Client** button to choose from the full client list.
6. Enter the **Event type** using the drop-down options.

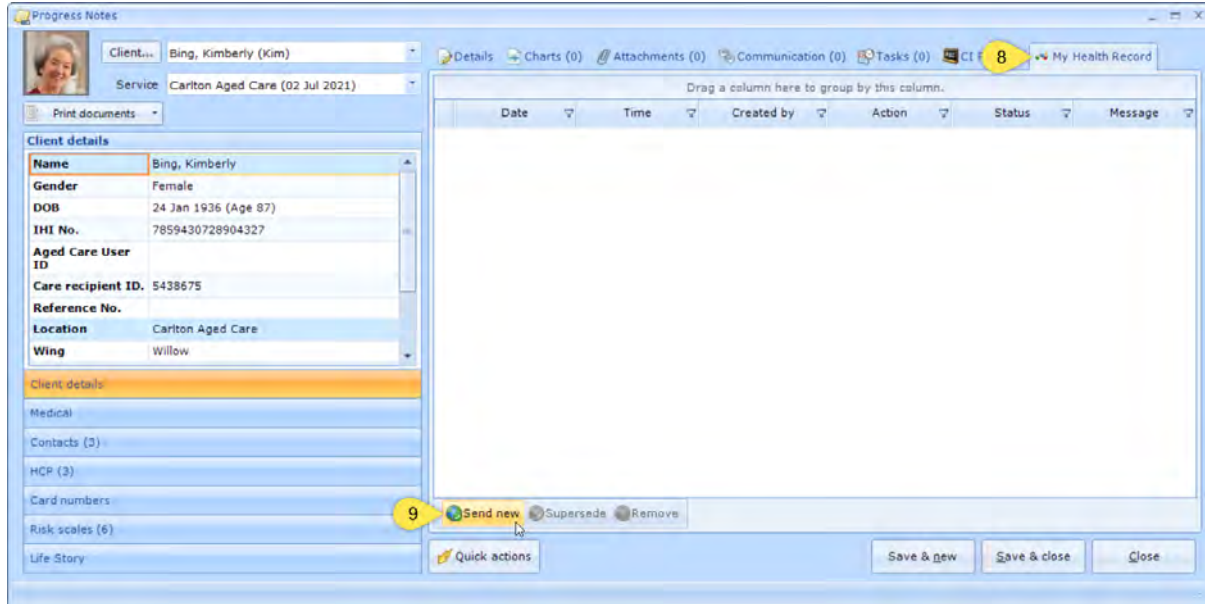
Enter any other relevant information in the other non-mandatory fields.

7. Enter the **Notes** for the record.



8. Click to open the **My Health Record** tab.
9. Click the **Send new** button.

Reminder: You must have a valid **HPI-I**. See [Step 4: Get the HPI-Is for your staff members](#).



Progress Notes

Client: Bing, Kimberly (Kim)

Service: Carlton Aged Care (02 Jul 2021)

Print documents

Client details

Name: Bing, Kimberly

Gender: Female

DOB: 24 Jan 1936 (Age 87)

IHI No.: 7859430728904327

Aged Care User ID

Care recipient ID: 5438675

Reference No.

Location: Carlton Aged Care

Wing: Willow

Client details

Medical

Contacts (3)

HCP (3)

Card numbers

Risk scales (6)

Life Story

Details Charts (0) Attachments (0) Communication (0) Tasks (0) CI Plan (0) **My Health Record**

Drag a column here to group by this column.

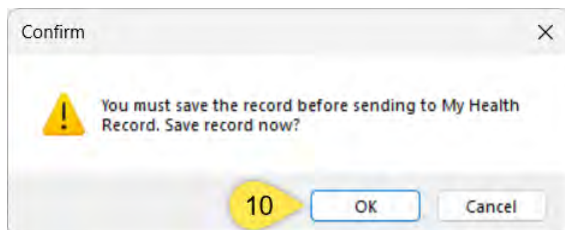
Date	Time	Created by	Action	Status	Message
------	------	------------	--------	--------	---------

Send new Supersede Remove

Quick actions

Save & new Save & close Close

10. Click **OK** to save the record before sending to MHR.

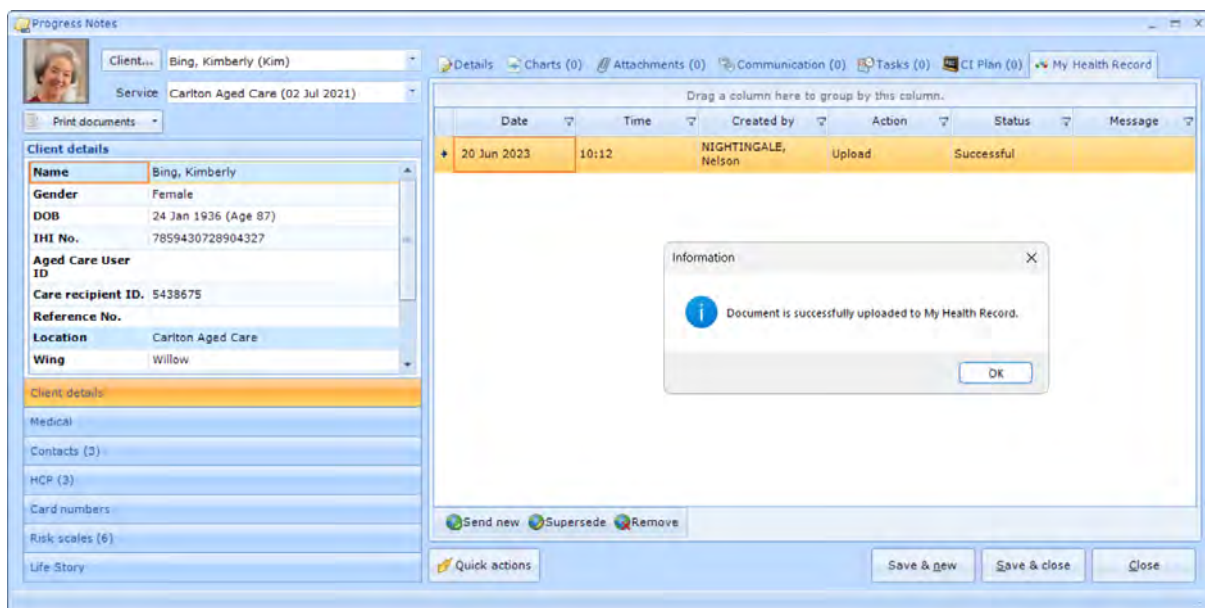


Confirm

! You must save the record before sending to My Health Record. Save record now?

10 OK Cancel

If the upload was successful, you will receive a confirmation message onscreen and the MHR record will be stored in the tab.



Progress Notes

Client: Bing, Kimberly (Kim)

Service: Carlton Aged Care (02 Jul 2021)

Print documents

Client details

Name: Bing, Kimberly

Gender: Female

DOB: 24 Jan 1936 (Age 87)

IHI No.: 7859430728904327

Aged Care User ID

Care recipient ID: 5438675

Reference No.

Location: Carlton Aged Care

Wing: Willow

Client details

Medical

Contacts (3)

HCP (3)

Card numbers

Risk scales (6)

Life Story

Details Charts (0) Attachments (0) Communication (0) Tasks (0) CI Plan (0) **My Health Record**

Drag a column here to group by this column.

Date	Time	Created by	Action	Status	Message
20 Jun 2023	10:12	NIGHTINGALE, Nelson	Upload	Successful	

Information

Document is successfully uploaded to My Health Record.

OK

Send new Supersede Remove

Quick actions

Save & new Save & close Close

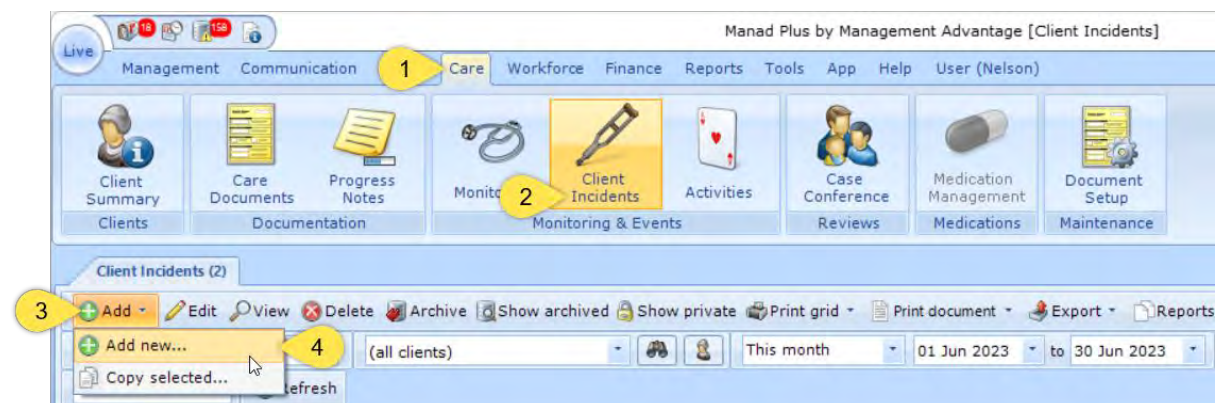
How to upload a Client Incident to MHR

When you upload a **Client Incident** to MHR, it will be sent as an **Event Summary**.

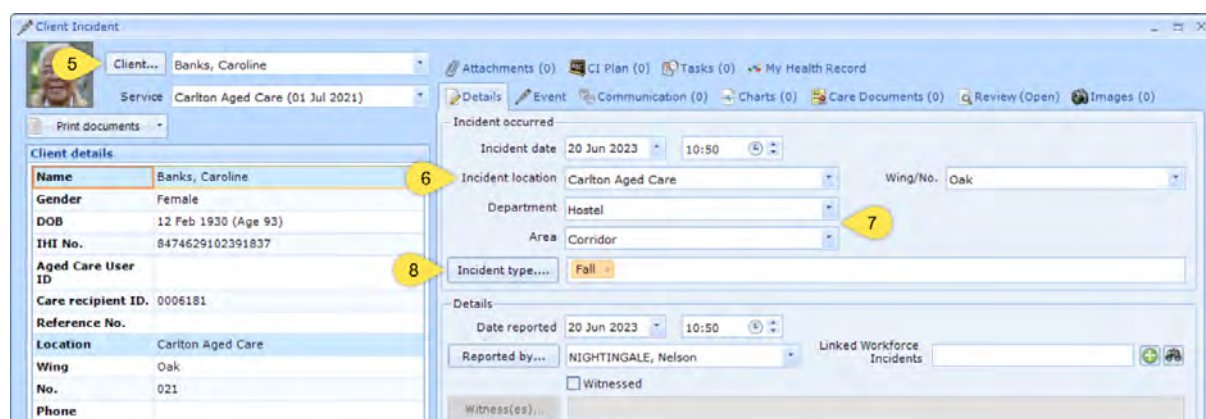
Event Summaries should be used for sharing information about a **significant** healthcare event that could be relevant to the ongoing care of an individual. Therefore, this should only be done for critical data necessary in a client's My Health Record.

Reminder: You must also have a valid **HPI-I**. See [Step 4: Get the HPI-Is for your staff members](#).

1. Go to the **Care** module tab.
2. Open the **Client Incidents** feature.
3. Click the **Add** button in the toolbar.
4. Select **Add new...**



5. Click the **Client** drop-down to select from all current clients OR click the **Client** button to choose from the full client list.
6. Enter the **Incident location** using the drop-down options.
7. Enter the **Department** using the drop-down options, then enter the corresponding **Area**.
8. Enter the **Incident type**.



9. Enter the **Incident details**.

10. Enter the **Action taken**.

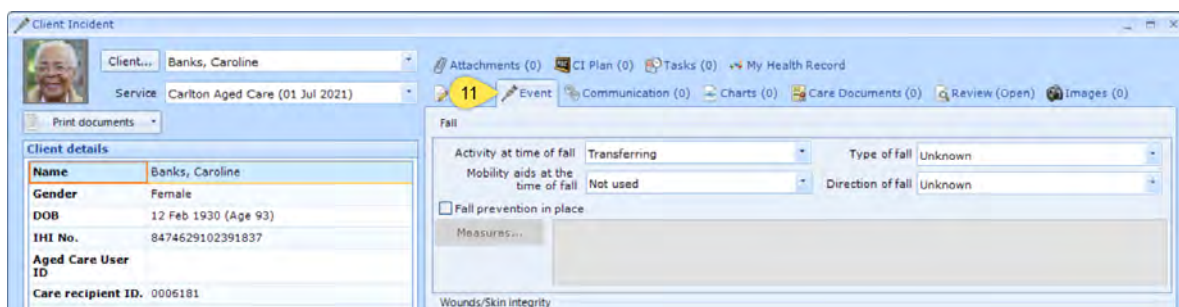
Enter any other relevant information in the remaining non-mandatory fields.



The screenshot shows the 'Client Incident' form. On the left is a sidebar with tabs: Admission / Departure, Client details, Medical, Contacts (2), HCP (3), Card numbers (1), Risk scales (3), and Life Story. The 'Admission / Departure' tab is active, showing '01 Jul 2021 (1 year 11 months 19 days)' and 'Care type: Permanent'. The 'Incident details' section is highlighted with a yellow circle and the number 9. It contains a 'Reported to...' dropdown (Kimble, Kevin), a 'Severity rating' dropdown (2 - Moderate), and a text area for 'Incident details' containing 'Caroline was transferring from her room without her 4-wheel walker when she tripped and fell.' Below this is the 'Injury type...' dropdown (Fracture) and checkboxes for 'Injury sustained', 'Major/Serious injury', 'Ambulance called', and 'Admitted to Hospital'. The 'Action taken' section is highlighted with a yellow circle and the number 10. It contains a text area for 'Action taken' with the text 'Caroline was moved by staff to a nearby chair and neuro obs were conducted. Further examination found that she had a possible fracture to her ankle and an ambulance was called.' Below this are checkboxes for 'Private', 'Flag on noticeboard', and 'Archived'. At the bottom are 'Quick actions' and buttons for 'Save & new', 'Save & close', and 'Close'.

11. Click to open the **Event** tab and enter information in the relevant fields.

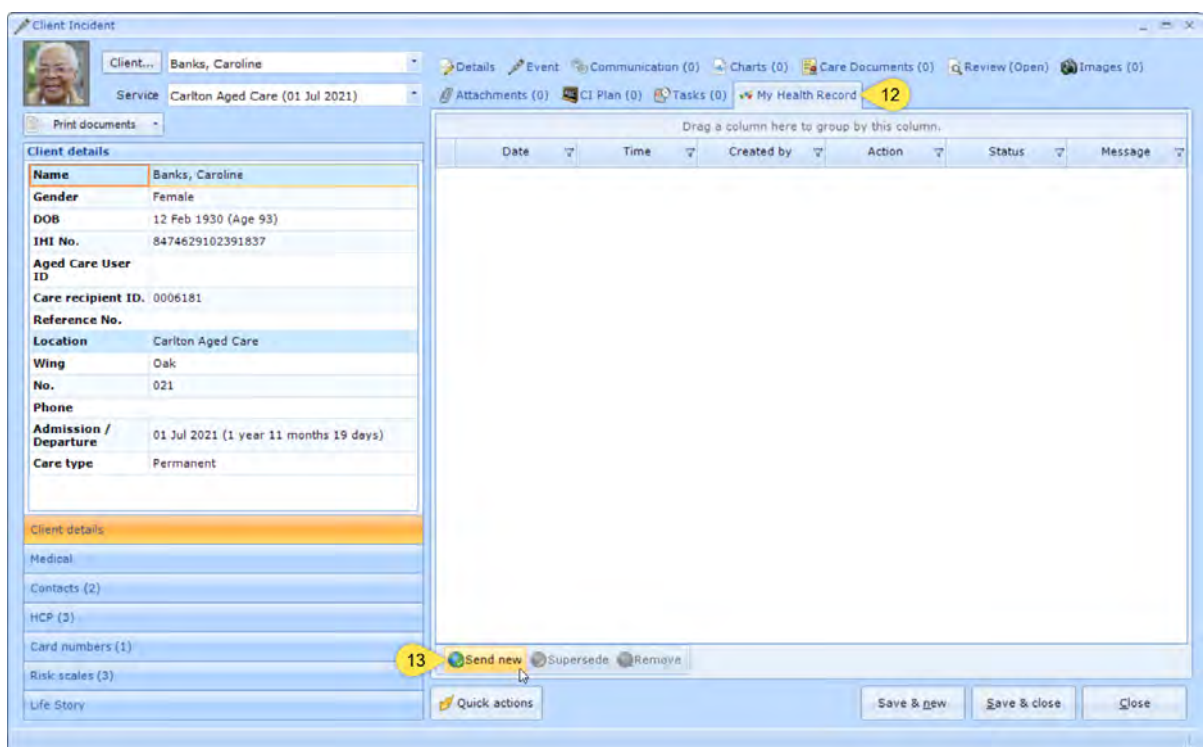
The sections that are enabled in this tab will depend on the **Incident type(s)** chosen in the **Details** tab. Some sections here will be mandatory to complete, while others may not be.



The screenshot shows the 'Client Incident' form with the 'Event' tab selected. The left sidebar is the same. The 'Event' tab is highlighted with a yellow circle and the number 11. It contains a 'Fall' section with dropdowns for 'Activity at time of fall' (Transferring), 'Mobility aids at the time of fall' (Not used), 'Type of fall' (Unknown), and 'Direction of fall' (Unknown). There is a checkbox for 'Fall prevention in place' and a 'Measures...' text area. Below this is a 'Wounds/Skin integrity' section. At the bottom are 'Quick actions' and buttons for 'Save & new', 'Save & close', and 'Close'.

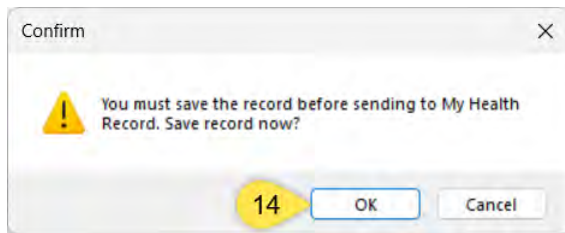
12. Click to open the **My Health Record** tab.

13. Click the **Send new** button.

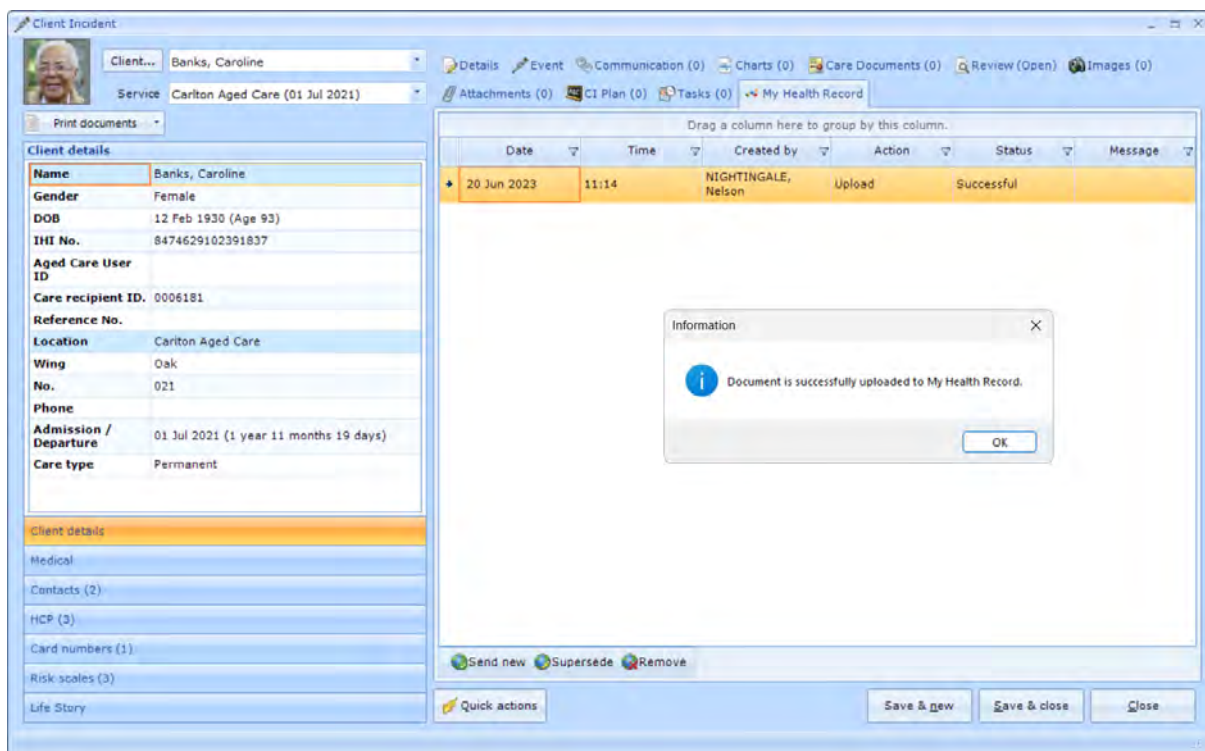


The screenshot shows the 'Client Incident' form with the 'My Health Record' tab selected. The left sidebar is the same. The 'My Health Record' tab is highlighted with a yellow circle and the number 12. It contains a table with columns: Date, Time, Created by, Action, Status, and Message. Above the table is a prompt 'Drag a column here to group by this column.' Below the table are buttons for 'Send new', 'Supersede', and 'Remove'. The 'Send new' button is highlighted with a yellow circle and the number 13. At the bottom are 'Quick actions' and buttons for 'Save & new', 'Save & close', and 'Close'.

14. Click **OK** to save the record before sending to MHR.



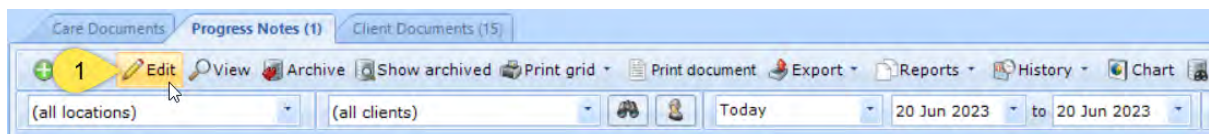
If the upload was successful, you will receive a confirmation message onscreen and the MHR record will be stored in the tab.



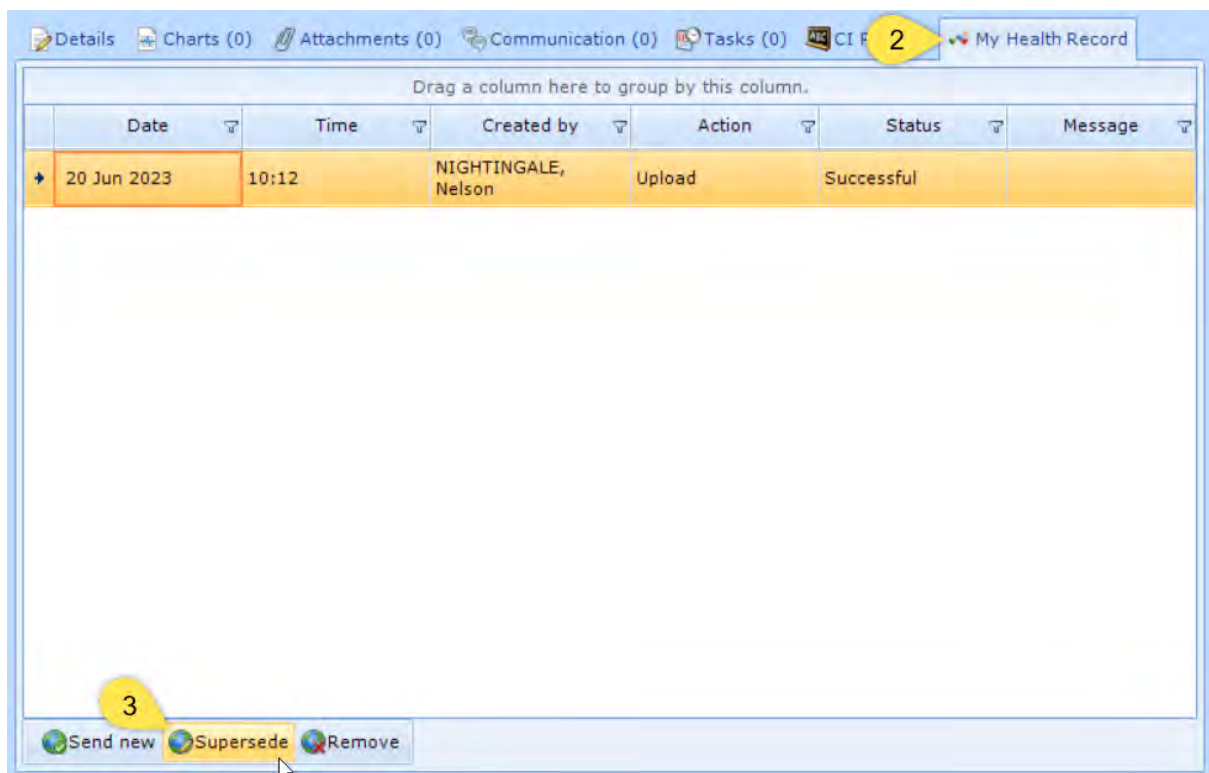
How to replace a document uploaded to MHR

If you have uploaded the incorrect information to MHR via **Client Documents** (Advance Care Plan), **Progress Notes** or **Client Incidents**, or you want to update the details of the submitted document for any other reason, this can be done using the following steps.

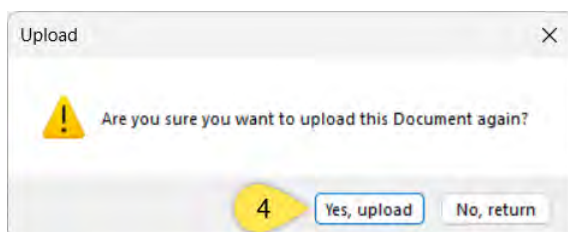
1. Find the relevant record and click the **Edit** button in the toolbar.



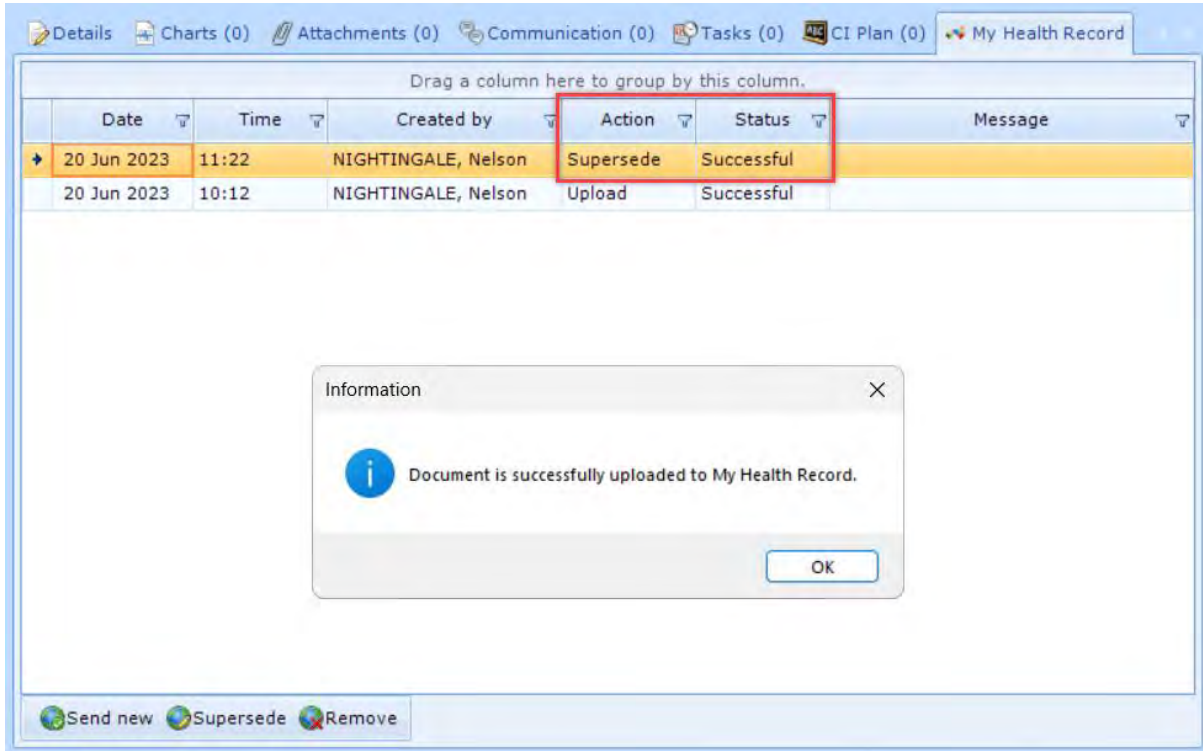
2. Click to open the **My Health Record** tab.
3. Click the **Supersede** button.



4. Click **Yes, upload**.



If this was successful, you will receive a confirmation message onscreen and a record of the **Supersede** action will be stored in the tab.



The screenshot shows the Manadplus interface with a table of actions. A red box highlights the 'Supersede' action, which has a 'Successful' status. Below the table, an 'Information' dialog box displays the message: 'Document is successfully uploaded to My Health Record.' with an 'OK' button.

Date	Time	Created by	Action	Status	Message
20 Jun 2023	11:22	NIGHTINGALE, Nelson	Supersede	Successful	
20 Jun 2023	10:12	NIGHTINGALE, Nelson	Upload	Successful	

Information

Document is successfully uploaded to My Health Record.

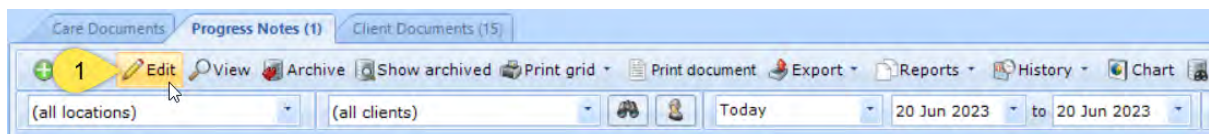
OK

Send new Supersede Remove

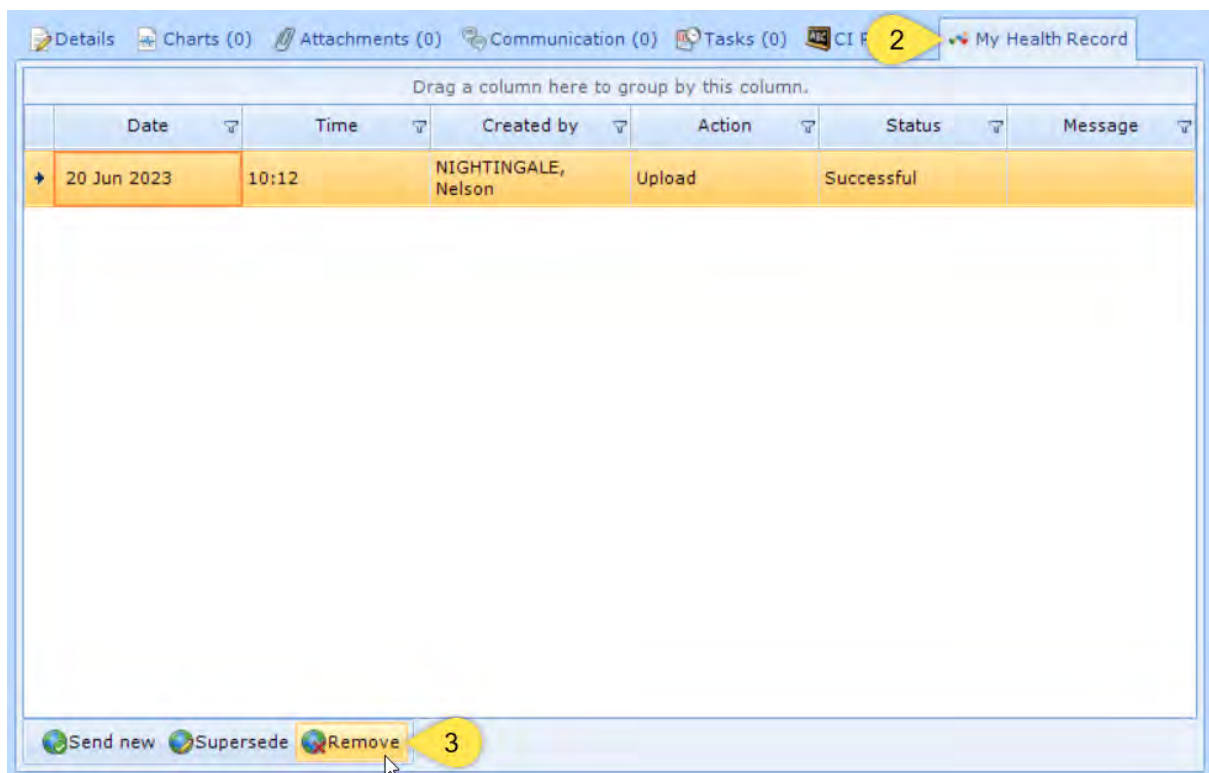
How to remove a document uploaded to MHR

If you have uploaded a document to MHR for the wrong client via **Client Documents** (Advance Care Plan), **Progress Notes** or **Client Incidents**, or you want to remove it for any other reason, this can be done using the following steps.

1. Find the relevant record and click the **Edit** button in the toolbar.



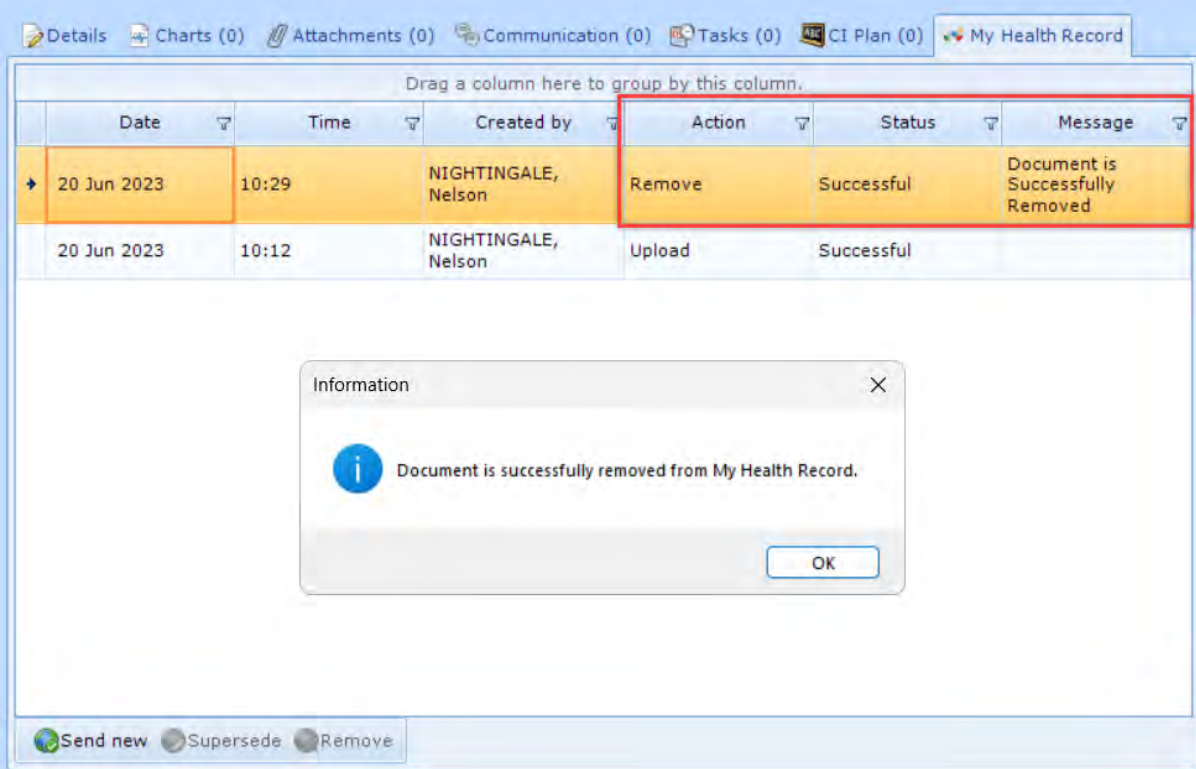
2. Click to open the **My Health Record** tab.
3. Click the **Remove** button.



4. Enter the **Reason for removal** using the drop-down options.
5. Then click **Yes, remove**.



If the removal was successful, you will receive a confirmation message onscreen and a record of the **Remove** action will be stored in the tab.



The screenshot shows the 'My Health Record' tab in the manadplus interface. At the top, there are tabs for Details, Charts (0), Attachments (0), Communication (0), Tasks (0), CI Plan (0), and My Health Record. Below the tabs is a table with the following columns: Date, Time, Created by, Action, Status, and Message. The table contains two rows. The first row is highlighted in orange and has a red border around it, indicating a successful removal action. The second row shows an upload action. Below the table, an 'Information' dialog box is displayed, confirming that the document has been successfully removed from the My Health Record. At the bottom of the interface, there are buttons for 'Send new', 'Supersede', and 'Remove'.

Date	Time	Created by	Action	Status	Message
20 Jun 2023	10:29	NIGHTINGALE, Nelson	Remove	Successful	Document is Successfully Removed
20 Jun 2023	10:12	NIGHTINGALE, Nelson	Upload	Successful	

Information

Document is successfully removed from My Health Record.

OK

Send new Supersede Remove

Troubleshooting / FAQs

Why am I unable to connect to MHR?

There may be a number of reasons why you are having trouble connecting to MHR.

1. Check the NASH PKI certificate has been installed correctly.
2. Check the **HPI-O** and **Cert. SN (Certificate Serial Number)** have been entered correctly in Tools > Locations. Note: You can click the **Check Certificate** button here to confirm this as well.
3. Check your user account has **Security Permissions** to access and use the My Health Record feature.
4. Check the client record you are trying to access has a verified **IHI Number**.
5. Check the Manad Plus API is running (i.e. has a green dot in the bottom-right of the Manad Plus window).
6. Check you have internet access (i.e. can you access Google via a web browser).

Where do I find the PIC number to install the NASH PKI certificate?

When the NASH PKI certificate is available to install, a PIC number will be sent to the mobile phone number of the Registered Officer (RO) or Organisation Maintenance Officer (OMO) that was setup on registration.

You will need this PIC number to install the NASH PKI certificate.

How long is my NASH PKI certificate valid for?

NASH PKI certificates are valid for 2 years, so your RO or OMO should plan to apply and install a new certificate before the expiry date.

Note: An Organiser task reminder can be set in Manad Plus to do this. For more information, see [How to assign a new Organiser task to yourself](#).

To renew your NASH PKI certificate, your RO or OMO will need to log into HPOS via PRODA and requests a new certificate, selecting the correct software product and version number.

Ensure a mobile phone number is entered when prompted to receive an SMS with the PIC number to install the new NASH PKI certificate within 30 days.

Why can't I upload an Advance Care Plan to MHR?

There may be a number of reasons why you are having trouble uploading an Advance Care Plan to MHR.

1. Check the **Current Advance Care Plan Authorisation** for the client has been updated to give consent.
2. Check the Advance Care Plan you are trying to upload has been saved as a **PDF file**. MHR only accepts PDF files.
3. Check your user account has **Security Permissions** to **Upload** to My Health Record.
4. Check the personnel record linked to user account has a verified **HPI-I**.
5. Check the client record you are trying to upload the document for has a verified **IHI Number**.

Why am I no longer being prompted for an access code?

When a client has set an access code, they will need to give you this code so you can look at their My Health Record information.

However, you will only have to enter the code for a client once and you will not need to do this again unless the client revokes your access.

For more information, see [Manage who can access your record with a record access code](#).

Why can't I search for the IHI and/or HPI-I with the correct Client/Personnel details entered, Certificates installed and updated on Manad Plus correctly.

The IHI or HPI-I search will be triggered when the NASH PKI certificates are installed and is current, and the API running correctly. Therefore this problem could be API related.

1. Check when the IHI/HPI-I search last worked and check if there were any environmental changes/updates that occurred recently.
2. Make sure the NASH PKI certificate is valid and current.
 - a. You can confirm this by clicking **Check Certificate** button from Tools > Locations > Details tab on the relevant facility.
3. As a precautionary step restart the **Manad Plus Service** (Make sure the Manad Plus API and Service process has been ended on task manager Details tab before restarting) as there could be environmental changes that may stop the API to work as expected.