TOOLKIT

Digital health in aged care

phn
MURRAY

An Australian Government Initiative

Leadership

Collaboration

Respect

Accountability

Innovation

Acknowledgement of Country

Murray PHN acknowledges its catchment crosses over many unceded First Nations Countries following the Dhelkunya Yaluk (Healing River).

We pay our respects and give thanks to the Ancestors, Elders and Young People for their nurturing, protection and caregiving of these sacred lands and waterways, acknowledging their continuation of cultural, spiritual and educational practices.

We are grateful for the sharing of Country and the renewal that Country gives us. We acknowledge and express our sorrow that this sharing has come at a personal, spiritual and cultural cost to the wellbeing of First Nations Peoples.

We commit to addressing the injustices of colonisation across our catchment, and to listening to the wisdom of First Nations communities who hold the knowledge to enable healing.

We extend that respect to all Aboriginal and Torres Strait Islander Peoples.

Our commitment to being an anti-racist company

Murray PHN aspires to be an anti-racist organisation, embedding cultural humility as a daily practice to improve health outcomes and health equity in our communities. We recognise cultural humility as a lifelong commitment to self reflection, personal growth and redressing power imbalances in our society.

Introduction

The Digital Health in Aged Care Toolkit has been developed to assist residential aged care homes (RACHs) to understand and make use of the digital health tools that are at their disposal. The toolkit is a compilation of resources and tools that will help RACHs to quickly find the information they need, enhancing delivery of care and reducing time spent searching for reliable information.

For your convenience, we have also listed all the links included in this document at
https://murrayphn.org.au/focus-areas/digital-health/digital-health-for-aged-care/

Digital health

Digital health refers to the use of digital technology to capture, share and manage health information to improve healthcare delivery and outcomes, through better coordination. This includes secure online platforms, electronic health records, and digital tools that enable healthcare providers to access and exchange patient information safely and more efficiently.

For an overview of digital health in residential aged care, watch this video:
https://www.youtube.com/watch?v=dIUfmTNpT9Y

Contents

My Health Record

What is My Health Record?

My Health Record is a secure online summary of an individual's key health information, that can be accessed by authorised healthcare providers. It contains important health information like medications, allergies, medical conditions, pathology reports, discharge summaries, diagnostic imaging reports, and advance care planning documents. Healthcare providers can both view and add information to support coordinated care. The system supplements but does not replace existing health records, serving as a shared source of information to improve care planning and decision making.

For more on the benefits of My Health Record in aged care settings, watch this video: https://www.youtube.com/watch?v=PZXbyXbXjdU

Why use My Health Record?

My Health Record offers significant benefits for aged care:

- improving care coordination for residents with complex conditions and multiple healthcare providers

- providing quick access to critical health information during emergencies

- reducing medication errors through better medication history

- enabling smoother transitions between aged care and hospital

- supporting better informed clinical decisions through access to comprehensive health histories

- facilitating more effective communication between aged care staff and external healthcare providers

- helping meet aged care quality standards and royal commission recommendations.

Register for My Health Record

Pre-registration requirements

1. Have evidence of authority to act on behalf of the business (e.g. Certificate of company registration, Business bank statement, Lease agreement)

2. Establish a My Health Record Security and Access Policy (checklist and template)

3. Appoint a Responsible Officer (RO) - typically CEO or senior manager and an Organisation Maintenance Officer (OMO) for day-to-day administration.

Core registration process

1. **Register RO** for a PRODA account (Provider Digital Access)	2. **Register the organisation with the Healthcare Identifiers (HI) Service** via PRODA	3. **Obtain a Healthcare Provider Identifier** - Organisation (HPI-O)	4. **Request a NASH PKI certificate** (if required by your software).

Connection options

Via conformant software:

- **Check if your clinical software is conformant** with My Health Record

- Configure the software according to vendor specifications

- Ensure staff have appropriate Healthcare Provider Identifier - Individual (HPI-I) - those registered with AHPRA will have one, **other health professionals may apply here**.

Via national provider portal:

- For organisations without conformant software

- Access through **web portal**

- Limited to viewing and downloading information (cannot upload)

Staff access setup:

- Healthcare professionals need individual **HPI-Is**

- Link staff HPI-Is to the organisation's HPI-O

- Provide required training to authorised users

- Set up appropriate access levels based on roles

- Document authorised users in security and access policy

Alternatively, complete the Australian Digital Health Agency's eLearning module: Registering your Organisation for My Health Record Enrolment options: https://training.digitalhealth.gov.au/course/view.php?id=48

Advance care planning with My Health Record

An advance care plan is a digital document that can be uploaded to a person's My Health Record which provides clear instructions on the person's wishes for end-of-life care. It helps the person's family, carers and healthcare providers know the kinds of treatment and care the person wants if they can no longer speak for themself or make their own decisions.

By adding an advance care planning document to their record, one's wishes can be safely and securely accessed by any members of their care team if they were ever needed in a medical emergency. The person, and their nominated and authorised representatives can add an advance care planning document to their record.

For how to add an advance care planning document to My Health Record, watch the video: https://www.youtube.com/watch?v=XM9ecFNEGuc&t=13s

Adding an advance care plan to My Health Record

If your resident does not yet have an advance care plan, they can navigate to Advance Care Planning Australia and select an advance care planning document based on the state in which they reside. Then:

1. scan/ photograph every page of the advance care planning document and save as PDF for upload, ensuring the PDF is less than 21MB

2. sign into or create a myGov account if they do not have one

3. navigate to My Health Record under the services section on the myGov homepage

4. select the individual's My Health Record from the My Health Record home page once logged in

5. select "Documents", then "Advance Care Planning" from the top menu

6. scroll to the bottom of the Advance care planning overview page and select "Add an advance care planning document"

7. scroll down to "Select a PDF file to upload" and select "Browse" and select the saved document from your directory

8. enter the details below the upload field, and click "Next" and the document will be uploaded

9. review the document and select "Save"

10. add Advance Care Document Custodian (optional)

11. ensure the document is kept up-to-date and reviewed if needed.

My Health Record resources

- ADHA Website
- ACIITC Guidelines
- ACCPA Readiness Toolkit
- Conformant software register
- Better connected flyer
- ADHA training for Aged Care
- my health App
- MHR Registration Checklist
- Advance Care Planning
- Manad Plus and My Health Record

Telehealth in aged care

What is telehealth?

Telehealth facilitates the delivery of care through virtual means and includes consultations with health professionals via video or phone. It may also be referred to as telecare or teletherapy, and while it is not intended to replace face-to-face consultations, it can provide a safe and convenient way for people to access care when face-to-face visits are unavailable or inappropriate.

To hear more about the benefits of telehealth for aged care, watch this video: https://www.youtube.com/watch?v=qx-LSxfSQWQ

Why use telehealth?

Telehealth benefits residential aged care in many ways, including:

- improved continuity of care
- better health outcomes
- greater access to services
- more flexible service delivery
- comfort and convenience
- more care choices for residents
- increased service delivery satisfaction.

Telehealth resources

- Residential Aged Care Telehealth Training
- ALIS guide for training
- Healthdirect resources
- Visionflex resources
- Using healthdirect Video Call with a Visionflex Cart to attend a virtual emergency clinic appointment
- Using healthdirect Video Call with a Visionflex cart for staff with Video Call accounts
- Using healthdirect Video Call with a Visionflex cart with a link sent by a health service

Cybersecurity

What is cybersecurity?

The critical nature of healthcare services, combined with the valuable information entrusted to them by consumers, suppliers and employees, and the shift to digital systems and virtual care, can make health organisations a prime target for malicious and criminal attacks.

As a residential aged care home, it is important to be aware of potential cyber security threats and issues.

Cybersecurity resources

- Murray PHN webpage
- ADHA cybersecurity
- ADHA cybersecurity training and support
- Password management
- Preventing and recovering from ransomware

Other digital technologies

The use of digital health tools can significantly enhance collaborative and connected care among healthcare providers and professionals, particularly when supporting patients who have multiple and/or complex health conditions.

ePrescribing

Electronic prescriptions are a safe and convenient alternative to paper prescriptions. ePrescribing in residential aged care homes connects GPs, pharmacies and care staff digitally, enabling remote medication management and safer administration of medicines. Residents can receive medications without leaving their rooms, while more independent residents maintain autonomy with supervised support. The system can help to reduce errors and improve efficiency and collaboration for all healthcare providers involved.

- Murray PHN eScripts and Active Script Lists
- ADHA Electronic Prescriptions
- eNRMC

eRequesting

Electronic requesting or eRequesting in aged care enables secure electronic pathology and imaging requests between facilities and providers. This streamlines workflows, reduces errors and enables faster processing and results delivery. It provides better care coordination through My Health Record while minimising disruption to residents' routines.

- [Murray PHN – Electronic Requesting – pathology and radiology](#)

Secure messaging

Electronic referrals or eReferrals in aged care enable the secure electronic sharing of resident referrals between facilities, GPs, specialists and allied health providers. This streamlines coordination of external appointments, ensures complete transfer of resident information, and maintains accurate digital records of all referrals within the resident's file.

- [Murray PHN - eReferrals](#)

Provider Connect Australia

Provider Connect Australia enables healthcare providers to update organisational and practitioner information in one central location. This single-point system automatically shares updates with connected healthcare partners, reducing administrative burden and ensuring accurate facility details are available to GPs, specialists, hospitals and other healthcare services.

- [Murray PHN - PCA](#)
- [ADHA - PCA](#)

Emergency and disaster recovery

Digital health solutions can support emergency preparations, by providing secure online access to resident records, remote healthcare delivery through telehealth, and continuous medication management via ePrescribing. This ensures data can be recovered and critical care continues even when physical facilities are compromised during disasters.

- [Murray PHN Emergency & Natural Disaster Toolkit](#)
- [Murray PHN – Emergency Preparedness for Primary Care](#)

HealthPathways

HealthPathways provides aged care staff with free online access to more than 800 locally relevant clinical pathways and resources. This centralised platform helps standardise care delivery, supports evidence-based decision making, and streamlines referral processes for residents' health needs, including palliative care, dementia and mental health management.

- [Murray PHN – HealthPathways Overview for Aged Care](#)

For more information or support with digital health tools you can contact Murray PHN,
[e: agedcare@murrayphn.org.au](mailto:agedcare@murrayphn.org.au)

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