



Train IT Medical
Competence with Confidence



**Allied Health
Professions
Australia**

Digital Health for Allied Health Professionals

- Physiotherapy -

Presented by:

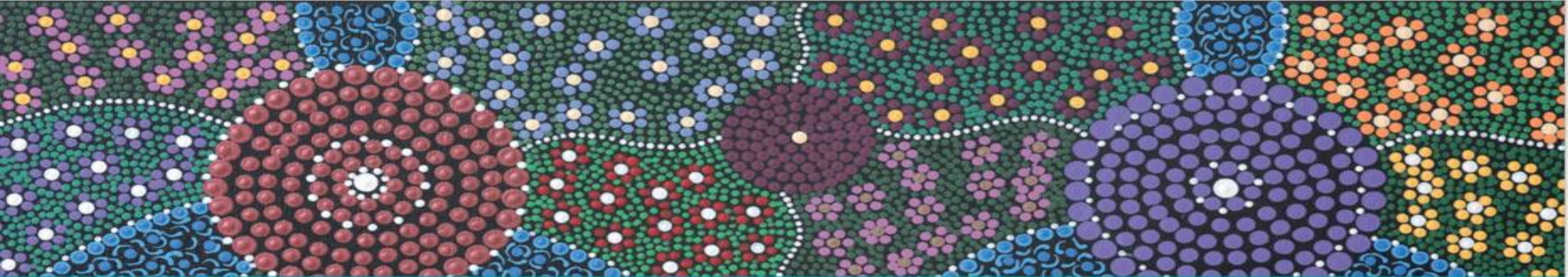
Sue Cummins & Katrina Otto

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Acknowledgement of Country

Train IT Medical acknowledge the traditional owners and custodians of land and waterways we meet on today.

We wish to pay our respects to Aboriginal and Torres Strait Islander elders past, present and future.





Learning Objectives:

1. Discuss Digital Health current status (what is available and how does it work for a physiotherapist).
2. List patients and use cases where digital health would play a role for physiotherapists.
3. View summaries via My Health Record.
4. Meet a physiotherapy Digital Health 'champion'.
5. Develop a plan for integrating digital health in practice.

Digital Health

Electronic Medical Records

My Health Record

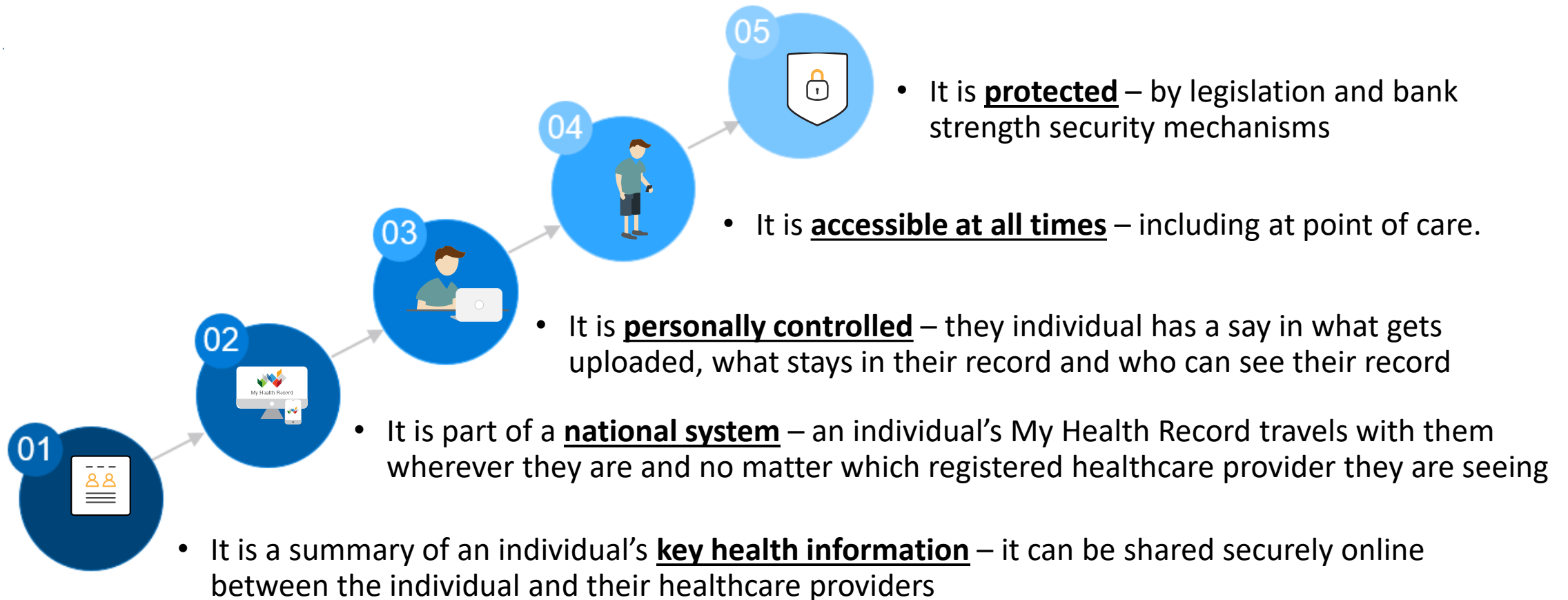
Secure Messaging

Telehealth

Apps/wearable technology



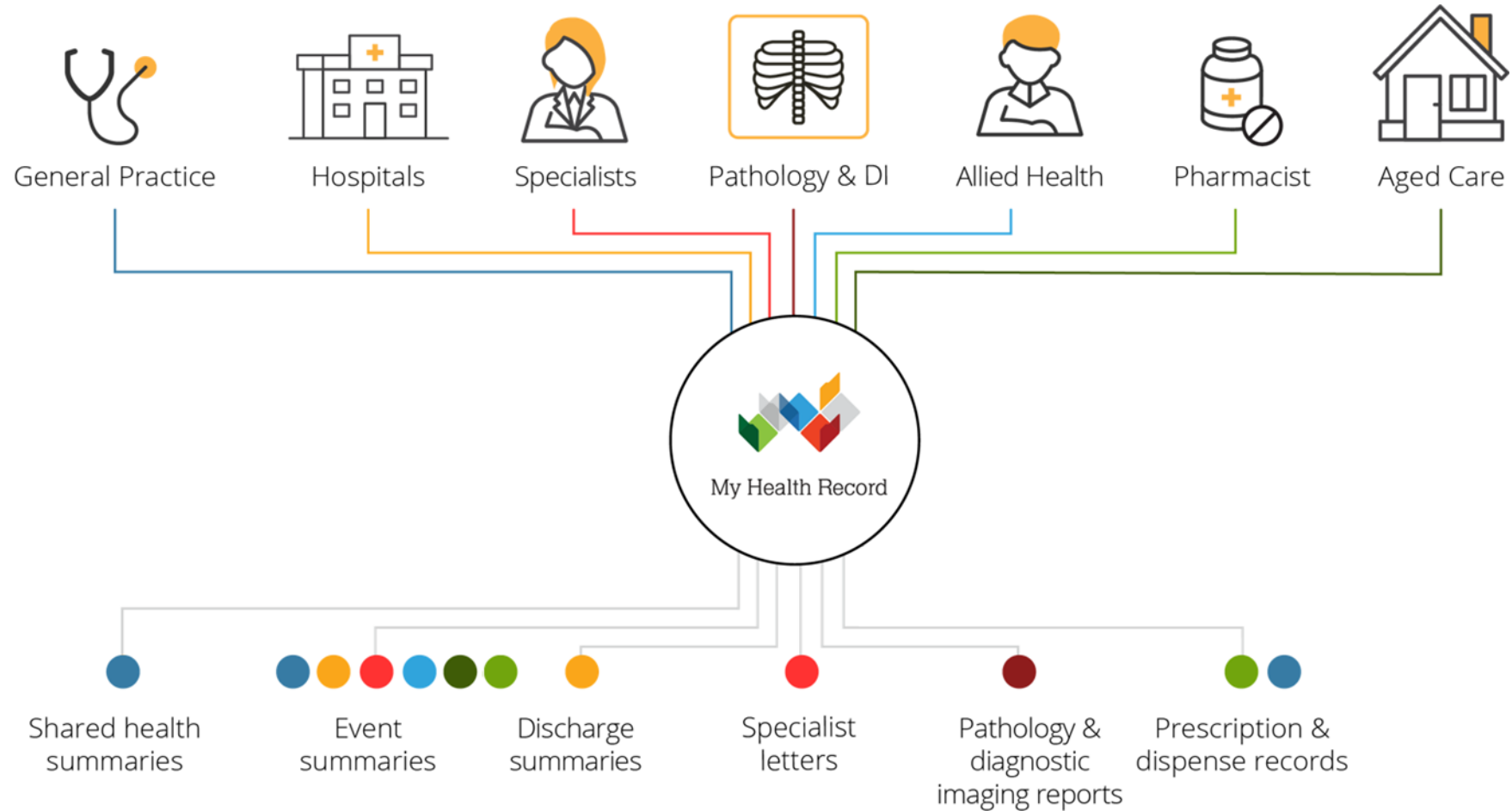
What is My Health Record?



We know 90% of consumers are now connected



We need all patients and providers connected



www.digitalhealth.gov.au

www.myhealthrecord.gov.au

My Health Record Statistics

as at 28 July 2019



Australian Government
Australian Digital Health Agency



My Health Record

Consumer Statistics



90.1% National Participation Rate

State	Participation Rate*
ACT	86.7%
NSW	90.2%
NT	93.6%
QLD	91.2%
SA	89.3%
TAS	90.3%
VIC	89.3%
WA	90.4%

*Participation rate is the number of people who chose not to opt out as a percentage of the number of people eligible for Medicare as at 31 January 2019

Provider Organisation Statistics



16,400 Healthcare provider organisations registered

Organisation Type*

General Practice Organisations	7,240
Public Hospitals and Health Services	832
Private Hospitals and Clinics	190
Pharmacies	4,770
Aged Care Residential Services	239
Pathology and Diagnostic Imaging Services	119
Other categories of healthcare providers including Allied Health	2,960

*Organisation type based on Healthcare Provider Organisation (HPI-O) data, except that Public Hospital and Health Service registrations are reported by jurisdictions. Number of organisations with a cancelled registration are no longer reported, as they cannot interact with the MHR system.

All organisation registration counts are rounded to three significant figures; therefore, some totals may not correspond with the sum of the separate counts.

My Health Record Usage



Clinical Documents

28 million

Shared Health Summary	3.1 million
Discharge Summary	4 million
Event Summary	1.1 million
Specialist Letter	160,000
eReferral Note	170
Pathology Reports	16 million
Diagnostic Imaging Report	3.1 million



Prescription and Dispense Documents

64 million

Prescription Documents	32 million
Dispense Documents	32 million



Consumer Documents

240,000

Consumer Entered Health Summary	160,000
Consumer Entered Notes	54,000
Advance Care Directive Custodian Report	23,000
Advance Care Planning Document	5,100



Medicare Documents

1.3 billion

Australian Immunisation Register	5.1 million
Australian Organ Donor Register	1.1 million
Medicare/DVA Benefits Report	740 million
Pharmaceutical Benefits Report	520 million

All document counts are rounded to two significant figures; therefore, some totals may not correspond with the sum of the separate counts.

More Australians can access diagnostic test results online

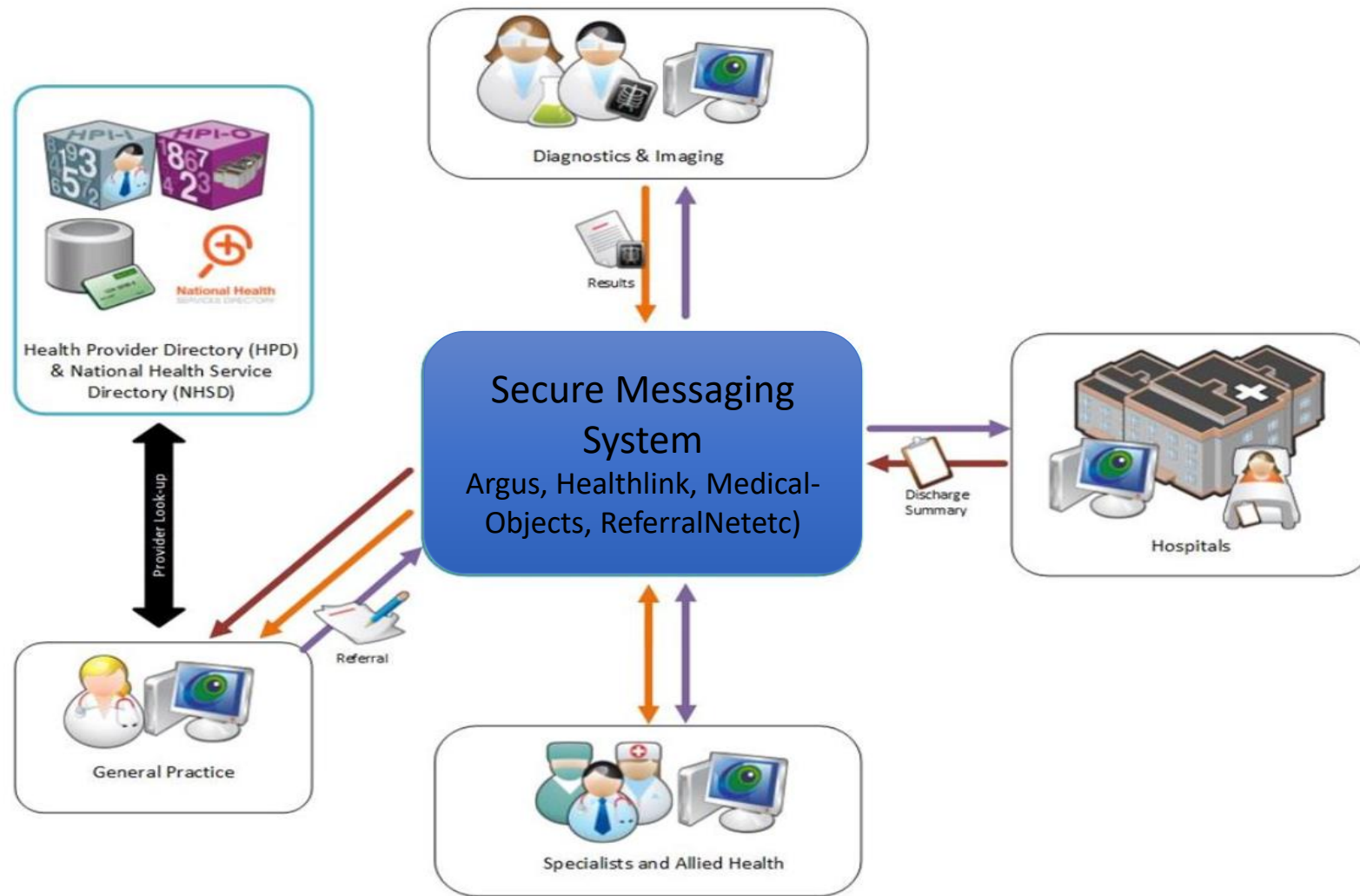
“Nearly all public providers are already uploading and the number of private providers registering, and uploading is accelerating.”

850,000 diagnostic reports uploaded each week!

<https://www.myhealthrecord.gov.au/news-and-media/media-releases/diagnostic-test-results-online>

Privacy Controls and Patient View

The screenshot displays the 'My Health Record' patient portal. At the top, the Australian Government logo and 'My Health Record' text are on the left, and the user's name 'BRIANNA CURTIN' with a dropdown arrow is on the right. Below this is a navigation bar with 'RECORD HOME', 'DOCUMENTS' (highlighted in pink), 'PRIVACY & ACCESS', and 'PROFILE & SETTINGS'. To the right of the navigation bar are 'SEARCH' and 'HELP' icons. The main content area starts with a '< Back' link. The title 'Clinical Records' is prominently displayed, followed by a descriptive sentence: 'These are documents with clinical information entered by healthcare providers in My Health Record.' Below this, there are six categorized boxes: 'Diagnostic Imaging Reports' (Imaging results, such as scans and x-rays), 'Discharge Summaries' (Records of hospital stays and any follow up treatment required), 'e-Referrals' (Referrals from one treating healthcare provider to another), 'Event Summaries' (Information about healthcare events or consultations), 'Pathology Reports' (Test results, such as blood tests), and 'Shared Health Summaries' (Summaries of your health status added by healthcare providers).



Secure exchange of patient information between healthcare providers

Status of Secure Messaging

- ✓ Patient **privacy** is maintained
- ✓ Can **send** and **receive** from clinical software
- ✓ **Cheaper** than faxing or standard mail
- ✓ More **secure** than email
- ✓ Eliminates **paper** copies
- ✓ Improved efficiency as data sends immediately
- ✓ Electronic **audit trail**



Learning Objective 2:

List patients and use cases where digital health would play a role for physiotherapists.

List patients and Use cases



The health record that relocates with me – goodbye... >

Monica McInnes and family live a transient life following ADF husband around the country.



Liz's My Health Record story >

Liz's My Health Record story - professional triathlete and new mum

Privacy & Confidentiality

All persons, including administrative staff, who come into contact with the information as part of the health care process also have a duty to maintain the confidentiality of that information.

General principle is that the duty of confidence prevents the disclosure of the information to individuals and organisations not involved in providing the health service.





Learning Objective 3:

View summaries via My Health Record.

Practise in the 'On Demand' test environment

See what My Health Record looks like from a consumer perspective.

ON DEMAND TRAINING

Our digital health training tool – no booking required.

Learn how to use the My Health Record system in real time using a simulated version of your clinical software.

You can upload a Shared Health Summary, view a My Health Record, and more!

Horizon

Search

Best Practice ODT

Communicare ODT

Consumer Portal ODT

Fred Dispense ODT

Genie ODT

Medical Director ODT

Provider Portal SVT

Zedmed ODT

Access the National Provider Portal in demo mode

[Go to On Demand Training Environment](#)

Access information

eg Discharge, Health or Event Summary

Discharge Summary
23 Dec 2014

Mr Caleb DERRINGTON DoB 15 Jun 1933 (81y) SEX Male IHI 8003 6080 0004 5922

START OF DOCUMENT

Hospital

Author

Dr. Chris Craig (Specialist Medical Practitioner)

Phone

5555-6666

Discharge To

Other/Home

Discharge From

Orthopaedic Unit

Health Profile

This section may contain the following subsections Adverse Reactions and Alerts.

Adverse Reactions

(Health Profile > Adverse Reactions)

Adverse Reactions

Substance/Agent	Manifestations
Phenoxymethylpenicillin	<ul style="list-style-type: none">Urticaria

Event

This section may contain the following subsections Problems/Diagnoses This Visit, Clinical Interventions Performed This Visit and Clinical Synopsis and Diagnostic Investigations.

Clinical Synopsis

(Event > Clinical Synopsis)

Patient was brought in following a fall at home. Upon examination patient found to have mild concussion and a fractured neck of femur (left leg). Admitted for pin and plate surgery and rehabilitation for two weeks before discharge.

Problems/Diagnoses This Visit

(Event > Problems/Diagnoses This Visit)

Type	Description
Problem Diagnosis	Fractured neck of left femur
Problem Diagnosis	Mild concussion

file:///C:/Users/Administrator/AppData/Local/Genie/Solo_2122187938/TempDocs/CDA_69_2.25.173366225455623882818303389193566077322/IHE_XDM/SUBSET01/CDA_ROOT.html
Stylesheet Version: 1.2.7 Go Back View Stylesheet Update Stylesheet Print XML Cancel Save

Access information

Event Summary Includes a synopsis

New Event Summary

Select Clinical Information ☐ Full History

☐ All

☒ Clinical Synopsis i

☐ Allergies and Adverse Reactions

☐ Current RX

☒ Past Prescriptions

☒ Current Medical Conditions

☐ Immunisations

☐ Procedures

Event Summary

30 Apr 2018

Mr BERNARD CAREY DoB 17 Feb 1956 (62y) SEX Male IHI 8003 6085 0002 9889

START OF DOCUMENT

MediRecords Second

Author Mr antasena waihyu (General Medical Practitioner)
Phone 0123456789
Encounter Period 30 Apr 2018 13:02+1000 to 30 Apr 2018 13:02+1000

Event Details

Administrative Observations

Demographic Data

Name	Value
Age	62

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr BERNARD CAREY	Name	Mr antasena waihyu a.k.a. antasena waihyu (General Medical Practitioner)
Sex	Male	Organisation	MediRecords Second
Indigenous Status	Neither Aboriginal nor Torres Strait Islander origin	Work Place	address 1 address 2, Brisbane Gpo, QLD, 4000, Australia
Date of Birth	17 Feb 1956 (62y)	Work Place	address 1, address 2, Brisbane Gpo, QLD, 4000, Australia
IHI	8003 6085 0002 9889	Phone	0123456789 (Workplace)
Entitlements	6950394891 (Medicare Benefits)	Email	antasenawaihyu@gmail.com (Workplace)
Home Address	4 IGOR COT, BRACKNELL, Bracknell, TAS, 7302, Australia		
Phone	1234567890 (Home)		
Email	antasenawaihyu@yahoo.com (Home)		

Clinical Document Details

Document Type	Event Summary
Creation Date/Time	30 Apr 2018 03:02+0000
Date/Time Attested	30 Apr 2018 03:02+0000
Document ID	2.25.138837807922670507140500746792611338915
Document Version	1
Completion Code	Final

END OF DOCUMENT

Cancel

PRINT

Save And Sign

Pathology and Diagnostic Imaging Reports

Pathology and diagnostic imaging reports can now be uploaded to your My Health Record



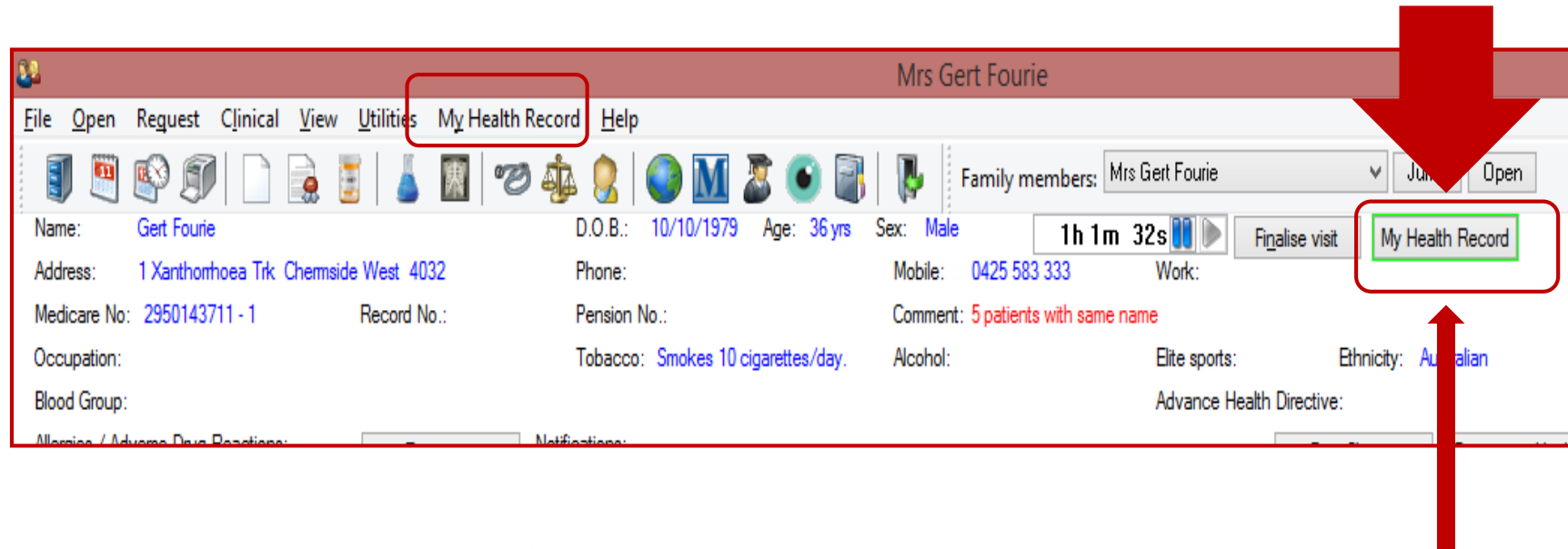
Pathology reports (such as blood test results) and diagnostic imaging reports (from X-rays, CT or other scans) can now be uploaded to your My Health Record.

If you have a My Health Record, you and any healthcare professional involved in your care will be able to access these reports when they are needed.





[List of connected providers](#)

Upload & access via conformant software




Approx 90% of your patients will be 'green' (indicating they have a My Health Record) following My Health Record Expansion Program.


Access via National Provider Portal



Welcome: JESSY Manjunath
You last logged in on 17-Nov-2019 at 12:17:32 PM (AEDST)

HELP  LOGOUT

HORTON, ENID O
DOB: 06-Sep-1968 (51 Years) Sex: Female

 [Enter Access Code](#)

Close Record

Health Record Overview

Clinical Documents


Medicine Records

Consumer Documents

Child Development

Medicare Records

Advance Care Planning



Health Record Overview

Diagnostic Imaging Reports 2

Discharge Summary 4

e-Referral 7

Event Summary 15


Pathology Reports 12

Pharmacist Shared Medicines List 0

Shared Health Summary 6

Specialist Letter 12

Print

Allergies & Adverse Reactions and Medicines Information 

For more information about the individual's health record or data please consult the privacy policy and time information shown on this page is converted to the Australian Standard Time (when applicable).

Rectangular Snip

Health Record

This section lists key documents uploaded to this record since the last Shared Health Summary, such as discharge summaries. Other documents, such as

Access via National Provider Portal

HORTON, ENID O
DOB: 06-Sep-1968 (51 Years) Sex: Female

 [Enter Access Code](#)

Close Record

Event Summary

Print

View and
save
documents

EVENT DATE ▾	DOCUMENT TYPE ▾	AUTHOR NAME ▾	ORGANISATION ▾
18-Jun-2019	General Practice	Record , Health(My)	SHA2 HPIO General Practice
23-Jan-2019	General Practice	Lang, Phillip(Dr)	Test Health Service 440 General Practice
23-Jan-2019	General Practice	Lang, Phillip(Dr)	Test Health S General Practice
18-Jan-2019	General Practice	Walker, Terrance(Dr)	Communicare General Practice
14-Jan-2019	General Practice	Javad , Chris(Dr)	SHA2 HPIO General Practice
02-Aug-2018	General Practice	Charm , Ray(Dr)	SHA2 HPIO General Practice
18-Jun-2018	General Practice	De Fumer , Noni(Dr)	SHA2 HPIO General Practice
03-Jun-2018	General Practice	Javad , Chris(Dr)	SHA2 HPIO General Practice

Event Summary
18-Jun-2019

ENID O HORTON DoB 6-Sep-1968 (38y) SEX Male IHI 8003 6083 3351 3109

START OF DOCUMENT

My Health Record

Author

My Health Record (Medical Administrator 20190618115826+1000)

Phone

Unavailable

Encounter Period

18-Jun-2019 11:58+1000 to 18-Jun-2019 11:58+1000

Event Details

Surgery Consultation on 15/January/2014

Presents for review of liver function test post admission for pneumonia. Feeling better, although cough still a problem. Travelling with wife from Melbourne, here for a few days, in a caravan park.

Examination: BP/145/80, temp 36.8C. Chest clear, no creps. H1H2 DR NB, abdo NAD. No hepatosplenomegaly. Bloods ordered, R/V next week.

PATHOLOGY REQUESTED: FBE, U and Es, LFT's





Learning Objective 4:

Meet a Physiotherapy Digital Health ‘champion’.

Meet a Digital Health Champion

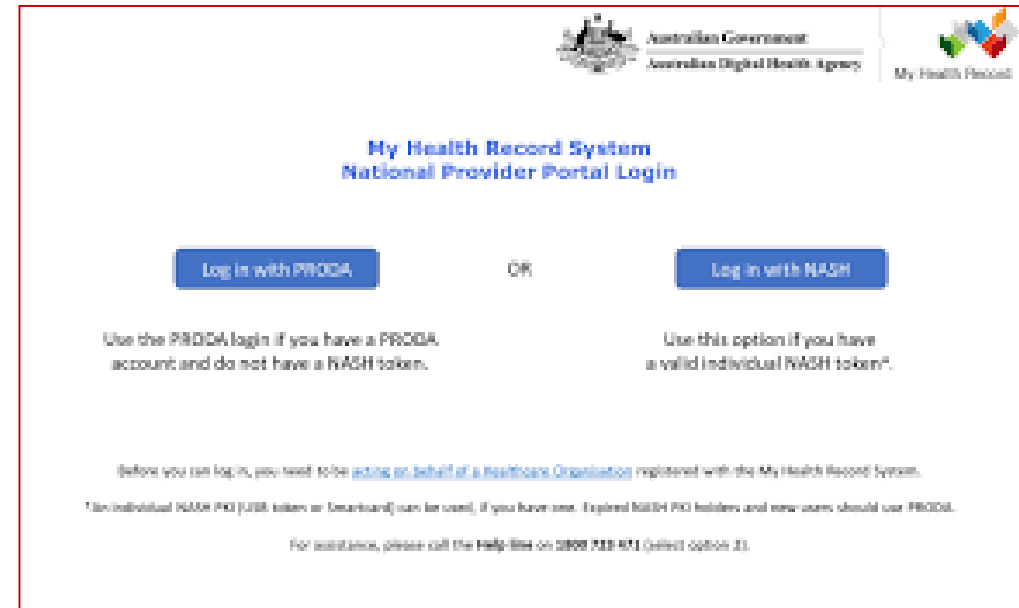
Tom McMillan

Specialist Musculoskeletal
Physiotherapist, Director and
Lecturer

Location: Mackay and
Whitsunday clinics



Q1: Are you currently using My Health Record and if so, do you connect via clinical software or via the provider portal?



Q2: What are some of the benefits for physiotherapists of using My Health Record?

The key benefits of the My Health Record system are:

- Avoid adverse drug events
- Enhanced patient self-management
- Improvements in patient outcomes
- Reduce time gathering information
- Avoided duplication of services.

Q3: What do you see as some of the benefits for patients of using My Health Record?



My Health Record

⚕️ Safer treatment in an emergency

In a medical emergency, your healthcare providers can quickly see your emergency contact information and your allergies, medicines and immunisations, if added. This helps your healthcare providers give you safer treatment and care.

🌙 Available night and day

With your key health information securely in one place, it is available when and where you need it.

📄 Correct information

In My Health Record, you can see and check your health information. This helps your healthcare providers give you the right treatment.

🔍 Helps you remember

My Health Record helps you remember your medical information. This helps when you see different healthcare providers.

💻 Faster, easier

When you see healthcare providers in different places, My Health Record means you spend less time waiting for test results and information to be sent between healthcare providers.

🌐 Keep track, wherever you are

Your My Health Record helps you keep track of your medical tests, medicines and immunisations, even when you're travelling.

🔒 Control who can see your health information

In My Health Record, you can see a list of who has looked at your record and when. If you want extra privacy, you can set an access code to restrict who can see your record or individual documents in it, and you can delete documents at any time.

It is against the law for someone to look at your record, unless it is to provide you with healthcare, and serious penalties apply.

If you think someone has deliberately looked at your record when they shouldn't have, call us on 1800 723 471.

How to look at your My Health Record for the first time

Use myGov to look at your My Health Record. myGov is a secure way to use many Australian Government services online.

1. Go to my.gov.au to sign in to your myGov account.
2. Select 'Services'.
3. Select 'Link another service'.
4. Select 'My Health Record'.
5. Verify your identity.

If you don't have a myGov account, you can set one up at my.gov.au.

How your healthcare provider uses your My Health Record

If the healthcare provider you visit uses My Health Record, they can look at your record on their computer. Before they can look at your record, they need your name, your date of birth, your Medicare number, and your gender. They can also add medical documents to your record unless you ask them not to.



Q4: What are some of the myths you've heard along the way about My Health Record?



Q5: If there was one **key message** to give your colleagues about using My Health Record what would it be?



Case Scenarios



Secure Messaging:

Do you currently use secure messaging?

Is it easy to setup and use?

Benefits of secure messaging?

Cost effectiveness?

How does it benefit your patients?

Key messages for colleagues?



Learning Objective 5:

Develop a plan for integrating digital health in practice.



VISION



SKILLS



INCENTIVES



RESOURCES



ACTION PLAN

= CHANGE!



Paperless Practice Checklist

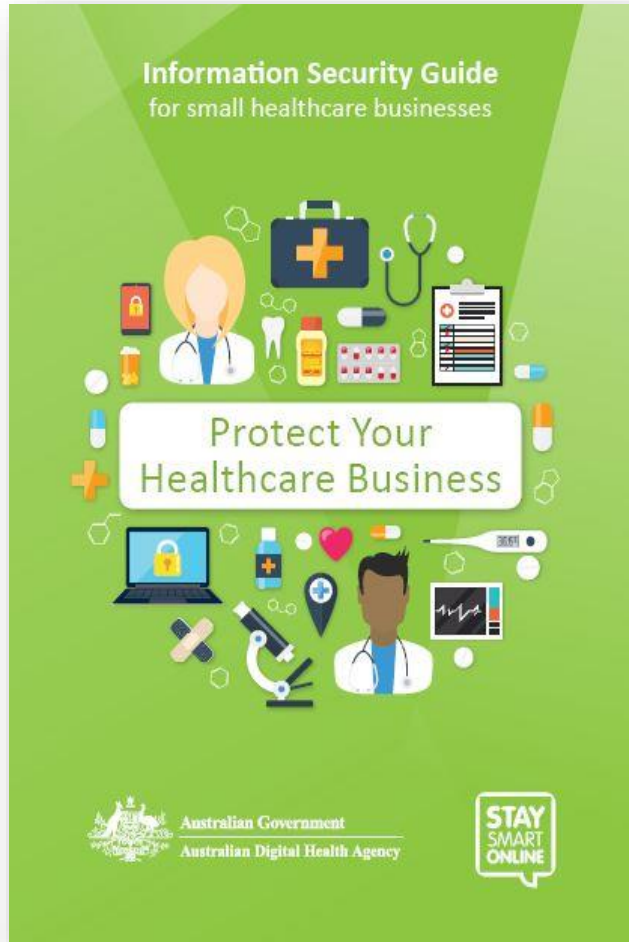
For practices not currently using a Clinical Information System:

Review available options and decide which clinical software system to purchase	<input type="checkbox"/>
Decide which hardware to purchase (or review and subscribe to a cloud based product)	<input type="checkbox"/>
Archive inactive patient files (legislation requires medical records to be retained for 7 years for adults, until age 25 for kids). Consider bulk destruction of medical documents that are older than this.	<input type="checkbox"/>
Create electronic files for all active patients and decide which documents you want to keep. Scan either the entire paper file into the new software system OR just those documents you want to access electronically.	<input type="checkbox"/>
Design a process for scanning for the practice that ensures adequate review of incoming documents.	<input type="checkbox"/>
As new patients register, create full demographic and clinical patient records for these patients. Record all new patient information electronically.	<input type="checkbox"/>
Implement a digital storage solution with back-up facility to ensure ongoing accessibility to patient information.	<input type="checkbox"/>
Implement an electronic messaging system to remove paper messages being moved around the practice. (Many clinical software systems include this feature).	<input type="checkbox"/>
Patient Education – email patient education resources or make education material available on a practice website for download.	<input type="checkbox"/>

5 steps to secure messaging success

- 1 Find out which Secure Messaging software your regular referrers and contacts are using
- 2 Contact software vendor/s to organise a free trial of their system/s to securely exchange documents
- 3 Select the secure messaging product/s that best meets your needs based on the software trial/s
- 4 Configure your software address book for quick lookup of contacts
- 5 Train your staff how to use the secure messaging system and notify your key contacts and referrers of your Secure Messaging identifier

Simple steps for healthcare businesses



The Australian Digital Health Agency has released the '[Information Security Guide for Small Healthcare Businesses](#)'.

The guide provides simple guidance for non-technical health professionals regarding:

- privacy
- passwords
- software updates
- back-ups
- staff security awareness

Digital Health Toolkit - Physiotherapy



Level 8, 350 Collins St
Melbourne VIC 3000

www.ahpa.com.au

DIGITAL HEALTH TOOLKIT Physiotherapy

Introduction

More than 22 million or 90% of Australians now have an individual My Health Record. In addition, most general practices and pharmacies, over 700 public hospitals and health services, and a further 208 private hospitals are connected to My Health Record. With the addition of diagnostic imaging and pathology and an increased push to connect specialists and allied health providers, My Health Record is becoming increasingly relevant and potentially useful for physiotherapists.

[Digital Health Toolkit - Physiotherapy](#)
[Digital Health policy template - Physiotherapy](#)



New My Health Record online training for allied health professionals



5 modules:

1. Introduction to the system
2. Clinical documents and patient entered information
3. Viewing and uploading to the system
4. Privacy, security and consent
5. Supporting patient use of My Health Record

[Online training for allied health](#)



Learning Resources – Allied Health Professionals

Links:

AHPA

[Digital Health Toolkit - Physiotherapy](#)

[Digital Health policy template - Physiotherapy](#)

Secure Messaging

<https://www.racgp.org.au/download/Documents/e-health/Requirement-2-Secure-Messaging-Capability-policy-template-for-general-practices.docx>

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/conformant-clinical-software-products>

<https://www.digitalhealth.gov.au/get-started-with-digital-health/what-is-digital-health/secure-messaging>

Avant Medical Records

https://www.avant.org.au/uploadedFiles/Content/Microsites/Practice_Manager/Downloads/CHECKLIST%20-%20Medical%20records.pdf

<https://www.avant.org.au/PracticeManager/Improve-your-practice/operations/PCEHR/>

NSW Health – Privacy and Security

<https://www.health.nsw.gov.au/policies/manuals/Documents/healthrecords.pdf>

Office of Australian Information Commissioner (OAIC)

<https://oaic.gov.au/privacy/guidance-and-advice/guide-to-health-privacy/>

Links:

Allied Health National Best Practice Minimum Data Sets

<https://meteor.aihw.gov.au/content/index.phtml/itemId/705499>

My Health Record

[NASH PKI Certificate for Healthcare Organisations Terms and Conditions of Use](#)

[Dept of Human Services: Request a NASH Certificate](#)

SMS

<https://www.avant.org.au/Resources/Public/20160113-factsheet-recommendations-when-using-sms-messaging/>

<https://www.acma.gov.au/theACMA/spam-industry-obligations>

Email

<https://www.racgp.org.au/running-a-practice/technology/business-technology/using-email-in-general-practice>

RACGP

<https://www.racgp.org.au/running-a-practice/technology/workplace-technologies/electronic-records>

<https://www.racgp.org.au/running-a-practice/security>

AMA – Guide to using the PCEHR

[https://ama.com.au/sites/default/files/documents/AMA Guide to using the PCEHR Final June 2012 Formatted 300812.pdf](https://ama.com.au/sites/default/files/documents/AMA%20Guide%20to%20using%20the%20PCEHR%20Final%20June%202012%20Formatted%20300812.pdf)



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**Thank you! With best wishes,
Katrina Otto and Sue Cummins**