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Diagnostic Reports and My Health Record 27 September 2018

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My Health Record

Overview

- Introduction to the Digital Health Strategy & My Health Record Expansion
- Diagnostic sector participation with My Health Record
- Q&A



TODAY

15-20
visits

A healthy pregnancy usually includes **15-20** separate encounters with health care services



Prebirth



Content shared with My Health Record means reduced risk of lost information

40%

Death rates for remote Australians are **40% higher** for coronary heart disease



Adult



Digital tools make it easier to access services remotely

\$1.2B

223,000 admitted to hospital due to **adverse drug event** costing **\$1.2billion**



Older Adult



Medicines information available via My Health Record reduces safety risk

14%

14% of pathology tests are ordered due to lack of access to patients history



Senior



People and their clinicians will be able to see results of previous tests

FUTURE

Australia's National Digital Health Strategy



Health information that is available whenever and wherever it is needed



Health information that can be exchanged securely



High-quality data with a commonly understood meaning that can be used with confidence



Better availability and access to prescriptions and medicines information



Digitally-enabled models of care that drive improved accessibility, quality, safety and efficiency



A workforce confidently using digital health technologies to deliver health and care



A thriving digital health industry delivering world-class innovation

My Health Record

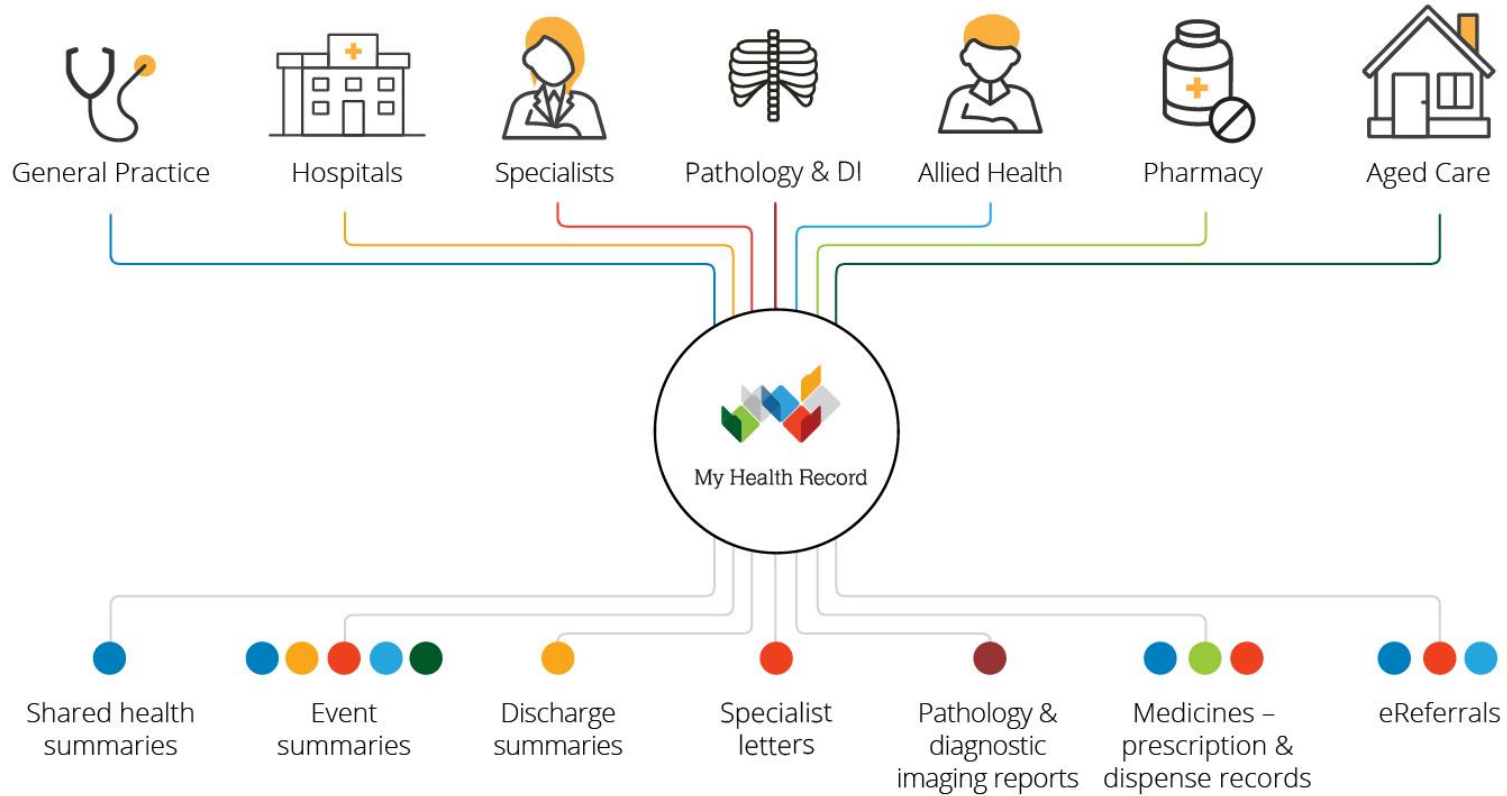


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My Health Record

How does My Health Record work?



Key My Health Record system benefits



Avoid adverse
drug events



Improved systems
through secondary
use of data



Enhanced patient
self-management



Improvements
in patient outcomes



Reduced time
gathering information



Avoided duplication
services

Individuals control who has access to their My Health Record

Individuals can:



Restrict access to specific documents in their record by establishing a code (LDAC)



Restrict access to their record by establishing a code (RAC). Only authorised organisations can access record



Subscribe to SMS or email alerts that report in real time when a new health provider organisation accesses their record



In an emergency, a clinician can exercise a 'break glass' facility – but instances are monitored and logged.



View the access history – all instances of access to My Health Record are monitored and logged



My Health Record opt out

- This year, every individual with a Medicare or Department of Veterans' Affairs card will get a My Health Record, unless they tell the Agency they don't want one.
- A four month opt-out period is now open until **15 November**.
- During this period, individuals can opt out by:
 - Visiting www.MyHealthRecord.gov.au or
 - Calling the Help line on 1800 723 471



Diagnostic Sector Participation



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My Health Record

What's being introduced?

- Radiology and pathology reports will still be **sent directly to requesting doctors via the usual process**
- However, diagnostic reports will now **also be uploaded directly to My Health Record**
 - Patients and any healthcare professional involved in their care will be able to access the reports wherever and whenever they need it
 - **Healthcare professionals** will be able to view the reports as soon as they are uploaded to My Health Record
 - **Reports will only be visible to patients** through their My Health Record **after 7 days**. Patients will though be able to see that the report is available as soon as it is loaded.
 - **Upload is an automated process** – intervention only required when acting on instruction to not upload.





Seven day delay before consumer can view diagnostic report in My Health Record

- Result of 2014 consultation with Royal Australian College of New Zealand College of Radiologists, Royal College of Pathologists Australasia, Australian Medical Association, Consumer Health Forum, Royal Australian College of General Practitioners and other peak bodies
- Seven day delay before patient can view uploaded report
- This delay enables the requesting doctor time to review the results, and to discuss the results with their patient
- If a report is subsequently amended, the 7 day delay will be reapplied to the amended report



Patient's view on My Health Record

Specimen Collected Date	Test Name	Pathology Organisation	Requester	Status	
03-Aug-2017	Serum chemistry test (Laboratory)	 Hay Bill Hospital	Doctor Good Requester	Preliminary ID: 10523477	Manage Access
03-Aug-2017	Serum chemistry test (Laboratory)	 Hay Bill Hospital	Doctor Good Requester	Preliminary ID: 10523477	Manage Access
18-May-2017	Serum chemistry test (procedure) (Laboratory)	Hay Bill Hospital	Doctor Good Requester	Preliminary ID: 10523477	Manage Access

The patient is able to manage access (restrict view or remove)

The padlock indicates the report is locked from view

Do not send instructions

- A radiology practice or lab is able to share diagnostic reports with My Health Record unless:
 - the patient asks that the report not be uploaded to My Health Record; or
 - the healthcare provider determines the information may cause a serious threat to the life, health or safety of an individual; or
 - the record is not to be uploaded under prescribed laws of a state or territory (NSW, QLD and ACT).
- Some states have adopted local positions that apply to public labs regarding specific tests and patient categories.



Requesting systems and request forms are being updated

Why the change?

- There needs to be a mechanism for the requesting provider or patient to indicate **if the resulting report(s) should not be uploaded** to the patient's My Health Record
- Changes are being made to practice management / clinical information systems (CIS) to support the existing request workflow.

What's the change?

- CIS diagnostic imaging and pathology request pages are being updated to include a statement *"Do not send reports to My Health Record"* and a checkbox (default is unchecked).
- The paper request forms printed from the clinical information system will print the statement *"Do not send reports to My Health Record"* and will print the value of the checkbox from the ordering page. Note that clinician or patient can manually check the box if necessary.
- Any electronic order originating from the request will include the value recorded in the CIS.



Examples of changes to paper request forms

Pathology request		Imaging request	
Medicare number 4545454545/1		Medicare number 4545454545/1	
DHM Order		Imaging request	
Patient details Fullerton Leah U 01/10/1990 100 Testing Street Brisbane 4000		Patient details Fullerton Leah U 01/10/1990 100 Testing Street Brisbane 4000	
Requested tests FBC		Requested tests Plain X-ray - Ankle	
Clinical details Do not send reports to My Health Record <input checked="" type="checkbox"/> BP002123-652844059		Clinical details Do not send reports to My Health Record <input type="checkbox"/>	
Urgent Phone Fax By: Phone/Fax No: Private <input checked="" type="checkbox"/> Concession Direct Bill DVA/WC No:		Urgent Signed 15/11/2017	
Copies to Requesting practitioner Dr Joseph McMahon M5037-R 3/85 Lord Street Port Macquarie 2444 Ph: 02 6583 2400 Fax: 02 6584 1015 0481382L		Copies to Requesting practitioner Dr Joseph McMahon 3/85 Lord Street Port Macquarie 2444 Ph: 02 6583 2400 Fax: 02 6584 1015 0481382L	

Consent statement
that will be printed
on the forms

Do not send reports to My Health Record

Requesting System and request form changes

Some things to note

- The default position is that reports will be sent to My Health Record unless an indication not to send or legal restriction.
- The consent phrase is present regardless of whether or not the clinician is a participating provider.
- The consent phrase is present regardless of whether or not the patient has a My Health Record.
- There is only one consent question per request and the consent covers all the orderable items within the requesting event.
- Requestors should not override consumer consent by unilaterally determining not to upload results to My Health Record.
- Test results will still be sent to the requestor and 'copy to' doctors in the usual way.

Withdrawal of consent/instruction to not upload can be communicated to the diagnostic provider by:

- checking the *Do not send reports to My Health Record* check box in practice management software, or
- checking the *Do not send reports to the My Health Record* check box on the paper referral form, or
- writing the *words Do not send reports to My Health Record* on the request form.

The patient can also inform the diagnostic imaging practice or pathology lab staff directly.

“Do not send” stats

	Rate
Pathology	
Large private laboratory group	434/108,345 eOrders received (0.4%)
Specialist private histo lab	2/9093 reports (0.022%)
Specialist Cyto, HPV, Chlamydia lab	415/84,718 (0.5%)
Diagnostic imaging	
Large group	<50/32,915 reports (0.15%)
Ultrasound practice	62 patients out of 3961 (1.6%)

Key facts and figures for diagnostic connections

33%

144 pathology labs connected
in September 2018

20%

307 diagnostic imaging practices connected

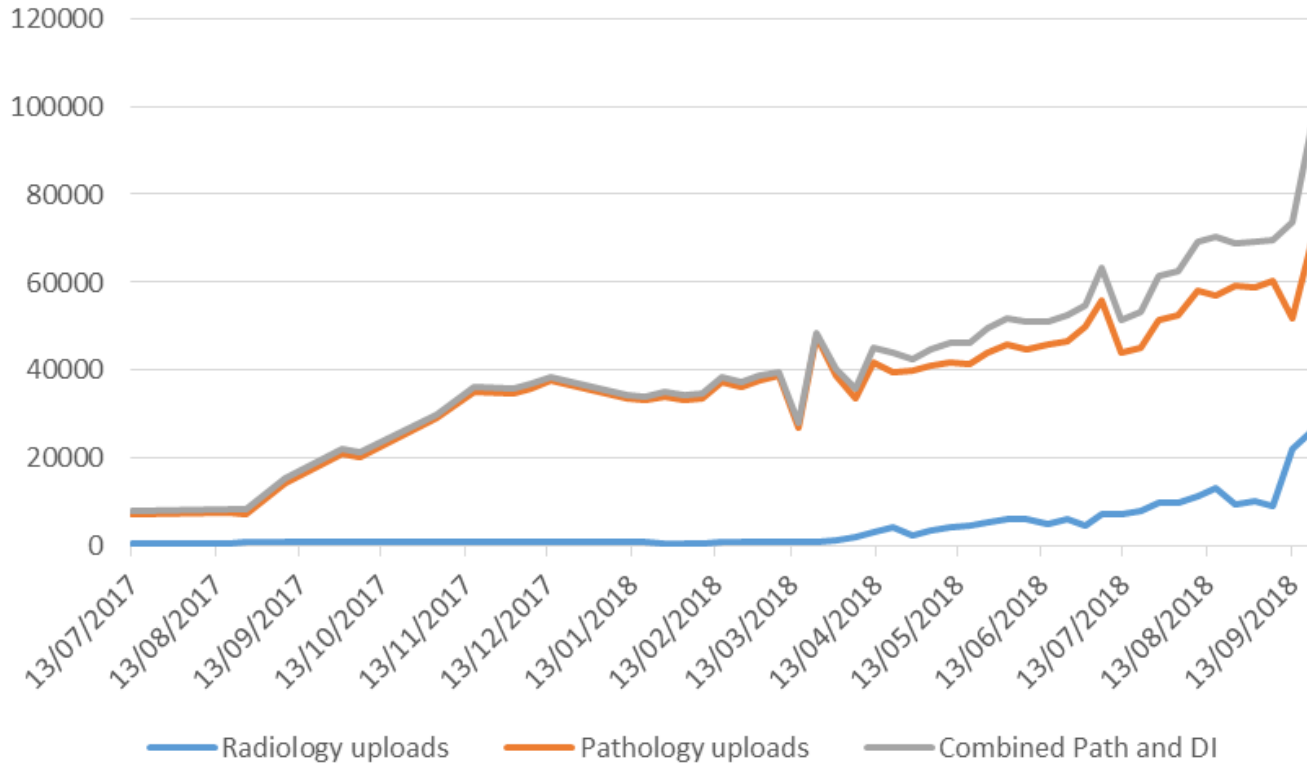
Dec 18 Path target 80%

Dec 18 DI target >30%

- >6.1 million people have a My Health Record
- 18,500 records are being created each week
- 13,848 healthcare provider organisations are registered including 6,632 GP organisations, 1,008 hospitals, 3,703 pharmacies, and 188 aged care services
- 7.6 million clinical documents, 24 million prescriptions and dispense records have also been uploaded. 2.2 million path reports and 286K DI reports uploaded.



Weekly Diagnostic Report Upload My Health Record



Steps to participate

1. Register your organization with the My Health Record system
2. Obtain a Healthcare Provider Individual (HPI-I) number for your clinicians
3. Nominate key people and upgrade to conformant software
4. Implement My Health Record policy
5. Access education and training resources
6. Start using My Health Record



1. My Health Record Registration, HPI-O and NASH PKI certificate

- Use the Health Professional Online Services (HPOS) via the Provider Digital Access (PRODA) to:
 - Register your healthcare organization for the My Health Record system,
 - Register for Healthcare Provider Identifier for Organisations (HPI-O),
 - National Authentication Service for Health Public Key Infrastructure (NASH PKI) Certificate for Organisation

NB: Access to the HI Service will also need to be added to your Medicare PKI site certificate (usually used for Medicare Billing). If you don't already have one, it can be requested during the registration process above.

- Register Network sites (if required)

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation>

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Digital Health Online Forms

Home Login / Register

The Digital Health Online Forms application tool allows healthcare organisations to submit an application for any or all of the following digital health services:

- Healthcare Provider Identifier for Organisations (HPI-O).
- My Health Record system.
- NASH PKI Certificate for Organisations.

All three digital health services are required to access the My Health Record system. In completing your application you may be required to provide some evidence of identification of yourself and/or your organisation. Further details will be provided at the start of your application.

Apply Now

What is a HPI-O?
A HPI-O is a unique identifier for organisations that deliver healthcare, such as a general practice.
The Healthcare Identifiers Service is the national system for uniquely identifying healthcare providers, organisations and individuals (patients).
[Read More >](#)

What is the My Health Record system?
My Health Record is a secure online summary of an individual's key health information. The My Health Record system gives registered healthcare provider organisations access to an individual's My Health Record.
[Read More >](#)

What is a NASH PKI Certificate?
A National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificate is a digital certificate that authenticates a healthcare organisation whenever they access the My Health Record system.
[Read More >](#)

Before you Begin

Need help?
Ask an expert and receive additional help with your application from 8am – 6pm AEST
Call Us: 1300 901 001
Email: help@digitalhealth.gov.au

Have a Question?
We have a range of FAQs to help answer your questions.
[Read More >](#)

Log in or Register
Complete and submit your applications via the Digital Health Online Forms application tool.
[Click to apply now >](#)

2. Nominate key people and upgrade to conformant software

- Confirm document authors and Reporting Pathologist/Radiologist
- Identify staff that require Healthcare Provider Identifiers – Individuals (HPI-I) and obtain these
- Decide on any changes to pre-printed request forms if required
- Co-ordinate testing and upgrade of LIS or RIS with vendor or IT department
- Ensure the certificates from registration process are installed

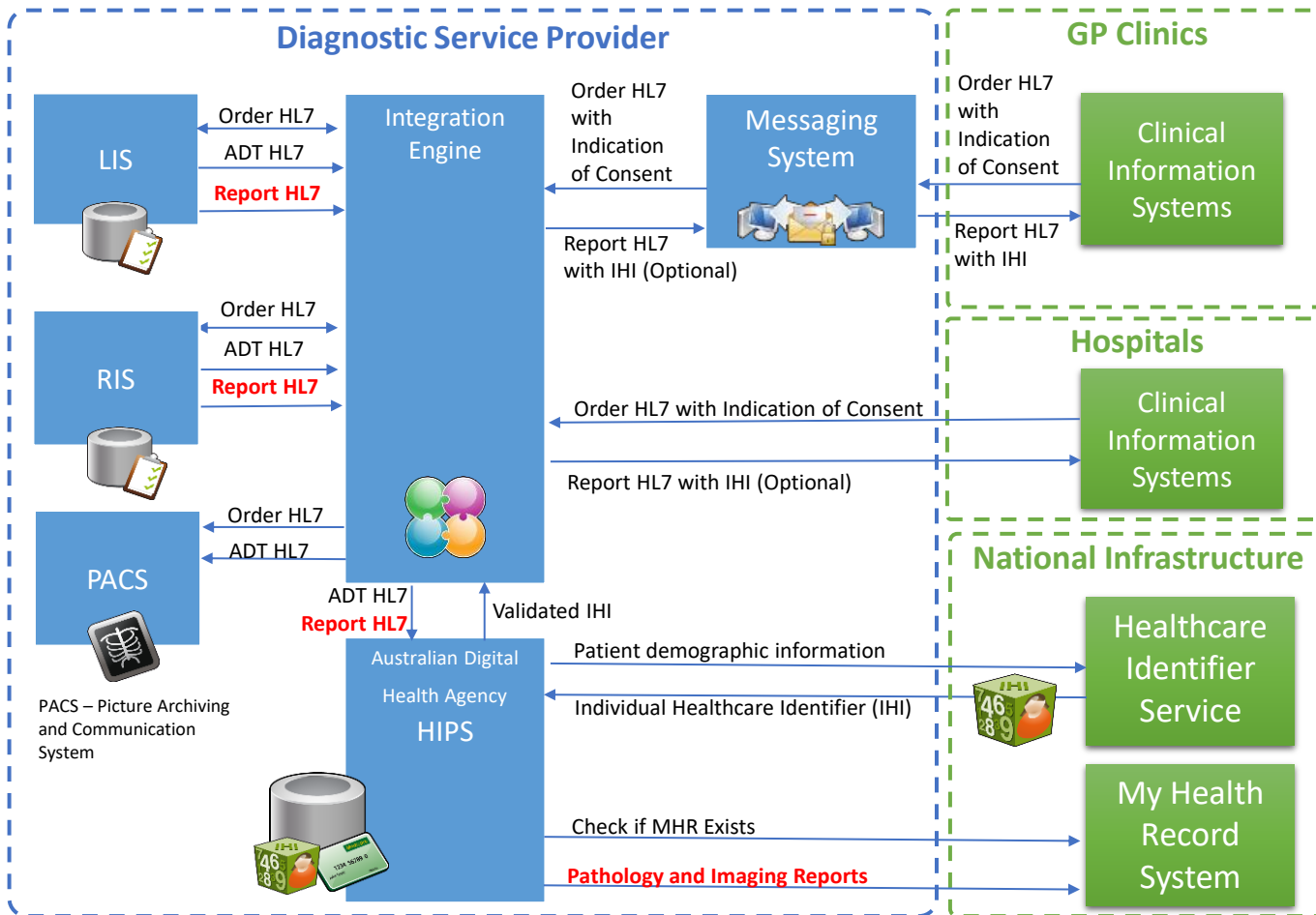


Conformant software

Upgrade RIS/LIS Software or adopt **HIPS*** middleware product:

- Connection to the Healthcare Identifiers Service to search for and retrieve national healthcare identifiers
- Connection to the My Health Record system to:
 - determine if a patient has a digital record;
 - view a patient's digital health record;
- Package and post clinical documents into this record including:
 - diagnostic imaging and pathology reports
 - discharge summaries, prescription/ dispense records, event summaries, shared health summaries, specialist letters
- Dynamically convert HL7(R) v2 ORU messages in CDA documents for pathology reports and diagnostic imaging reports.
- Other functions

*Health Identifier and PCEHR System



3. Implement My Health Record policy

- Supplement existing policies to cover access and use of My Health Record
- Sample policy is available <https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation>

My Health Record system policy

As part of meeting the legislative requirements to participate in the My Health Record system, organisations need to confirm they have a My Health Record system policy which addresses a number of areas. To help you with this step, read the

 [Overview of digital health policies document](#)

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Templates which can be adapted to suit your organisation are:

 [sample My Health Record system policy](#)

 [National Authentication Service for Health \(NASH\) Public Key Infrastructure \(PKI\) Certificates Policy template](#)

(293.49 KB)

4. Access education and training resources

Identify project sponsor and engage key stakeholders

Ensure there is a clinical champion for change.

Background to My Health Record – support with initial understanding

<https://www.myhealthrecord.gov.au/for-healthcare-professionals>

An Introduction to My Health Record <https://www.myhealthrecord.gov.au/for-healthcare-professionals/webinars>

Digital Health 101

<https://www.youtube.com/watch?v=bGCz0EJNYFE&t=8s>

Receive software vendor training material
Communication to staff

Key site staff educated about software changes and how to handle questions about My Health Record and instruction not to upload.

The Participation Obligations are listed here:

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/my-health-record-system-participation-obligations>

Communication to requesters/patients (optional)

Waiting room posters and brochures are available

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/stakeholder-materials/pathology-and-diagnostic-imaging>

5. Use My Health Record

Upload diagnostic reports

This occurs automatically from within the RIS or LIS, unless the report has been flagged “Do not send reports to My Health Record”.

These uploads are valued by other healthcare providers and patients, and serve to increase the value of the My Health Record system for all users.

View in relevant clinical situations

Access clinical information from other providers including discharge summaries, pathology, medications and health summary information e.g. access to renal function tests may inform choice of contrast for imaging studies

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation>



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My Health Record

Radiology Report
 [REDACTED]
 D.O.B. [REDACTED]
 M.R.N. [REDACTED]
 Visit # [REDACTED]

NUCHAL TRANSLUCENCY
 Referrer [REDACTED]
 Date [REDACTED]
 Clinic [REDACTED]

PERTH
 RADIOLOGICAL
 CLINIC

ULTRASOUND PREGNANCY (NUCHAL TRANSLUCENCY)
Clinical Details: First trimester screen. From the EDD of 18 November 2018, the expected gestation is 13 weeks 3 days.

Findings: There is a single live intra-uterine fetus.

CRL:	78 mm
FHR:	141 bpm
Nuchal Translucency:	2.0 mm

Ultrasound estimate of gestational age is in accordance with dates. No fetal anomaly is identified at this early gestation. The placenta is positioned along the posterior uterine wall.
Comment: Single live intra-uterine pregnancy demonstrating growth within the normal range.

Maternal Serum Biochemistry	
Collection Date:	18 April 2018
Free beta hCG:	0.720 MoM
PAPP-A:	0.718 MoM

Risk Assessment for	Background Risk	Adjusted Risk
Trisomy 21:	1:1048	1:17583
Trisomy 18:	1:2726	<1:20000
Trisomy 13:	1:8504	<1:20000

This is a LOW risk pregnancy for Trisomy.

Risk assessment is based on maternal age, ultrasound and biochemistry.
 Based on the Fetal Medicine Foundation programme, the cut-off between high and low risk groups for Trisomy 21 is 1:300 and the cut-off for Trisomy 18 & 13 is 1:150.
 Reporting Doctor: [REDACTED]

Radiology Report
 [REDACTED]
 D.O.B. [REDACTED]
 M.R.N. [REDACTED]
 Visit # [REDACTED]

XRAY RIGHT HAND
 Referrer [REDACTED]
 Date [REDACTED]
 Clinic [REDACTED]

Page 1 of 4
 PERTH
 RADIOLOGICAL
 CLINIC

X-RAY RIGHT HAND

Clinical Details: Thumb pain. ?1st CMC OA.

Findings: Moderate degenerative change is present at the 1st carpometacarpal joint with joint space narrowing and subchondral sclerosis. There is also moderate narrowing of the STT articulation. There is degenerative changes within the interphalangeal joints, most prominent at the distal interphalangeal joints of the index and middle fingers.

Comment: Moderately severe osteoarthritis involving the 1st carpometacarpal joint.
Reporting Doctor: [REDACTED]



Information for consumers on-line and waiting room

www.myhealthrecord.gov.au/for-you-your-family/howtos/pathology-and-diagnostic-imaging-reports

Diagnostic imaging and pathology providers uploading to My Health Record

State	Pathology reports	Diagnostic Imaging reports
Australian Capital Territory	The Canberra Hospital	The Canberra Hospital
Australian Capital Territory	University of Canberra Hospital	University of Canberra Hospital
New South Wales		Newcastle X-Ray and Ultrasound ↗
New South Wales		Central Coast Local Health District
New South Wales	Far West Local Health District	Far West Local Health District
New South Wales		Hunter New England Local Health District
New South Wales	Illawarra Shoalhaven Local Health District	

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

- ✓ Improve access to your health information
- ✓ Reduce unnecessary tests and scans
- ✓ Help your healthcare team save time and focus on what is important – you!

Don't want your reports uploaded?
Advise your doctor, pathology or diagnostic imaging centre.

For more information about your results talk to your doctor or visit:

insideradiology.com.au labtestsonline.org.au

For more information or to register today:

myhealthrecord.gov.au
 1800 723 471

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Uploading these reports to your My Health Record will help:

- ✓ Improve access to your health information
- ✓ Reduce unnecessary tests and scans
- ✓ Help your healthcare team save time and focus on what is important – you!

It will help you:

- ✓ Keep track of your tests and scans
- ✓ Compare your results over time

Managing your My Health Record
 You can control what information is in your My Health Record and which healthcare providers can access your record. A range of privacy controls are available, including:

- Setting a record access code (a code you give to your healthcare providers to allow them to view your record and prevent other healthcare providers from access unless in an emergency)
- Limiting certain documents in your record as 'Limited Access' and controlling who can view them.
- Removing documents from view within your record.
- Asking healthcare providers not to upload information to your record. Under the My Health Records Act 2012 healthcare providers must comply with this request.

For more information about your results talk to your doctor or visit:

insideradiology.com.au labtestsonline.org.au

For more information on managing access, privacy and security of your My Health Record Go to myhealthrecord.gov.au
 Call: 1800 723 471

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

myhealthrecord.gov.au

Consumer guidance



Post script

Thanks for the opportunity to present at the conference last week.

In order to clarify points on secondary use please find attached a link to the secondary use framework for My Health Record that was published in May by the Department of Health:

[https://www.health.gov.au/internet/main/publishing.nsf/Content/F98C37D22E65A79BCA2582820006F1CF/\\$File/MHR_2nd_Use_Framework_2018_ACC_AW3.pdf](https://www.health.gov.au/internet/main/publishing.nsf/Content/F98C37D22E65A79BCA2582820006F1CF/$File/MHR_2nd_Use_Framework_2018_ACC_AW3.pdf)

The Australian Institute of Health and Welfare (AIHW) is the Data Custodian for the purposes of the Framework.

The framework addresses requirements for ethics approval, de-identification and privacy protection.

Guiding principle 2.1 confirms that Individual consumers who have a MHR will be able to opt out of the use of their MHR system data for secondary purposes by using the consumer access control mechanism and clicking on the 'Withdraw Participation' button.

I would be grateful if you would share this information with participants.

Regards

Paul

Paul Carroll

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Government and Industry Collaboration and Adoption



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My Health Record



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Questions



My Health Record



Contact Us

Help Centre

1300 901 001

8am-6pm Monday to Friday AEDT

Email

help@digitalhealth.gov.au

Website

www.digitalhealth.gov.au

Twitter

<https://twitter.com/AuDigitalHealth>

