Pharmacists – Better access to healthcare information for you and your patients

Improved access to patients' health and medicines information enables pharmacists to provide better, safer care, especially during transitions of care (from the community to the hospital and vice versa), which is when medication errors are most likely to occur.

My Health Record provides a platform for a holistic approach, tailored advice, and better care coordination. Its use supports healthcare teams in achieving a common goal – optimum health outcomes for all Australians especially those with chronic and complex medical conditions.

Benefits for pharmacists

My Health Record is designed to fit seamlessly within your current workflow. It can:

- Provide a more complete picture of patients' health through timely access to their key health information. This enables safer care and assists you in making better clinical decisions.
- Enhance delivery of medication management services (MedsChecks, Home Medicines Review, Residential Medication Management Review, Quality Use of Medicines Services) through access to valuable clinical information and to patient entered information.
- Improve efficiency of other professional activities, such as medication reconciliation, by reducing time spent gathering information from multiple sources.
- Help you to tailor your advice to patients based on relevant and recent information.
- Support continuity of patient care.
- Support inter-professional collaboration.

Access to key health information

Through the **My Health Record system** you can access current and timely information about your patients such as:

Medicines View - medicines, allergies and adverse reactions information is available via the Medicines View, Pharmacist Shared Medicines List (PSML) and prescription and dispense documents

Shared Health Summaries - summaries of a patient's medical history, conditions and treatments

Hospital discharge summaries

Allergies and adverse reactions

Immunisations

Pathology reports

Specialist letters

Examples of how pharmacists can use the **My Health Record** system

New to pharmacy or travelling patients

Patients with dose administration aids

Patients with chronic conditions cared for by multiple healthcare providers

MedsCheck, Diabetes MedsCheck, HMR, etc.

Immunisation information

Post Hospital Discharge Care

Patient entered information, e.g. OTC medicines, use of devices

Medication reconciliation

Benefits for patients

My Health Record enables:

- Better patient engagement with their own healthcare and healthcare providers
- Easy access to medicines information
- Control over access to all uploaded health information
- Better support and care coordination especially for patients with chronic and complex medical conditions
- Patient-entered information such as medicines purchased over-the-counter, allergies and known adverse reactions.

Next steps

My Health Record registration checklist

Set up access to My Health Record

There are two ways through which authorised healthcare providers can access patients' records in the My Health Record system:

- ◆ **Conformant Software:** Accessing My Health Record through conformant dispensing software enables healthcare providers to upload and view information from a patient's My Health Record. The majority of pharmacy dispensing software is conformant. A full list of can be found at myhealthrecord.gov.au/for-healthcare-professionals/conformant-clinical-software-products

- ◆ **National Provider Portal:** If a healthcare provider does not have access to conformant software, they can view a patient's My Health Record through the National Provider Portal. The healthcare provider will be able to view information from the patient's My Health Record, but will not be able to upload any clinical information.

Visit myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation for information on registering your organisation or contact your local Primary Health Network office for assistance, health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator

Implement My Health Record policy

- ◆ If you are utilising My Health Record in your pharmacy (or as an accredited pharmacist), it is mandatory to have a My Health Record Security and Access Policy in place. For policy templates and further information please see: www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/my-health-record-system-participation-obligations

Access education and training resources

- ◆ The My Health Record website has a range of training resources specifically for those working in pharmacy. myhealthrecord.gov.au/for-healthcare-professionals/howtos/community-pharmacy-training-and-resources

- ◆ For My Health Record Guidelines, practice support and education, visit the digital health hubs at the PSA – https://www.psa.org.au/digital-health/ – or the Pharmacy Guild – https://www.guild.org.au/resources/digital-enablement/digital-health and https://guilded.guild.org.au/

Use My Health Record

- ◆ Upload dispense records (occurs automatically as part of dispense process).
- ◆ Improve information sharing between pharmacists and other health professionals by uploading a Pharmacist Shared Medicines List (PSML).
- ◆ View in relevant clinical situations. View a patient's My Health Record in delivery of professional services.

Support

For further support please contact the My Health Record Help line on 1800 723 471 or visit **myhealthrecord.gov.au/for-healthcare-professionals/howtos/pharmacist-shared-medicines-list**

My Health Record