



Residential Aged Care - Better access to healthcare information for you and your residents

My Health Record is designed to provide you with better access to healthcare information to support you in caring for your residents.

Access to key health information

Through the My Health Record you will have access to timely and current information about your residents such as:

- ◆ Shared health summaries which include a individual's medical history, immunisations, medicines, allergies and adverse drug reactions
- ◆ Hospital discharge summaries
- ◆ Event summaries from treating clinicians
- ◆ Prescription and dispense records
- ◆ Medicines information view
- ◆ Pathology reports and diagnostic imaging reports
- ◆ Specialist letters
- ◆ Advance care planning documents and custodian information
- ◆ MBS and PBS history

Safer care

Having this information available can lead to:

- ◆ Improved clinical decisions
- ◆ Fewer adverse medicines events
- ◆ Less avoidable hospital admissions
- ◆ Better health outcomes

Furthermore, if you have conformant software, you will also be able to upload your residents information which can then be viewed by other healthcare providers involved in their care in hospitals, GP practices and other primary healthcare services in the community.

Access training and resources

Visit [MyHealthRecord.gov.au](https://myhealthrecord.gov.au) for a range of resources to help you to become familiar with and confident in using the My Health Record system, and support and inform those under your care.

Support

For further support contact the My Health Record Help line on 1800 723 471 (select option 2 for healthcare providers) or your Primary Health Network (PHN).

Register for the My Health Record system

Visit [MyHealthRecord.gov.au](https://myhealthrecord.gov.au) for a registration overview and step-by-step instructions on how to register, or call the Help Line on 1800 723 471 (select option 2 for healthcare providers).

Examples of how you can use the My Health Record system

- When seeing a resident for the first time, you can view their health information in their shared health summary, such as any chronic conditions they may have, current medicines they may be taking, and allergies and adverse drug reactions.
- When consulting with a resident, you can communicate information about your treatment, findings and recommendations with others involved in the resident's care via an event summary.

Access the My Health Record system

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

Conformant software

Accessing the My Health Record system through conformant clinical software enables healthcare providers to upload, view and download information from an individual's My Health Record.

A full list of My Health Record conformant software types can be found at [MyHealthRecord.gov.au](https://myhealthrecord.gov.au)

National Provider Portal

If a healthcare provider does not have access to conformant software, they can view an individual's My Health Record through the National Provider Portal at <https://portal.ehealth.gov.au>. The healthcare provider will be able to view and download information from the individual's My Health Record, but will not be able to upload any clinical information.

For more information go to:

MyHealthRecord.gov.au | Help line 1800 723 471