



## Information for: Pharmacists



# My Health Record: What's in it for me, and my patients?

Photo courtesy of the Society of Hospital Pharmacists of Australia (SHPA)

My Health Record is designed to equip pharmacists with the additional information to provide greater patient care, especially during transition of care (from the community to the hospital and vice versa) when medication errors are most likely to occur.

My Health Record provides a platform for a holistic approach, tailored advice, and better care coordination. Use of the My Health Record system supports healthcare teams in achieving a common goal- optimum health outcomes for all Australians especially those with chronic and complex conditions.

### Benefits for pharmacists

The My Health record is designed to fit seamlessly within your current workflow. My Health record system can:

- Provide a more complete picture of patient's 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 Medicines Management Review, Quality Use of Medicines) through access to valuable clinical information and to patient entered information.
- Improve efficiency of professional services, 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** -  
consolidated medicines,  
allergies and adverse  
reactions information from  
multiple sources within a  
My Health Record including  
prescription and dispense  
documents



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



**Hospital discharge  
summaries**



**Allergies and adverse  
reactions**



**Immunisations**



**Pathology reports**



**Specialist letters**

### Examples of when pharmacists can use the My Health Record system



Over time, new features will be introduced to support pharmacists in their day-to-day practice.



**Australian Government**  
**Australian Digital Health Agency**



My Health Record



## Benefits for patients

My Health Record allows:

- 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 conditions
- Patient-entered information such as medicines purchased over-the-counter

## Next steps

### My Health Record registration checklist

<input type="checkbox"/>	<b>Register for My Health Record</b>	<ul style="list-style-type: none"><li>• Complete the Pharmacy My Health Record Registration Form</li><li>• Submit to Department of Human Services</li><li>• Wait 3-6 weeks for NASH certificate issuance</li><li>• Install NASH certificate as instructed by the conformant dispensing software vendor</li></ul>
<input type="checkbox"/>	<b>Use conformant software</b>	My Health Record integration with clinical software such as Fred Dispense, Simple Retail, Minfos, Dispense Works, and RxOne allows pharmacists to upload dispense records. Other pharmacy software vendors are in the process of establishing technical My Health Record capability.
<input type="checkbox"/>	<b>Implement My Health Record policy</b>	<p>Policy template for pharmacists <a href="#">available on the PSA website</a> addresses the following aspects of the My Health Record system:</p> <ul style="list-style-type: none"><li>• Security/user access</li><li>• Patient consent</li><li>• Privacy controls</li><li>• Clinical incidents</li></ul>
<input type="checkbox"/>	<b>Access education and training resources</b>	Education and training resources are available on the below links: <a href="https://training.digitalhealth.gov.au/login/index.php">training.digitalhealth.gov.au/login/index.php</a> <a href="https://www.psa.org.au/digitalhealthhub/elearning-modules">www.psa.org.au/digitalhealthhub/elearning-modules</a>
<input type="checkbox"/>	<b>Use My Health record</b>	<ul style="list-style-type: none"><li>• Upload dispense records (occurs automatically as part of dispense process). 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</li><li>• View in relevant clinical situations</li><li>• View in delivery of Professional Services</li></ul>

## Useful resources

- The Australian Digital Health Agency website ([www.digitalhealth.gov.au](https://www.digitalhealth.gov.au)) has a [registration process overview](#)  
*Browse: Using the My Health Record system > Training Resources > Guides > My Health Record system Registration Overview*
- For My Health Record Guidelines, practice support and education, and to find your local digital health leader, visit the PSA Digital Health Hub [www.psa.org.au/digitalhealthhub](https://www.psa.org.au/digitalhealthhub)
- [Contact your local Primary Health Network office](#) for assistance with registration.

## Support

For further support please contact the My Health Record Help line on 1800 723 471 or visit [www.myhealthrecord.gov.au](https://www.myhealthrecord.gov.au).

