

# Provider Workflow 1



## Healthcare provider accessing My Health Record for a new mental health consumer

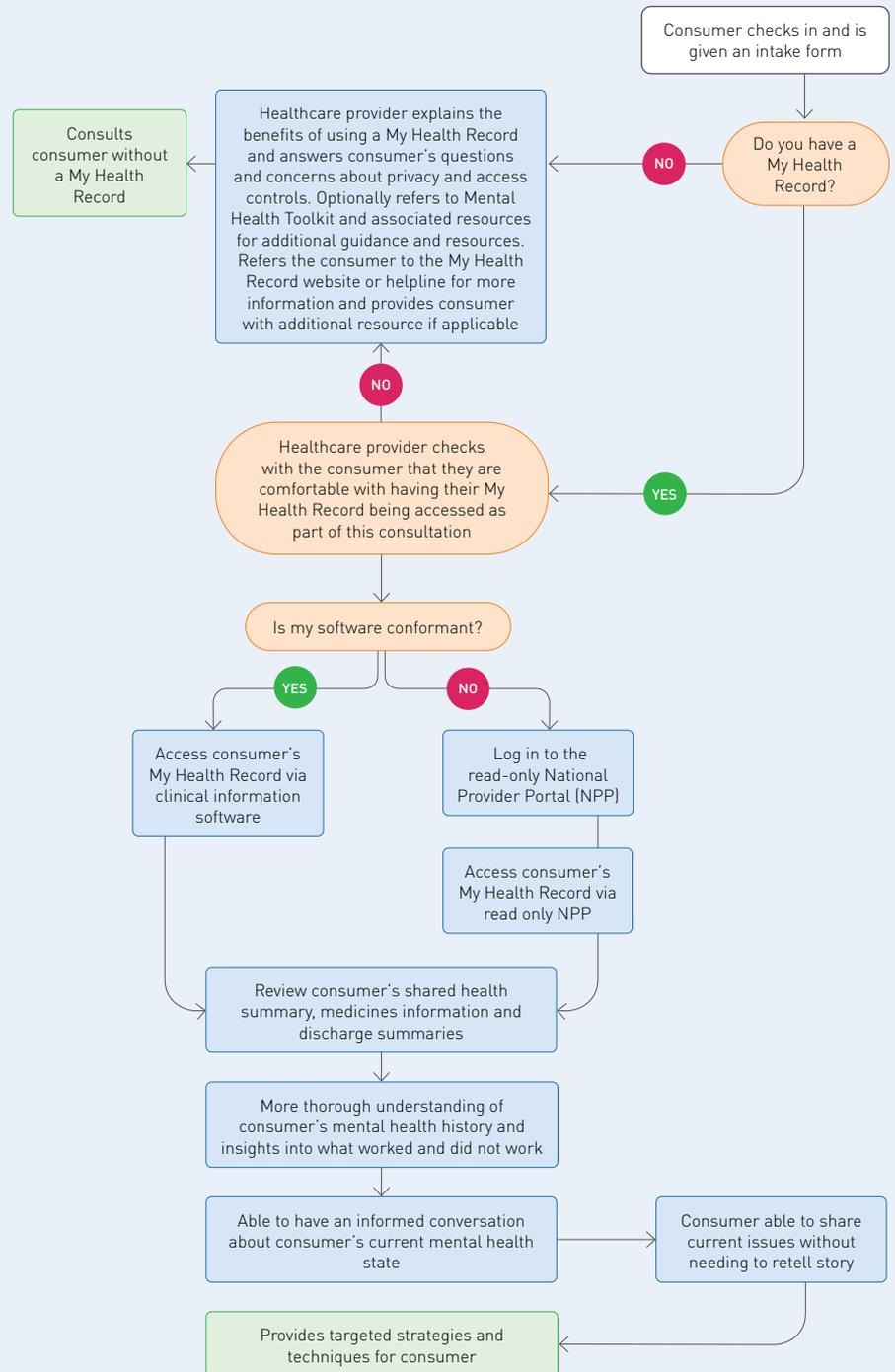
This My Health Record workflow is a process map that illustrates the interaction between a consumer and a mental healthcare provider. This workflow is applicable to psychologists, psychiatrists, nurses, dietitians, occupational therapists, or other clinicians involved in a consumer's care. This workflow demonstrates how a healthcare provider can interact with My Health Record and the positive clinical impact that My Health Record can have on the consumer. This is mainly through the consumer not having to retell their story and allowing the clinician to provide better informed care. It shows that with or without conformant software, it can benefit both consumer and the healthcare provider.

### Note the following

- > The intake form is provided to new consumers and responses are recorded on the patient system
- > It is not a requirement for the provider involved in a consumer's care to ask for consent to access and upload to their My Health Record, however it is recommended as good practice
- > Viewing a consumer's My Health Record should be guided by a healthcare provider's need for information to support their clinical decision making
- > A consumer's My Health Record may not include a record of every interaction the consumer has had with the health system or an up-to-date status of their health and should be supplemented by normal means of taking a consumer's history

## Psychologist

## Consumer



# Provider Workflow 2



## Provider uses conformant software to upload a shared health summary and event summary

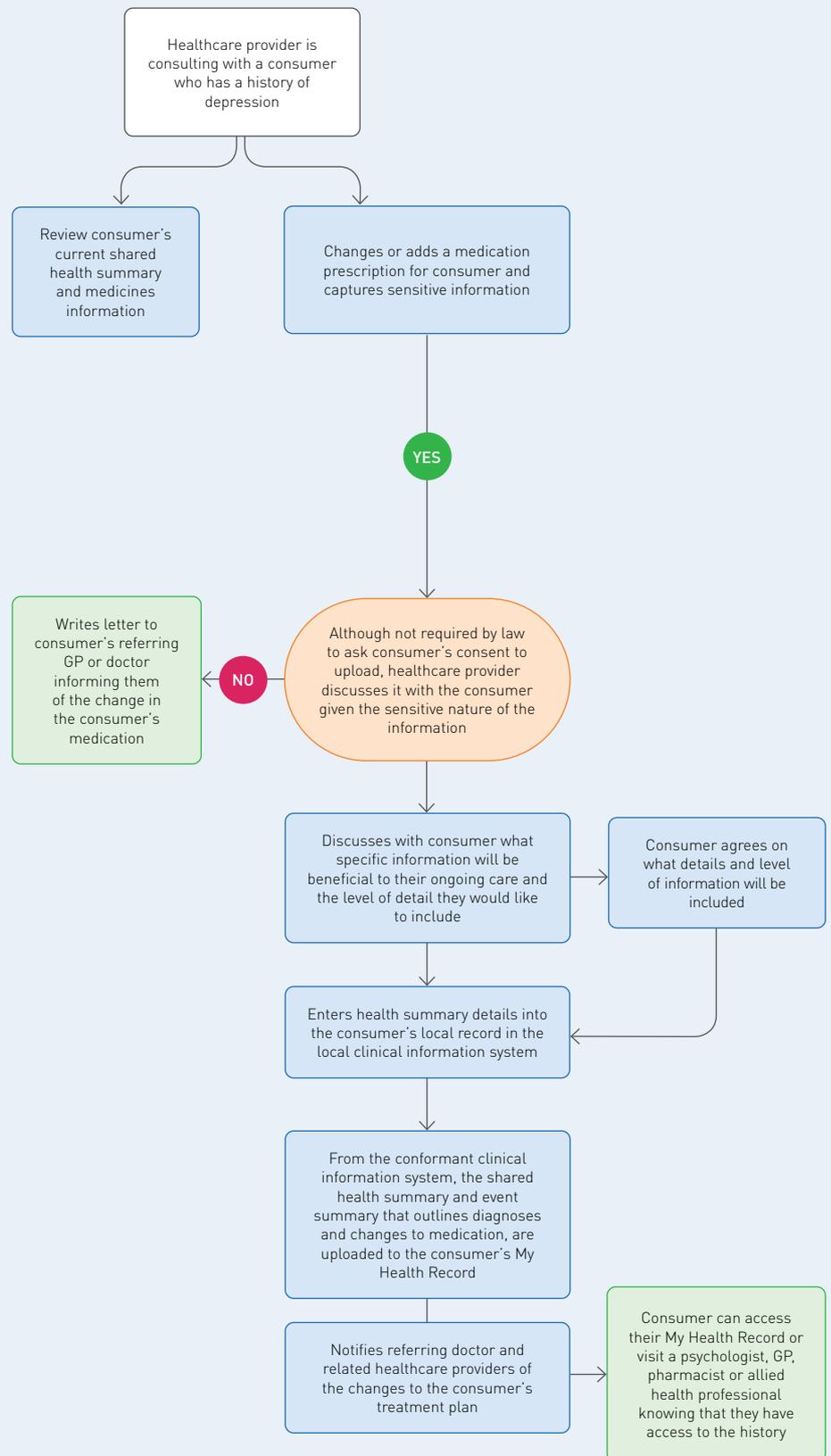
This My Health Record workflow is a process map that illustrates how a provider working in mental health can use My Health Record to upload a shared health summary and event summary. This workflow is applicable to psychiatrists, GPs, specialists or other healthcare providers with prescribing power involved in a consumer's care. This workflow demonstrates how a provider can interact with My Health Record and the positive clinical impact that My Health Record can have on the consumer. It shows key points where a provider can inform the consumer on the benefits of My Health Record, and where the provider can alleviate concerns regarding privacy and access controls.

### Note the following

- > It is not a requirement for the provider involved in a consumer's care to ask for consent to access and upload to their My Health Record, however it is recommended as good practice
- > Consent may be requested as a tick box on the clinic's new consumer entry form and in a verbal discussion with the consumer as part of the consultation
- > Viewing an individual's My Health Record should be guided by a healthcare provider's need for information to support their clinical decision making
- > Healthcare providers who decide to use the My Health Record system are free to apply their clinical judgement to determine when and how they discuss the information they wish to upload on a consumer's My Health Record

## Healthcare Provider

## Consumer



# Provider Workflow 3



## Pharmacist uses My Health Record to validate consumer's prescription

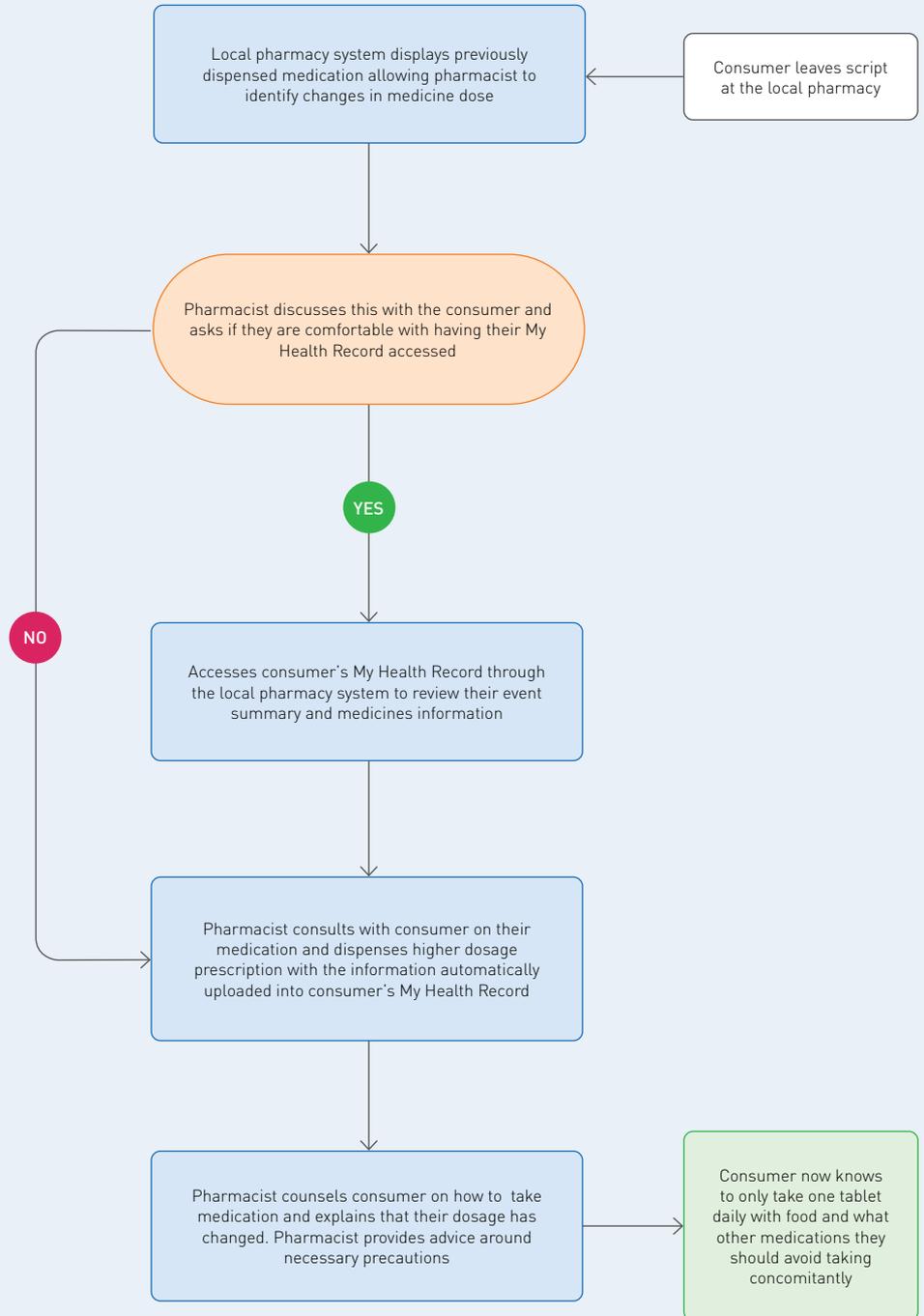
This My Health Record workflow is a simple process map that illustrates how a pharmacist can use My Health Record to validate a consumer's prescription. It demonstrates the positive clinical impact that My Health Record can have on the consumer. It shows how seamless integration can benefit both the healthcare provider and consumer.

### Note the following

- > It is not a requirement for pharmacists involved in a consumer's care to ask for consent to access and upload to their My Health Record, however it is recommended as good practice
- > While healthcare providers are not obliged to use the My Health Record system for every consumer or for every encounter, it is important to recognise instances when it will be particularly useful for continuity of ongoing care. If the consumer expressly requests that a document or specific information not be uploaded, healthcare providers must comply
- > Viewing a consumer's My Health Record should be guided by a healthcare provider's need for information to support their clinical decision-making

### Pharmacist

### Consumer



# Provider Workflow 4



## Emergency department physician using the emergency access function

This My Health Record workflow illustrates the process that a clinician follows to use the “break glass” emergency access function of My Health Record during a mental health presentation at an emergency department. The rules surrounding use of emergency access are defined by the My Health Records Act. As the My Health Records Act provides strict requirements governing when emergency access can be used, and emergency access is only needed if the patient has used access controls on their My Health Record, the actual need for the emergency access function is low. This workflow only covers the emergency access portion of a mental health presentation at an emergency department.

### Note the following

- > If no access controls have been enacted on an individual’s My Health Record, the normal rules for accessing their My Health Record apply and there is no need to activate emergency access.
- > Use of the emergency access function is recorded in the access history of the My Health Record, which can be viewed by the individual and their authorised or nominated representative(s).
- > Individuals can choose to receive an SMS or email notification each time the emergency access function is used to view their record.
- > Once granted, emergency access to a record is available for a maximum of five days. When the period ends, the My Health Record reverts to the previous settings. If the emergency situation continues beyond the initial five day period, you will need to request emergency access again.
- > Specific privacy rules and processes for emergency access to My Health Record may be different in your state, territory or particular hospital. For more information about emergency access to a patient’s My Health Record, see the My Health Record emergency access factsheet at [www.MyHealthRecord.gov.au](http://www.MyHealthRecord.gov.au) or speak to your hospital’s patient liaison representative.

