



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.





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

Getting started

Setup 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, view and download information from a patient's My Health Record. Examples include Fred Dispense, Aquarius, Minfos, MyScript, Dispense Works, LOTS and Z Dispense. A full list of can be found at www.MyHealthRecord.gov.au
- **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 and download information from the patient's My Health Record, but will not be able to upload any clinical information.

Visit www.MyHealthRecord.gov.au for information on registering your organisation or [contact your local Primary Health Network office](#) for assistance.

Implement My Health Record policy

There is a policy template for pharmacists available on the PSA website (www.my.psa.org.au) which addresses the following aspects of the My Health Record system:

- Governance
- Security
- Clinical Incidents
- Access
- Training
- Patient Complaints

Access education and training resources

- The My Health Record website (www.MyHealthRecord.gov.au) has a range of training resources specifically for those working in pharmacy.
- For My Health Record Guidelines, practice support and education, and to find your local digital health leader, visit the PSA Digital Health Hub - <https://www.psa.org.au/practice-support-industry/resources>

Use My Health Record

- Upload dispense records (occurs automatically as part of dispense process).
- 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 www.MyHealthRecord.gov.au

