



Information for: **Pharmacy owners and managers**

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

The My Health Record system provides pharmacists and other health professionals with a platform that facilitates the secure sharing of patient health information. This supports patient-centred care, further adding value to professional services and improving business performance.








Benefits for pharmacy owners and managers

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

- Improve efficiency by reducing time spent gathering information from multiple sources in clinically relevant situations.
- Provide a more complete picture of a patient's health through real-time access to their key health information. This enables safer care and assists you in making more informed clinical decisions based on relevant and up to date information not previously available to you.
- Enhance delivery of Medication Management services (MedsCheck, Home Medicines Review, Residential Medicines Management Review, Quality Use of Medicines) through access to valuable clinical information.
- Provide access to immunisation records.
- Support inter-professional collaboration.

Access to key health information

The My Health Record system provides timely access to current health information, including:

 <p>Medicines View - consolidated medicines, allergies and adverse reactions information from multiple sources within a My Health Record including prescription and dispense documents</p>	 <p>Shared Health Summaries - a summary of a patient's medical history, conditions and treatments</p>	
 <p>Hospital discharge summaries</p>	 <p>Allergies and adverse reactions</p>	
 <p>Immunisations</p>	 <p>Pathology reports</p>	 <p>Specialist letters</p>

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

Examples of when pharmacists can use the My Health Record system





Benefits for patients

My Health Record allows:

- Better patient engagement with their own healthcare and healthcare professionals
- Easy access to medicines information
- Control access to all uploaded health information
- Better support and care coordination especially for patients with chronic and complex conditions
- Patients to enter information such as medicines purchased over-the-counter in their personal health summary

Getting started



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, 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 the 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.

