



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:



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

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



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 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

Next steps

My Health Record registration checklist

<input type="checkbox"/>	Register for My Health Record	<ul style="list-style-type: none">• Complete the Pharmacy My Health Record Registration Form• Submit to Department of Human Services• Wait 3-6 weeks for certificate issuance• Install NASH certificate as instructed by the conformant dispensing software vendor
<input type="checkbox"/>	Use conformant software	My Health Record integration with clinical software such as Fred Dispense, Aquarius, 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"/>	Implement My Health Record policy	<p>Policy template for pharmacists available on the PSA website addresses the following aspects of the My Health Record system:</p> <ul style="list-style-type: none">• security/user access• privacy controls• patient consent• clinical incidents
<input type="checkbox"/>	Access education and training resources	<p>Education and training resources are available on the below links:</p> <p>training.digitalhealth.gov.au/login/index.php</p> <p>www.psa.org.au/digitalhealthhub/elearning-modules</p>
<input type="checkbox"/>	Use My Health record	<ul style="list-style-type: none">• 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• View in relevant clinical situations• View in delivery of professional services

Useful resources

- The Australian Digital Health Agency website (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
- [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.

