Viewing Clinical Documents in My Health Record

STEP 1:

Ensure your patient has a verified IHI by saving the five core demographic details: first name, surname, gender, date of birth and Medicare/DVA card (highlighted in black).

STEP 2:

Click Refresh to search the HI Service, or Save and Dispense Works will automatically check for an IHI if the mandatory fields have been completed.

STEP 3:

The Dispense Works screen displays important patient demographic details including IHI status.

STEP 4: The navigation panel on the right side of the Dispense screen includes four tiles. These change colour: a. **Grey:** patient does not have an enabled My Health Record or patient IHI matching not performed b. **Green:** patient has My Health Record enabled c. **Light green with lock:** Record Access Code or Limited Document Access Code required to gain access to this patient's My Health Record	
STEP 5: Click on Prescription Dispense View OR Health Record Overview OR MyHR Document List OR Discharge Summary. STEP 6: Enter your pharmacist **Initials** and **Password** to gain access.	
STEP 7: **Document List** and **Prescription and Dispense View** examples shown to the right.	
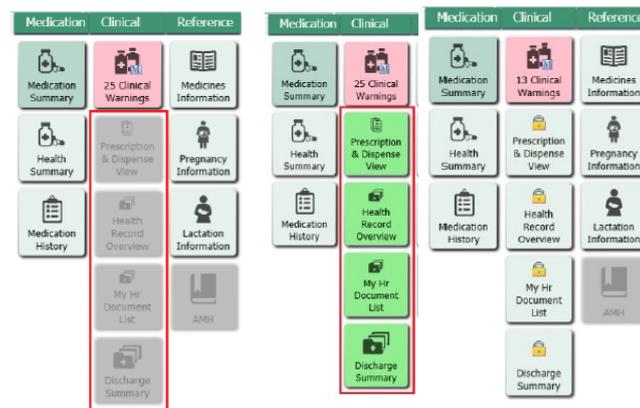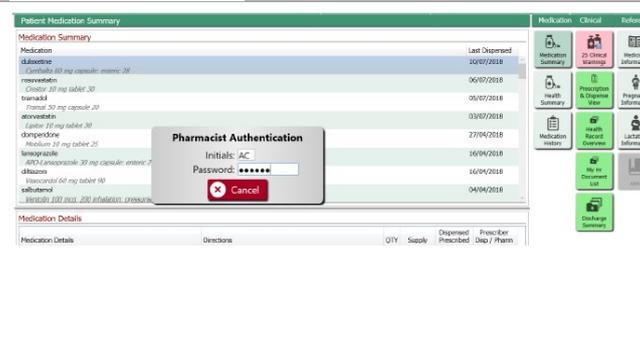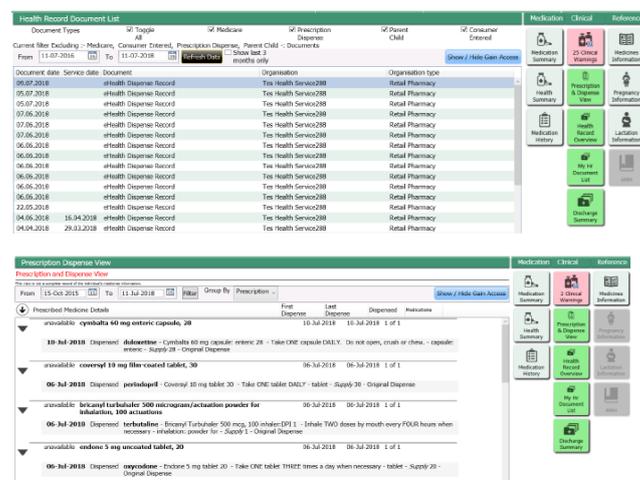
Consent to upload to My Health Record

Dispense records processed by a pharmacist with linked HPI-I will upload to My Health Record by default in Dispense Works. If your patient advises you not to upload an *individual record,* tick **MyHR Opt-Out**.

If your patient wishes to opt-out of _all_ My Health Record dispense uploads, bring up the selected patient. Select **Edit** to navigate to **patient details,** select **MyHR Opt Out** and click **Save.**

Dispense Errors and My Health Record

If you have made a dispense error (e.g. wrong drug, directions) that was uploaded to a patient's My Health Record, go back into the dispense record and **edit the prescription** as normal using pharmacist initials. The correct entry will then be re-uploaded to your patient's My Health Record.

If you delete the dispense record from Dispense Works (e.g. dispensed to wrong patient), this will be automatically be removed from My Health Record.

Useful links:
- For upcoming training opportunities, visit Events and Webinars: https://www.digitalhealth.gov.au/newsroom/events-and-webinars

For assistance contact the My Health Record helpline on **1800 723 471 or email help@digitalhealth.gov.au**

Australian Government
Australian Digital Health Agency

My Health Record