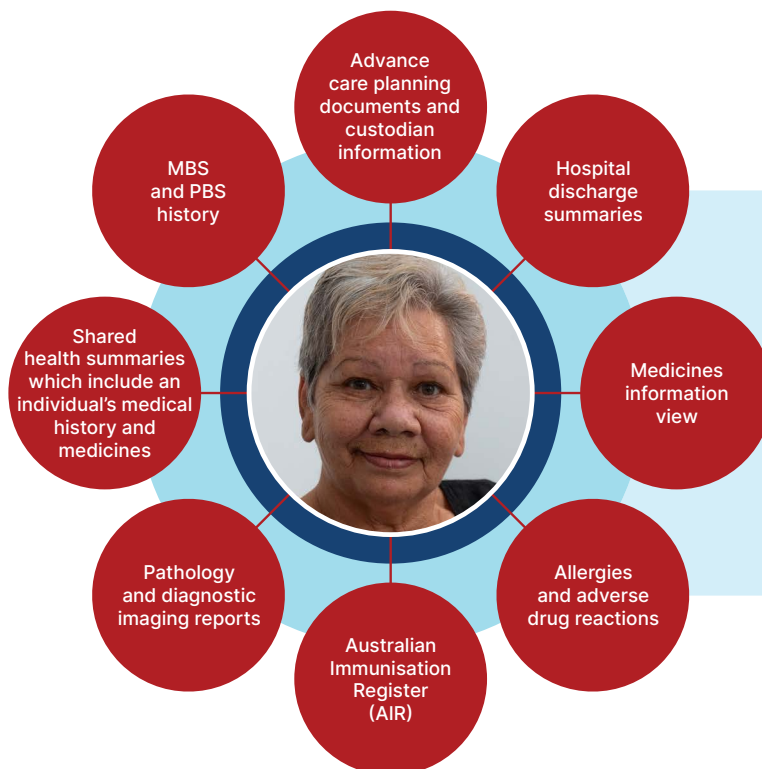# Residential Aged Care Facilities

Better access to healthcare information for you and your residents

Improved access to residents' health and medicines information enables healthcare professionals to provide better and safer care, especially during transitions of care.

My Health Record provides a platform for a holistic approach, tailored advice, and better coordination. Its use can support healthcare teams in achieving a common goal – optimum health outcomes for all Australians, especially those which chronic and complex medical conditions.

Access to key health information

My Health Record will allow you to access timely and current health information about your residents such as:

Advance care planning documents and custodian information

Hospital discharge summaries

MBS and PBS history

Medicines information view

Shared health summaries which include an individual's medical history and medicines

Allergies and adverse drug reactions

Pathology and diagnostic imaging reports

Australian Immunisation Register (AIR)

Furthermore, if you have conformant software, you will be able to upload your residents' health information, which can then be viewed by other healthcare providers involved in their care in hospitals, GP practices and other primary healthcare services in the community.

Example of how you can use My Health Record

When seeing a resident for the first time, you can view their health information in a shared health summary, which can include any chronic conditions they may have, current medicines they may be taking, and allergies and adverse drug reactions.

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Benefits for residents and their families/carers

Having this information available can lead to:

✓	improved clinical decisions
✓	fewer adverse medicine events
✓	less avoidable hospital admissions
✓	better health outcomes.

A resident can appoint a nominated representative who can view or help manage the resident's My Health Record in accordance with their preferences.

Where a resident is not able to make decisions for themselves an authorised representative is responsible for managing the resident's My Health Record.

Case study

Pablo and Elly are a married couple who live together in an independent living unit. They are both 89 years old and in good health. Pablo and Elly are both proactive in ensuring that their healthcare providers keep the documents in their My Health Records up to date. They are planning to move into a retirement village and, as part of their planning, they both complete Advance Care Directive (ACD) documentation. Their GP Dr Louka suggests uploading the ACDs to their My Health Record and shows them how to add their daughter Kirralee's details to the 'advance care document custodian' section. They both had their influenza vaccination so they are able to participate in the retirement village community network. Dr Louka shows them that their vaccination history, including their influenza vaccine and last tetanus shots, were recorded in their My Health Record.

Recently Pablo slipped and fell in the living room of their unit – he was unable to get up off the floor. Elly called an ambulance. Emergency nursing staff in the hospital accessed Pablo's My Health Record to gain an overall picture of his health and medical history, including any allergies and adverse reactions, medicines and diagnoses. A hip fracture was identified and surgery carried out. During Pablo's stay at the hospital, documents were updated and uploaded to Pablo's My Health Record.

Pablo's recovery was complicated by pneumonia and physical deconditioning. Discharge planning options were explored, and it was agreed that Pablo was a candidate for a Transition Care Package (TCP), which is short term care to help recover and regain his independence. Pablo was transferred to the aged care facility across the road from their retirement village unit with the goal to return home to their unit. Nikita, the TCP nurse, accessed Pablo's My Health Record and was able to find out details of Pablo's hospital visit, surgery, treatments, interventions and medicines by viewing Pablo's discharge summary and medicines information. The ACD that Pablo had uploaded helped to guide discussions about his goals and wishes as part of her assessment.

Access training and resources

Visit the Agency's online training website for a range of resources to help you become familiar with and confident in using the My Health Record system, and support and inform those under your care.

Register for the My Health Record system

Visit the My Health Record website for a registration overview and step-by-step instructions on how to register or call the My Health Record help line on 1800 723 471 (select option 2 for healthcare providers).

Support

For further support contact the Australian Digital Health Agency Help Centre on 1300 901 001.

For more information go to digitalhealth.gov.au | Help line 1800 723 471

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