

Viewing Clinical Documents in My Health Record

Note: These steps assume that your software is connected to the My Health Record system, the patient has a My Health Record and their individual healthcare identifier (IHI) has been validated in your system

STEP 1:

The patient's IHI can be verified via either the **Customer Maintenance** window or the **Dispense** form using the saved five core demographic details: first name, surname, gender, date of birth and Medicare/DVA card.

The screenshot shows the 'Customer Entry (Customer no. 2)' window. It contains several sections: 'Preferred Names' with fields for First Name and Surname; 'Medicare Names' with fields for Medicare No., Concession, S.N.N., and Repeat No.; 'Personal Details' including Title, Street, Suburb (CHELTENHAM), State (VIC), Post Code (3192), Home Phone, and Work; 'Customer Information' including Customer Type (1 Customer), Other Safety Net, and Safety Net Total; 'Medical Information' including Current Status (G General), Scripts On File, Pregnant, Consent, and CTG; and 'Individual Health Identifier' with fields for IHI, Last Updated, and Record Status. A search button labeled 'IHI Search' is highlighted with an orange box.

STEP 2:

When dispensing, the **My Health Record** icon in the toolbar will display the patient's My Health Record status e.g. Active My Health Record.

The screenshot shows a dispensing window. At the top, patient details are displayed: Surname: 166391 GRACE FLOYD (47 yrs), 28/05/70, CHELTENHAM. Below this, there are fields for Rx Date (01/08/2017) and Drug. A toolbar at the bottom contains an icon for 'Active My Health Record', which is highlighted with an orange box. A tooltip for this icon shows 'Active My Health Record' and 'This customer has an advertised My Health Record.'

STEP 3:

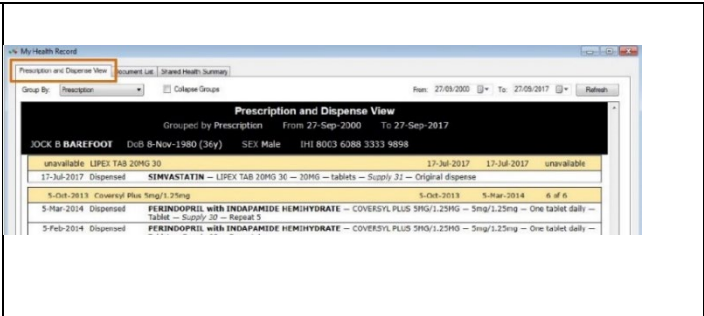
Select the **My Health Record** icon. The My Health Record Access window will appear. Select **Gain Access** to access the My Health Record (and enter your pharmacist password if applicable).

STEP 4:

If the patient has Restricted Access to their My Health Record, an **Emergency Access** window will prompt for either the **General Access** code or **Restricted Document Access**. This can be provided by your patient. In an emergency, you may enter by clicking **Emergency Access**.

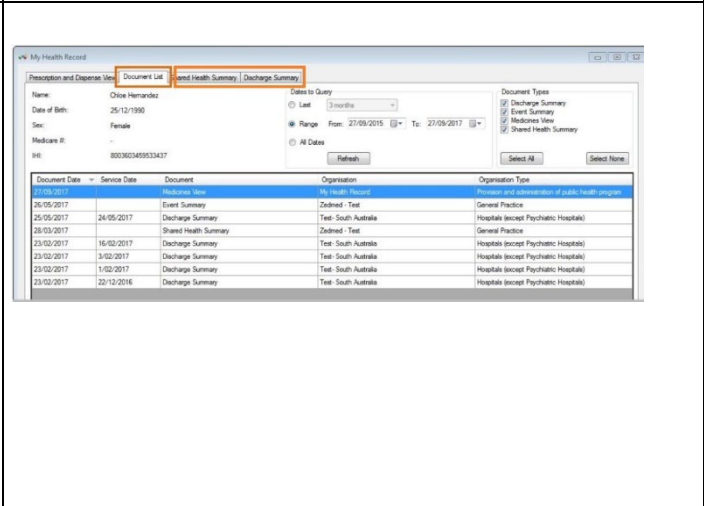
The screenshot shows the 'My Health Record Access' dialog box. It contains the following text: 'This customer has provided General Access to their My Health Record, you may continue with General Access option.' Below this, there are two radio button options: 'General Access' (which is selected and highlighted with an orange box) and 'Restricted Document Access'. Under 'Restricted Document Access', there is a note: 'If you need access to any restricted documents on the customer's My Health Record, enter the Restricted Document Access Code provided by the customer.' Below this note is an 'Access Code' input field. At the bottom of the dialog, there are two buttons: 'Emergency Access' (highlighted with an orange box) and 'Gain Access'.

STEP 5:
By default, your patient's My Health Record **Prescription and Dispense View** tab displays the Prescription and Dispense Records. The filters can be adapted to change Date range or Group. To view an entry in more detail, double-click to display.

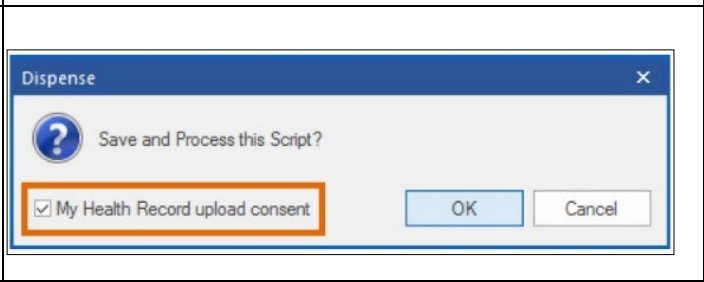


STEP 6:
Click the **Document List** tab to display a list of clinical documents available. Click the column headers to sort by Document type or provider Organisation. If at least one Shared Health Summary or Discharge Summary is available, an associated Tab will display the latest of these Document types.

STEP 7:
To view a document, double-click on the entry to display. To print the document, select Print.



Consent to upload to My Health Record
My Health Record upload consent is selected by default and must be de-selected if the patient advises not to upload their dispense record. Click **OK** to save the dispense record to Minfos.



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 Minfos (e.g. dispensed to wrong patient), this will also be removed from the patient's 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

