



# Community Pharmacy – Better access to healthcare information for you and your patients

By the end of 2018, every Australian will have a My Health Record unless they choose not to have one.

My Health Record is designed to equip community pharmacists with the additional information needed to improve patient care, especially during transition of care (from the community to the hospital and vice versa) when medication errors are most likely to occur.

Pharmacists can access a range of clinical information in a patient's My Health Record, including information about medicines, allergies, immunisations, pathology results and medical conditions.

Pharmacists are encouraged to integrate the use of the My Health Record system into patient care, where appropriate.

## What patients can expect when logging into My Health Record for the first time

The first time your patients log into their My Health Record there may be little, or no information in it. There may be up to two years' worth of Medicare information such as doctor visits under the Medicare Benefits Schedule (MBS), as well as their Pharmaceutical Benefits Scheme (PBS) claim history. If they choose to, your patients can remove this information after they log in. Previous medical history such as older tests and medical reports will not be in their My Health Record.

## Benefits for patients

My Health Record allows:

- ◆ access to medicines information
- ◆ access to uploaded health information
- ◆ better support and care coordination, especially for patients with chronic and complex conditions
- ◆ recording of patient-entered information such as medicines purchased over-the-counter in their personal health summary
- ◆ better engagement with their own healthcare and healthcare providers

## Examples of how pharmacists can use the My Health Record system



For more information go to:

**MyHealthRecord.gov.au** | Help line 1800 723 471



## Next steps for pharmacists and pharmacy owners

### My Health Record registration checklist

<input type="checkbox"/>	<b>Register for My Health Record</b>	To learn how to register your pharmacy with My Health Record, go to <a href="http://MyHealthRecord.gov.au">MyHealthRecord.gov.au</a>
<input type="checkbox"/>	<b>Use conformant software</b>	My Health Record integration with clinical software allows pharmacists to upload dispense records.
<input type="checkbox"/>	<b>Implement My Health Record policy</b>	Policy template for pharmacists available on the PSA website <a href="http://www.psa.org.au/digitalhealthhub">www.psa.org.au/digitalhealthhub</a> addresses the following aspects of the My Health Record system: <ul style="list-style-type: none"><li>◆ Security/user access</li><li>◆ Privacy controls</li><li>◆ Patient consent</li><li>◆ Clinical incidents</li></ul>
<input type="checkbox"/>	<b>Access education and training resources</b>	Education and training resources are available on the below links: <a href="http://www.guild.org.au/resources/ehealth">www.guild.org.au/resources/ehealth</a> <a href="http://training.digitalhealth.gov.au">training.digitalhealth.gov.au</a> <a href="http://www.psa.org.au/digitalhealthhub/elearning-modules">www.psa.org.au/digitalhealthhub/elearning-modules</a>
<input type="checkbox"/>	<b>Use My Health Record</b>	<ul style="list-style-type: none"><li>◆ 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</li><li>◆ View in relevant clinical situations</li><li>◆ View in delivery of Professional Services</li></ul>

## Useful resources

- ◆ You can find an overview of information, training and resources for pharmacists on the My Health Record website at: [www.myhealthrecord.gov.au/for-healthcare-professionals/community-pharmacy](http://www.myhealthrecord.gov.au/for-healthcare-professionals/community-pharmacy)
- ◆ 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](http://www.psa.org.au/digitalhealthhub)
- ◆ Contact your local Primary Health Network office for assistance with registration.

## Register for the My Health Record system

Visit [MyHealthRecord.gov.au](http://MyHealthRecord.gov.au) for a registration overview and step-by-step instructions on how to register, or call the Help Line on **1800 723 471** (Select option 2 for healthcare providers).

