



My Health Record

national
allergy
strategy



My Health Record FAQs for clinical immunology/allergy specialists

1. In what ways is My Health Record useful in the allergy setting?

One of the most useful applications of My Health Record is being able to communicate information about a patient's serious drug or food allergy to other healthcare providers (particularly emergency and hospital physicians). This allergy information is typically communicated in a range of documents, including patient history, medical records (paper and electronic), letters between specialist and GPs, and hospital discharge summaries. My Health Record provides a single location for all these documents, that can be accessed at any time.

My Health Record can also provide specialists with information about patient:

- medications
- pathology test results
- radiology reports.

This is particularly useful if a referral does not have this information and the patient cannot recall current medications.

For more information see the fact sheet: [My Health Record for clinical immunology/allergy specialists](#)

2. How far back does the information in a patient's My Health Record go?

The information in a patient's My Health Record is not retrospective. Clinical information is uploaded from the time a My Health Record is created for a patient and they interact with the healthcare system.

However, if the patient has been seeing their regular GP or healthcare provider for some time, a shared health summary from that provider may include past medical history and medicines that are relevant to the patient's ongoing care. There may also be up to two years' worth of Medicare information, such as doctor visits under the Medicare Benefits Schedule (MBS), as well as Pharmaceutical Benefits Scheme (PBS) claims history.

3. Will many of my patients have a My Health Record that actually has information in it?

There are over 22 million records and nearly 86% now have information in them, and this will continue to increase. If a patient has not interacted much with the health system since their record was created, there may be limited information.

In August 2020:

- 94% of general practices and 99% pharmacies were connected to My Health Record, with over 85% uploading or viewing documents.
- 95% of public hospitals were connected, and 91% are using My Health Record.

For the latest My Health Record statistics visit: www.myhealthrecord.gov.au/statistics

4. I work in private practice and have conformant software. How do I get access to My Health Record?

The registration process for clinical immunology/allergy specialists is outlined step by step in the fact sheet [Getting started: My Health Record for private allergy practices.](#)

For assistance, please contact the Australian Digital Health Agency's Help Centre on 1300 901 001 or email: help@digitalhealth.gov.au.

5. Can I download or save documents from a patient's My Health Record to my local system, such as pathology reports?

Yes, if you have access to My Health Record through [conformant clinical software](#) or the National Provider Portal, you can view, download and save information from your patient's My Health Record. Some healthcare providers find it useful to download documents and save them to their patient's record in their local information system.

6. How is My Health Record being used in public hospitals and health services? Are outpatient clinic letters uploaded to My Health Record?

As of August 2020, 95% of public hospitals are now registered with My Health Record and 91% are using My Health Record. How public hospitals are using My Health Record will depend on the hospital. You can check the list of [participating hospitals](#) and contact your hospital's chief information officer to find out more.

Most public hospitals are uploading discharge summaries, and some are also uploading pathology and radiology reports. Outpatient letters are being uploaded from some public hospitals, but only uploaded in small numbers at this stage. The Agency continues to engage with more public hospitals to upload this information, which will allow results of skin prick testing and food and drug challenges to be shared with other members of the patient's healthcare team.

A list of participating pathology laboratories and diagnostic imaging services (both public and private) is published on the [My Health Record website](#).

7. What might a patient ask about the information in their My Health Record?

Patients or their carers might be concerned about the safety of their medical information. You can advise patients that My Health Record uses high level security and protection to safeguard their information. Their information can only be accessed by healthcare providers involved in their care and they can track who has accessed their record.

You can also refer your patients to the [Consumer page](#) of the National Allergy Strategy.

This project is supported by

8. How can I ensure my patient's My Health Record contains accurate information about their serious allergies?

If you have [conformant clinical software](#), you can upload an event summary with information about their confirmed allergies, or information that a patient has been confirmed to be not allergic, following a food or drug challenge. For information about how to do this, see: [Event summaries: A guide for clinical immunology/allergy specialists using conformant software](#).

If you do not have conformant clinical software, you can advise your patients to add this information into My Health Record themselves by providing them with the name of the substance(s)/agent(s) they are allergic to and the reaction type. You can also include a note to the patient's GP in your specialist letter, encouraging the GP to upload a shared health summary with the current allergy information you've provided.

9. An event summary seems like extra administrative work when I already write a Specialist letter back to the referrer. Can I upload my specialist letter to My Health Record? How would I do this with conformant software?

Uploading of specialist letters to My Health Record depends on whether you have conformant clinical software.

The Australian Digital Health Agency has been working with the specialist software providers below to provide seamless integration of My Health Record with their software by mid-2021. Please contact your software provider to confirm when you will be able to generate and upload specialist letters to your patient's My Health Record.

Vendor	Product
Best Practice Software Pty Ltd	Bp VIP.net
Clinic to Cloud Pty Ltd	Clinic to Cloud (C2C)
Clinical Computers Pty Ltd	CCOS Specialists
Genie Solutions Pty Ltd	Genie Desktop
Genie Solutions Pty Ltd	Gentu Cloud
Intrahealth Australia Pty Ltd	Profile
Medical-Objects Pty Ltd	Medical-Objects Specialist Explorer
Mouse Soft Australia Pty Ltd	Medical Wizard Clinical Module
s4s Pty Ltd	S4S Audit4 CIS module
Zedmed Pty Ltd	Zedmed

If your software does not have the functionality to upload a specialist letter, uploading an event summary is a way of ensuring that serious allergy information is available to other healthcare providers involved in the patient's care. While this may seem like extra administrative work, it is important from a clinical and patient safety perspective.

10. Is there a Practice Incentive Program for specialists to get them started? I believe there was an eHealth Incentive for GPs.

No. The Practice Incentive Programs are administered by the Australian Department of Health and not by the Australian Digital Health Agency.

As the software that clinical immunology/allergy specialists use becomes more integrated, using My Health Record will become more seamless in terms of workflow.

11. Can practice admin staff upload a specialist letter or does the specialist have to do this?

A registered healthcare organisation can authorise their administrative staff to access the My Health Record system on behalf of the organisation. Authorised users may be individual healthcare providers and other local users who have a legitimate need to access the My Health Record system as part of their role in healthcare delivery.

Organisations are required to have appropriate policies in place to ensure that staff accessing the My Health Record as part of their role within the organisation are trained.

For more information about how non-clinical staff can access the My Health Record, refer to [The My Health Record Handbook for Practice Managers](#) and [The My Health Record Practice Manager Registration Guide](#)

12. For what percentage of patients is accessing My Health Record information of benefit?

Accessing My Health Record is particularly useful for patients with complex medical histories, or when a referral contains incomplete information. One clinical immunology/allergy specialist found that accessing My Health Record (via the National Provider Portal) was useful for around 25% of his patients. His experience was that he could save time by accessing pathology reports in one place rather than phoning the pathology provider or GP. Further, if he were able to use conformant software to access My Health Record, he would use it more seamlessly in his workflow and therefore more frequently than 25%.