

## Doctor and practice team Frequently Asked Questions

You may have some questions about the *My Health Record* system and what it means for you. This page includes a subset of frequently asked questions by healthcare providers. A more extensive list can be found at [myhealthrecord.gov.au/providers](http://myhealthrecord.gov.au/providers).

<p><b>How does my practice connect to My Health Record?</b></p>	<p>If your practice is not already connected, go to <a href="http://myhealthrecord.gov.au/providers">myhealthrecord.gov.au/providers</a> which will guide you through the following steps:</p> <ol style="list-style-type: none"> <li>1. Register with the Healthcare Identifiers (HI) Service for a Healthcare Provider Identifier – Organisation (HPI-O). Your practice will also need to apply to the HI Service to obtain a NASH PKI certificate.</li> <li>2. Your practice can then register to <i>My Health Record</i> through Health Professional Online Services (HPOS) using its individual PKI certificate.</li> <li>3. If your practice does not have access to HPOS, it will need to complete and submit an application form to register as a Healthcare Provider Organisation.</li> </ol>
<p><b>Do I need certain software to upload information?</b></p>	<ul style="list-style-type: none"> <li>• Your practice will need conformant software that is compatible with My Health Record to upload information.</li> <li>• If your practice is registered but you don't have access to compliant software, you can view a patient's <i>My Health Record</i> via the provider portal; however you will not be able to upload information through the provider portal. To access the provider portal, you will need a NASH certificate.</li> <li>• Computer and internet access is necessary to access the My Health Record system for a healthcare provider organisation.</li> </ul>
<p><b>Do I need approval to upload information to my patient's record?</b></p>	<ul style="list-style-type: none"> <li>• You don't need your patient's consent each time you view or upload information to their <i>My Health Record</i>. You can access an individual's record as part of providing them with care, subject to any access controls they have set.</li> <li>• The only instances when you can't upload information are when a patient has asked you not to, or if it is sensitive information prohibited by specific laws in the My Health Records Regulations.</li> </ul>
<p><b>Can I contact another provider who treats my patient?</b></p>	<ul style="list-style-type: none"> <li>• Yes, administrative information is provided within clinical documents uploaded to a patient's <i>My Health Record</i> including the name of the healthcare provider organisation that has authored the document.</li> <li>• This allows you to follow up with other healthcare providers involved in your patient's care if needed.</li> </ul>
<p><b>Can I see information from My Health Record on my local system?</b></p>	<ul style="list-style-type: none"> <li>• If you are registered for the <i>My Health Record</i> system you can access information on it via your local clinical information system.</li> <li>• Visit <a href="http://myhealthrecord.gov.au/providers">myhealthrecord.gov.au/providers</a> for information on how to use the system.</li> </ul>
<p><b>How will My Health Record affect GP workflow?</b></p>	<ul style="list-style-type: none"> <li>• The <i>My Health Record</i> system aims to minimise the time spent by GPs chasing and inputting patient information.</li> <li>• RACGP standards require that GPs have a current health summary for 75 per cent of their active patients. The Shared Health Summary in <i>My Health Record</i> is based on the existing GP summary template, so most of the information needed should already be in your local records.</li> <li>• The time it takes to upload information into a <i>My Health Record</i> depends on the complexity of the patient's health conditions and the amount of information already available.</li> </ul>