MHR COVID-19 Readiness (Part 1)

- Enhanced Use of Immunisation Records

MHR COVID-19 Readiness (Part 1): Business Driver & Benefit

BUSINESS DRIVER:

The COVID-19 readiness taskforce aims to provide a better user experience when immunisation record is accessed through My Health Record system and improve the overall user experience when managing privacy and access controls to meet accessibility standards, improve understanding and comprehension of controls available and increased consumers confidence and trust in the system.

MHR COVID-19 Readiness (Part 1): Business Driver & Benefit

BENEFITS:

- **Promotes active management of immunisation record** – healthcare recipients and healthcare providers are informed of immunisation record update particularly the COVID-19 vaccine into a different channel such as on-screen alert, an option to receive a notification (SMS or email) and an easy pathway to access the immunisation record. Noting that SMS or email notification only applies to healthcare recipients.
- **Easy access to immunisation record –** healthcare recipients and healthcare providers can access all immunisation information uploaded to Australian Immunisation Register (AIR), Shared Health Summary & Event Summary on the new consolidated immunisation view page accessible through a more apparent access navigation flow.
- **Comprehensible privacy and access controls** – healthcare recipients will have better understanding of how to use or why to use the privacy and access controls.

Scope Summary to MHR COVID-19 Readiness (Part 1)

Package	Summary Description
Enhanced Use of Immunisation Records	National Consumer Portal (NCP), Admin Portal (AP), Care Agency Employee (CAE) & National Provider Portal (NPP): • New consolidated immunisation view which contains information from Australian Immunisation Register (AIR), Shared Health Summary and Event Summary • New direct navigation flow to access the immunisation view • New alert, reminder and notification framework to inform changes to immunisation, uploads of some clinical documents and call to action to keep their profile settings up to date. • Update to current immunisation link to the new immunisation view page in the Childhood Development page • Update carousel content and links to inform healthcare recipient to update profile settings. • Update links in Sitemap • Removed AIR from Medicare Overview page NCP, AP & CAE: • New notification settings UI design and additional notification preference for immunisation update (e.g., when there is update to immunisation record)

Scope Summary to MHR COVID-19 Readiness (Part 1)

Package	Summary Description

Consumer Privacy and Access Controls	National Consumer Portal (NCP), Admin Portal (AP), Care Agency Employee (CAE)
	• Separate the privacy and access controls functions on different pages
	    • My Representatives
	    • My Healthcare Organisations
	    • Manage My Document Access
	    • My Record Access History
	• New index page to easily access the privacy and access control functions
	• Update on content details, to adjust the level of comprehension for social inclusion to understand how to use or why to use the privacy and access control functions.

High-level User Journey

National Consumer Portal (NCP) and Care Agency Employee (CAE) Portal

User Journey 1 – Scenario 1

As an NCP or CAE user, I want to be reminded of reviewing and updating my emergency contact details, so that my contact and preference information is up-to-date.

Step 1
Access My Health Record

Step 2
Welcome carousel

Step 3
Add emergency contacts carousel

Step 4
Set notifications preference carousel

Step 5
Control access carousel
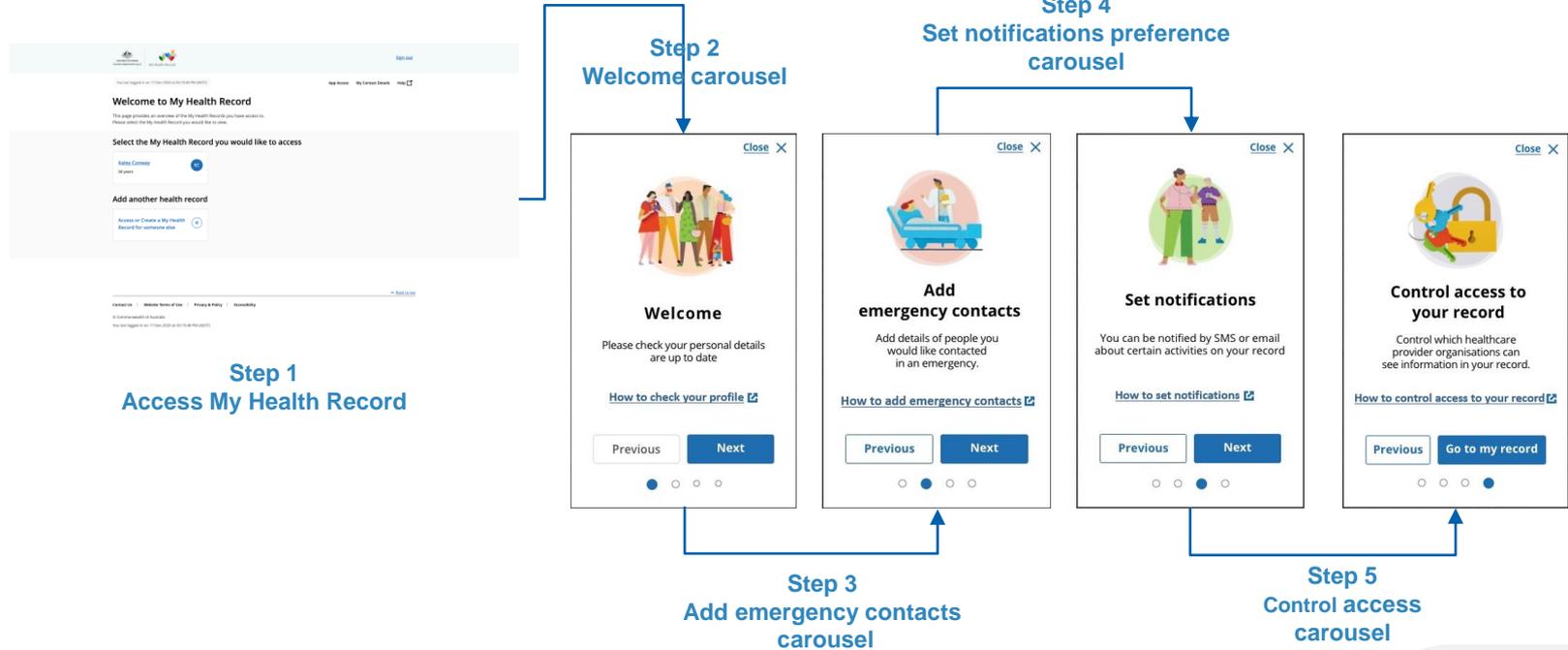
User Journey 1 – Scenario 2

As a NCP or CAE user, I want to see or dismiss a notification or a reminder so that it will not appear again in my Record Home.
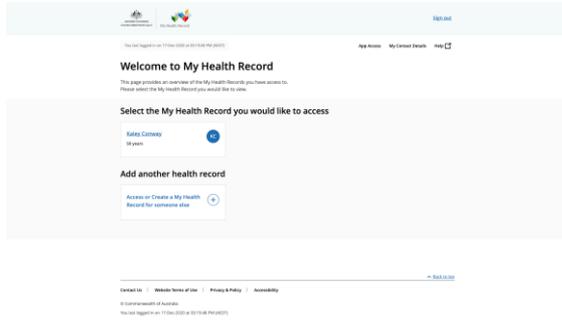
Step 1
Assess My Health Record
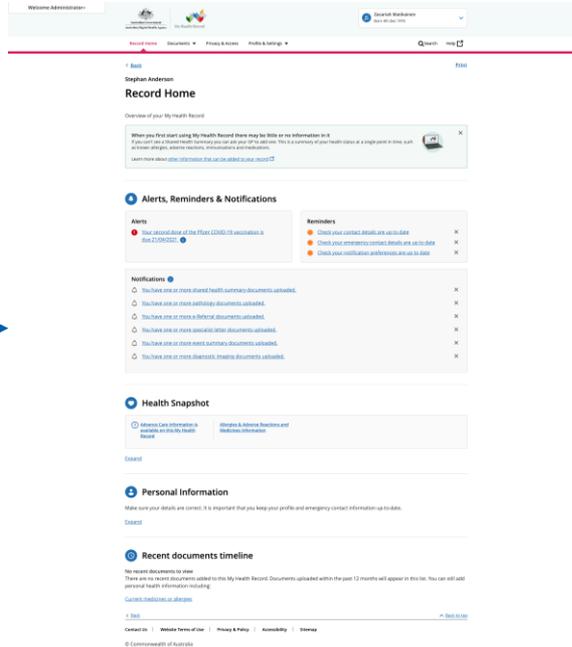
Step 2
View Record Home Page
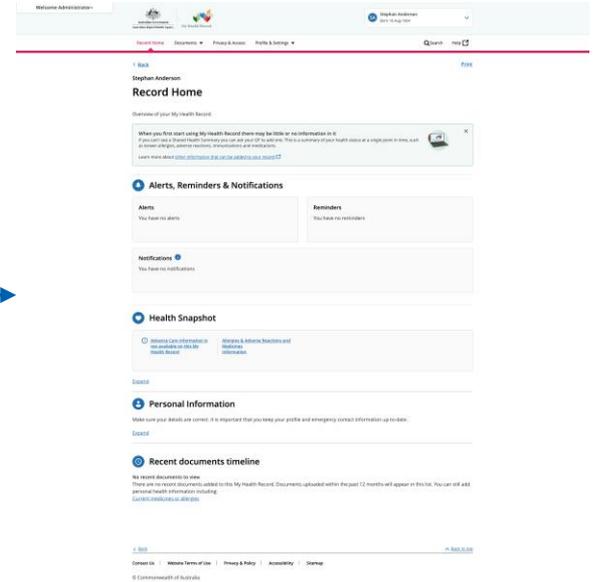
Step 3
Dismiss message from Record Home Page

User Journey 1 – Scenario 3

As NCP or CAE user, I want to view all my immunisation information in one place, so that I can view all relevant information quickly and easily.

Step 1
Assess My Health Record

Step 2a
Documents > Immunisation
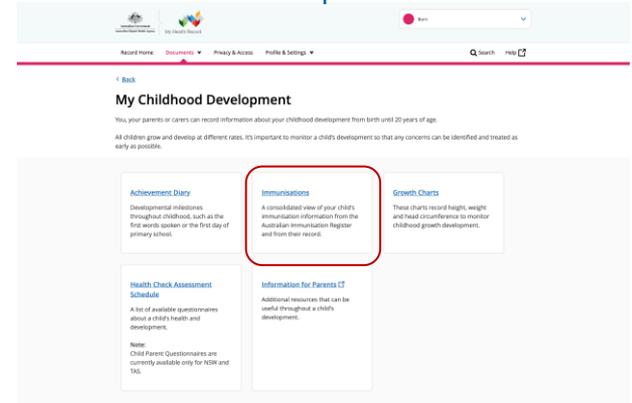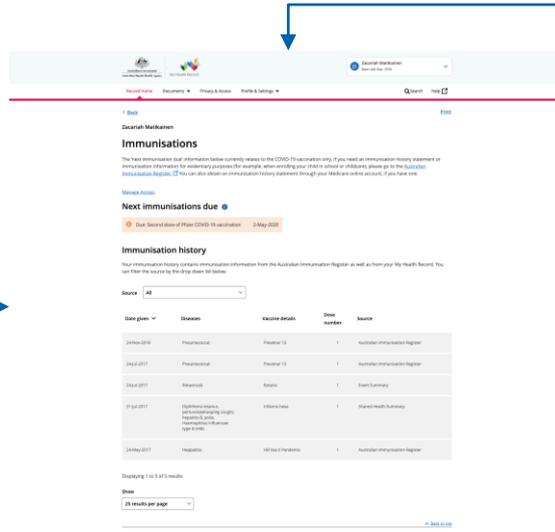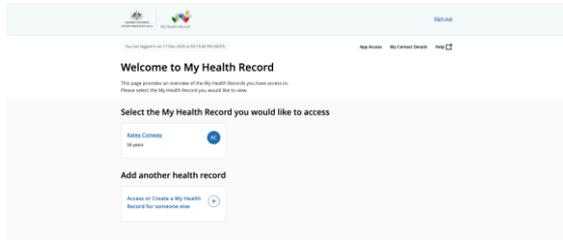
Step 3
Access Immunisations page

Step 2b
My Childhood Development Immunisations
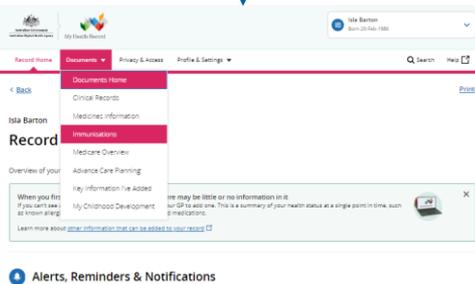
User Journey 1 – Scenario 4

As NCP or CAE user, I want to change my Email & SMS Notification Preferences, so that I can manage how and what I want to be notified when changes happen.

Step 1
Assess My Health Record
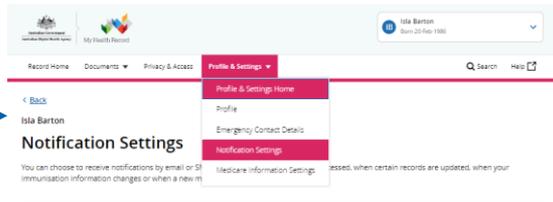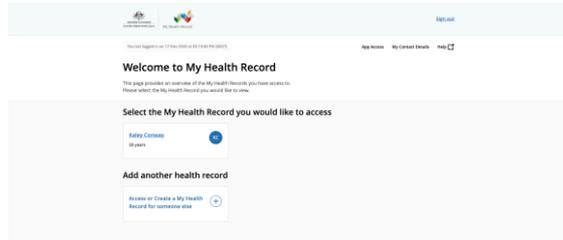
Step 2
Profile & Settings > Notification Settings

Step 3
Notification Settings

User Journey 1 – Scenario 5

As a NCP or CAE user, I want to view my privacy and access settings all in one page, so that I can manage my privacy and access settings easily
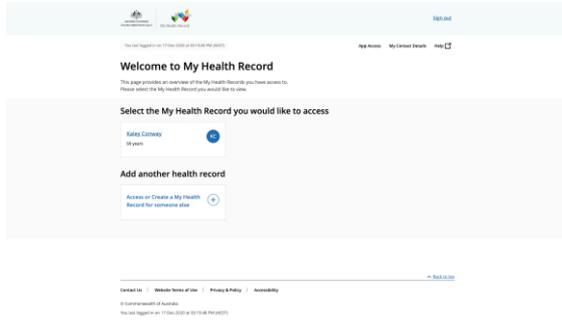
Step 1
Assess My Health Record
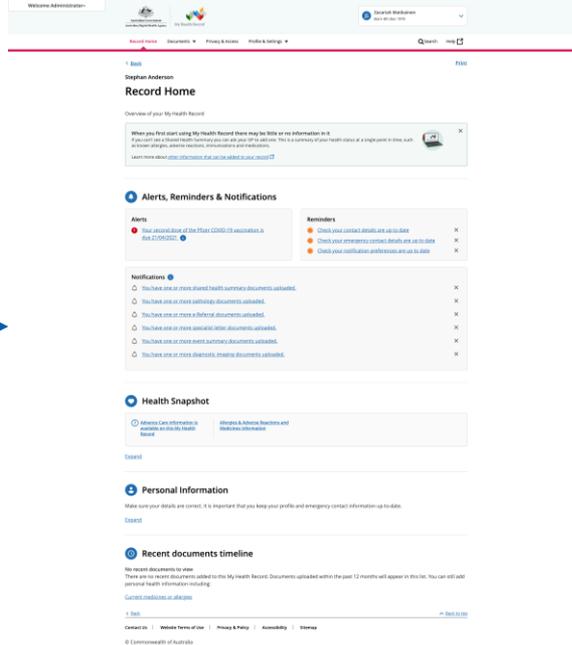
Step 2
View Record Home Page
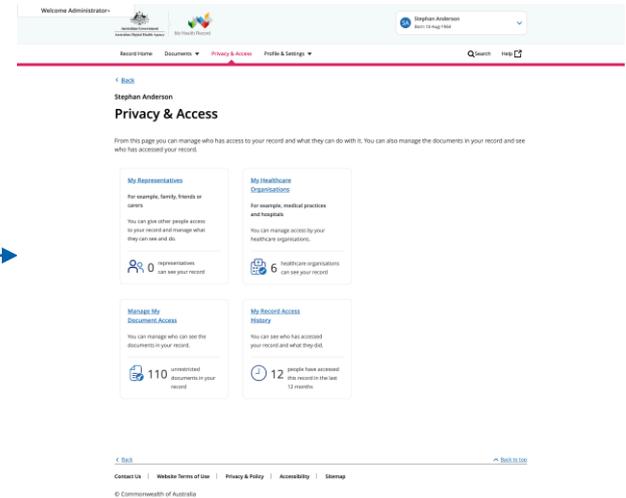
Step 3
View Privacy & Access page

User Journey 1 – Scenario 6

As NCP or CAE user, I want to manage my nominated representatives, so that I can control who has access to my unrestricted/ restricted/ hidden documents.

Step 1
View Privacy & Access page

Step 2
View Manage My Representatives

User Journey 1 – Scenario 7

As NCP or CAE user, I want to manage my healthcare organisation access list, so that I can control which healthcare organisation can access my record and set access levels.

Step 1
View Privacy & Access page

Step 2
View My Healthcare Organisations

User Journey 1 – Scenario 8

As NCP or CAE user, I want to view my health record access history, so that I know who has accessed and viewed my record in the last 12 months.

Step 1
View Privacy & Access page

Step 2
View My Record Access History

User Journey 1 – Scenario 9

As NCP or CAE user, I want to view and be able to filter all of my healthcare documents, so that I can search for a specific

Step 1
View Privacy & Access page

Step 2
View Manage My Document access
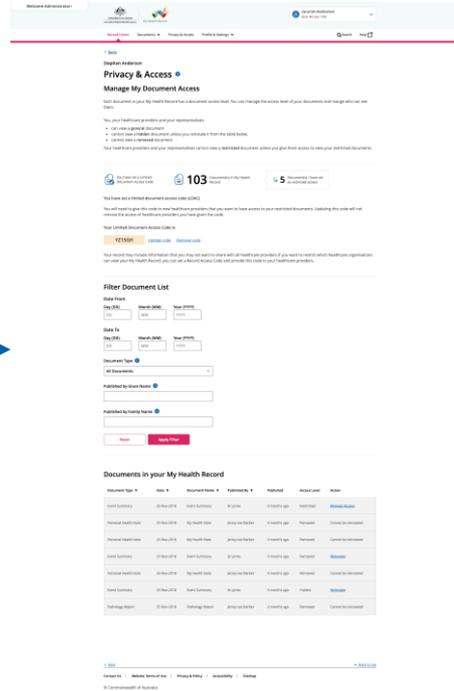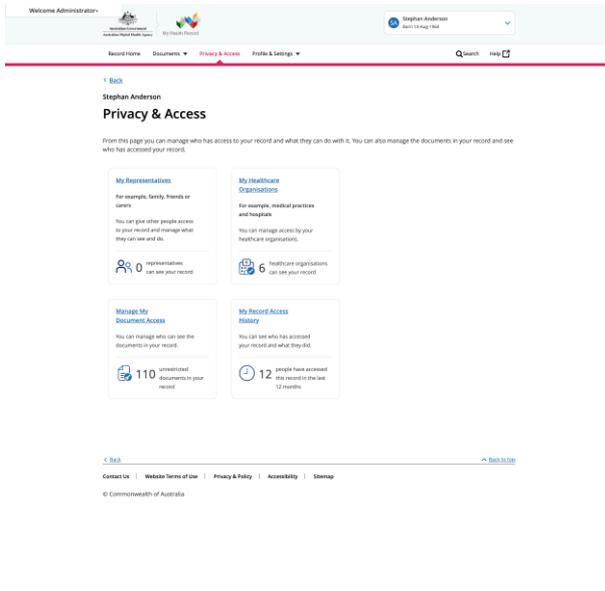
Step 2
Manage document access level page

High-level User Journey

National Provider Portal (NPP)

User Journey 2 – Scenario 1

As a healthcare provider, I want to have quick and easy access to information about my patient's immunisation status and related information so that I can have a comprehensive view of their health.

Step 1
Assess National Provider Portal

Step 2a
Access Immunisation Records

Step 3
Immunisations page

Step 2b
Childhood Development