

# My Health Record

#### 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	<ul> <li>National Consumer Portal (NCP), Admin Portal (AP), Care Agency Employee (CAE) &amp; National Provider Portal (NPP):</li> <li>New consolidated immunisation view which contains information from Australian Immunisation Register (AIR), Shared Health Summary and Event Summary</li> </ul>
	<ul> <li>New direct navigation flow to access the immunisation view</li> <li>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.</li> <li>Update to current immunisation link to the new immunisation view page in the Childhood Development page</li> <li>Update carousel content and links to inform healthcare recipient to update profile settings.</li> </ul>
	<ul> <li>Update links in Sitemap</li> <li>Removed AIR from Medicare Overview page</li> <li>NCP, AP &amp; CAE:</li> <li>New notification settings UI design and additional notification preference for immunisation</li> </ul>
	<ul> <li>New notification settings UI design and additional notification preference for immunisatio update (e.g., when there is update to immunisation record)</li> </ul>



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

Package	Summary Description
Consumer Privacy and Access Controls	<ul> <li>National Consumer Portal (NCP), Admin Portal (AP), Care Agency Employee (CAE)</li> <li>Separate the privacy and access controls functions on different pages <ul> <li>My Representatives</li> <li>My Healthcare Organisations</li> <li>Manage My Document Access</li> <li>My Record Access History</li> </ul> </li> <li>New index page to easily access the privacy and access control functions</li> <li>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.</li> </ul>



# High-level User Journey

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



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.





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.

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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.

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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.

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This record is opened by:	Email	SMS	
A healthcare provider organisation for the first time (for example a hospital or medical practice)			
A healthcare provider in an emergency			
A nominated representative (for example someone you have permitted to access this My Health Record)			
One of these documents is uploaded or changed in this record:			
A new shared health summary			
Advance care planning document or goals of care document			

Step 3 Notification Settings





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



Australian Digital Health Agency

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.



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#### Step 2 View Manage My Representatives





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.

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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.



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Step 2 View My Record Access History

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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



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# High-level User Journey

National Provider Portal (NPP)



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.

