

EDUCATION AND ADOPTION

Resources and Events Update

October 2022 Issue

IN THE NEWS

Articles for your practice newsletter

Digital Cyber security awareness month > eLearning

Digital health – did you know? Cyber security starts with you and your team

One of the biggest risks to healthcare organisations' cyber security is the human factor. Cyber-attacks can lead to loss of data, disruption to service delivery and financial loss. Developing strong cyber security behaviours helps prevent these attacks. You can help protect your business by implementing security policies and procedures, along with training staff.

The Australian Digital Health Agency has developed a free eLearning course for people who work in healthcare. The course covers key cyber security concepts including password security, phishing scams, network and device security and how to protect privacy and respond to any breaches.

The Agency also has a range of [cyber security resources and guidance materials](#) developed specifically for the Australian health sector, including a guide on secure telehealth consultations. Clinicians and others who want to learn more about My Health Record security, privacy and access are encouraged to complete the [eLearning course](#) or visit our website: <https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#privacy-and-access>.

To access the full range of free eLearning courses, visit <https://training.digitalhealth.gov.au/>.

For PHN staff

Links to Provider Connect Australia Train the Trainer Wave 1 sessions

The Australian Digital Health Agency recently conducted training sessions for PHNs in Provider Connect Australia, a service operated by the Australian Digital Health Agency. These sessions were aimed to help PHNs understand what they need to know about Provider Connect Australia, so they can support organisations through registration as part of PCA pilot. The training has been split into 3 parts provide an in-depth understanding. These sessions will run over the next couple of weeks.

The sessions will cover the following:

- How to start using the PCA portal
- Registering the Organisation
- Signing the Participation Agreement
- Importing HI organisations



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My Health Record

- Register Healthcare locations
- Register Healthcare services
- Link practitioners to healthcare services
- Publish Healthcare services to business partners
- Register Organisation Users

Upcoming Live Sessions of this Provider Connect Australia training

Provider Connect Australia Train the Trainer - Part 1

These train the trainer sessions will help PHNs understand what they need to know about Provider Connect Australia, so they can support organisations through registration as part of PCA pilot.

The training is split into 3 parts to cover the below topics and provide ample opportunity for questions:

- How to start using the PCA Portal
- Logging into the PCA portal
- Registering the Organisation - pending submission
- Signing the participant agreement – 1st scenario Practice Manager
- Submit for assessment

Register: <https://attendee.gotowebinar.com/rt/775686088301325837?source=Bulletin>

Provider Connect Australia Train the Trainer - Part 2

These train the trainer sessions will help PHNs understand what they need to know about Provider Connect Australia, so they can support organisations through registration as part of PCA pilot.

The training is split into 3 parts to cover the below topics and provide ample opportunity for questions:

- Signing the participant agreement – 2nd scenario, 2 directors
- Submit for assessment
- Importing HI organisations
- Register Healthcare locations
- Register Healthcare services
- Link practitioners to healthcare services

Register: <https://attendee.gotowebinar.com/rt/6871668823851499531?source=Bulletin>

Provider Connect Australia Train the Trainer - Part 3

These train the trainer sessions will help PHNs understand what they need to know about Provider Connect Australia, so they can support organisations through registration as part of PCA pilot.

The training is split into 3 parts to cover the below topics and provide ample opportunity for questions:

- Publish Healthcare services to business partners
 - 1st scenario publish individual Healthcare service to a business partner
 - 2nd scenario publish multiple healthcare services to a business partner
- Register Organisation Users
 - 1st scenario organisation manager
 - 2nd scenario Healthcare service manager role



Register: <https://attendee.gotowebinar.com/rt/5409832930352066319?source=Bulletin>

Further PCA Resources

- Link to Animation [here](#)
- PCA Product Summary [here](#)
- Business Partner Fact Sheet [here](#)

EDUCATION EVENTS

ALL HEALTHCARE PROVIDERS



My Health Record in radiology demystified

Ever wondered what My Health Record is? Is it useful for radiology practices? Does it cost to participate? Who ticks the 'Do not send to My Health Record' box on request forms and what does it mean?

This webinar will explore these and other common questions about My Health Record and will use a case study to highlight specific examples of when My Health Record may enhance workflow for radiology staff and improve quality of care for your patients. The session will include an opportunity for questions and answers.

Register: <https://attendee.gotowebinar.com/rt/9198004530161pharm53643?source=Bulletin>

Getting to know the Active Script List

Active Script List is a token management solution which can support patients using electronic prescriptions. Join this session for an update on the Active Script List rollout across Australia and take the opportunity to ask any questions you have about how it can benefit your patients. This session is suitable to both pharmacy and general practice staff.

Register: <https://attendee.gotowebinar.com/rt/6654704392741974543?source=Bulletin>

My Health Record - A comparison of summary documents

There are three different summary documents which may be shared by healthcare providers with a patient's My Health Record. Join this session to learn more about the differences between these documents and understand when and how to best upload them for your patients. The webinar will include a demonstration using an online training environment

Register: <https://attendee.gotowebinar.com/rt/5442031027355605773?source=Bulletin>

My Health Record Overviews

There are six different Overviews which can be viewed by healthcare providers in My Health Record. Join this session to learn more about the purpose of the views and how they can assist you with finding information in a patient's My Health Record more efficiently. The webinar will include a demonstration using an online training environment

Register: <https://attendee.gotowebinar.com/rt/8018603486142113549?source=Bulletin>



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My Health Record

Supporting telehealth services in residential aged care facilities:

The case for My Health Record

Join us to learn more about how My Health Record can support telehealth consultations in residential aged care facilities to improve quality of life, care coordination and reduce potential medication misadventures. You will also gain insight from experts on topics such as cyber security and hear first-hand from a GP on how My Health Record can support telehealth in practice. This webinar is targeted at GPs, nurses, pharmacists, staff working in aged care as well as allied health professionals.

Register: <https://attendee.gotowebinar.com/rt/8720046824947192589?source=bulletin>

Introduction to My Health Record

This session is designed for healthcare providers with no prior experience of using My Health Record. Join this webinar to learn more about the benefits of having access to clinical information through My Health Record. This session will provide you with an overview of key clinical documents and outline access controls and notifications which can be set for My Health Record by patients. The session will include a short demonstration through a clinical software system and provide an opportunity to ask questions

Register: <https://attendee.gotowebinar.com/rt/3172335560025719565?source=Bulletin>

SPECIALISTS

My Health Record for specialist practices

Join this webinar to learn about the core features of My Health Record and use your clinical software to view and upload clinical information. The sessions are designed to be interactive where participants are encouraged to ask questions. Following a live demonstration during this webinar, you will understand how to:

- Save time by accessing overview summary documents including medicines, immunisations, pathology and diagnostic imaging reports
- Find documents relevant to your clinical practice e.g. Discharge Summaries
- View the available Medicare information.
- Upload Specialist Letters.

Register: <https://attendee.gotowebinar.com/rt/8437492126245591054?source=bulletin>

PRACTICE MANAGERS AND GENERAL PRACTITIONERS

Implementing a My Health Record policy in your organisation

In this session, you will learn how to implement and maintain a My Health Record Security and Access policy in your organisation. Understand the importance of the Responsible Officer (RO) and Organisational Maintenance Officer (OMO) roles in completing and maintaining the policy. The instructor will demonstrate the required information to complete a policy using a sample template.

Upon completion participants will be able to:

- Understand the legislative framework for accessing My Health Record
- Understand the roles and responsibilities of Responsible Officer (RO) and Organisational Maintenance Officer (OMO)



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My Health Record

- Create and maintain security and access policy for My Health Record
- Manage My Health Record user accounts and training registers
- Understand responsibilities of practice staff accessing the My Health Record system
- Understand the importance of Health Identifiers and correct system configuration.

Register: <https://attendee.gotowebinar.com/rt/7417233295521518349?source=bulletin>

Improving data quality in your practice

This 30-minute session will provide an overview of the importance of high-quality patient clinical records and practical examples of how to improve your practice's data quality, using either a diabetes or immunisation quality improvement activity.

This session will aim to guide medical practice administrative and clinical staff in gaining a foundational understanding of:

- The clinical risks of poor data
- The importance of coding clinical information to ensure quality diagnosis and medical history/observations data
- Importance of medical terminology; and
- The benefits of up-to-date and accurate data within clinical software's and when uploading documents to the My Health Record.

Diabetes data

This training will support practices to use PIP QI Improvement Measures relating to diabetes (measures 1 and 10) to improve their data quality.

Register: <https://register.gotowebinar.com/rt/5332569144862739979?source=Bulletin>

Immunisation data

This training will support practices to use PIP QI Improvement Measures relating to influenza immunisation and diagnosis data (measures 5 and 6) to improve their data quality.

Register: <https://attendee.gotowebinar.com/rt/7235176161271984143?source=Bulletin>

PHARMACISTS

Learn how to use My Health Record: for Pharmacists

This session is aimed at pharmacists and pharmacy staff interested in learning more about My Health Record and how to easily access the system and find clinical documents. Using a software simulation platform the instructor will demonstrate available features of My Health Record, including how to:

- Access a patient's My Health Record
- View documents, immunisation history, medicines and Medicare information
- Upload documents to My Health Record.



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My Health Record

Participants can raise questions directly with the instructor to discuss issues encountered in using My Health Record. If you cannot find a session time that suits you, we can provide an out of schedule session to accommodate you and your staff. For more information on this or for follow up My Health Record support for your practice please contact education@digitalhealth.gov.au.

Register: <https://attendee.gotowebinar.com/rt/3880362774197755660?source=bulletin>

JURISDICTIONS AND COMMUNITY HEALTH

My Health Record for Hospital Clinicians

This 30-minute session is for hospital clinicians interested in learning more about My Health Record and how to easily access the system and find clinical documents. This session will demonstrate how you can:

- Access a patient's My Health Record
- View documents, immunisation history, medicines and Medicare information
- Learn how to enter an access code in a locked or restricted record; and
- Appropriately use the emergency access function

Access to health information contained in My Health Record can help reduce the instance of adverse medication events (including hospital re-admissions), decrease duplicate diagnostic testing and improve continuity of care for patients across the primary and secondary care sectors.

Register: <https://attendee.gotowebinar.com/rt/6577162424200582672?source=bulletin>

My Health Record training session for Community Health organisations

My Health Record is becoming an increasingly significant summary record of an individual's health information. Do you or your team have any questions about My Health Record? Join us for a webinar hosted by The Australian Digital Health Agency which will highlight the core features and functionality of My Health Record, security and privacy requirements, the benefits of having access to key information as well as how to utilise My Health Record to support clinical practice. This information session is targeted at community health organisations.

Register: <https://attendee.gotowebinar.com/rt/9205563670941807373?source=bulletin>

AGED CARE

My Health Record - Aged Care Case Study

My Health Record can provide access to accurate and relevant clinical information uploaded by a range of healthcare providers (GPs, hospitals, pharmacists), that may assist in improving quality of life, care coordination and reduce potential medication misadventures. This webinar will explore the benefits of using My Health Record through a case study to assist attendees' understanding of how to use the clinical information in My Health Record and apply it to everyday workflow/practice or care.

Register: <https://attendee.gotowebinar.com/rt/3872559532941310480?source=bulletin>



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My Health Record

CLINICAL INFORMATION SYSTEMS (CIS)

Join these sessions to learn how to use My Health Record in your clinical software. The instructor will demonstrate how to:

- access your patients' My Health Record
- view documents, immunisation history, Medicines and Medicare information
- upload documents to My Health Record.

Participants can raise questions directly with the instructor to discuss issues encountered in using My Health Record. If you cannot find a session time that suits you, we can provide an out of schedule session to accommodate you and your staff. For more information on this or for follow up My Health Record support for your practice please contact education@digitalhealth.gov.au.

Best Practice: <https://attendee.gotowebinar.com/rt/3857636958320592911?source=bulletin>

Communicare: <https://attendee.gotowebinar.com/rt/6671839170209579792?source=bulletin>

MedicalDirector: <https://attendee.gotowebinar.com/rt/6809952122708877838?source=bulletin>

Zedmed: <https://attendee.gotowebinar.com/rt/156372955971182863?source=bulletin>

NATIONAL PROVIDER PORTAL (NPP)

Join this session to learn how to use My Health Record through the National Provider Portal. The instructor will demonstrate how to:

- log into the National Provider Portal via PRODA
- view documents, immunisation history, Medicines and Medicare information
- download documents to local systems.

Participants can raise questions directly with the instructor to discuss issues encountered in using My Health Record. If you cannot find a session time that suits you, we can provide an out of schedule session to accommodate you and your staff. For more information on this or for follow up My Health Record support for your practice please contact education@digitalhealth.gov.au.

Register: <https://attendee.gotowebinar.com/rt/1998743236858702864?source=bulletin>

TRAIN THE TRAINER

Train the Trainer Sessions for new PHN staff

These Train the Trainer sessions are particularly targeted towards new staff while existing staff members may also find them useful as a refresher.

Session 1 – My Health Record Intro - provider and consumer

This is a train the trainer session for PHN staff who are new or just need a refresher. Learn how healthcare providers use My Health Record and how consumers can interact with their own My Health Record. Understand the core features and functionality of My Health Record, security and privacy requirements and the benefits of having access to key information. During the session we will use an On Demand Training environment to demonstrate how clinicians can view and upload information.

Register: <https://attendee.gotowebinar.com/rt/1998743236858702864>



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My Health Record

Session 2 – My Health Record Foundations and Registration

This is a train the trainer session for PHN staff who are new or just need a refresher. Learn about the fundamental digital infrastructure required (PRODA, HPOS, Healthcare Identifiers, NASH certificates) to connect to digital health services. The presenter will take you through the My Health Record registration process step by step so you can confidently support new organisations that wish to connect.

Register: <https://register.gotowebinar.com/rt/518313502971118605>

Session 3 – Electronic Prescriptions and eRequesting

This is a train the trainer session for PHN staff who are new or just need a refresher. Learn how you can support practices to enable pathology eRequesting and increase pathology result uploads to My Health Record. The session will also include an overview of Electronic Prescribing and an update on the uptake in the community.

Register: <https://register.gotowebinar.com/rt/6082492150889669645>

Visit Australian Digital Health Agency Events and Webinars website

The Australian Digital Health Agency provides a range of My Health Record education events including introductory and general sessions, practical demonstrations and sessions by area of practice.

Visit: <https://www.digitalhealth.gov.au/healthcare-providers/webinars> to register.



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My Health Record