



Provider awareness toolkit

My Health Record expansion program

Purpose

This Provider Awareness Toolkit (the Toolkit) has been developed to guide awareness activities required to successfully inform Health Services about My Health Record and the expansion program.

It is our aim for this toolkit to ensure that all targeted healthcare providers and front line staff have a core understanding of My Health Record and the consumer opt out arrangements. Specifically:

- ◆ the benefits of using My Health Record within the context of your organisation.
- ◆ the change in the consumer participation model from an opt in to an opt out model.

The intention of this toolkit is to give health service stakeholders the tools to aid the preparation of awareness and communication campaigns and to ensure engagement activities are well supported.

Intended audience

This toolkit is intended primarily for Victorian public health services, with a particular emphasis on key healthcare provider and stakeholder groups including;

- ◆ health service executive and management teams
- ◆ key operational teams including health information services, general practice liaison, consumer engagement and information technology
- ◆ clinicians including medical, nursing, pharmacy and allied healthcare providers and front line administrative staff.





Program correspondence

- ◆ Includes resources distributed to health service staff throughout the program period
- ◆ **Change management activity example:** distribute to key internal stakeholders as part of awareness raising activities

Resource name	Audience	Purpose	Location
eBulletins	All health service staff	eBulletin providing program updates, communication material, resources and activity occurring across the sector	Health.vic website- My Health Record program update https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/program-update
Chief executive officers' correspondence- opt out date announcement	Health service chief executive officers	Letter informing stakeholders of opt out period	Available upon request by emailing Digital Health <myhealthrecordexpansion@dhhs.vic.gov.au>
Australian Health Practitioner Regulation Agency (AHPRA) letter	Chief executive officers and key internal stakeholders	Letter sent by the Agency to all AHPRA registered clinicians about the My Health Record expansion program. This letter was also circulated to those clinicians registered with National Alliance of Self Regulating Health Professional (NASRHP) boards. Over 750,000 letters were circulated	Available upon request by emailing Digital Health <myhealthrecordexpansion@dhhs.vic.gov.au>



Factsheets and brochures

- ◆ Available for download and print via the department website
- ◆ Many of the factsheets can be used beyond the opt out period as general My Health Record awareness
- ◆ To be used as part of general My Health Record awareness for health service executive, clinicians and front line staff.
- ◆ Targeted to address various components of the My Health Record
- ◆ **Change management activity example:** publish on health service intranet and internet pages and print for distribution in tea rooms and other staff common areas

Resource name	Audience	Purpose	Location
Localised collateral			
My Health Record - quick reference guide	All health service staff	Basic overview of the My Health Record including; <ul style="list-style-type: none"> ◆ My Health Record registration ◆ Victorian health services and My Health Record ◆ Patient control 	Health.vic website- My Health Record resources < https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/ resources >
Consumer feedback management	<ul style="list-style-type: none"> ◆ Consumer engagement ◆ Health information management ◆ Front line staff including clerks, outpatients, emergency department staff 	A guide on: <ul style="list-style-type: none"> ◆ Managing consumer feedback at the health service level ◆ How and when to escalate consumer feedback to the System Operator 	
Data breach and cyber security	<ul style="list-style-type: none"> ◆ Electronic medical record (EMR) team ◆ Information Technology (IT) ◆ Chief information officer 	A guide on: <ul style="list-style-type: none"> ◆ Health service obligations to keep data safe and secure ◆ Managing a notifiable data breach ◆ The My Health Record cyber security centre 	
Managing consumer queries	<ul style="list-style-type: none"> ◆ Consumer engagement ◆ Health information management ◆ Front line staff including clerks, outpatients, emergency department staff 	Key messages to assist staff in responding to consumer queries about My Health Record	
My Health Record features	Clinicians including medical, nursing, pharmacy and allied healthcare professionals	An overview of the clinical documents that can be found within My Health Record	



Resource name	Audience	Purpose	Location
Next steps Victoria	Health service executive	Overview of current My Health Record initiatives occurring in public health services in Victoria	Health.vic website- My Health Record resources
Privacy and consent	<ul style="list-style-type: none"> ◆ Health information management ◆ Clinicians ◆ Front line staff including clerks, outpatients, emergency department staff 	A guide on: <ul style="list-style-type: none"> ◆ managing consumer consent in the My Health Record ◆ consent for under 18's ◆ Victorian health service consent obligations ◆ consumer access controls within My Health Record 	https://www2.health.vic.gov.au/hospitals-and-health-/quality-safety-service/my-health-record/resources
Incident management toolkit - information for healthcare providers and health jurisdictions	<ul style="list-style-type: none"> ◆ EMR team ◆ IT ◆ Health information management 	Overview of the Agency's incident management process including how to manage incidents and how to escalate to the System Operator.	
Incident management - clinical incidents	<ul style="list-style-type: none"> ◆ EMR team ◆ IT ◆ Health information management 	A guide on managing My Health Record incidents including: <ul style="list-style-type: none"> ◆ incorrect information in the patients record ◆ unexplained technical errors ◆ notifying the system operator. 	
Incident management - examples	<ul style="list-style-type: none"> ◆ EMR team ◆ IT ◆ Health information management 	Example of a clinical incident including the workflows for how the incident should be managed	
Fact sheet: Hospital clinicians - what's in it for me?	Clinicians including nursing staff	Highlights the benefits of uploading and viewing the MHR and where to get further information	
Fact sheet: Hospital clinicians - what's in it for me?	Clinicians including nursing staff	Highlights the benefits of uploading to the MHR and where to get further information	
Fact sheet: frontline administrative staff - what's in it for me?	Front line staff including clerks, outpatients, emergency department staff	Highlights the benefits of My Health Record and where to get further information	
Opt out FAQ- My Health Record connected sites	All health service staff	A guide on answering consumer queries about the My Health Record expansion program	
Opt out FAQ- non My Health Record connected sites	All health service staff	A guide on answering consumer queries about the My Health Record expansion program	



Resource name	Audience	Purpose	Location
<p>Office of the Australian Information Commissioner (OAIC) - My Health Record factsheets</p> <p>The OAIC website has a number of resources about the handling of My Health Record.</p>	<ul style="list-style-type: none"> ◆ EMR team ◆ IT ◆ Health information management ◆ Chief information officer ◆ Legal counsel / policy 	A range of resources focusing on privacy and the My Health Record	<p><u>Office of the Australian Information Commissioner- My Health Record</u></p> <p><u>https://www.oaic.gov.au/privacy-law/other-legislation/my-health-records</u></p>
National collateral			
Fact sheet: Allied Health- what's in it for me and my patients?	Clinicians- Allied Health	General overview of My Health Record including benefits of access	<p><u>National My Health Record website</u></p> <p><u>https://www.myhealthrecord.gov.au/</u></p>
Fact sheet: Hospital Nurses - what's in it for me and my patients?	Clinicians-Nurses	General overview of My Health Record including benefits of access	
Fact sheet: Hospital Pharmacy- what's in it for me and my patients?	Clinicians- Pharmacists	General overview of My Health Record including benefits of access	
Fact sheet: Hospital Midwives - what's in it for me and my patients?	Clinicians-Midwives	General overview of My Health Record including benefits of access	



Digital content

- ◆ Designed for use on electronic mediums within the health service
- ◆ Can be adapted to My Health Record maturity within health service
- ◆ **Change management activity example:** can be used on intranet and internet pages. For example on internet page under 'refer to us' to create awareness on My Health Record connectivity across the health service

Resource name	Audience	Purpose	Location
My Health Record intranet content	All health service staff	Can also be utilised for newsletters aimed at driving uptake and benefits realisation of My Health Record	Health.vic website- My Health Record resources < https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources >
Screensavers (My Health Record posters)	All health service staff	Posters can be used as screensavers appropriate to health service connectivity to the My Health Record	
My Health Record generic video	All health service staff	Animation that can be shared on health service intranet page	National My Health Record website < https://www.myhealthrecord.gov.au/ >
OAIC -privacy and the My Health Record video	Clinicians Front line staff	Video that can be shared on health service intranet page	Office of the Australian Information Commissioner- My Health Record < https://www.oaic.gov.au/privacy-law/other-legislation/my-health-records >



Education and training

- ◆ Digital education including online education modules and webinars
- ◆ Other materials that can be utilised for delivering education and training activities including PowerPoint presentations aimed at different stakeholders and audiences
- ◆ **Change management activity example:** provide links to the learning modules and webinars to staff via a dedicated intranet page. Can also be incorporated into induction process for clinicians and other key internal stakeholders.
- ◆ The Australian Digital Health Agency can assist with face to face education and training requests such as train the trainer sessions. Requests can be submitted to Digital Health –myhealthrecordexpansion@dhhs.vic.gov.au Phone: 9096 0749

Resource name	Audience	Purpose	Location
My Health Record expansion program PowerPoint presentations	Health service executive and senior management team	To provide internal stakeholders an overview of the My Health Record Expansion Program	Health.vic website- My Health Record resources < https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources >
My Health Record benefits PowerPoint presentations	Clinicians including medical, nursing, pharmacy and allied healthcare providers	To provide internal stakeholders an overview of My Health Record and benefits of access	
Webinar 8-10 minutes	All health service staff	Webinar topics <ul style="list-style-type: none"> ◆ My Health Record benefits and awareness ◆ privacy and security ◆ opt out process and opt our conversation 	National My Health Record website < https://www.myhealthrecord.gov.au/ >
Webinar- metro and regional health services 90 minute	All health service staff	Webinar topics <ul style="list-style-type: none"> ◆ My Health Record overview ◆ case studies ◆ privacy and security ◆ Q and A 	
eLearning module- hospital specific	Clinicians including medical, nursing, pharmacy and allied healthcare providers	Online education module	
Generic My Health Record hospital Q and A's	Clinicians including medical, nursing, pharmacy and allied healthcare providers		Health.vic website- My Health Record resources < https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources >



Posters

- ◆ Developed by the Agency to be used appropriately by the health service dependent on their My Health Record maturity including upload and/or view capability
- ◆ **Change management activity example:** posters can also be used in a digital format as screensavers, PowerPoint presentations and as images on intranet pages
- ◆ **Change management activity example:** can be printed and used in areas including staff lifts, noticeboards, tea rooms and other areas staff frequent

Resource name	Audience	Purpose	Location
My Health Record poster - view and upload capability	All health service staff	Highlights <ul style="list-style-type: none"> ◆ benefits of viewing and uploading to My Health Record 	Health.vic website- My Health Record resources https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources
My Health Record poster - upload discharge summary only	All health service staff	Highlights <ul style="list-style-type: none"> ◆ benefits of uploading discharge summaries to My Health Record 	Hard copies can be ordered. Visit the Health.vic website for further information.
My Health Record poster - upload pathology, radiology and discharge summary	All health service staff	Highlights <ul style="list-style-type: none"> ◆ benefits of uploading pathology, radiology and discharge summaries to My Health Record ◆ benefits of viewing My Health Record 	
My Health Record poster- non connected health services	All health service staff	Highlights <ul style="list-style-type: none"> ◆ general My Health Record benefits ◆ support health services not connected to My Health Record 	



Other

- ◆ Includes guidelines and other documents that may be useful

Resource name	Audience	Purpose	Location
Sample My Health Record policy and procedures	Stakeholders involved in establishing and maintain My Health Record policy e.g. <ul style="list-style-type: none"> ◆ EMR team ◆ IT ◆ Health information management 	A template to guide the development of a policy and procedure on the use of My Health Record within the health service.	<u>Available upon request by emailing Digital Health</u> < myhealthrecordexpansion@dhhs.vic.gov.au >
Pull up banner	All health service staff	<ul style="list-style-type: none"> ◆ Create awareness of the My Health Record expansion program and where to get further information. ◆ Can be used in staff areas including tea rooms or staff lifts. 	<u>Health vic website- My Health Record resources</u> < https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources >

To receive this publication in an accessible format email Digital Health

<myhealthrecordexpansion@dhhs.vic.gov.au>

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Available at A My Health Record for every Australian in 2018 <<https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record>>