Australian Government
Australian Digital Health Agency

My Health Record

Community of Excellence: Emerald, Queensland

Better health for all Australians

What is Communities of Excellence?

The Australian Digital Health Agency is focused on improving digital health outcomes in Australian communities through the use of technology to deliver better quality healthcare.

Emerald is one of the first communities to be part of the Agency's Communities of Excellence project in the 2019-20 financial year. The project will look at ways to improve care coordination and access to digital health services – especially during transition of care, such as from the community to the hospital, when medication errors are most likely to occur.

The focus will be on key digital health initiatives such as My Health Record, secure messaging and telehealth.

The first two Communities of Excellence are Emerald in Queensland and Hedland in WA. These communities are ideal for this project due to their population size, strong local clinical and digital leadership and community support.

What this means for Emerald

The Australian Digital Health Agency, in collaboration with delivery partners and stakeholders, will work with the Emerald community to:

- Connect all healthcare providers in Emerald to the national My Health Record system and train them on how to use it and how it will benefit the community
- Run a digital literacy program for Emerald residents to empower them to take advantage of the benefits of digital health
- Showcase Emerald as a model for building digital health Communities of Excellence that can be replicated across Australia

The Communities of Excellence project is part of the 'Enhanced models of care' priority in *Australia's National Digital Health Strategy*, which was agreed by all states and territories in 2017.

Who's involved?

Communities of Excellence will be delivered and supported locally by the Emerald community. The initiative is being delivered in partnership with the following organisations:

- Central Queensland, Wide Bay, Sunshine Coast Primary Health Network
- Australian College of Rural & Remote Medicine
- Allied Health Professions Australia
- Central Highlands Regional Council
- Queensland Health
- Australian Library and Information Association
- Australian Digital Health Agency

Find out more:

Primary healthcare providers
If you are a primary care healthcare provider (general practice, community pharmacy, private specialist practice, allied health, private pathology and diagnostic imaging or aged care) and are interested in finding out more about the Emerald Community of Excellence or about digital health technologies such as My Health Record, please contact CoE@ourphn.org.au.

Consumers
To find out more about the Emerald Communities of Excellence project, or to be involved, please contact your local Emerald support team CoE@ourphn.org.au.

Queensland Health providers
If you are a healthcare provider at Emerald Hospital, please contact myhealthrecord@health.qld.gov.au.

My Health Record connections

A key focus for Communities of Excellence is connecting healthcare providers in Emerald to the national My Health Record system and helping consumers in Emerald to make the best use of it.

The My Health Record is a key ingredient of quality and safe health care. With all your critical information in one place your care provider will be able to assist you to make better decisions about your health and wellbeing. The Communities of Excellence program will enable treating clinicians to coordinate and communicate in more timely and consistent ways to ensure that your health is a priority, and when you or your family members are unwell that the whole team is working together to provide exceptional health services.

– Dr Ewen McPhee, Emerald Medical Group

There are more than 1.56 billion documents in the My Health Record system and over 16,000 healthcare provider organisations across Australia are connected – this includes 90% of pharmacies and 89% of general practices (as of October 2019).

What the project will achieve

All healthcare providers registered and connected to My Health Record

Regular viewing and uploading clinical documents

Increasing meaningful use of digital health technologies

Adding value to clinical practice, improved continuity of care and decision support

Delivering benefits to patients and the community

Sharing lessons learnt to other communities

For healthcare providers

My Health Record is a secure online summary of an individual's health information and is available to all Australians. Healthcare providers authorised by their healthcare organisation can access My Health Record to view and add patient health information.

Through the My Health Record system you can access timely information about your patients such as shared health summaries, hospital discharge summaries, prescription and dispense records, pathology reports (e.g. from a blood test or biopsy) or diagnostic imaging reports (e.g. from X-rays or ultrasounds).

My Health Record provides a platform for a holistic approach and better care coordination. It supports healthcare teams in achieving a common goal – optimum health outcomes for all Australians, especially those with chronic and complex conditions.

The project will develop local clinical case studies that demonstrate how My Health Record delivers the most value to the Emerald community. This might be supporting telehealth consultations, supporting transition of care, or providing timely and accurate information for local care providers for non-residents.

For consumers

My Health Record lets you control your health information securely, in one place.

This means your important health information is available when and where it's needed, including in an emergency.

Healthcare providers like doctors, pathologists, and pharmacists can add clinical documents to your record.

A clinical document contains information about your health and care. There are a wide range of clinical documents that can be added.

Information in your My Health Record is protected by a range of security controls. You can control access to your record and decide what information is added and which healthcare providers can access it.

More information on the My Health Record is available at:

www.MyHealthRecord.gov.au

Or you can call the Help line on

1800 723 471