Pharmacy Frequently Asked Questions

You may have some questions about the *My Health Record* system and what it means for you. This page includes a subset of frequently asked questions by healthcare providers. A more extensive list can be found at **myhealthrecord.gov.au/providers**.

How does my organisation connect to *My Health Record*?	If your organisation is not already connected, go to myhealthrecord.gov.au/providers which will guide you through the following steps: 1. Register with the Healthcare Identifiers (HI) Service for a Healthcare Provider Identifier – Organisation (HPI-O). Your organisation will also need to apply to the HI Service to obtain a NASH PKI certificate. **2.** Your organisation can then register to *My Health Record* through Health Professional Online Services (HPOS) using its Individual PKI certificate. **3.** If your organisation does not have access to HPOS, it will need to complete and submit an application form to register as a Healthcare Provider Organisation.
Do I need certain software to upload information?	• Your organisation will need registered systems that are compatible with My Health Record to upload information. • If your organisation is registered but you don't have access to compliant software, you can view a patient's *My Health Record* via the provider portal; however you will not be able to upload information through the provider portal. To access the provider portal, you will need a NASH certificate. • Computer and internet access is necessary to access the My Health Record system for a healthcare provider organisation.
Do I need approval to upload information to my patient's record?	• You don't need a patient's consent each time you view or upload information to their *My Health Record.* You can access an individual's record as part of providing them with care, subject to any access controls they have set. • The only instances when you can't upload information are when a patient has asked you not to, or if it is sensitive information prohibited by specific laws in the My Health Records Regulations.
Can I contact another provider who treats my patient?	• Yes, administrative information is provided within clinical documents uploaded to a patient's *My Health Record* including the name of the healthcare provider organisation that has authored the document. • This allows you to follow up with other healthcare providers involved in your patient's care if needed.
Can I see information from *My Health Record* on my local system?	• If you are registered for the *My Health Record* system you can access information on it via your local clinical information system. • Visit myhealthrecord.gov.au/providers for information on how to use the system.
Can I view prescription and dispense records?	• Yes, the prescription and dispense record displays information entered by healthcare providers relating to the medications prescribed and dispensed to patients with a *My Health Record.* • These records display the name and date a medication has been prescribed (both the brand and generic name), the strength or dose of the medication, the direction for consumption and the form of the medication prescribed. Similar information is also displayed as medications are dispensed. • System functionality has been enhanced to allow patients and their authorised healthcare providers to view prescription and dispense information by 'prescribe only' data or to view this information by date.