

## ***Dear Pharmacy, every person in your area will soon get a My Health Record.***

### **Your area has been chosen to trial the automatic creation of *My Health Records*.**

- The Nepean Blue Mountains region is one of two regions in Australia that will introduce this new approach to getting a My Health Record (previously known as the Personally Controlled Electronic Health Record or PCEHR).
- By 15 June 2016 anyone who lives in these areas and is registered with Medicare or the Department of Veterans' Affairs will have a *My Health Record* automatically created for them, unless they tell us by 27 May 2016 that they don't want one. It is expected that over one million new records will be created in these two regions.

### ***My Health Record* gives you a more complete view of your customers' health.**

- *My Health Record* gives you access to information about a customer's medical information that you may not otherwise have. Information uploaded into the record can include things like allergies, adverse drug reactions and medication history, prescribed medications and discharge summaries.
- *My Health Record* does not replace your local records. It can be particularly valuable when treating customers who see a range of healthcare providers because they have complex health conditions, as well as patients who don't have a regular doctor or who travel to receive healthcare services.

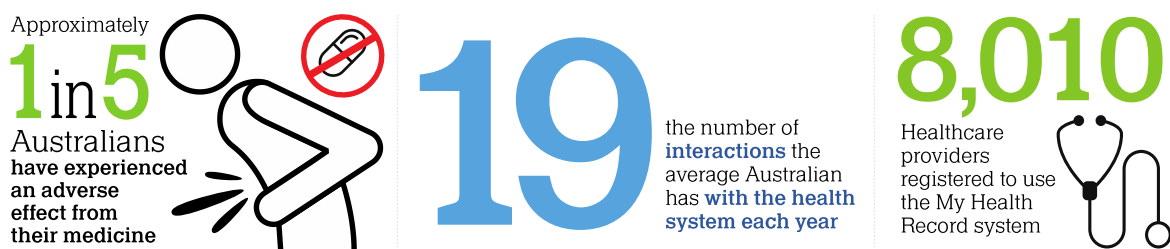
### ***My Health Record* helps with medication reconciliation.**

- *My Health Record* is particularly useful in supporting you to conduct effective, accurate and timely medication reconciliation, which can significantly decrease medication errors and adverse reactions and contribute to overall patient safety.

### **The learnings from the trial in your area will be applied nationally.**

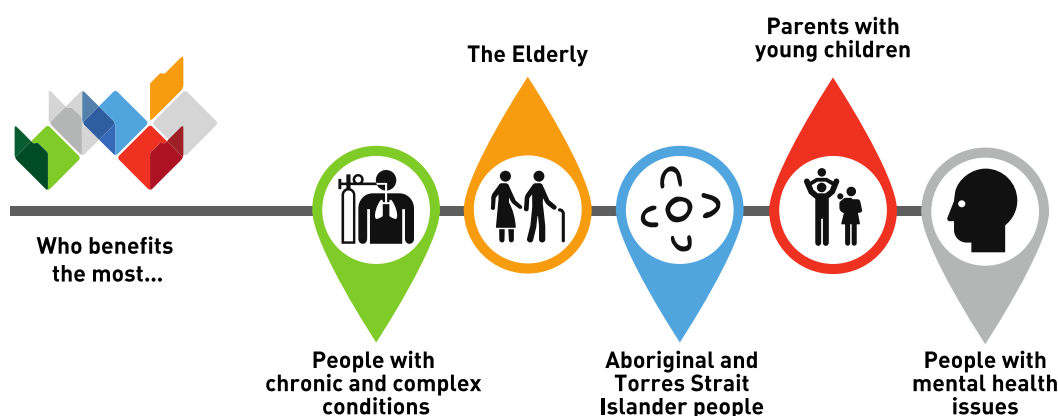
- We want to hear your feedback on what works well and what you think can be improved so that we can apply these learnings more widely if the Government decides to implement the automatic creation of records nationally. We will get in touch with you about this over the coming months.

### ***My Health Record* can help your organisation day-to-day.**



## As a pharmacist, what do I need to do?

- 1 Keep talking to your customers about the benefits of having a My Health Record.** Customers who have complex health conditions or who see several healthcare providers will benefit from having a record that is accessible by their treating healthcare providers.
- 2 View your customers' records.** You may see important health information that you might not have otherwise been able to including summaries of their medical history including allergies and adverse reactions, hospital discharge information and prescription and dispense information.
- 3 Ensure you are connected to My Health Record via ETP (Electronic Transfer of Prescriptions).** ETP and the Prescription Exchange Service (PES) are essential components for prescription and dispense records to flow into the national My Health Record system. This will assist you in conducting Home Medicines Reviews, Residential Medication Management Reviews, and Meds Check.



- 4 Make time for training.** We have some simple, online training resources that are easy to use and quick to work through. Schedule a little time to explore these online resources and build your understanding of *My Health Record*.
- 5 Get in touch if you'd like support.** We can provide you with assistance, including face to face support if required and details of our pharmacy helpline. We will also be providing you with information to assist you throughout the year. As a start, we have assembled some "frequently asked questions" to help you explain the benefits to your patients, as well as for you and your practice. Just visit [myhealthrecord.gov.au/providers](http://myhealthrecord.gov.au/providers) or give us a call on the number below.

For more information and support, visit:  
[myhealthrecord.gov.au/providers](http://myhealthrecord.gov.au/providers)  
Or call: 1800 723 471