GP and practice staff 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 practice connect to *My Health Record*?	If your practice is not already connected, go to myhealthrecord.gov.au/providers which will guide you through the following steps: - Register with the Healthcare Identifiers (HI) Service for a Healthcare Provider Identifier – Organisation (HPI-O). Your practice will also need to apply to the HI Service to obtain a NASH PKI certificate. - Your practice can then register to *My Health Record* through Health Professional Online Services (HPOS) using its Individual PKI certificate. - If your practice 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 practice will need registered systems that are compatible with *My Health Record* to upload information. • If your practice 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.
How will My Health Record affect GP workflow?	• The *My Health Record* system aims to minimise the time spent by GPs chasing and inputting patient information. • RACGP standards require that GPs have a current health summary for 75 per cent of their active patients. The Shared Health Summary in *My Health Record* is based on the existing GP summary template, so most of the information needed should already be in your local records. • The time it takes to upload information into a *My Health Record* depends on the complexity of the patient's health conditions and the amount of information already available.