Policy Statement

The Personally Controlled Electronic Health Record (PCEHR) System is utilised throughout the Department of Health in accordance with legislative requirements.

Intent of this policy

The intent of this policy and associated implementation standard and protocol is to:

- inform Department of Health staff of the requirements for accessing and using the PCEHR System according to the PCEHR legislative instruments. The requirements include:
  - the manner in which authorised persons can access the PCEHR System (including the suspension of accounts for persons who no longer require access)
  - training that must be provided before a person is authorised to access the PCEHR System
  - the process for identifying a person who requests access to a consumer’s PCEHR and communicating the person’s identity to the PCEHR System Operator
  - physical and information security measures that are to be established and adhered to by the Department of Health staff accessing the PCEHR System
  - ensure PCEHR-related security risks are identified, acted upon and reported
  - outline the roles of the Department of Health as the seed organisation and Hospital and Health Services (HHS) as network organisations for the PCEHR System.

Scope

This policy applies to all employees, contractors and consultants with the Department of Health divisions, agencies and commercialised business units.

This policy could be used by HHS either as is, by re-branding or as a basis for HHS specific policy.
Principles

- Accountability – roles, responsibilities and accountabilities are clearly defined
- Compliance – comply with all applicable legislative and other requirements
- Trustworthy – information is accurate, relevant, timely, available and secure
- Privacy – personal information is protected in accordance with the law
- Managed – collection and provision of information is actively planned and managed.

Legislative or other Authority

- Personally Controlled Electronic Health Record Act 2012 (Cth)
- Personally Controlled Electronic Health Records Regulation 2012 (Cth)
- PCEHR Rules 2012 (Cth)
- PCEHR (Participation Agreements) Rules 2012 (Cth)
- Participation Agreement Personally Controlled Electronic Health Record System –Department of Health and Ageing (DoHA) as PCEHR System Operator and Department of Health, Queensland
- Healthcare Identifiers Act 2010 (Cth)
- Healthcare Identifiers Regulation 2010 (Cth)
- Hospital and Health Boards Act 2011 (Qld)
- Information Privacy Act 2009 (Qld)
- Privacy Act 1988 (Cth)
- Public Records Act 2002 (Qld)
- Right to Information Act 2009 (Qld)

Related policy or documents

- Department of Health
  - Data Management Policy
  - Information Security Policy
  - Records Management for Administrative and Functional Records Policy
  - Retention and Disposal of Clinical Records Policy
  - Use of ICT Services Policy
  - Requirements for Reporting Official Misconduct HR Policy E9
- Health Service Directive
  - Enterprise Architecture
  - Enterprise ICT Services
**Department of Health: PCEHR System Participation Policy**

- Queensland Government Enterprise Architecture (QGEA), Department of Science, Information Technology, Innovation and the Arts:
  - Information Access and Use Policy (IS33)
  - Information Security Information Standard – IS18
  - Recordkeeping Information Standard – IS40
  - Retention and Disposal of Public Records Information Standard – IS31

**Supporting documents**
- PCEHR System Participation Implementation Standard
- Printing of PCEHR Documents from The Viewer Protocol

**Business area contact**
Director, National eHealth and Information Coordination Unit (NeHICU).

**Review**
This policy will be reviewed at least annually.

- Date of last review: N/A
- Supersedes: New Policy

**Approval and Implementation**

**Policy Custodian:**
Executive Director, Planning, Engagement and Performance Directorate, Health Services Information Agency.

**Responsible Executive Team Member:**
Chief Information Officer, Health Services Information Agency.

**Approving Officer:**
Ray Brown, Chief Information Officer, Health Services Information Agency.

- Approval date: 12 September 2013
- Effective from: 01 October 2013

**Definitions of terms used in this policy and supporting documents**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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</thead>
<tbody>
<tr>
<td>Access flag</td>
<td>An information technology mechanism made available by the PCEHR System Operator to define access to a consumer’s PCEHR.</td>
<td>PCEHR Rules 2012</td>
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<tr>
<td>Access list</td>
<td>The record associated with a consumer's PCEHR that specifies registered healthcare provider organisations that are permitted to access a consumer's PCEHR.</td>
<td>PCEHR Rules 2012</td>
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<tr>
<td>Document code</td>
<td>A code which may be used to restrict access to individual records within a consumer’s PCEHR.</td>
<td>PCEHR Rules 2012</td>
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<tr>
<td>Healthcare Identifier (HI)</td>
<td>A number assigned by an authorised service operator that is used to uniquely identify a healthcare provider or a healthcare recipient.</td>
<td>Adapted from Healthcare Identifiers Act 2010</td>
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<tr>
<td>Healthcare provider organisation</td>
<td>An entity or part of an entity that has conducted, conducts, or will conduct, an enterprise that provides healthcare (including healthcare provided free of charge).</td>
<td>Healthcare Identifiers Act 2010</td>
</tr>
<tr>
<td>HI Service Operator</td>
<td>Chief Executive Medicare</td>
<td>Healthcare Identifiers Act 2010</td>
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<td>Network hierarchy</td>
<td>A network hierarchy operating in the PCEHR System consists of one seed organisation and one or more network organisations.</td>
<td>Participating in the PCEHR System: a registration guide for healthcare organisations</td>
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<td>Network organisation</td>
<td>A subordinate organisation to the Seed Organisation that is linked to, and provides services to the Seed Organisation, and can be a separate legal entity from the Seed Organisation. HHSs are Network Organisations within Queensland Health.</td>
<td>Australian Government Department of Human Services Healthcare Identifiers Service</td>
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<td>Organisation Maintenance Officer (OMO)</td>
<td>The role within an organisation responsible for maintaining information about the organisation within the Healthcare Identifiers Service, as defined in the Healthcare Identifiers Act 2010.</td>
<td>Concept of Operations: Relating to the introduction of a PCEHR System</td>
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<tr>
<td>Personally Controlled Electronic Health Record (PCEHR)</td>
<td>National electronic health record system available to Australian consumers and operated by the Commonwealth government. It provides for the collection, use and disclosure of information through the use of telecommunications services for the provision of healthcare.</td>
<td>Adapted from the Commonwealth Legislation PCEHR Act 2012</td>
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<td>PCEHR System Operator</td>
<td>Secretary of Department of Health and Ageing.</td>
<td>PCEHR (Participation Agreements) Rules 2012</td>
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<td>Record code</td>
<td>A code which may be used to restrict access to a consumer's PCEHR.</td>
<td>PCEHR Rules 2012</td>
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<td>Responsible Officer</td>
<td>A person with authority to act on behalf of a healthcare organisation with respect to the Healthcare Identifiers Service, as defined in the Healthcare Identifiers Act 2010.</td>
<td>Concept of Operations: Relating to the introduction of a PCEHR System</td>
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<td>Seed organisation</td>
<td>National healthcare systems (such as the HI Service and the PCEHR System) use this term to describe the principal legal entity which provides or controls the delivery of healthcare services. Department of Health is the seed organisation for Queensland Health.</td>
<td>Australian Government Department of Human Services Healthcare Identifiers Service</td>
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## Version Control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
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<tr>
<td>1.0</td>
<td>12/09/2013</td>
<td>HSIA</td>
<td>New Policy</td>
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