Personally Controlled Electronic Health Record (PCEHR) System Participation Policy

Printing of PCEHR Documents from The Viewer Protocol

1. Purpose
This Protocol describes the mandatory steps for filing of PCEHR documents printed from The Viewer undertaken on behalf of the Department of Health.

2. Scope
A PCEHR consumer controls the information that can be accessed in their PCEHR by an authorised user. At any point in time the PCEHR may not include the same information, as this information may have been removed by the consumer. When providing healthcare to a consumer, an authorised user may wish to print PCEHR documents accessed from The Viewer. The printed PCEHR documents shall be filed as part of the organisation’s local health record.

This Protocol applies to all employees, contractors and consultants with the Department of Health divisions, commercialised business units and agencies who print PCEHR documents from The Viewer.

This protocol may be used by Hospital and Health Services (HHSs) either as is, by re-branding or as a basis for a HHS specific policy.

3. Supporting documents
Authorising Policy and Standard/s:
- Personally Controlled Electronic Health Record (PCEHR) System Participation Policy
- Personally Controlled Electronic Health Record (PCEHR) System Participation Implementation Standard

4. Related documents
- 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
5. Process for printing of PCEHR documents from The Viewer

5.1 The Viewer permits authorised users to view and/or print any PCEHR documents (health information about a registered PCEHR consumer for example consumer-entered health summary, discharge summary or shared health summary). Users
shall only print PCEHR documents from The Viewer if such printing is required by the duties of their role and for the provision of health care.

5.2 Users shall only print information required to support the delivery of the consumer's care or to ensure that Medico-Legal integrity requirements are addressed.

5.3 Once information has been printed, it becomes subject to the organisation's local health information management policies and laws applicable to the organisation.

5.4 Printed PCEHR documents from The Viewer shall be managed at the user level.

- All printed PCEHR documents shall clearly identify the PCEHR consumer’s full legal name, date of birth, sex and consumer identifier for the organisation’s local health record (for example Unit Record Number). It shall be sufficient to attach a consumer's identification label on the printed PCEHR document. This identifying information must be visible on every page printed.¹

- All printed PCEHR documents shall be handled with consideration on the maintenance of the consumer's privacy and confidentiality.

5.5 Complete and accurate health records are fundamental to the delivery of safe, high quality health care.²

- All printed PCEHR documents shall be filed in the relevant section of the organisation’s local health record for that consumer.

6. Review
This Protocol is due for review on: 30 June 2015

Date of Last Review: New document

Supersedes: N/A

7. Business Area Contact
Clinical Information Management, Planning Engagement and Performance Directorate, Health Services Information Agency

8. Definitions of terms used in the 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>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 Personally Controlled Electronic Health Record Act 2012 (Cth)</td>
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<tr>
<td>Consumer-entered health summary</td>
<td>The summary of information, including medications and allergies, that a registered consumer may enter into his or her</td>
<td>Personally Controlled Electronic Health Record Act 2012 (Cth)</td>
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¹ Australian Standard AS 2828.1-2012 Health records
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<tbody>
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<td>her PCEHR</td>
<td>her PCEHR and which is available to anyone with access to the consumer’s PCEHR.</td>
<td>Record (PCEHR) Security and Access Policy</td>
</tr>
</tbody>
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| Health record| A collection of data and information gathered or generated to record the clinical care and health status of an individual or group.  
Notes:  
1. This includes information such as assessment findings, treatment details, progress notes, registration and information associated with care and health status.  
2. The term ‘health record’ includes paper-based health records, clinical records, medical records, digitised health records, Electronic Health Records, healthcare records and personal health records.  
3. Personal health records have specific variations which should be taken into consideration when applying this Protocol.  | Australian Standard AS 2828.1-2012 Health records                      |

### 9. 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:** 1 October 2013

### Version Control

<table>
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<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
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<tr>
<td>1.0</td>
<td>12/09/2013</td>
<td>HSIA</td>
<td>New document to support PCEHR System Participation Policy</td>
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