






National digital health

June 2018

Patient journey

Patient journey	Queensland Health systems	National infrastructure	Benefits
 <p>Patient requires a new general practitioner (GP).</p>	<p>The patient visits www.health.qld.gov.au and finds details of local GPs in their area, including services and opening hours.</p>	<p>Queensland Health website links to the National Health Services Directory (NHSD) to access centrally stored information on health facilities.</p>	<ul style="list-style-type: none"> • Quick and easy access to centrally maintained, nationwide health facility information for patients.
 <p>Patient visits local GP. A new shared health summary is prepared and, if required, a referral is provided to the local hospital.</p>		<p>The GP's practice software interacts with national infrastructure such as the Healthcare Identifiers (HI) Service to obtain the patient's individual healthcare identifier (IHI). This enables the GP to create a shared health summary for the patient which is included in the referral. The referral is sent via secure messaging to the local hospital, as well as to the patient's My Health Record.</p>	<ul style="list-style-type: none"> • Processes for patient identification are enhanced through the HI service. • Using an IHI allows the right patient information to be available at the right time across the health system. • My Health Record gives clinicians quick and easy access to patient medical records, saving time and improving patient outcomes. • National secure messaging allows efficient delivery of referrals.
 <p>Patient attends local hospital.</p>	<p>The patient's demographic details are entered into the patient administration system—Hospital Based Corporate Information System (HBCIS). The clinician sees the patient and views their medical records in My Health Record via The Viewer application. Pathology and diagnostic imaging tests are undertaken and the results sent to My Health Record.</p>	<p>The patient IHI is found using the details entered into HBCIS. The Viewer application links to My Health Record to display the patient's available documents and history (e.g. medical history, medications, treatments and test results).</p>	<ul style="list-style-type: none"> • Access to accurate information through electronic sharing enhances patient safety. • Savings are made by limiting duplication, e.g. accessing past test results. • The National Authentication Service for Health (NASH) allows healthcare provider identity to be authenticated at a national level.
 <p>After in-patient treatment and rehabilitation is completed, the patient is discharged.</p>	<p>Clinician completes patient's discharge summary on the Enterprise Discharge Summary (EDS) system, which is sent directly to the patient's referring healthcare provider.</p>	<p>The EDS sends the patient's discharge summary to their My Health Record (where available) and uses the national secure messaging specification to send the discharge summary directly to the patient's referring healthcare provider.</p>	<ul style="list-style-type: none"> • Professionals nationally can access patients' health information through My Health Record (with consent). • Patient safety is improved via access to additional medical history. • Efficiency in data entry is increased through electronic exchange and auto-population of data elements.
 <p>Unable to see their referring GP, the patient visits another GP for check-ups following their discharge from hospital.</p>		<p>The GP accesses the patient's My Health Record and views results of tests performed while the patient was in hospital. The GP also views the patient's discharge summary and orders follow-up tests which are uploaded to My Health Record.</p>	<ul style="list-style-type: none"> • Patient experiences a seamless journey from one health care provider to another with minimal need to repeat their medical history.

