



National digital health Patient journey



Australian Government
Australian Digital Health Agency



My Health Record

Patient Journey	QLD eHealth Systems	National infrastructure	Benefits include
<p>Patient requires a new GP.</p> 	<p>Visits https://www.health.qld.gov.au/ and find local GPs in their area, including services and opening hours.</p>	<p>Queensland Health website links to the National Health Services Directory (NHS) to access centrally stored information.</p>	<ul style="list-style-type: none"> Quick and easy access to centrally maintained, nationwide health facility information for patients.
<p>Patient attends local GP practice. 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 (using national specifications) 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"> The HI service has enhanced Queensland Health's processes for patient identification. Using a national identifier (IHI) allows the right information to be available for the right patient at the right time across the health system. Sharing information in the My Health Record allows clinicians to access comprehensive patient and medical records, quickly and easily – saving time and improving patient outcomes. Consistent national secure messaging standards allow efficient delivery of referrals.
<p>Patient attends local hospital.</p> 	<p>A patient's demographic details are entered into the patient administration system – Hospital Based Corporate Information System (HBCIS). Clinician sees patient, obtains details and opens The Viewer system to access My Health Record information and consolidated patient and medical records including medications, allergies, medical history, etc. In the near future, during the hospital stay any pathology and diagnostic imaging results will be added to the My Health Record.</p>	<p>The patient IHI is obtained by using the details entered into the patient administration system. The Viewer links to national infrastructure (such as the HI service and national authentication services for Health - NASH) to provide My Health Record information. Future state will include pathology and diagnostic imaging reports, medications (prescribed and dispensed) and structured terminology for better interoperability.</p>	<ul style="list-style-type: none"> Using national infrastructure components reduces resources required locally. Enhanced client safety through reduced ambiguity and improved access to information through effective electronic sharing. Through being able to access previous test results, savings are made through limiting unnecessary duplication. Through using the NASH, healthcare provider identity can be authenticated at a national level.
<p>Following the completion of any treatment and rehabilitation as an inpatient, 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 GP.</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 GP.</p>	<ul style="list-style-type: none"> For future cases of care any health professional in any location can access complete patient information regarding medical history, illnesses, treatments, and laboratory results. Patient safety is improved through reduced ambiguity of medical history. Increased efficiency in data entry through electronic exchange and auto population/ derivation of data elements.
<p>Patient's future healthcare needs.</p> 	<p>All future healthcare providers, such as allied health professionals, private hospitals etc, can access a patient's information through My Health Record.</p>		<ul style="list-style-type: none"> Better patient care via access to longitudinal and updated patient information across all healthcare providers.

