



JADE

Bp Premier My Health Record Guide

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Last updated: April 2019

Intended for usage with Bp Premier version Jade SP1 and later. Some features in this User Manual may be available only in versions later than Jade.

Prepare your practice for My Health Record

Before you can begin configuring your installation of Bp Premier to access and use My Health Record functionality, your practice must be familiar with a minimum of eHealth terminology and apply for encryption certificates, practice identifiers, and individual identifiers.

Key terms in eHealth

The following table lists key terms used with eHealth.

Term	Meaning
HI and HI service	Health Identifier and the Health Identifier service
IHI	Individual Health Identifiers
HPI-I	Healthcare Provider Identifier Individual (allocated to healthcare providers)
HPI-O	Healthcare Provider Identifier Organisation (allocated to healthcare organisations)
PCEHR	Personally Controlled Electronic Health Record. This acronym is no longer used.
RO	Responsible Officer
OMO	Organisational Maintenance Officer
AHPRA	Australian Health Practitioner Registration Authority
PKI	Public Key Infrastructure
CDA	Clinical Document Architecture
NEHTA	National Electronic Health Transition Authority (this is now the Australian Digital Health Agency)
NASH	National Authentication Service for Health
HPD	Healthcare Provider Directory

Frequently Asked Questions

Do I still need a physical CD for my certificates?

From 07 November 2018, Medicare no longer issue NASH certificates as physical CDs. Organisation Maintenance Officers can now securely download digital NASH Organisation PKI certificates via HPOS (Healthcare Provider Online Services). Organisations whose existing NASH Public Key Infrastructure certificates expire after 07 November will no longer automatically receive a CD in the mail. Instead, you will be sent a letter approximately 60 days

before the certificate expires notifying you of the expiry date and directing you to download a new certificate through HPOS.

NASH certificates expire after two years and need to be regularly renewed to ensure ongoing connectivity. Check the expiry dates of your imported NASH Organisation KPI certificates in Bp Premier and note when you will need to import new certificates.

Information on applying for a NASH certificate through HPOS is provided in the Department of Human Services [web-site](#).

Your practice may already have some or all of the required My Health Record items.

What is the registration process?

The Australian Digital Health Agency has a summary of the [process for registering](#) with the HI Service and the My Health Record system.

You will need to:

1. Nominate a Responsible Officer and at least one Organisation Maintenance Officer at your practice. Learn more about these [roles and their responsibilities](#).
2. [Register your organisation](#) through Health Professionals Online Service (HPOS).

This step only applies if you intend to apply for your HPI-O number online, instead of through a paper-based application form.

3. Complete the application form for registering with the HI Service and the My Health Record system.

If you are registering for both the HI Service and the My Health Record system, complete all parts of the form.

If you have already registered for the HI Service and are only registering for access to My Health Record, complete only the My Health Record application part of the form.

4. If you registered for the HI service, you will receive your practice's 16-digit HPI-O number. HI Service access will be added to your existing Medicare Location (Site) certificate.

If you also registered for the My Health Record system, you will receive your practice's Medicare NASH certificate.

After you have your HPI-O, HPI-I for each provider accessing My Health Record, and your two certificates, you can configure Bp Premier to access My Health Record online.

Which PKI certificates do I need to access the HI service and My Health Record?

Two types of Public Key Infrastructure (PKI) certificates control access to the HI service and My Health record:

- A Department of Human Services (DSH) certificate gives access to the HI Service online. This certificate is referred to as the Medicare Location or **Medicare Site** certificate.
- A National Authentication Service for Health (**NASH**) certificate gives access to My Health Record online.

If your practice has registered to use Medicare online services, such as online claiming, the practice will already have a Medicare Site certificate, sent to you by Medicare on a CD. When you apply for access to the HI service, HI Service access will be added to your existing certificate.

However, the My Health Record system uses a different digital credential arrangement to the HI Service. The Medicare Site certificate **cannot** be used to access the My Health Record system. A NASH certificate is required.

You can either:

- apply for a NASH certificate after your practice has registered with the HI service and received an HPI-O number
- register for the My Health Record system using the same form, at the same time, that you apply for access to the HI service.

How do I obtain an HPI-I?

Healthcare providers who are registered with the Australian Health Practitioner Regulation Agency (AHPRA) will have already been assigned a HPI-I. The provider can contact AHPRA (ahpra.gov.au) or the HI Service on 1300 361 457 to find out their HPI-I.

Healthcare providers in a field of practice not covered by AHPRA must complete an application to register for a HPI-I via the Department of Human Services.

How do I obtain an HPI-O?

Obtain a Healthcare Provider Identifier - Organisation (HPI-O) from the HI Service using either an online form or a paper-based form:

How does the overnight check work?

After you have set up Bp Premier for My Health Record, a background process runs overnight on the Bp Premier server that checks if patients are registered with a My Health Record record. Any patients who have registered for My Health Record will be marked as registered in the patient record.

What do I need to do?

There is nothing that the practice has to do to activate this function. However, to benefit from the new function, staff should regularly validate a patient's IHI numbers so that the lookup can be performed.

What does the process do?

The background process checks all patients with appointments the next day for verified and active IHI numbers. If patients are not already marked as having a My Health Record record, a lookup is performed against the My Health Record system. If the patient is registered, a flag is set in their record.

The next time the patient's clinical record is opened, their **My Health Record** button will have a green border, and you will be able to upload a Shared Health Summary and Event Summaries, and access any documents held on the My Health Record for that patient.

Assist a patient with My Health Record registration

After your practice is registered with My Health Record, you can help your patients register for an eHealth record. Assisted registration requires submitting a patient's details to the My Health Record system using purpose-built software, such as Bp Premier. If successful, the patient will be registered almost immediately and you can begin uploading clinical information to their record.

For more information on Assisted Registration, refer to the [Australian Digital Health Agency](#) website.

You must have configured My Health Record in Bp Premier and you must have the patient's verbal consent. Patients under 14 years of age require a Head of Family recorded in Bp Premier and the Head of Family consent.

The process for assisted registration is:

1. A provider submits an application for registration online from within Bp Premier.
2. eHealth returns registration success or failure and the patient's Identity Verification Code.
3. Providers can begin uploading clinical data to the patient's My Health Record.

Before you begin registration, you may want to confirm the current status of a patient's My Health Record.

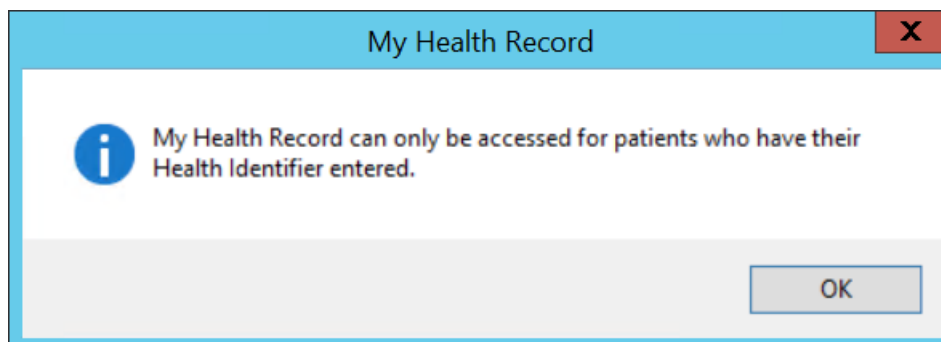
Check the HI status of a patient

If HI has been configured correctly, a **My Health Record** menu item and a **My Health Record** button will be present in the toolbar from the patient's clinical record.

The border colour of the **My Health Record** button will depend on whether the patient is known to have a My Health Record or not:

- If the patient's My Health Record has been successfully accessed through Bp Premier in the past at this practice, the button will have a **green** border. The patient will already be registered for the My Health Record.
- If the patient's My Health Record has never been accessed at this practice, the button will have a **red** border. The patient may or may not be registered for My Health Record. Follow the process below to assist them in registration.

Click on the **My Health Record** button. If the following error message appears:

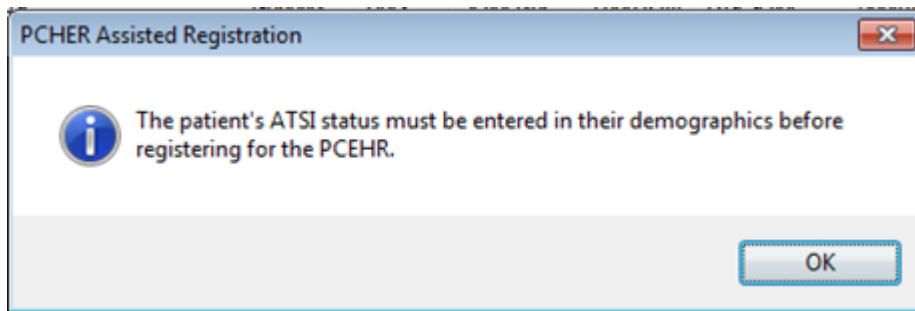


the patient's HI number is missing or has not been verified. You will need to look up the patient's HI number from the patient details screen. See [Validate Health Identifiers on page 39](#) for more information.

Submit an application

A user requires the **My Health Record Registration** user permission set to 'Allowed' to access assisted registration.

1. From Bp Premier, open the patient record. Select **My Health Record > Register for My Health Record**.
2. If you receive an error message similar to the one shown below, important fields are missing from the patient demographic record. Press F10 to open the patient demographic record and ensure the **Family Name, Given Name, Sex, DOB**, and **Medicare or DVA** number fields are completed.



The **My Health Record Assisted Registration** screen will appear showing the patient details at the top of the screen.

PCEHR Assisted Registration - Kindra Carey

Patient Details:

Name: Medicare Card: Patient Details

Date of Birth: Sex: DVA Card:

ATSI: Health Identifier:

Identification Verification Method:

Please select one of the following:

- ☒ Attending third or more consultation and Medicare/DVA card
- ☐ Attending hospital with their clinical referral and Medicare/DVA card
- ☐ Attending emergency department with PHOTO ID with Medicare/DVA card
- ☐ Having third or more prescription filled and Medicare/DVA card
- ☐ Enrolled and attending Aboriginal Medical Service and Medicare/DVA card
- ☐ Attending third or more consultation and has a My eHealth Record
- ☐ Identity verified by referee consistent with My eHealth Record requirements
- ☐ Resident of Aged Care facility and Medicare/DVA card
- ☐ 100pts of documentary evidence consistent with PCEHR Consumer Identity
- ☐ Other criteria approved by the System Operator

< Back Next > Cancel

3. If you notice anything that is incorrect, click on **Patient Details** to update the information.
4. Select the **Identification Verification Method** used to identify the patient. Click **Next**.

PCEHR Assisted Registration - Kindra Carey

Patient Details:

Name: Medicare Card: Patient Details

Date of Birth: Sex: DVA Card:

ATSI: Health Identifier:

Patient Consent:

Consent to upload healthcare information by healthcare provider organisations: ☐ Yes ☐ No

Consent to load future MBS information into the PCEHR: ☐ Yes ☐ No

Consent to load past MBS information into the PCEHR: ☐ Yes ☐ No

Consent to load future PBS information into the PCEHR: ☐ Yes ☐ No

Consent to load past PBS information into the PCEHR: ☐ Yes ☐ No

Consent to upload Australian Organ Donor Register details into the PCEHR: ☐ Yes ☐ No

Consent to upload Australian Childhood Immunisation Register details into the PCEHR: ☐ Yes ☐ No

Identify Verification Code (IVC) delivery method:

Upload signed copy of PCEHR Assisted Registration form (optional): Browse

< Back Register Cancel

All answers are mandatory in this screen, except for uploading an assisted registration form.

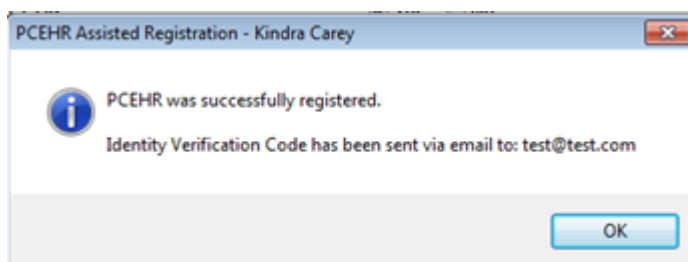
5. If the patient is a child, an authorised representative must provide you with their authority. Bp Premier assumes the child's recorded Head of Family will be the representative.

The Head of Family must have a verified HI number in their demographic record. Check the child's demographic record to ensure the Head of Family listed is the person acting as authorised representative. Their details will be listed at the bottom of this second screen and their HI number will be transmitted during the registration process.

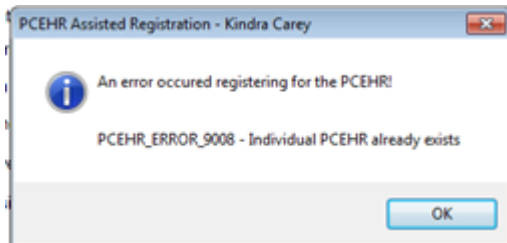
6. Tick 'Yes' to the question **Consent to update healthcare information by health care provider organisations.**
7. Tick 'Yes' or 'No' to the question **Consent to load future or past information questions** as indicated on their application form.

The My Health Record can hold both past and future information on MBS and PBS information as well as Organ donor register details and Childhood immunisation details.

8. The next six questions are related to this information. Tick 'Yes' or 'No' to each question as indicated on their application form.
9. Select the option for the **Identify Verification Code (IVC) delivery method**. The registration process returns an IVC code to provide information to the patient that allows them to log in and access their My Health Record record. The delivery methods are:
 - **None** – no notification is sent.
 - **SMS** – if selected, you must type in a mobile phone number. If the patient's demographic already contains a mobile number, this will be displayed, but can be changed if required.
 - **Email** – if selected you must type in an email address. If the patient's demographic already contains an email address, the address will be displayed, but can be changed here.
 - **Response** – if selected, you will receive a screen prompt at the end of the registration giving the IVC code. Print or write down for the patient to take with them.
10. You do not need to **Upload signed copy of My Health Record Assisted Registration form (optional)**. There is a limit of 200kb for this file.
11. Click **Register** to begin the process. A screen prompt will appear while registration is processing.
12. If successful, Bp Premier will return a message to indicate how the Identify Verification Code has been sent.



If the patient was already registered for a My Health Record, you will receive a message that their My Health Record already exists.



Other errors may be displayed depending upon responses from the My Health Record registration system. For information on troubleshooting assisted registration errors, see the [ADHA website](#).

After the response is received

From Bp Premier, the eHealth record system will send you the outcome of the application: successful or unsuccessful. The authorised employee should advise the patient of the outcome.

If successful, and the authorised employee was the recipient of the patient's Identify Verification Code, pass this code on to the patient so that they can access their own eHealth record.

If unsuccessful, advise the patient that they must apply through other registration channels. See the [ADHA website](#) for more options on registering for a My Health record.

Configure Bp Premier for My Health Record

This article explains how to record your HPI-O and HPI-I numbers in Bp Premier and import the site and NASH certificates required to connect to the My Health Record system.

Discontinuation of NASH certificate CDs

From 07 November 2018, Medicare no longer issue NASH certificates as physical CDs. Organisation Maintenance Officers can now securely download digital NASH Organisation PKI certificates via HPOS (Healthcare Provider Online Services). Organisations whose existing NASH Public Key Infrastructure certificates expire after 07 November will no longer automatically receive a CD in the mail. Instead, you will be sent a letter approximately 60 days before the certificate expires notifying you of the expiry date and directing you to download a new certificate through HPOS.

NASH certificates expire after two years and need to be regularly renewed to ensure ongoing connectivity. Check the expiry dates of your imported NASH Organisation KPI certificates in Bp Premier and note when you will need to import new certificates.

Information on applying for a NASH certificate through HPOS is provided in the Department of Human Services [website](#).

The process to import digital certificates downloaded through HPOS is the same as importing a certificate from a physical CD.

Can I install multiple NASH certificates?

Bp Premier sites are able to register and claim against multiple Minor IDs in the software. Each Minor ID will require a matching Medicare Site certificate to enable Medicare online claiming.

However, the NASH certificate (or eHealth Record Site Certificate), which is the certificate used to identify the practice to My Health Record online, is independent of the Minor ID. Your practice does not need to install multiple NASH certificates based on the number of Minor IDs registered in the software.

You only need to update your NASH certificate if your practice changes the HPI-O number (**Setup > Practice Details > Change > Health Identifier**) or the certificate is about to expire.

NASH certificates and practice incentives

There is no incentive benefit to a practice for installing more than one NASH certificate. A NASH certificate applies only to accessing My Health Record online and secure messaging. NASH certificates have no effect on how Medicare calculates Standardised Whole Patient Equivalent (SWPE) values for a practice.

For more information on practice incentives, refer to the Department of Human Services [website](#).

Before you begin

Note the following before you start configuration:

- Make sure you have obtained: a HPI-O number for your practice; the HPI-I numbers for each provider in your practice; and your Medicare Location (site) and NASH PKI certificates.
- When performing all procedures below, log in to Windows on the Bp Premier server as an administrator user.
- Enable **UAC (User Access Control)** in Windows on the Bp Premier server, if your version of Windows enables UAC. UAC is required to grant permissions to the user to install certificates to the Windows certificate store.

Enter HPI-I and HPI-O numbers into Bp Premier

HPI-O (Organisation)

1. From the main screen of Bp Premier, select **Setup > Practice Details** and click **Change**. The **Practice Details** screen will appear.

2. Check that the correct practice name is displayed at the top of the screen.
3. Enter the HPI-O into **Health Identifier** and click **Save**.

HPI-I (Individual)

Each provider who wishes to utilise the My Health Record service requires a health identifier (HPI-I) entered in their user details.

1. From the main screen of Bp Premier, select **Setup > Users**.
2. Highlight the user and click the **Edit** button.

3. Enter the HPI-I into the **Health Identifier** field and click **Save**.

Import certificates

To import the certificates, you will need:

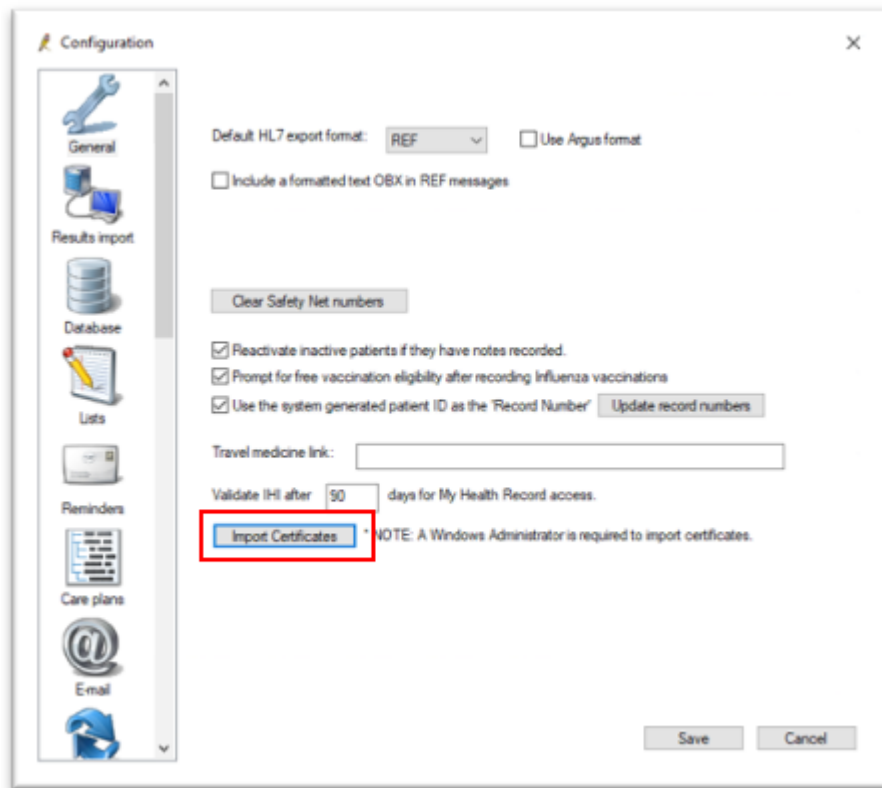
- Your **Medicare Site Certificate CD**. This is the CD originally used to set up Medicare Online. This certificate allows you to access the Health Identifiers (HI) registry of eHealth.
- Your **NASH Certificate CD** (received prior to 07 November 2018), or your **digital NASH PKI certificate** downloaded through HPOS. The CD may also be labelled 'e-Health Record Site Certificate'. This certificate allows you to access the My Health Record component of eHealth.
- NASH certificate **passphrase**. This is the PIC code provided by Medicare when you apply for your NASH certificate. The PIC code will either be provided with your physical CD in a separate letter, or sent by SMS to the phone number registered through HPOS.

Perform the following procedures on the Bp Premier server only.

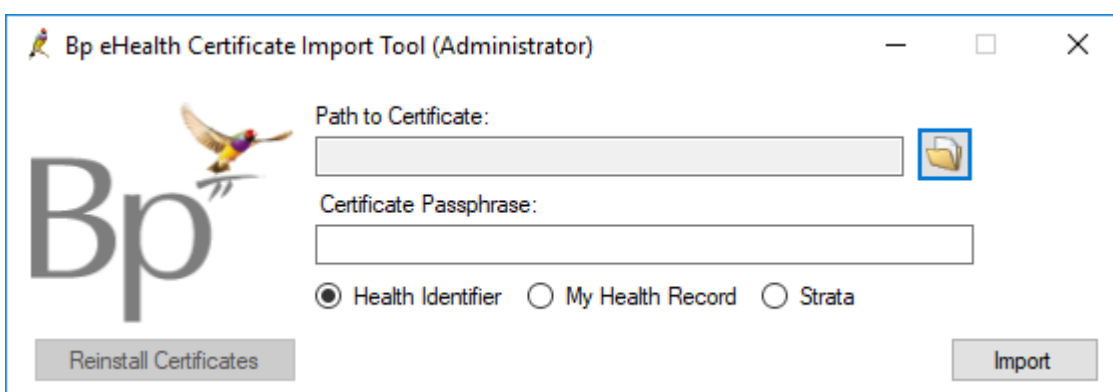
IMPORTANT If you are prompted for the Windows Administrator password when importing certificates, you may need your IT technician or a Windows Administrator to import the certificates.

Import the Site Certificate

1. Insert the **Medicare Site certificate CD** into the server.
2. Log in to the Bp Premier server and go to Setup > Configuration > **General** tab. Click **Import Certificates**.



3. If prompted by Windows, select **Yes** to **Do you want to allow this app to make changes to your device?**.
4. Log in to certificate manager using your Bp Premier username and password. The **BP eHealth Certificate Import Tool** screen will appear.



5. Click on the File Explorer icon and browse to the Medicare Site certificate CD you inserted.
6. Select the Practice Certificate (**FAC_Sign.p12**) and click **Open**.
7. Type your **Certificate Passphrase** in. This is the PIC code provided to the practice by Medicare with your Medicare Site certificate.
8. Select the **Health Identifier** radio button.

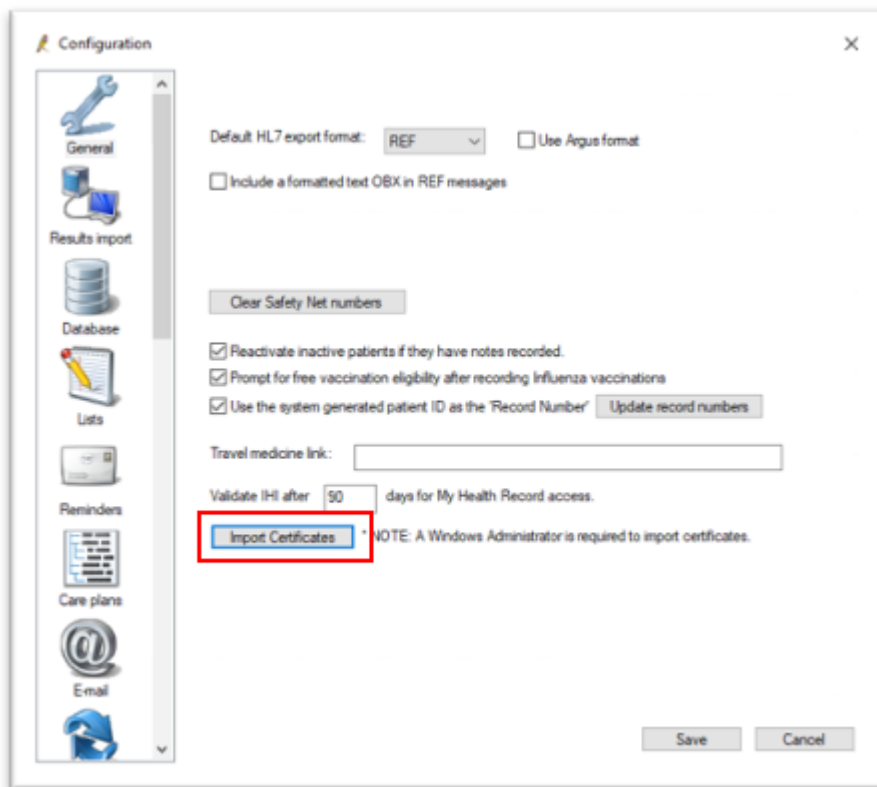
9. Click **Import**.
10. If the import was successful, a message **The eHealth certificate has been successfully imported** will be displayed.

Import the NASH Certificate

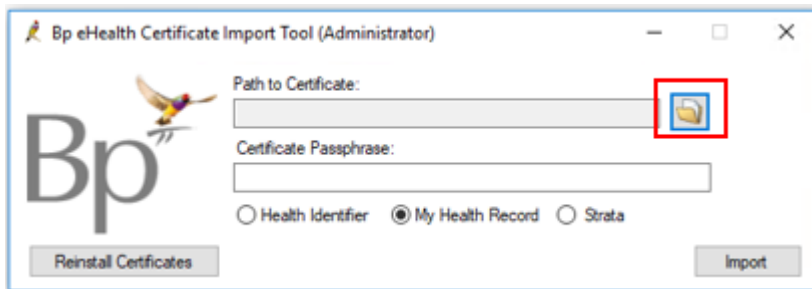
1. If your practice still has a physical NASH certificate CD that has not expired, insert the **NASH certificate CD** into the Bp Premier server.

If you downloaded a digital NASH certificate through HPOS, copy the file to the Bp Premier server, or insert the memory stick that contains the certificate file.

2. Log in to the Bp Premier server and go to Setup > Configuration > **General** tab. Click **Import Certificates**.



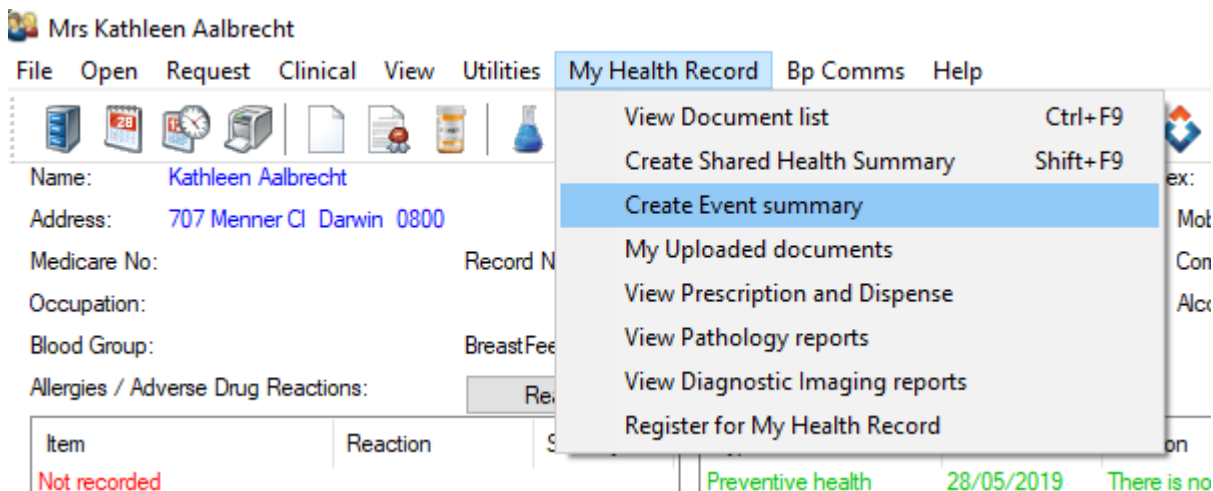
3. If prompted by Windows, select **Yes** to **Do you want to allow this app to make changes to your device?**.
4. Log in using your Bp Premier username and password.
5. The **BP eHealth Certificate Import Tool** screen will appear.
6. Click on the open folder icon and browse to the NASH (My Health Record) certificate on CD or file.



7. Select the Practice Certificate (**Sign3.p12**) and click **Open**.
8. Type your **Certificate Passphrase** in. This is the **PIC** code that is provided to the practice by Medicare when you applied for your NASH certificate.
9. Select the **My Health Record** radio button.
10. Click **Import**. A popup will inform you of the success or failure of the certificate import.

Confirm the NASH certificate has been imported

If the NASH certificate has been imported correctly, you will find that you have a new **My Health Record** menu item when viewing a patient record.



If the My Health Record menu is not visible, check:

- the logged-in user has an HPI-I number entered in their user record
- the user has permission to access My Health Record.

Import certificates on workstations

You do not have to take any action to import certificates on Bp Premier workstations.

After you have confirmed that the server is working correctly for both HI lookups and My Health Record access, each time someone logs in on a workstation, Bp Premier will automatically import the certificates required for HI and My Health Record.

However, if you are using terminal servers for workstations in your network, you must log in as each Windows user so that the system can import the certificates into the current user's certificate store in Windows.

Set user access and preferences for My Health Record

Perform the following steps for each Bp Premier user who requires access to My Health Record for patients.

1. Select **Setup > Users** from the main Bp Premier screen.
2. Select the user who you wish to update and click **Edit**. The **Edit User Details** screen will appear.
3. Enter the user's HPI-I number into the **Health Identifier** field, if you haven't already done so.
4. Click the **Set Permissions** button in the bottom left of the screen.

Section	Permission
Messages	Allowed
Export demographic data	Allow access
Export clinical data	Allow access
Search clinical data	Allow access
My Health Record Access	Allowed
My Health Record Registration	Allowed
Change patient confidential status	Allowed
Allocate investigation reports	Allow access
Reminder lists	Allow access
Word processor templates	Add/Edit/Delete
Word Processor	Allow clinical access
Configuration	Allow access
Passwords	Allow access
Perform a backup	Allow access
Restore from a backup	Allow access
Printers	Allow access
Own preferences	Add/Edit/Delete
User preferences	Add/Edit/Delete
Immunisation batch numbers	Allow access
Investigation request list	Allow access
Reference databases (MIMS etc.)	Allow access

5. If the user must be able to upload or download a patient's My Health Record information, set **My Health Record Access** to **Allowed**. The user would usually be a Health Practitioner.
6. If the user is only permitted to assist patients with their My Health Record registration process, set **My Health Record Registration** to **Allowed**.

Set User Preferences

For users who have My Health Record access, settings in the **Setup > User preferences > Clinical** screen control how the user is prompted for information.

User preferences

User name: Dr Frederick Findacure Clone

Today's notes font: Arial 10

Usual visit type: Pulse

Default temperature site: Pulse

Initial focus in Observations window: ☒ Pulse ☐ Sitting BP

☐ Allow blank notes

☒ Prompt if no notes recorded

☐ Enforce entry of Reason for Visit when closing patient record

☒ Prompt for Reason for Visit when closing patient record

☐ Don't start timer on opening record.

☐ Don't record visit length.

☒ Reason for visit at top of notes

☐ Use SOAP headings for History and Examination

☐ Load SOAP headings on opening notes

☒ Display a My Health Record prompt in the Reminders box

☒ Send reminder for influenza vaccination

☐ Show 'Non visits' in Past Visit list

☒ Display Outstanding requests in patient record

☐ Use bold font for Allergies and On screen comment

☒ Load PMH favourites on opening New PMH window

☐ Expand Current Rx and PMH in tree view

☒ Separate PMH into Active and Inactive in tree view

☐ Expand Inactive PMH in tree view

☒ Open the PMH window with the cursor in the date field

☐ Popup Preventive Health list when opening patient record

☒ Mark new PMH to be included in Shared Health Summaries

Diagnosis window:

☒ Always 'Add to Past history'

☒ Always 'Save as Reason for Visit'

Reason for Visit window:

☒ Always 'Add to Past history'

Procedure window:

☒ Always 'Add to Past history'

☒ Always 'Save as Reason for Visit'

Past History window:

☒ Always 'Add to Past history'

☒ Always 'Save as Reason for Visit'

Save Save & Close Close

- **Display a My Health Record prompt in the Reminders box** prompts the user to include Reminder information in the patient's Shared Health Summary.
- **Mark new PMH to be included in Shared Health Summaries** will automatically display new part medical history items when creating a Shared Health Summary.

User configuration is complete.

Patient registration

Patients will need to register for a My Health Record before providers can upload clinical details. Patients can register themselves and their children at myhealthrecord.gov.au/for-you-your-family/howtos/register-for-my-health-record.

Or providers can assist patients with registration.

Disable My Health Record access

If a user no longer requires access to My Health Record, set the **My Health Record Access** in the **Set Permissions** screen of their user properties to **Not Allowed**. The user will no longer see the **My Health Record** button on the patient record screen.

The user must log out and back in to Bp Premier for this change to take effect.

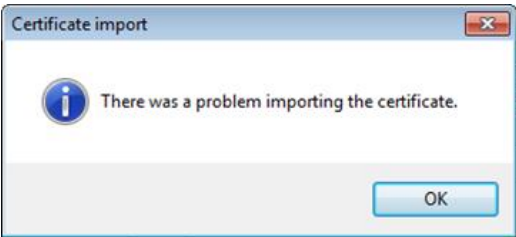
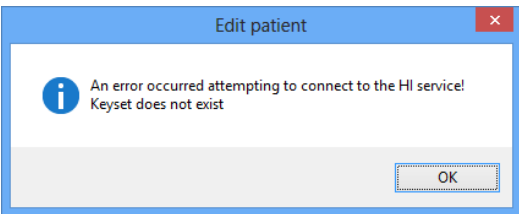
Troubleshoot My Health Record



The following issues may be encountered when setting up and using Medicare HI and My Health Record services within Bp Premier.


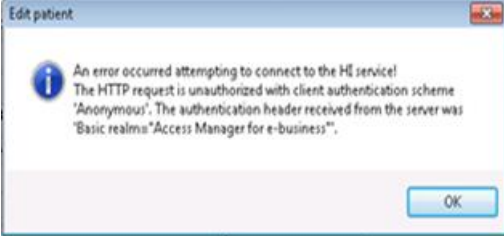
If you are experiencing issues with setting up or using My Health Record features, Best Practice Software recommend you contact your Medicare Local, who can assist with the process.

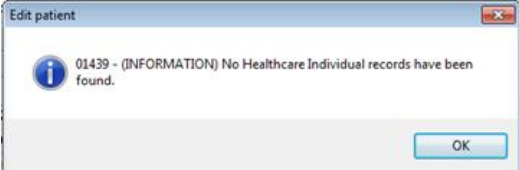
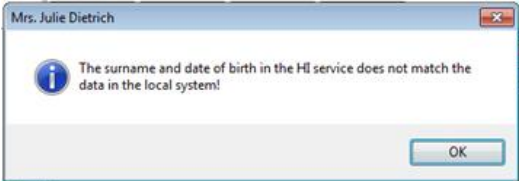
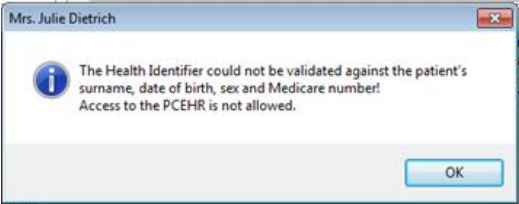
IMPORTANT When you import the HI and My Health Record certificates, you must log in to the Bp Premier server machine as a Windows administrator, and start Bp Premier by right-clicking on the Bp icon and selecting **Run as Administrator**.

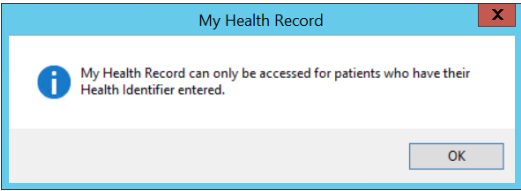
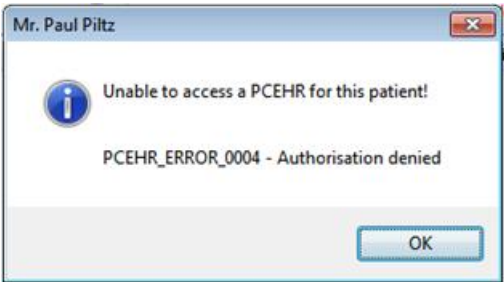

If you do not know the server's administrator password, contact your IT support so an administrator can correctly import the certificates.

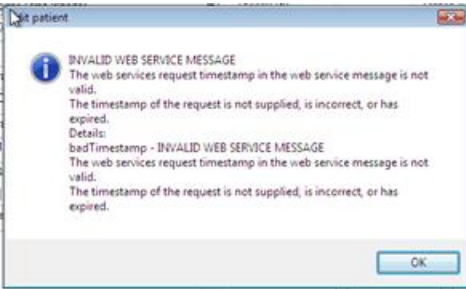

Issue	Solution
Importing certificates	
<p>There was a problem importing the certificate</p> 	<p>The current user is logged in to Windows as a user who has limited access permissions.</p> <p>The certificates were not able to be imported into the Trusted Root Certification Authorities folder in the certificate store.</p> <p>Log in as a Windows administrator, right-click on the BP icon and select Run as administrator, and try the import process again.</p>
HI Lookup errors	
<p>An error occurred attempting to connect to the HI service. Keyset does not exist.</p> 	<p>There is a permission issue on the PC you are using and the certificates were not able to be imported correctly into the certificate store in Windows.</p> <p>For Windows 7, Windows 8, Server 2008 R2 and later, check whether UAC is turned on for this machine.</p> <p>On other operating systems, the user could have very restricted permissions. Try adding the user to local administrators list.</p> <p>To resolve, see Troubleshoot site and NASH certificate issues on page 27.</p>


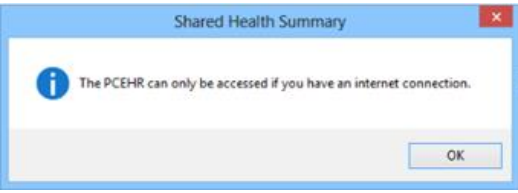

Issue	Solution
<p>An error occurred attempting to connect to the HI service! No certificate was found with serial number 'nnnnnn'.</p> 	<p>This error occurs when you look up a HI and the location certificates that were imported into BP cannot be found in the Windows Certificate store.</p> <p>To resolve, see Troubleshoot site and NASH certificate issues on page 27.</p>
<p>Unable to access My Health Record for this patient: Certificate was not found with criteria 'xxxxxx'.</p> 	<p>This error occurs when the NASH certificate that was imported into Bp Premier cannot be found in the Windows Certificate store.</p> <p>To resolve, follow the instructions under Reimport certificates using the reimport tool on the server in the article Troubleshoot site and NASH certificate issues on page 27.</p>

Issue	Solution
<p>An error occurred attempting to connect to the HI service! The HTTP Request was forbidden with client authentication scheme Anonymous.</p> 	<p>This could be one of:</p> <ul style="list-style-type: none"> Practice has registered with Nehta, and received the HPI-O. However, DHS (Department of Human Services) has not linked the HPI-O correctly to their Location certificates, which are used for the HI lookups. <p>Because this link has not been made at Medicare's end, Bp Premier attempts to authenticate with the certificates imported, but this fails because the practice is not recognised on the HI server.</p> <p>Contact DHS or your Medicare Local to rectify.</p>
<p>An error occurred attempting to connect to the HI Service! The HTTP request is unauthorized with client authentication scheme anonymous . The authentication header received from the server was Basic realm= Access Manager for e-business</p> 	<ul style="list-style-type: none"> Check that have not accidentally imported the NASH certificates instead of the Site certificates. Run the Delete Certificates utility and run again. The address stored in the HI Service table in the drugs database is not pointing to the correct website address. Contact Best Practice support to obtain the Insert HIService script and run the script on the Bp Premier server.
<p>An error occurred attempting to connect to the HI Service. There was no endpoint listening at http://www3.medicareaustralia.gov.au/cert/soap/services that could accept the message.</p>	<p>The Medicare servers are most likely experiencing issues.</p> <p>If this problem continues, contact Medicare for advice on whether they are experiencing issues and when access will be resumed.</p>
<p>An error occurred attempting to connect to the HI service! Cannot execute a program. The command being executed was c:\Windows\Microsoft.NET\Framework\v2.0.50727\csc.exe" /noconfig /full paths @ "c:\users\'username'\appdata\Local\Temp\qvcmaxfk.cmdline".</p>	<p>There is an issue with a file in the Windows Temp folder.</p> <ol style="list-style-type: none"> Browse to the %TEMP% folder and delete the contents. Perform a HI Lookup in Bp Premier to test that the lookup works. Open the patient record and try to access the PCEHR.

Issue	Solution
<p>01439 (INFORMATION) No healthcare individual records have been found</p>   	<p>Patient cannot be found by the HI service using the information recorded for the patient.</p> <p>This would normally happen if you are connecting to the live PCEHR system with a test patient, or the patient details are incorrect.</p> <p>Edit the patient demographics and confirm that the patient's details are correct.</p>
My Health Record errors	
<p>My Health Record menu is not visible in the patient record.</p>	<p>If the My Health Record menu is not available for any users, there is no HI number entered for the Practice. Select Setup > Practice Details > Change to enter HPI-O.</p> <p>If the menu is only missing for some users, check whether the user has the correct permissions:</p> <ol style="list-style-type: none"> 1. Go to Setup > Users > Edit user > Check permissions and set the permissions for My Health Record to 'Allowed'. 2. Log the user out and back in to Bp Premier.
<p>My Health Record menu is visible but greyed out.</p>	<p>You have not entered the HI number for the provider who is logged in.</p> <p>Select Setup > Users > Edit and enter HPI-I.</p>

Issue	Solution
<p>My Health Record can only be accessed for patients who have their Health Identifier entered.</p> 	<ol style="list-style-type: none"> 1. Edit the patient demographics and click Lookup. 2. Press Save to update the record.
<p>Unable to access a PCEHR for this patient! PCEHR_ERROR_0004 Authorisation denied.</p> 	<p>The required paperwork for registration, most likely the participation agreement, has not been submitted and processed by Medicare.</p> <p>Contact your Medicare Local for assistance.</p>
<p>An error occurred creating the Shared Health Summary!</p> 	<p>There are no contact details set up for the practice (no phone, fax, or email address).</p> <p>Select Setup > Practice Details > Edit and enter some contact details.</p>

Issue	Solution
<p>Invalid Web Service Message</p> 	<p>The date and time of the PC is incorrect and outside the range that the HI service permits.</p> <ol style="list-style-type: none"> 1. Select Start > Control Panel > Region to check that the region on the server or workstation is set to 'Australia'. The path may be different according to your version of Windows. 2. Click the Windows clock in the bottom right-hand corner > Change date and time settings and confirm that the time zone and daylight savings setting is set to an Australian time zone and correct for your state. 3. Ensure that the date and time shown is correct.
<p>Error message: String was not recognized as a valid DateTime</p>	<p>The Windows login could be using the American date format mm/dd/yyyy. The HI service expects an Australian date format dd/mm/yyyy.</p> <p>Past History items could also have an invalid date associated. Untick all past history items and see if the issue reoccurs. If the problem is fixed, tick each past history item one at a time until you identify which item is affected. Edit the past history item and change the date one day forward or backward and see whether this resolves the issue.</p> <ol style="list-style-type: none"> 1. Browse to Start > Control Panel > Region. 2. Change the Date and time formats to Australian formats. 3. Log out of and back into Bp Premier. 4. Retest a HI lookup.
<p>Unable to access My Health Record for this patient. Could not establish secure channel for SSL/TLS with authority services.ehealth.gov.au</p> 	<p>The certificates have not been loaded correctly into the certificate store on the PC.</p> <p>To resolve, see Troubleshoot site and NASH certificate issues on page 27.</p>

Issue	Solution
<p>No PCEHR exists for this patient. PCEHR_ERROR_5101 eHealth Record not found</p> 	<p>Patient has a HI entered but has not registered for a National eHealth Record.</p> <p>Refer the patient to the National eHealth website:</p> <p>https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/content/home</p> <p>See also Assist a patient with My Health Record registration on page 6.</p>
	<p>Check that the practice network and the PC is connected to the internet.</p>
<p>Enter the access code for the PCEHR.</p> 	<p>Patients can indicate when registering for a National eHealth Record if they want to restrict access to My Health records, and allocate a password that can be given to medical professionals.</p> <p>An emergency access override exists for emergency situations. The emergency access remains set for 5 days, is recorded in the My Health Record logs, and the patient may be notified of this access.</p>

Troubleshoot site and NASH certificate issues

When running HI lookups or accessing My Health Record from Bp Premier, you may receive one of the following errors:

- An error occurred attempting to connect to the HI service. No certificate was found with serial number 'nnnnnn'.
- An error occurred attempting to connect to the HI service. Keyset does not exist.
- Unable to access a PCEHR for this patient. Could not establish secure channel for SSL/TLS with Authority Error.
- Unable to access My Health Record for this patient. Certificate was not found with criteria 'xxxxxx'.

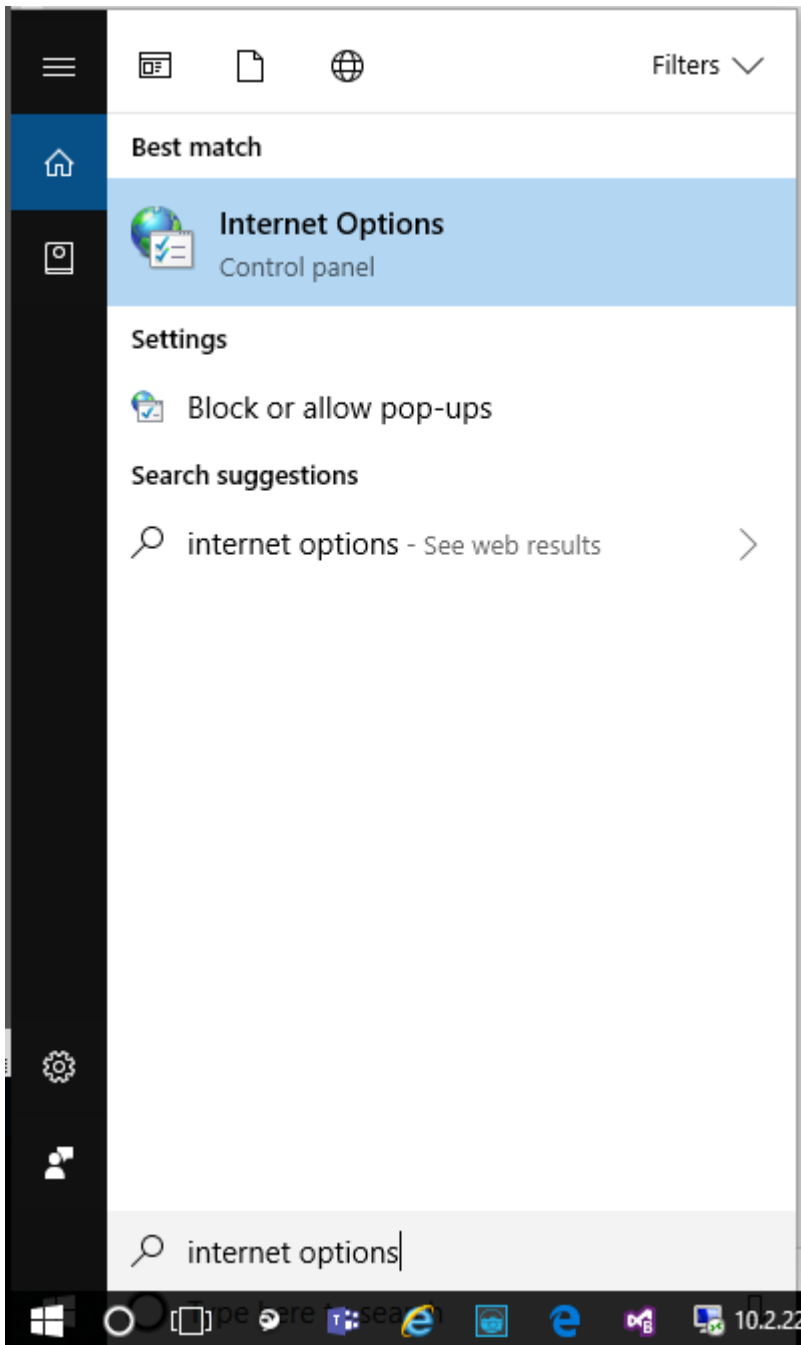
These errors are caused by the Site and NASH certificates not being imported correctly, or Windows not trusting a PKI certificate because the Medicare certificate did not install.

For most Bp Premier installations, certificates for My Health Record are only installed on the Bp Premier server. When Bp Premier is started on a client computer, the client will pull any updated certificates from the server and install them in the client's Windows certificate store. You should not need to manually install certificates on a Bp Premier client.

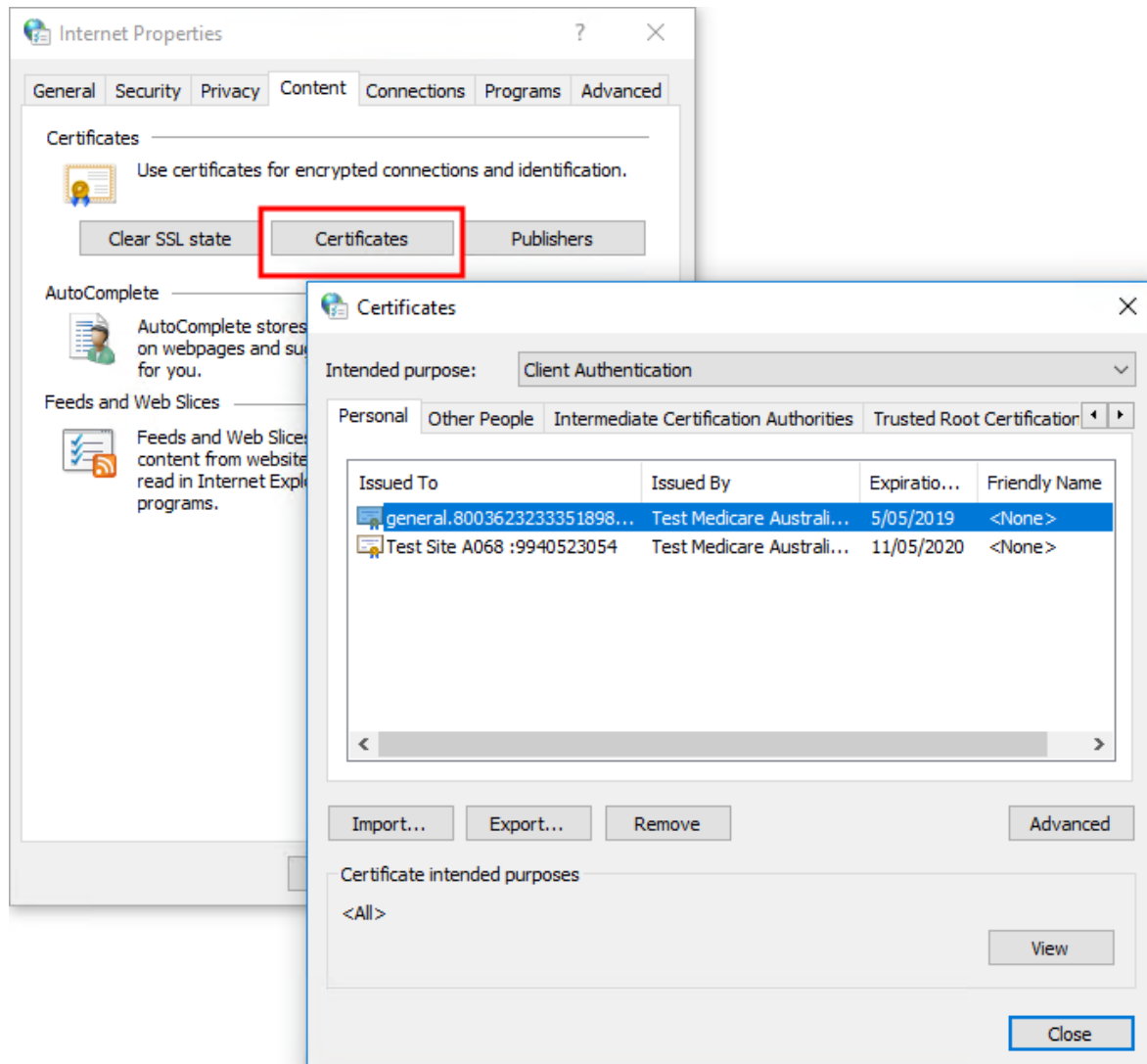
Can Windows verify the Site certificate?

Perform this step first to determine how to correct the issue.

1. From the Windows desktop, run a search for 'internet options'. Double-click the result to open the Internet Options settings.



2. Select the **Content** tab and click **Certificates** to open the **Certificates** window.



3. Double-click your practice's HI certificate in the **Personal** tab of the **Certificates** window. The HI certificate will contain your practice name in the **Issued to** column.
4. Inspect the information provided in the **General** tab.

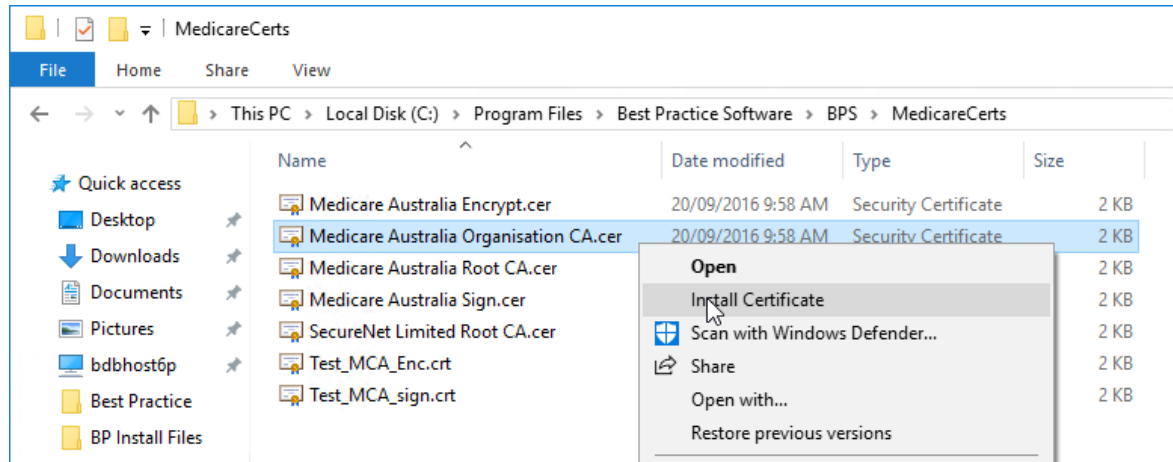


5. If the Certification Information reports that Windows does not have enough information to verify the certificate (shown in the example above), follow the instructions in [Import certificates into the Windows Trusted Root Authority below](#).

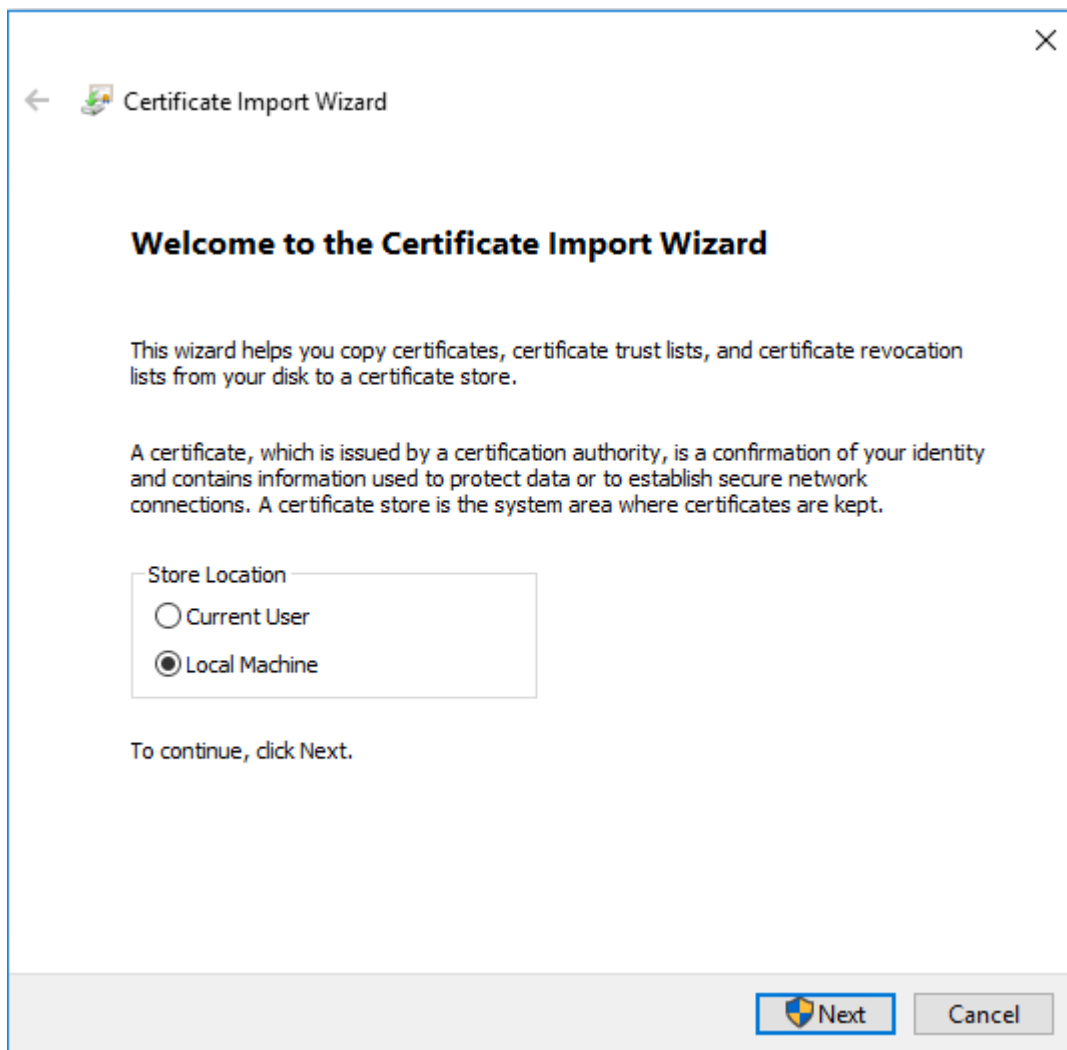
If Windows can verify the certificate and lists the intended purpose, follow the instructions in [Reimport certificates using the reimport tool on the server on page 35](#).

Import certificates into the Windows Trusted Root Authority

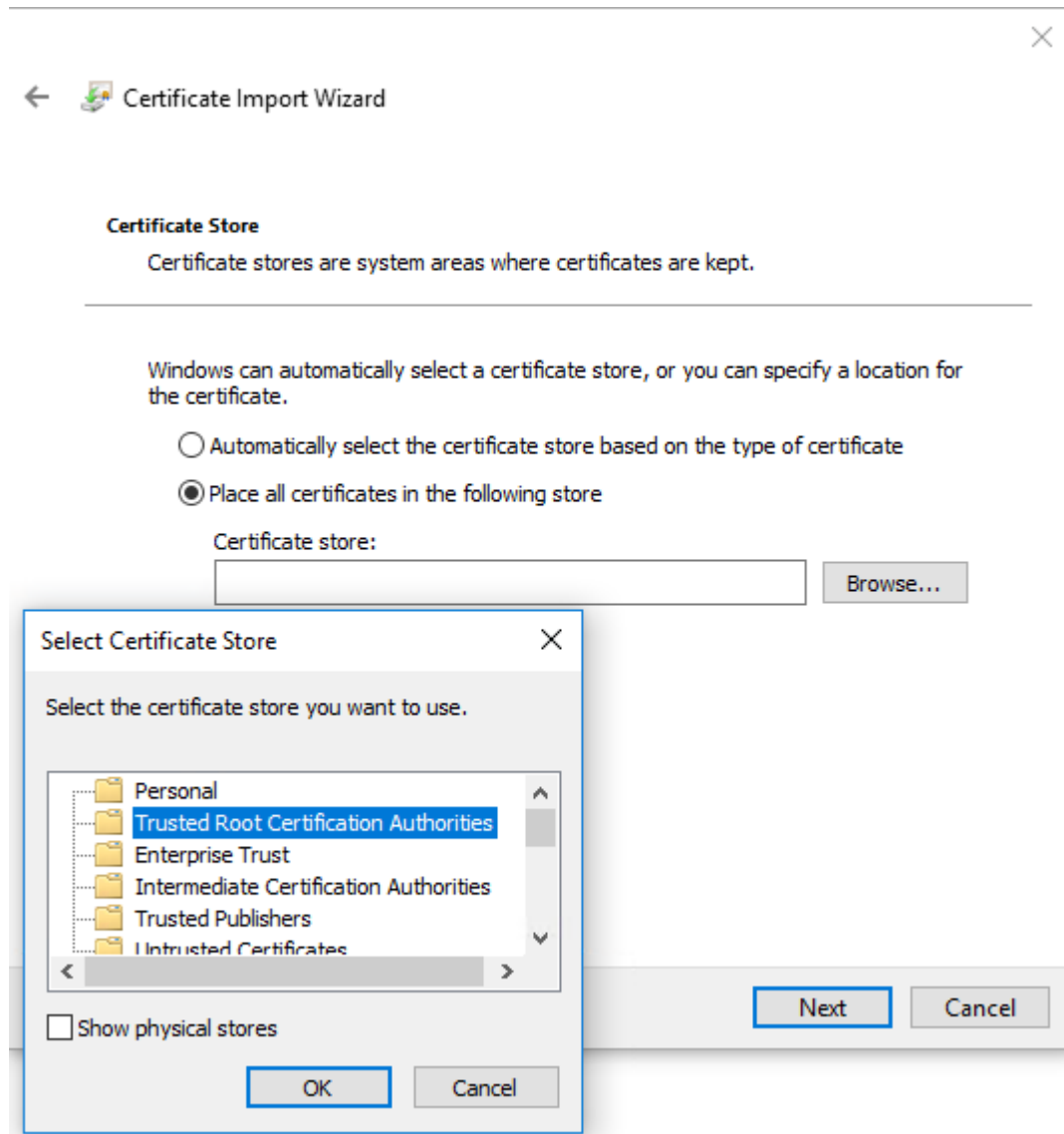
1. In a Windows File Explorer, browse to C:\Program Files\Best Practice Software\BPS\MedicareCerts\.
2. Right-click the certificate **Medicare Australia Organisation CA** and click **Install certificate**.



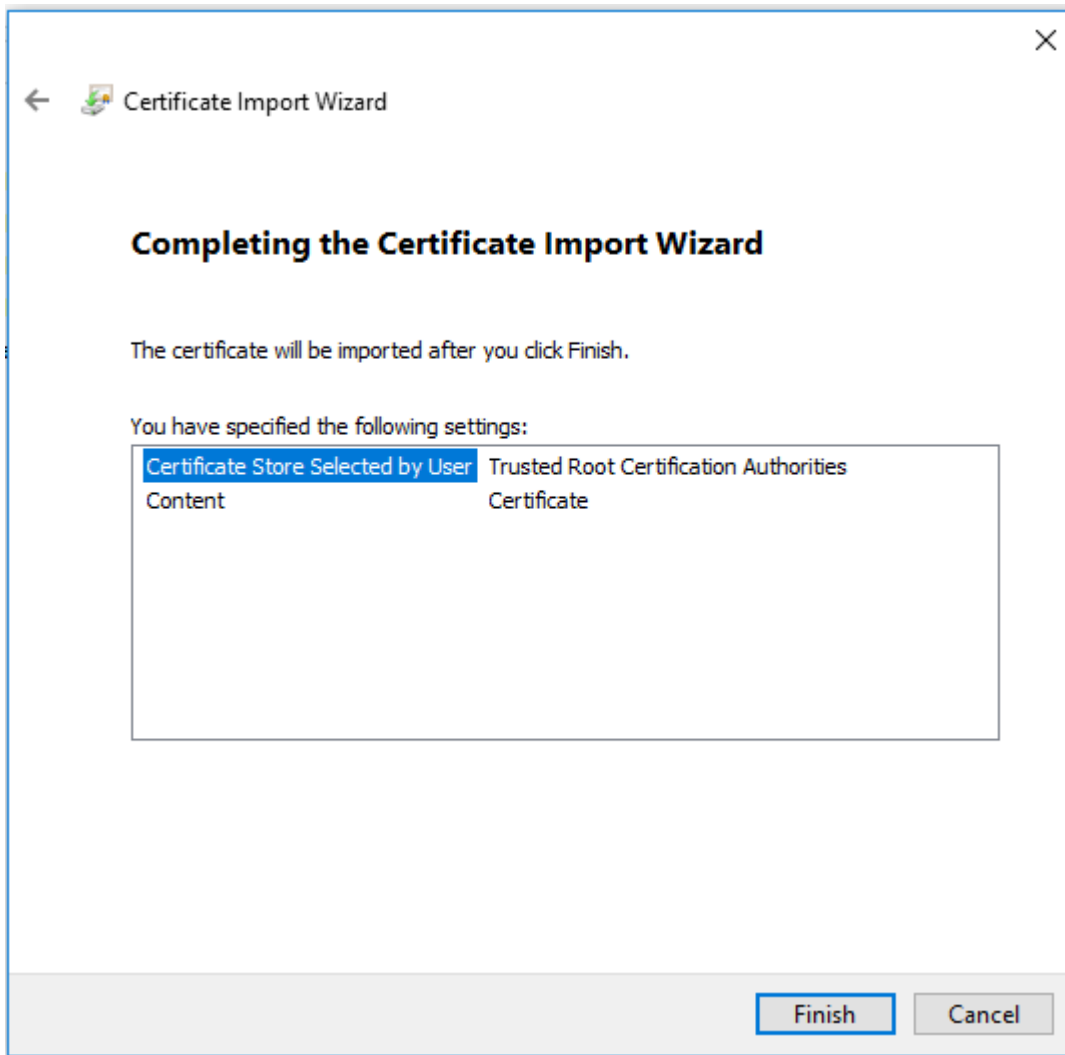
3. The Certificate Import Wizard will open. Select a Store Location of **Local Machine** and click **Next**.



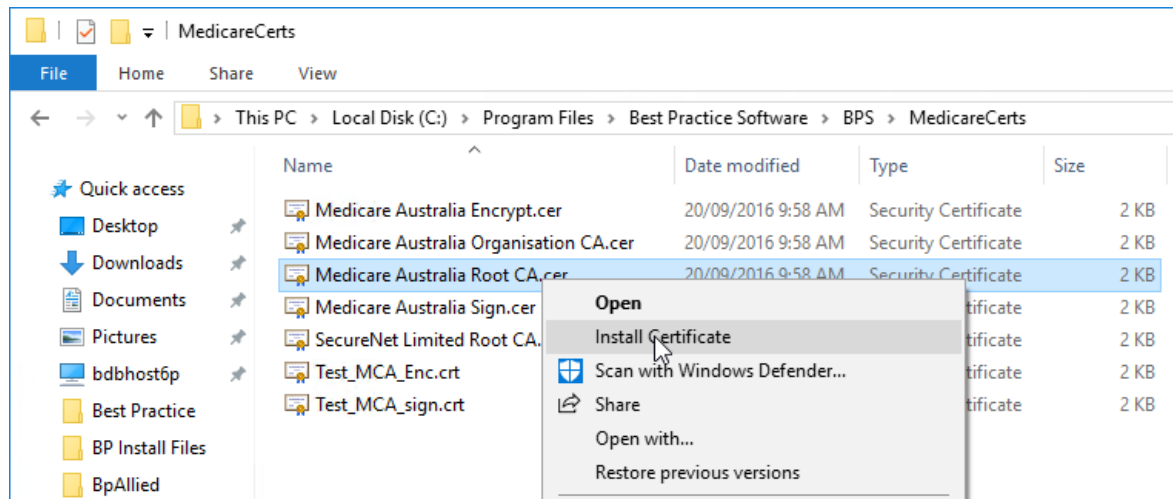
4. Select **Place all certificates in the following store** and choose 'Trusted Root Certification Authorities'. Click **Next**.



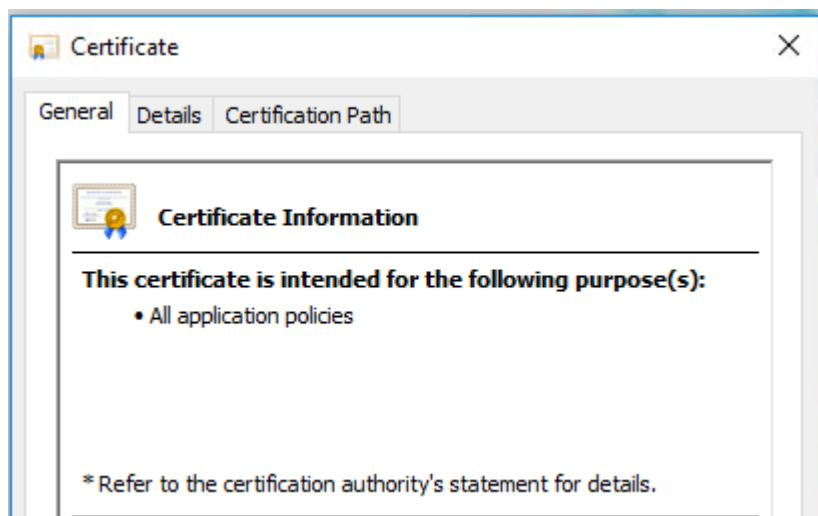
5. Confirm the details and click **Finish**.



6. On Windows 7, a **Security Warning** message may appear. Click **Yes** to proceed.
7. Repeat steps 2–6 for the certificate **Medicare Australia Root CA**.



Rerun the steps in [Can Windows verify the Site certificate? on page 27](#) to determine if the problem has been resolved. The General tab will show details similar to the following example if the Trusted Root Authority import was successful:



Reimport certificates using the reimport tool on the server

IMPORTANT When you import the Site and NASH certificates, you must log in to the Bp Premier server machine as a Windows administrator, and start Bp Premier by right-clicking on the desktop Bp Premier icon and selecting **Run as Administrator**.

If you do not know the server's administrator password, contact your IT support so an administrator can correctly import the certificates. Follow the instructions below on the Bp Premier **server** only.

Download the certificate reimport utility

If you don't have the reimport utility already, download the utility **Certificate Re-Import Tool**.

1. Open the Best Practice Software website www.bpsoftware.net in a browser.
2. Select **Resources > Bp Premier Downloads** from the menu.
3. Under the **Utilities** section, select the utility **Certificate Reimport Tool** to expand.
4. Click **Download** to download the .exe file to the default Downloads folder, or right-click download and select **Save link as...** or **Save target as...** to download the file to a known location.

Run the utility on the Bp Premier server

1. Log in to Bp Premier server as a Windows administrator.
2. Browse to the folder where you downloaded the utility and double-click on the file **Cert_Reimport_Tool.exe**.
3. When the Best Practice Utility screen appears, click **Run**. The utility will only take a few seconds. The **Complete** screen will appear when the utility has run successfully.

NOTE If you receive the error 'Error opening local machine store - Access is denied' when running Cert_Reimport_Tool.exe, the logged-in Windows user is not an administrator. Log out and log back in as a Windows administrator.

4. Click **OK** and **Close**.
5. Right-click on the Bp Premier icon and select **Run as administrator**.
6. Import both the Site certificate and NASH certificates again.
7. Log out of Bp Premier, and log in again as a provider.
8. Test that HI lookups and My Health Record access are working correctly on the server while logged in as a provider.
9. If lookups and MHR work on the Bp Premier server, log in to each workstation in the practice and perform the same test to ensure that certificates have been distributed.

If a workstation is still having issues when testing HI lookups or accessing My Health Record

1. Log in as a Windows Administrator on the workstation.
2. Browse to the folder where you downloaded the utility and double-click **Cert_Reimport_Tool.exe**.
3. When the Best Practice Utility screen appears, click **Run**. The utility will only take a few seconds. The Complete screen will appear when the utility has run successfully.
4. Click **OK** and **Close**.
5. Right-click on the Bp Premier icon and select **Run as administrator**.

6. Log out of Bp Premier, and log in again as a provider.
7. Test that HI lookups and MHR access is working correctly on the workstation while logged in as a provider.

NOTE If HI lookups and MHR are working on the server and all workstations, you no longer need to run Bp Premier as administrator.

Using My Health Record

The My Health Record health summary shows each patient's medical conditions, medications, allergies and demographic information as well as an indexed summary of the patient's health information and medical history. The health summary also includes consultations, referrals, procedures, prescriptions, and pathology and radiology results.

An Event Summary captures key health information about significant healthcare events that are relevant to the ongoing care of an individual.

After you have set up My Health Record on your Bp Premier server, you can:

- View and manage uploaded documents from the My Health Record home screen
- Perform Assisted Registration for patients
- Create and upload patient shared health summaries
- Create and upload a patient event summary
- Perform a HI lookup for individual or bulk patients
- View My Health Record audit histories.

Validate Health Identifiers

After you have configured Bp Premier for eHealth and registered patients, you can look up patient Health Identifiers for an individual patient from the patient demographics screen, or perform a bulk lookup for multiple patients from the appointment book.

Look up a single patient's Health Identifier

1. From the Bp Premier main screen, select **View > Patients** or press F10. Search for and double-click the patient whose health identifier (HI) number you want to look up. The **Edit Patient** screen (also called 'patient demographics') will appear.
2. If the **HI Status** is set to 'Active' and 'Verified', you do not need to look up or validate the number. Take note of the value in the **Health Identifier** field and exit this procedure.
3. In the top right of the screen, a **Lookup** or **Validate** button will be present.

The screenshot shows the 'Edit patient' window. The 'Health Identifier' field is populated with '8003608833354814'. The 'HI Status' is set to 'Active' and 'Verified'. A 'Validate' button is highlighted with a red box. Other fields include Medicare No. (3950211981), IRN (1), Expiry (7/19/2016), Pension/HCC No., Pension card type, and DVA No. with a 'Conditions' button.

4. If the **Health Identifier** field is blank, a **Lookup** button will be present. Click the button to connect to the HI service to look up the patient's identifier. If the patient's information is found by the HI server, the **Health Identifier** and **HI Status** fields will be filled in.

TIP The patient's **Family Name**, **Given Name**, **Sex**, **DOB**, and **Medicare** or **DVA** number must be completed and saved in the patient's demographics, because this information is passed to the HI service to perform the lookup.

5. Type a Health Identifier number into the **Health Identifier** field. The **Lookup** button will change to **Validate**.
6. Click the **Validate** button. Bp Premier will validate the HI number and update the **HI Status** fields if the HI number is valid.
7. Click **Save** to save the patient demographic.

Look up bulk health identifiers

1. From the Bp Premier main screen, select **View > Appointment Book** or press F12 to open the appointment book.
2. Select **Utilities > Bulk Health Identifier Lookup**. The **Bulk Online Verification** screen will appear.

Bulk Online Verification

Providers:

- ☐ Mr Blah Birdie
- ☒ Dr Ivor Cure
- ☒ Dr Dean Duracell
- ☐ Dr Frederick FINDACURE
- ☒ Dr Frederick Findacure
- ☐ Dr Henry Hero
- ☐ Ms Nurse Nadine

Select all Deselect all

Start date: 4/ 1/2016

End date: 7/19/2016

OK Cancel

3. Select the providers for whom you want to look up patient HI numbers.
4. Select the **Start date** and **End date** to determine the appointment period to look up numbers for. The default is today's date.
5. Click **OK**. Bp Premier will look up HI numbers for any patients with an appointment with the selected providers. The **Bulk Health Identifier lookup** screen will appear.

When this screen first opens, all patients with appointments for the date range selected will appear, with any Health Identifiers already entered in Bp Premier.

6. To perform a batch lookup for all patients shown, click **Check batch**. Bp Premier will connect to the HI service and display any health identifiers found.

Each patient will have a coloured indicator to show their HI status and a message on the right hand side:

Colour	Status	Meaning
Green	The HI recorded in Bp Premier is active and verified.	The HI that was already recorded in BP is correct, active, and verified – there is no need to do anything.
Yellow	01439 [Information] No Healthcare individual records can be found for the patient.	<p>All patients with Medicare numbers should have a HI.</p> <p>Press View details to check the patient demographics for incorrect information. Run a Medicare / DVA eligibility check to see if this verifies the data.</p> <p>Once the data is corrected, use Get IHI to retrieve this patients HI.</p>
Red	A Healthcare Identifier can be found for the patient but nothing is stored in Bp Premier	A HI was found for the patient but was not recorded in Bp Premier. Highlight the patient and click the Update button to update the patient record.

Create a Shared Health Summary

Bp Premier can produce a Shared Health Summary that can be uploaded to the My Health Record for a patient. The summary can include lists of current medications, adverse drug reactions, past medical history, and immunisations.

Counting Shared Health Summary uploads

If you are tasked with uploading shared health summaries to patients' My Health Records, make sure you save the visit when exiting the patient record.

The new Shared Health Summaries Upload Count reports can group by location. Multi-site practices can use these reports at ePIP reconciliation time. However, the location for the shared health summary upload is saved with the visit, so staff **must** ensure they save the visit when exiting the patient file.

Create and upload a shared health summary

1. From the patient's clinical record, select **My Health Record > Shared Health Summary** from the menu, or press **Shift-F9**. The **Shared Health Summary** screen will appear.

Shared Health Summary - Mr. Reuben T Dean

Please review the data displayed below before sending the Summary! Changes can be made using the '...' buttons.

Medications: ... Adverse Reactions: ...

Drug name	Strength	Directions	Long term

☐ None known ☒ None supplied

Medical History: Select all Deselect all ...

Date	Item	Status	Severity
<input checked="" type="checkbox"/> 14/05/2018	Immunisation, Hepatitis B	Inactive	

☐ None known ☐ None supplied

☐ Show all inactive items ☐ Show all confidential items

☐ Show all non-summary items

Immunisations: ...

Date	Vaccine	Sequence	Batch No
<input checked="" type="checkbox"/> 21/04/2019	Hepatitis B	1	B543432

☐ None known ☐ None supplied

Refresh Preview Save to file Cancel

- To update the details in a section, click the ... button to the top right of that section. The **Shared Health Summary** screen will minimise and return you to the corresponding section of the patient's clinical record.
- Make the changes to the patient's record.

IMPORTANT Read [Shared Health Summary Medical History on the next page](#) before you update the **Medical History** section. Best Practice Software recommends the use of coded items for Past History.

- To return to the **Shared Health Summary** screen, click on the screen's icon in the Windows taskbar or press Alt+Tab.
- Press the **Refresh** button at the bottom of the summary screen to update with any changes made in the clinical record.
- Repeat steps 2–5 for each section of the summary screen you want to update.
- Before generating the Health Summary, review the items listed. If there are items that you do not wish to upload to the My Health Record, untick the checkbox adjacent to the item.

8. When all the relevant items have been marked, click **Preview**. A preview of the Shared Health Summary will appear.

Images will be resized to fit the containing page size. Investigation results that are in a non-RTF format, such as CDA, will appear in-line.

9. If you are happy with the contents of the shared health summary, and agree with the acknowledgement at the bottom of the screen, click the **Upload** button at bottom right.

Bp Premier will connect to My Health Record and display the Shared Health Summary document.

10. If you want the upload to be included in the Health Summary Upload count reports, you **must** also save the visit when you close the patient record.

Shared Health Summary Medical History

Both coded and uncoded (or 'free text') Past History items are listed on this screen.


As part of the PIP eHealth Incentive, practices must ensure that, where clinically relevant, "the practice is working towards recording the majority of diagnoses for active patients electronically using a medical vocabulary that can be mapped against a nationally recognised disease classification or terminology system".

When adding a diagnosis, Bp Premier allows the user to select a diagnosis from a list of preset codes, or enter the provider's own free text diagnosis. To move towards this PIP requirement, Bp Premier provides a utility to clean up free text diagnoses to map the free text items to a coded item.

Automatically record past history items from the patient record

On the Past History section of the Patient record screen, the **Send to My Health Record** checkbox controls whether a past history item is added to the Medical History component of the **Shared Health Summary** screen:

- Any items with **Send to My Health Record** ticked will be added and ticked automatically on the **Shared Health Summary** screen.
- Any items with **Send to My Health Record** unticked will not be added on the **Shared Health Summary** screen. The **Shared Health Summary** screen will display any 'active' Past History items, but these will be unticked. Tick these active items if you wish to send them to My Health Record.


Past History
✕

Date:

/

02

/

2015

☐ 2/03/2017

Condition:

Alcohol dependence

Keyword search

Synonyms

Condition

Alcohol dependence

☐ Left
☐ Right
☐ Bilateral

☐ Acute
☐ Chronic

☐ Mild
☐ Moderate
☒ Severe

☐ Active
☒ Inactive

☐ Provisional diagnosis

Fracture:

☐ Displaced
☐ Undisplaced

☐ Compound
☐ Comminuted

☐ Spiral
☐ Greenstick

Further detail:

☒ Send to My Health Record
☐ Confidential
☒ Include in summaries

Save

Cancel

After you successfully upload the Shared Health Summary, Bp Premier will remember the Past History items you have ticked, and will mark the **Send to My Health Record** checkbox in the patient record so you don't have to remember next time.

The checkboxes at the bottom of the Medical History section in **Shared Health Summary** screen allow you to include and exclude **Inactive items**, **Confidential item**, and **Non summary items** in the list of items.

Troubleshooting

An email address is not necessary to upload a shared health summary to My Health Record, but if the patient and any providers and contacts associated with a health summary have an email address recorded, the email address must be validly formatted to upload the health summary.

Create an Event Summary

Bp Premier can produce an Event Summary that can be uploaded to My Health Record for a patient.

An Event Summary captures key health information about significant healthcare events that are relevant to the ongoing care of an individual. It can contain allergies and adverse reactions, medicines, diagnoses, interventions, immunisations and diagnostic investigations.

Event Summaries are intended for healthcare providers to record information relevant in the context of the national eHealth record, where there is no existing form of communication exchange, such as a Shared Health Summary, Discharge Summary, or Specialist Letter.

When should I upload an event summary?

Event Summaries should be uploaded when the provider believes the information contained will be of value to other healthcare providers for the continuity of patient care. An event summary may detail a consultation about a minor ailment, a clinical intervention, or a Home Medicines Review, for example. The [Australian Digital Health Agency](#) has more information on Event Summaries and the difference between Shared Health Summaries and Event Summaries.

Who can upload an event summary?

All Bp Premier users with a HPI-I recorded in **Provider Details** are able to author and submit Event Summaries to a patient's My Health Record. This includes users in the category 'Practice Nurse'.

The practice, the patient, and any providers and contacts associated with an event summary must have a validly formatted email address to submit an event summary to My Health Record.

Create and upload an event summary

1. Select **Event Summary** from the My Health Record menu to open the **Event Summary** screen.

Event Summary - Mr Shaun Lee

Please review the data displayed below before sending the Event Summary to My Health Record.

An event summary is used to capture key health information about a clinically significant healthcare event that could be relevant to the ongoing care of an individual. It is not a complete health summary and should not be wholly relied upon, nor should it replace direct communication between healthcare providers.

Synopsis of this event: Import Current Visit Notes

Medications: More

Date	Drug name	Strength	Dose
<input checked="" type="checkbox"/> 19/03/2018	Allopurinol 300mg Tablet	300mg	1 Tablet Daily

Newly Identified Adverse Reactions: More

Item	Reaction	Severity
<input checked="" type="checkbox"/> Barbiturates		

Immunisations: More

Date	Vaccine	Sequence	Batch No.
------	---------	----------	-----------

Diagnosis/Interventions: More

Date	Condition	Status	Severity
<input checked="" type="checkbox"/> 19/03/2018	Gouty Arthritis	Active	Moderate

Diagnostic Investigations - Requested Service: More

Date	Requested tests	Provider
------	-----------------	----------

Diagnostic Investigations - Results: More

Date	Item	Status
<input checked="" type="checkbox"/> 05/03/2018	Sodium	Complete

Note: Only TXT, RTF, DOC, DOCX, HTML, PDF and Image file types are supported.

Upload Cancel

By default, the **Event Summary** screen populates all the displayed sections with any notes entered today.

2. Click **Import Current Visit Notes** at the top to import notes currently entered in the **Today's notes** section of the patient record. You can edit the text in the **Synopsis of this event** field. Changing this text will not change today's notes in the patient record.

Synopsis of this event: Import Current Visit Notes

Diagnosis:
Moderate Gouty Arthritis

Reason for visit:

3. Tick or untick the checkboxes in each section to include and exclude items.

- Click **More** at the top right of any section to populate the section with items that have been recorded in the patient record, but not yet uploaded within an Event Summary.

Medications: More

Date	Drug name	Strength	Dose
<input checked="" type="checkbox"/> 19/03/2018	Allopurinol 300mg Tablet	300mg	1 Tablet Daily

< >

- After you have reviewed all the selected items, click **Upload** to create a CDA format document of the Event Summary ready for upload to My Health Record. A preview of the event summary will appear. An example document is shown below.

Event Summary
File Help

Event Summary
7-Sep-2015
DEAN, Reuben (Mr) DoB 14-Dec-1945 (69y*) SEX Male IHI 8003 6067 8913 1483

START OF DOCUMENT

Best Practice Clinic
Author Dr Craig Aram (General Medical Practitioner)
Phone 4111111111

Event Details
Reason for visit: Epigastric discomfort, Abdominal pain, right upper quadrant, Heartburn and Bloating. Patient says he has recently increased caffeine intake. Diagnosis: GORD (Provisional)
Actions:
Request printed: E/LFTs; FBE; Iron Studies.
Imaging request printed: Gastroscopy.
Prescription printed: Buscopan 20mg Tablet 2 Four times a day
Prescription printed: Somac 40mg Tablet 1 Daily
Review interval:
Review in 2 weeks.

Medications

Medication	Directions	Clinical Indication	Change Status
Buscopan 20mg Tablet	2 Tablets Four times a day		Prescribed (done)
Somac 40mg Tablet	1 Tablet Daily		Prescribed (done)

Diagnoses/Interventions

Item	Date
Epigastric discomfort	7 Sep 2015

Diagnostic Investigations
This section may contain the following subsections Pathology Test Result, Imaging Examination Result and Requested Service(s).
Requested Service (Diagnostic Investigations > Requested Service)

Field	Value
Requested Service Description	E/LFTs; FBE; Iron Studies
Service Requested DateTime	7 Sep 2015 00:00+1000
Booking Status	Request

Administrative Observations

Field	Value
Date of Birth Accuracy Indicator	AAA

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr Reuben DEAN	Name	Dr Craig Aram (General Medical Practitioner)
Sex	Male	Organisation	Adjustment Test Data
Indigenous Status	Not stated/inadequately described	Work Place	123 Fake St, Toowoomba, QLD, 4350, Australia
Date of Birth	14-Dec-1945 (69y) * Age is calculated from date of birth	Phone	4111111111 (Workplace)
IHI	8003 6067 8913 1483	FAX	4111111111 (Workplace)

☒ Patient consent obtained
Upload Cancel

- When you are ready to upload the data, obtain the patient's consent and click **Upload**. Once successfully uploaded, a confirmation message will appear.
- Press **OK** to return to the main patient record.

Modify an uploaded document

After you have uploaded an Event Summary to My Health Record, you may discover that something is incorrect. You can resend documents to My Health Record from the **Document List** screen.

My Health Record - Mr Gomer O Bishop

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

View Latest Shared Health Summary

Document List

Filters

Reset Filter

From: ☒ 01-Jan-2017

To: ☒ 29-Jan-2018

Document Type:

Saved Status:

☐ Exclude Medicare documents

☒ Exclude prescription and dispense records

☐ Exclude superseded or removed documents

Update

Current filter: From 29-Jan-2017; To 29-Jan-2018; Excluding Medicare documents; Excluding prescription and dispense records; Excluding superseded or removed records

Document Date	Service Date	Document	Organisation	Organisation Type	Saved
29/01/2018		Medicines View	My Health Record	Provision and administration of	Not Saved
24/10/2017		Event Summary	MEDTESTORGSC168	General Practice	Not Saved

Superseded Removed

Open Save History Supersede Access Code

Close

1. Select **My Health Record > Document List** from the patient record. The **Document List** screen will appear.
2. Highlight the document that you wish to update. Click the **Supersede** button, or right-click and select **Supersede**. The **Event Summary** screen will appear.
3. Make changes to the event summary and click **Upload**.
4. Confirm that the data displayed is correct and click **Upload** again to return to the **Document List** screen.
5. Untick the **Exclude superseded or removed documents** checkbox. The old event summary should be displayed in its original place, but now with grey highlighting. A new event summary entry will appear unshaded.

Remove an uploaded document

Documents that have been uploaded can be removed from the My Health Record by the document's author only.

1. Select **My Health Record > Uploaded documents** from the patient record. The **Uploaded Documents** screen will appear.
2. Highlight the document to be removed and click the **Remove** button.
3. Tick the **Include removed documents** check box to confirm the document has been removed.

Manage My Health Record documents

The **My Health Record** home screen allows you to view and manage documents that have been uploaded to a patient's shared My Health Record. From here you can also download documents to the patient's record in Bp Premier. The patient must be registered with My Health Record.

View and print My Health Record documents

1. From inside the patient record, select **My Health Record > Document List** from the menu or press Ctrl+F9. The **My Health Record** screen will appear.

My Health Record - Mr Gomer O Bishop

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

View Latest Shared Health Summary

Document List

Filters

Reset Filter

From: 01-Jan-2017

To: 29-Jan-2018

Document Type: All

Saved Status: All

☐ Exclude Medicare documents

☒ Exclude prescription and dispense records

☐ Exclude superseded or removed documents

Update

Current filter: From 29-Jan-2017; To 29-Jan-2018; Excluding Medicare documents; Excluding prescription and dispense records; Excluding superseded or removed records

Document Date	Service Date	Document	Organisation	Organisation Type	Saved
29/01/2018		Medicines View	My Health Record	Provision and administration of	Not Saved
24/10/2017		Event Summary	MEDTESTORGSC168	General Practice	Not Saved

Superseded Removed

Open Save History Supersede Access Code

Close

The home screen shows all uploaded documents, such as donor registrations, discharge summaries, referrals, specialist correspondence, and prescriptions. This screen will only list up to 1000 My Health Record documents. If your search returns more than 1000 documents, Bp Premier will prompt you to use the filters to reduce the number of documents returned.

2. Click **View Latest Shared Health Summary** to open the Shared Health Summary including the most recent changes. If this button is not enabled, the patient has no Shared Health Summary uploaded yet.

3. Use the **Filters** on the left hand side to change the age and type of documents shown:
 - **Reset Filter** — Resets filter values to default.
 - **From / To** — Include documents uploaded during the date range.
 - **Document Type** — Limit documents shown to the selected type.
 - **Saved Status** — Show only saved, unsaved, or both.
 - **Exclude...** — Don't show documents of the selected type.
4. Click **Update** to apply filter settings to the list of documents.
5. Click on a column heading to sort the list by that column. '/\' or '\\' in a column header indicates whether the list is sorted in ascending or descending order by that column.

Print a document

From the My Health Record home screen, select a document and click **Open** or right-click on the document and select **View**. The document will open in a viewer. An example of a patient's health summary is shown below.

PCDR Document Viewer

File Help

Shared Health Summary
1-Mar-2013
SCHOEMAN, Bram (Mr.) DoB 9-Sep-1968 (44y) SEX Male IHI 8003 6056 7979 3550

START OF DOCUMENT

Best Practice Clinic no 3
Author Dr. Frederick Findacore (General Medical Practitioner)
Phone 05645613121

Adverse Reactions

Adverse Reactions

Substance/Agent	Manifestation
Bee venom	Anaphylaxis

Medications

Reviewed Medications - Exclusion Statement

Exclusion Statement

None known

Medical History

Medical History - Procedures - Exclusion Statement

Exclusion Statement

None Supplied

Medical History - Problem Diagnosis - Exclusion Statement

Exclusion Statement

None Supplied

Immunisations

Immunisations - Administered Immunisations

Date Time	Medicine	Vaccine Sequence Number
21 Mar 2012	Fluvax	

Administrative Observations

DEMOGRAPHIC DATA

Field	ResultValue
Date of Birth is Calculated From Age	False
Date of Birth Accuracy Indicator	AAA
Age Accuracy Indicator	True
Age	44
Medicare Benefits	2950141771 (Medicare Card Number)

ADMINISTRATIVE DETAILS

Patient		Author	
Name	Mr. Bram SCHOEMAN	Name	Dr. Frederick Findacore (General Medical Practitioner)
Sex	Male	Organisation	Best Practice Clinic no 3
Indigenous Status	Torres Strait Islander but not Aboriginal origin	Work Place	1 Brian Road, Adelaide, SA, 5000, Australia
Date of Birth	9-Sep-1968 (44y)	Phone	05645613121 (Mobile Contact)
IHI	8003 6056 7979 3550	Email	julie.dietrich@bpsoftware.com.au (Workplace)
Entitlements	2950141771 (Medicare Benefits)	Clinical Document Details	
Home Address	40 Fairway Outlook, Arana Hills, Australia	Document Type	Shared Health Summary
Postal Address	PO Box 51, Arana Hills, 4054, Australia	Creation Date/Time	1 Mar 2013 16:32+1000
Phone	41417890 (Home) 41418954 (Workplace) 0417854322 (Mobile Contact)	Date/Time Attested	1 Mar 2013 16:32+1000
Email	test@testing.com.au (Home)	Document ID	34949b90-c3c9-4ad3-b29d-b4897130a63a
		Completion Code	Final

END OF DOCUMENT

Documents are displayed in CDA format. At the top of the screen are two icons



- The first indicates the format of the document (for example, HTML format)
- The second returns to a previous document, if you have multiple documents open.

To print a document, select the document and click **Print**, or right-click on the document and select **Print**.

Save a document to a patient record

1. From the My Health Record home screen, select a document and click **Save** or right-click on the document and select **Save**. The **My Health Record Document** screen will appear.

My Health Record Document

Date: 31/03/2017

Category: My Health Record Document

From: Accenture5 Search

Subject: Shared Health Summary

Details: SHS

☐ Confidential

User reference: SLeeSHS

Save Cancel

2. Most fields cannot be edited. Complete any **Details** you want to note about the document, and tick whether the document is **confidential**.
3. Record a **User reference** if applicable and press **Save**. The document will be saved to the **Correspondence In** section of the patient record, and the document **Saved** status will be updated to 'Saved'.

Document Saved status

A status of 'Saved' in the **Saved** column of the My Health Record home screen indicates that a document has been downloaded and stored in a patient record. If the document is deleted from the patient record, the Saved status will be reset to 'Not saved' to indicate that the document no longer exists in a patient record.

Documents saved from My Health Record to a patient record cannot be moved to another patient record. However, you can move documents to Correspondence Out or Investigations in the same patient record.

Supersede a My Health Record document and review change history

Documents can be superseded over time by the document author, for example, if information was omitted in an initial upload of an Event Summary. Not all document types can be overwritten this way.

Supersede a document

1. Select **My Health Record > Document List** from the patient record or press Ctrl+F9.
2. From the My Health Record home screen, select the My Health Record document to update. Click **Supersede** or right-click the document and select **Supersede**.
3. The creation screen for the document type will appear. For example, if you are updating an Event Summary, the **Event Summary** screen will appear, showing the information that was originally uploaded.
4. Update the document with new information.
5. Click **Upload**. The previewer will display the updated document. Click **Upload** again to upload changes to My Health Record.

View the change history

From the My Health Record home screen, select a document and click **History**, or right-click the document and select **History**. The **My Health Record Document History** screen will show the dates on which superseded versions were uploaded to My Health Record.

Manage uploaded documents

A copy of each document uploaded to My Health Record by the practice is stored in Bp Premier.

To view the list of uploaded documents:

1. From the patient record, select **My Health Record > Uploaded documents**. The **Uploaded My Health Record Documents** screen will appear.
2. Double-click on a document, or select the document and click **Open** to open the uploaded document.

To remove an uploaded document from My Health Record:

Only the document author can remove an uploaded document.

1. From the patient record, select **My Health Record > Uploaded documents**. The **Uploaded My Health Record Documents** screen will appear.
2. Select the document and click **Remove** to remove the uploaded document.

Tick the **Include removed documents** checkbox to include removed documents in the displayed list.

Pathology and imaging report views

Like the [Prescription and Dispense View](#), the **Pathology Report View** and **Diagnostic Imaging Report View** allow a provider to access documents that have been uploaded to a patient's My Health Record from a laboratory or other providers in the patient's health care team.

View a patient's pathology or imaging reports

1. Open the patient record.
2. From the **My Health Record** menu, select **Pathology report view** or **Diagnostic Imaging report view**.

Bp Premier will connect to My Health Record and open the corresponding view.

Diagnostic Imaging Report View - Mr Shaun Lee

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

Imaging date: 19-Jan-2017 To: 19-Mar-2018 Filter

Group by: Organisation

Search for:

Imaging date	Organisation	Modality	Anatomical region	Anatomical location	Laterality
31-Jan-2018	Canberra Hospital	X-Ray aka DX Digital Radiography		Pelvis and Hip	
05-Feb-2018	Canberra Hospital	Computed Tomography		Abdomen/Pelvis- w/wo Contrast	
05-Feb-2018	Canberra Hospital	X-Ray aka DX Digital Radiography		Abdomen	
05-Feb-2018	Canberra Hospital	X-Ray aka DX Digital Radiography		Abdomen	
05-Feb-2018	Canberra Hospital	Computed Tomography		Abdomen/Pelvis- No Contrast	
05-Feb-2018	Canberra Hospital	Computed Tomography		Pelvis- No Contrast	
09-Feb-2018	Canberra Hospital	Ultrasound		Hip	
09-Feb-2018	Canberra Hospital	Computed Tomography		Chest/Abdo/Pelvis w/wo Contrast	
09-Feb-2018	Canberra Hospital	X-Ray aka DX Digital Radiography		Chest	
09-Feb-2018	Canberra Hospital	Magnetic Resonance Imaging		Brain/Neck- 63114	

Pathology Report View - Mr Shaun Lee

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

Specimen collected date: 19-Mar-2016 To: 19-Mar-2018 Filter

Group by: Pathology organisation

Search for:

Specimen collected date	Report date	Pathology organisation	Requesting organisation	Pathology discipline	Test name	Status status	Report ID
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3. Change the **Specimen collected date** or **Imaging date** to increase or decrease the date range to search for documents. Click **Filter** to apply the date range.
4. You can **Group by** pathology or radiology organisation.
5. Type search text into the **Search for** text field to search for specific text in the reports.
6. Click on a column header to sort the list by that header. The chevron ('/' or '\') in the header will indicate whether the column is sorted in ascending or descending order.
7. Select a row and click **Open** to open the selected report.

Prescription and Dispense View

The My Health Record system provides a view that combines:

- clinical information from an individual's My Health Record prescription record documents
- My Health Record dispense record documents.

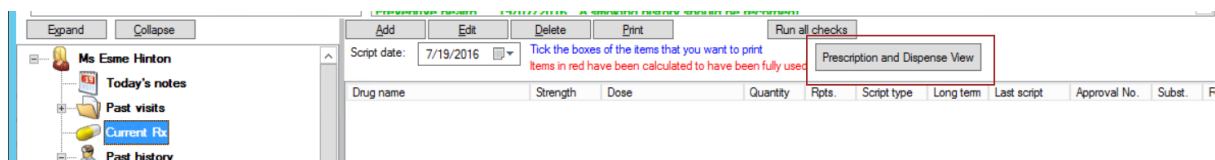
The Prescription and Dispense View can be accessed and displayed to healthcare providers using their clinical information systems or the national provider portal, and by individuals using the national consumer portal.

Using the Prescription and Dispense view, you can:

- View a patient's prescription and dispense history
- Prescribe new medications
- Represcribe current and old medications
- Edit Send to NPDR consent.

Access the Prescription and Dispense View

The My Health Record Prescription and Dispense View is available from the patient record. When the practice, provider, and patient have been set up to access My Health Record, a **Prescription and Dispense View** button will appear on the **Current RX** screen within the patient record.



In addition, a new menu item will appear under the **My Health Record** menu called **Prescription and Dispense View**.

View a patient's Prescription and Dispense history

1. From the **Current RX** section of the patient record, click on the **Prescription and Dispense View** button, or select **My Health Record > Prescribing and Dispense View** from the menu. The **Prescribing and Dispense View** screen will appear.

Prescription and Dispense View

File Help

From: 3-Feb-2013 To: 03-Feb-2014 Group by: Prescription ☒ Collapse Medications View Save

Prescription and Dispense View
Grouped by Prescription From 3-Feb-2013 To 3-Feb-2014
BERNARD CAREY DoB 17-Nov-1957 (56y) SEX Male IHI 8003 6081 6669 8043
START
This view is not a complete record of the individual's medicines information.

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
19-Dec-2013	Neo-B12	unavailable	unavailable	unavailable
17-Dec-2013	Neo-B12	unavailable	unavailable	unavailable
16-Dec-2013	Neo-B12	unavailable	unavailable	unavailable
31-Oct-2013	Viagra	unavailable	unavailable	unavailable
unavailable	PANADOL OSTEO	23-Oct-2013	23-Oct-2013	unavailable
10-Oct-2013	Panadol	unavailable	unavailable	unavailable
9-Oct-2013	Tensig	unavailable	unavailable	unavailable
9-Oct-2013	Systane	unavailable	unavailable	unavailable

ADMINISTRATIVE DETAILS

Patient		Author	
Name	BERNARD CAREY	Device Name	PCEHR
Sex	Male	Clinical Document Details	
Date of Birth	17-Nov-1957 (56y)	Document Type	PCEHR Prescription and Dispense View
IHI	8003 6081 6669 8043	Creation Date/Time	3 Feb 2014 09:12+1100
Address	No Fixed Address	Date/Time Attested	Not Provided
		Document ID	2.25.303519978942579840973235556879832272464
		Document Version	1
		Completion Code	Final

END

The top section of the screen display the last year's prescription history for the patient in descending date order. The bottom section displays details on the patient.

- Filter the script history shown using the options at the top of the screen:
 - The From and To date filters select the time period to view script history.
 - You can **group by** 'Generic name', 'PBS Item Code' or 'Brand name'
 - Tick **Collapse Medications** to show or hide dispensed information.
- Click the **View** button to refresh the screen after making changes.
- In expanded view, click on a red link to download and view the full details of the script:

Prescription and Dispense View

File Help

From: 03-Feb-2013 To: 03-Feb-2014 Group by: Prescription Collapse Medications View Save

Prescription and Dispense View
Grouped by Prescription From 3-Feb-2013 To 3-Feb-2014

BERNARD CAREY DoB 17-Nov-1957 (56y) SEX Male IHI 8003 6081 6669 8043

START
This view is not a complete record of the individual's medicines information.

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
19-Dec-2013	Neo-B12	unavailable	unavailable	unavailable
19-Dec-2013	Prescribed Hydroxocobalamin — NEO-B12 — 1mg/mL — 1 2 monthly — Injection — Supply 3 — Dispense original and 0 repeats			
17-Dec-2013	Neo-B12			
17-Dec-2013	Prescribed Hydroxocobalamin — NEO-B12 — 1mg/mL — 1 2 monthly — Injection			
16-Dec-2013	Neo-B12			
16-Dec-2013	Prescribed Hydroxocobalamin — NEO-B12 — 1mg/mL — 1 2 monthly — Injection			
31-Oct-2013	Viagra			
31-Oct-2013	Prescribed Sildenafil Citrate — VIAGRA — 100mg — 1 1 30min piro to activity — Tablet — Supply 4 — Dis			
	unavailable PANADOL OSTEO	23-Oct-2013	23-Oct-2013	
23-Oct-2013	Dispensed PARACETAMOL — PANADOL OSTEO — Swallow whole TWO tablets THREE times a day until all finished *Maximum of SIX per day — SR-TAB — Supply 192 — Original dispense			
10-Oct-2013	Panadol	unavailable	unavailable	unavailable
10-Oct-2013	Prescribed Paracetamol — PANADOL — 500mg — 2 Daily As directed — Tablet — Supply 12 — Dispense original and 0 repeats			
9-Oct-2013	Tensig	unavailable	unavailable	unavailable
9-Oct-2013	Prescribed Atenolol — TENSIG — 50mg — 1 Daily As directed — Tablet — Supply 30 — Dispense original and 0 repeats			
9-Oct-2013	Systane	unavailable	unavailable	unavailable
9-Oct-2013	Prescribed Polyethylene Glycol 400, Propylene Glycol — SYSTANE — 0.4%;0.3% — 2 Twice a day both sides — Eye Drops — Supply 1 — Dispense original and 0 repeats			

ADMINISTRATIVE DETAILS

Patient		Author	
Name	BERNARD CAREY	Device Name	PCEHR
Sex	Male		
Date of Birth	17-Nov-1957 (56y)		
IHI	8003 6081 6669 8043		
Address	No Fixed Address		

Clinical Document Details

Document Type	PCEHR Prescription and Dispense View
Creation Date/Time	3 Feb 2014 09:21+1100

5. The information shown depends on the link type:

- A **Prescription** record provides information about the doctor who prescribed the medication, their practice name, and the prescription details.
- A **Dispense** record provides information about the pharmacist who dispensed the medication, their pharmacy, and the details of what was dispensed.

To print a history record, click the **Print** button at the top of the screen to print a hard copy of the open prescription and dispense history.

Prescribe new medications

When prescribing medications, the checkbox **Upload to National Prescribing and Dispense Repository via eRx** determines whether script details are uploaded to NPDR.

New Rx - Renitec 10 10mg Tablet

Availability:

Quantity	Repeats	Restriction	BPP	TGP/SPC
30	5	PBS/RPBS	\$ 4.65	\$ 0.00

Quantity: Repeats: ☐ Regulation 24

Prescribe as: ☒ PBS ☐ Private

☒ Allow brand substitution

☒ Upload to National Prescription and Dispense Repository via eRx

PBS Listing: PBS/RPBS General benefit
Cautions: Use of ACE inhibitors during pregnancy is contraindicated since these drugs have been associated with foetal death in utero.

Generate note:

Medication prescribed
Medication started in hospital
Medication started by specialist
Medication started by patient
Medication started elsewhere

☒ Mark for printing ☐ Mark as printed

☐ Once only prescription ☐ Long term medication

This field is ticked by default, but can be unticked if the patient does not want the script details uploaded to the NPDR. Script details will still transmit to eRx regardless of the selection.

NOTE The patient's demographics must be complete including their address and postcode for the script to be forwarded to the NPDR.

Once the script has been transmitted, the script will appear in the list under the **Current RX** table in the patient record. The column on the far right **My Health Record Consent** indicates the selection you made for that item. The table below shows the meaning of each status.

My Health Record Consent	Meaning
Yes	Patient gave consent for the script to be uploaded to the NPDR
No	Patient did not give consent for the script to be uploaded to the NPDR

My Health Record Consent	Meaning
Not given	Script was printed prior to this patient being set up for My Health Record.

Print the script as usual. When received at eRx, if you have ticked **Upload to National Prescribing and Dispense Repository via eRx**, the details will be forwarded to the NPDR and will appear in the My Health Record Prescription and Dispense View.

Represcribe medications

When you represcribe an item from the **Past prescriptions** list, the prescribed item behaves in the same way as prescribing new medications.

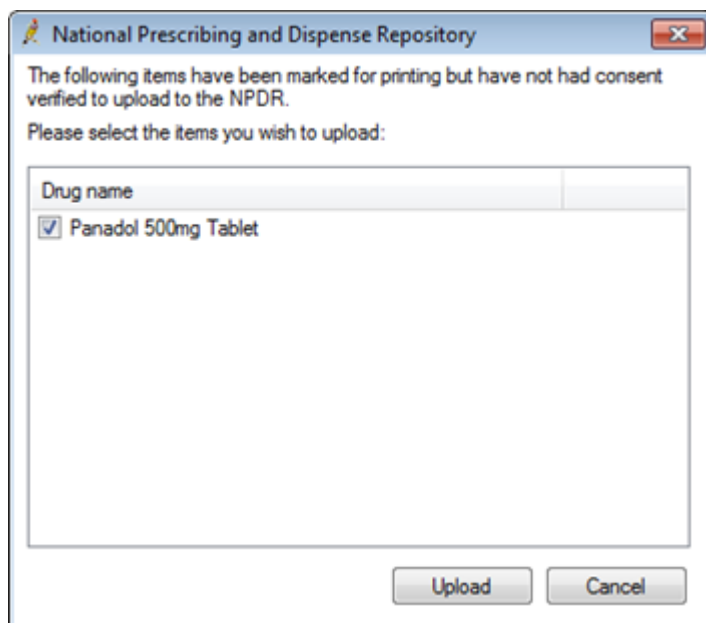
When you represcribe an item in the **Current RX** list and press **Print**, the system checks the **My Health Record Consent** column.

My Health Record Consent = 'Yes'

The script will print as usual.

My Health Record Consent = 'Not given'

The script is most likely an old script created before the practice started using NPDR in Bp Premier. The following screen will appear:



This screen lists the items selected for re-prescribing marked as **Not given**. Tick those items that the patient would like to give consent to upload. The **My Health Record Consent** for that item will change to 'Yes'. Each item will be ticked by default but can be unticked if the patient does not want the script details uploaded to the NPDR.

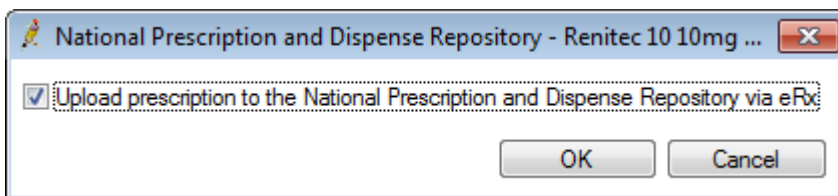
Click **Upload** and continue with the prescription process.

My Health Record Consent = 'No'

The patient has previously advised that they did not want these details uploaded to the NPDR. You will not receive a prompt. If the patient would now like this script uploaded, you must edit the patient's My Health Record consent.

Edit Consent for NPDR

1. In the patient record, right-click on the script to be edited in the Current RX section, and select **Edit Consent for My Health Record**. The **Edit My Health Record Consent** screen will appear.



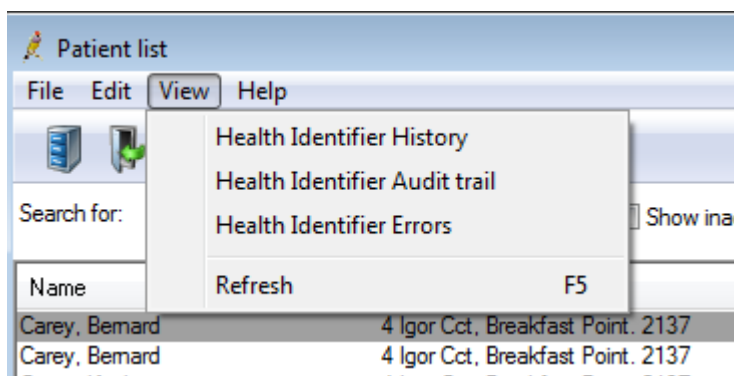
2. Check that the correct medication is shown in the heading of the screen, and tick the box **Upload prescription to the National Prescribing and Dispense Repository via eRx**.

The **My Health Record Consent** column will change to 'Yes'.

Health Identifier lookup history

Bp Premier Software records an audit trail of each time a patient's validation is performed.

1. From the Bp Premier main screen, select **View > Patients** or press F10 to open the **Patients list**.
2. Search for and select the patient whose audit details you want to view.
3. Select **View** from the menu. Three options are available:



4. Select one of the options to open the corresponding audit screen:
 - **Health Identifier History:** A history of each time a user has performed a lookup for that particular patient's HI number.
 - **Health Identifier Audit Trail:** A complete history of all lookups and verifications performed by all users in the practice.
 - **Health Identifier Errors:** A complete list of all transaction errors received from the HI Service.

