



Dr Tony Lembke's observations on My Health Record and Digital Health

My Health Record Summary Views

The Medicines overview is an excellent addition to the My Health Record. It is a summary of medicine that have been dispensed. The information comes from discharge summaries and shared health summaries and other clinical documents in the patient's record. It has lots of potential and does help rural doctors' decision making but is sometimes not timely.

Tony is looking forward to the pathology and radiology overviews, but data is currently not available because his pathology providers are not sending paper-based requests into the My Health Record.

The PBS overview does not have privately dispensed medications and is sometimes delayed in being available from the My Health Record. It is also hard to be sure it's an accurate reflection of current medications, but it is very handy when patients don't know what dose they are on and the dispensed data can be the closest to a point in truth for medications.

The MBS information is a good reminder for patients if they don't remember which provider they have seen recently.

Immunisation records are good for childhood information, but adult records only contain their recent immunisations.

The Pharmacist summary will be very valuable. Tony regularly phones the pharmacist to find out what is in the patients Webster pack. The greatest value of eHealth will be a complete and reliable medication summary. Currently Tony uses the contents of the Webster Pack as a definitive list. Patients not on a Webster Pack may go to different pharmacies and there is no way to be sure what they are taking until a consolidated view can be provided.

Aged Care

The aged care facilities are not far away from Tony's practice. They use a synchronised laptop with full access to patient record but there is no integration with the nursing home's resident management system. The doctors are sending printed copies of consult records as the source of truth. Secure messaging with aged care would be very beneficial to send patient's clinical updates. The nursing home would benefit from access to My Health Record.

Tony's practice colleagues are concerned about the point of truth for their patients' information so they maintain nursing home patients' clinical records on the practice records system and do not use the nursing home's resident management system.

Doctors can print scripts while they are in the nursing homes.

Internet access is a problem inside the facility as 4G reception is not good inside the buildings and they therefore can't access My Health Record reliability

The practice has tried a number of strategies for recording the nursing home patients' information. They believe their current approach is the best one at the moment.

The practice is often contacted for emergency and acute cases out of hours. They have used video conferencing with nurses in the aged care facility taking an iPad to the bedside. There is lots of potential with telehealth and patients accepted it very well. They:

- Use telehealth for checking on wounds and patient reviews.
- Continue to experiment with the technology.

The nursing homes send faxes to notify doctors of issues with patients which is not a good method for communicating potentially urgent cases. There is scope for improvement in communicating clinical information. Secure messaging may be very valuable to allow a reliable communication method.

The following video links are excerpts from interviews done with Tony at his practice in Alstonville, NSW

Dr Tony Lembke talks in detail about MHR Overviews and gives his current use of these valuable resources in the My Health Record: <https://vimeo.com/366378582>

Tony discusses the mechanics of service delivery to the aged care facilities in his local area. <https://vimeo.com/366379667>