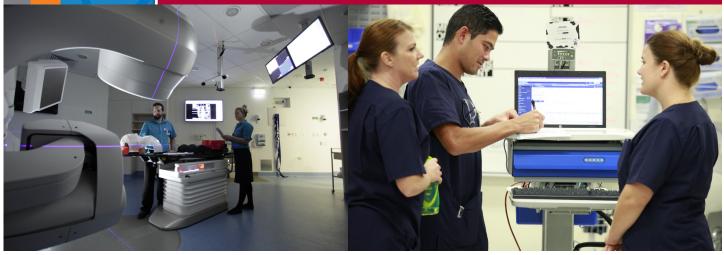# HeastheNet

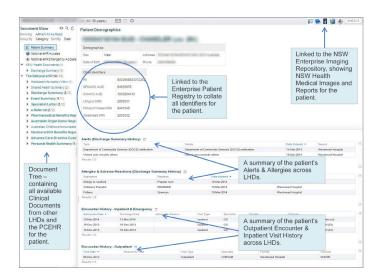## PART OF THE NATIONAL eHEALTH STRATEGY

## What is HeastheNet?

HeastheNet is a statewide enabler of integrated care. It provides clinicians with immediate access to up-to-date information about a patient's recent health history; improving communication and patient care in hospital, community and private healthcare settings.

**The HeastheNet solution includes:**

- The efficient sharing of patient information across NSW Health Local Health Districts (LHDs) through the automatic uploading of clinical documents to the NSW Health Clinical Portal.

- Immediate and secure access for NSW Health clinicians (acute and community) to patient information stored externally to their usual records, such as information available in a patient's Personally Controlled Electronic Health Record (PCEHR).

- Secure electronic messaging of patient discharge summaries to general practitioners (GPs) using national standards.

## What is the Clinical Portal?

The Clinical Portal provides NSW Health clinicians with access to patient information which resides outside of their electronic medical record (eMR), including information available in a patient's PCEHR. Where a patient has information stored in the Clinical Portal, clinicians will be able to view this information via a single link in the patient's eMR record. No additional logon or patient search is required.

*The NSW Clinical Portal is only accessible via a patient's eMR record and will only show the active patient's information.*

## What information is available in the NSW Clinical Portal?

- Patient demographics including all known patient identifiers from hospitals and community services across NSW and the patient's national healthcare identifier.

- eDischarge Summaries from NSW public hospitals.

- Emergency Department, Inpatient and Outpatient visit histories from NSW public hospitals.

- Event summaries from public community health services.

- Radiological images and their associated reports from all NSW public hospitals.

- Allergies, adverse reactions and alerts for the patient.
- PCEHR information including Shared Health Summaries, eDischarge Summaries from other private and public hospitals across Australia, Medicare Information (MBS and PBS data), Childhood Immunisation (ACIR) data, and patient entered allergies and medications.

## When is HealtheNet being rolled out?

HealtheNet is already live at Western Sydney and Nepean Blue Mountains, South Eastern Sydney and Illawarra Shoalhaven Local Health Districts (LHDs) and across The Sydney Children's Hospital Network (Westmead and Randwick).

HealtheNet is being rolled out to all remaining NSW LHDs by March 2015 as a key platform to support the NSW Ministry of Health's Integrated Care strategy.

## What are the benefits of HealtheNet?

A patient's health information in Australia is often spread across a vast number of different locations and incompatible computer systems. HealtheNet is a NSW Health solution to connect these disjointed systems together, enabling secure and efficient sharing of information between healthcare providers to help deliver the best care for patients.

HealtheNet is improving communication and patient care by:

- Providing immediate access to up-to-date information about a patient's recent health history.

- Reducing time spent searching for information and asking patients to "retell their story".
- Assisting with early identification of current problems when patients present to emergency departments.
- Reducing risks to patient safety brought by poor information; helping to reduce preventable errors.
- Reducing the need for unnecessary or duplicated treatment activities and diagnostic tests.
- Improving chronic disease management through informed decision-making.

# Shared Health Summaries

## Sharing primary care information with extended healthcare teams

Shared Health Summaries represent a patient's health status at a point of time and outlines a patient's medical history, including medications they are currently taking, allergies and adverse reactions they may have, or immunisations they have received. They can be created by GPs, registered nurses or Aboriginal and Torres Strait Islander health practitioners and are uploaded to the PCEHR from the existing practice management software.

Shared Health Summaries can be viewable by NSW Health clinicians in the NSW Health Clinical Portal, reducing the need for GPs to be contacted by other members of a patient's healthcare team to clarify a patient's medications, other conditions or allergies. This proactive sharing of information is particularly important in emergency situations. Patients will benefit by receiving continuity of care with other healthcare providers, who will be able to make decisions based on current information.

# eDischarge Summaries

## Facilitating effective continuity of care in the community

HealtheNet enables the sharing of hospital discharge summaries electronically to GPs from NSW Health inpatient and emergency departments, using national standards.

eDischarge Summaries are sent to a patient's nominated GP via secure messaging (keeping the information safe and private) upon discharge.*

Discharge summaries have traditionally been provided to patients by hand, or faxed to the GP as part of the handover of care process. eDischarge Summaries ensure that the details of a patient's hospital care are immediately available to their GP, overcoming the risk of patients misplacing or forgetting to pass on this important information.

Where a patient is registered for the PCEHR, a copy of the eDischarge Summary will also be automatically uploaded to their PCEHR, making it available to healthcare providers anywhere in Australia with access to the patient's eHealth record.

*A GP practice needs to have the relevant software to electronically receive eDischarge Summaries – a requirement of the Practice Incentive Program for eHealth (ePIP).*

# HealtheNet Stakeholders

## Primary Care Practitioners

**Can access:**

- eDischarge Summaries sent securely to their clinical management software.
- Patients' PCEHR information.
- Other health information including eDischarge Summaries from hospitals in other states and Shared Health Summaries from other GPs that have seen their patient.

**Key benefits:**

- Legible, timely and accurate eDischarge Summaries sent directly to GPs and stored in local clinical management software as attachments to the patient's record.
- Improved access to information about presenting patients.
- Improved connected care and communications between clinicians in different care settings.
- Improved chronic disease management through informed decision-making.

## NSW Public Hospital and Community Health Centre clinicians

**Can access:**

- Consolidated patient records across LHDs and Community Health Services, populated with the National Healthcare Identifier (IHI).

- Summary of all patient interactions with NSW public hospitals.

- Summary of information from a patient's GP, including adverse reactions and allergies, medical history, immunisations and medications for participating patients.

- eDischarge Summaries from NSW Health public hospitals, from other states and private hospitals, and Specialty Networks.

- Event Summaries from NSW Health Community Health Services.

- PCEHR information including Medicare Information (MBS and PBS data), Childhood Immunisation (ACIR) data, Advanced Care Directive Custodian Record, GP Shared Health Summaries, specialist letters, eReferrals, organ donor information and patient entered allergies and medications.

- Radiographic images and associated reports.

- Patient demographics details, including known patient identifiers (eg: EUID, AUID and MRN) from hospital within NSW Health as well as the patient's National Healthcare Identifier (IHI).

**Key benefits:**

- Improved access to information about a presenting patient.

- Reduced time in searching for information and asking patients to "retell their story".

- Improved connected care and communications between clinicians in different care settings and locations.

- Visibility of their client's medical history across acute and primary care settings.

- Improved chronic disease management through informed decision-making.

- Early identification of current problems when a patient presents to an emergency department; ie: allergies, alerts and medications.

## Patients and authorised Carers

**Can access: (via the PCEHR)**

- Their own personal details held within the PCEHR.

- Discharge summaries from NSW Public Hospitals and other states.

- Shared Health Summaries (uploaded by GPs).

- Medicare Benefits Schedules (MBS), Pharmaceutical Benefits Scheme (PBS), Australian Childhood Immunisation Register (ACIR) data and organ donor status.

- Personal Health Summary – medications and allergies – patient entered and viewable by healthcare providers.

- Personal notes and emergency contact details.

- Advance Care Directive Custodian.

**Key benefits:**

- Secure summary of health care information accessible 24 hours per day 7 days a week.

- Reduction in having to "retell their story" or chase up the patient's GP for further details.

- Patient can control who can access their PCEHR record and the specific documents within it.

- Reduction in unnecessary treatment activities and duplicated tests.

While these benefits apply to all patients, the elderly, those with complex and chronic disease, mothers, children, Indigenous, culturally and linguistically diverse (CALD) patients are expected to receive the greatest benefit from these initiatives.



For further information about this initiative please visit
**www.ehealth.nsw.gov.au/programs/clinical/healthenet**

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