Electronic Health Records Overview PHC Remote Guideline

<table>
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<tr>
<th>Target Audience</th>
<th>All Employees</th>
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<tr>
<td>Jurisdiction</td>
<td>Primary Health Care Remote CAHS; Primary Health Care Remote TEHS</td>
</tr>
<tr>
<td>Jurisdiction Exclusions</td>
<td>N/A</td>
</tr>
<tr>
<td>Document Owner</td>
<td>Kerrie Simpson</td>
</tr>
<tr>
<td></td>
<td>Atlas Development Officer Primary Health Care Remote CAHS</td>
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<tr>
<td>Approval Authority</td>
<td>Chair</td>
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<tr>
<td></td>
<td>Remote Executive Leadership Group</td>
</tr>
<tr>
<td>Author</td>
<td>PHC Safety and Quality Team</td>
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The attributes in the above table will be auto-filled from the PGC System. Do not update in this document.

**Purpose**

To provide Primary Health Care Remote staff with an overview for the management of Electronic Health Records for clients of remote health centres.

**Guideline**

1. **General Information**

All individuals with a legitimate requirement to access or contribute to Department of Health (DoH) Primary Health Care (PHC) Branch client health records are eligible to be granted access to the relevant Electronic Health Record (EHR).

The EHR is the **primary health record** and authorised Users are required to utilise the system to record all relevant personal and health information of PHC clients. No further information is to be added to the superseded **secondary** hard copy health records (client / patient files). See Health Records – Management of Hard Copies.

Two EHR systems operate within PHC remote health centres. These are the Primary Care Information System (PCIS) and East Arnhem Communicare Systems (EACS).

PCIS and EACS interface with other databases such as:
- **My eHealth Record** (MeHR) which allows vital health information to be securely exchanged between a range of health care providers
- Childhood Immunisation Database
- Rheumatic Heart Disease Database

Users of EHRs and other Databases must abide by the **DoH Privacy Policy**, the **Information Act** and the NTPS **Code of Conduct** as per Privacy of Health Information – Overview. Information in this document includes:
- Primary Health Record
- User Access
- Training
- Privacy
2. Definitions

Electronic Health Record (EHR): a systematic collection of electronic health information about individual clients. The EHR is the primary health record into which client personal and health data must be entered. Two EHR systems are used within PHC, namely:

- Primary Care Information System (PCIS) used in most health centres
- East Arnhem Communicare (EACS). A version of Communicare specifically adapted for use in East Arnhem North health centres i.e. Gapuwiyak, Milingimbi and Ramingining and Yirrkala (Non-Government).

My eHealth Record (MeHR): a secure, electronic record of an individual’s medical history stored and shared in a network of connected systems so that vital health information can be securely exchanged between different health care providers such as Medical Practitioners, specialists, pharmacists and hospitals.

User: authorised User of PHC EHR systems.

3. Responsibilities

3.1 Electronic Health Record – User

- Utilise EHRs to record relevant personal and health information of health centre clients
- Ensure a high level of confidentiality is maintained and only appropriate use of client information occurs
- Ensure health information is entered under the unique Id of the individual providing care

3.2 Manager

- Ensure that initial legitimate applications for ePASS and EHR access are approved and processed in a timely manner
- Arrange training for new employees
- Proactively encourage all stakeholders to communicate using secure electronic processes.
- Ensure the health centre engages with the Helpdesks the PCIS User Group and Clinical Reference Group / EACS User Group and EACS Health Centre User Group as necessary

3.3 Primary Health Care Manager (PHCM) / Clinical Supervisor

- Promote staff participation in ongoing training
- Receive request for data correction
- Facilitate action by the relevant EHR Helpdesk for appropriate data correction requests

3.4 Electronic Health Record Education Team

- Provide training for appropriate level of access
- Provide training sessions when new EHR system upgrades occur

3.5 Electronic Health Record Helpdesk

- Receive all requests for User access, training, assistance, changes to client records, suggestions and requests for improvements
- Respond to queries from EHR Users
- Receive reports of any issues with EHR systems and allocate jobs related to these
- Refer EHR MedChart related queries to the EHR Pharmacist as required

Note: replacement, ordering or issues with hardware (computers, printers etc) are not the responsibility of the EHR Helpdesk. See NTG Helpdesk.

3.6 Northern Territory Government (NTG) Helpdesk

- Respond to requests for assistance related to general enquiries, including those related to LAN or ePASS password resets
- Respond to reports of issues with computers, printers, internet or telephones or other ICT issues. For details see NTG Helpdesk
- Respond to requests for new equipment and services

4. Procedure

4.1 Electronic Health Record - Primary Health Record

The EHRs (PCIS and EACS) are the primary health care records for clients of PHC remote health centres. All relevant personal and health information must be recorded in these systems. Superseded hard copy records are for reference only and no new information is to be added to these. See Health Records – Management of Hard Copies for more information.

4.2 Electronic Health Record - User Access

EHR User Access is granted to individuals with a legitimate requirement to access or contribute to PHC client health records. Different levels of access are available according to the role of the applicant. Individuals with authorised User Access to EHRs are assigned a unique User Id and Password for their personal use only. All information entered under this electronic signature is legally attributable to the User. For further information see Electronic Health Record – User Access.

4.3 Electronic Health Record Systems - Training

Training for new and reactivated Users is provided by EHR Educators and ongoing training is available to all users as required. In addition, the relevant EHR Helpdesk is available to provide assistance between 0800 and 1800 hours on weekdays. See Contact Details. For further information see Electronic Health Records - Training & Resources.

4.4 Electronic Health Record - Privacy

Only authorised persons may access EHRs. There is an obligation on all PHC staff to ensure an appropriate level of confidentiality is maintained. Access to records must be strictly in accordance with the DoH Privacy Policy, the Information Act and the NTPS Code of Conduct.

These principles apply equally to access to linked non-PHC health records such as My eHealth (MeHR), Rheumatic Heart Disease and Childhood Immunisation databases. For further information see Privacy of Information – Overview.

4.5 Electronic Health Record - Security

To meet their obligations under the Information Act, Schedule 2 and Information Privacy Principle (IPP 4), Users must at all times ensure the privacy of client personal and health information. This includes strategies such as ensuring password security, using screen savers and the appropriate positioning of computer monitors. It also includes the management of hard copy documents generated by the EHR system, such as reports, or documents that need to be scanned into the system. For further information see Electronic Health Record – Security.
4.6 Electronic Health Record – Adding Hard Copy Information

Hard copy health related information must be added to the EHR to ensure that there is a permanent, accessible record of the original information. Relevant clinical information must be entered into the EHR in an appropriate manner, to ensure that the data is available for clinical and reporting purposes; the original document must be scanned and imported into the client record. Information on how to scan and import a document can be accessed on the PCIS Basic Steps webpage (scroll down the webpage to the Scanning & Importing table) / Scanning and Importing (EACS).

The recording process is as follows:
- keep hard copy information in a dedicated secure location until the data is entered and the form has been scanned
- enter the data into the appropriate client record
- add a hand written annotation to the hard copy form, for example, ‘Results recorded in PCIS / EACS’ and sign and date the form
- scan the document into the appropriate client record, and name it using the following format: yymmdd_subject e.g. 120420_audiology_report.
- the hard copy form should be placed in the ‘EHR Hard Copy’ archive box used for this purpose. These hard copy records are to be retained in accordance with the Archiving and Disposal Schedule.

4.7 Electronic Health Record – Adding Third Party Information

If a person whose normal duties do not necessitate accessing health records has important health related information to convey, this must be put in writing and reported to another health practitioner with authorised access to health records. The information must then be recorded by that person following the process described in 4.6 - Adding Hard Copy Information. In addition:
- add a Progress Note to record who the information came from
- if necessary, notify the health practitioner/s who need to be made aware of the contents of the document. PCIS Users use an Inbox Message for this purpose. EACS Users may send an e-mail message.

4.8 Electronic Health Record - Data Correction

If a documentation error has occurred in a completed consultation e.g. an incorrect work unit has been selected or data has been entered by an incorrect User, the Data Correction Service Item (PCIS / EACS) should be used in consultation with the PHCM or other appropriate clinical supervisor.

The person requesting that the consultation be reopened for correction of data must send a message (PCIS Inbox Message / EACS e-mail) to the PHCM or other clinical supervisor.

The PHCM or other appropriate clinical supervisor must verify that the consultation is to be reopened and forward the inbox message / e-mail to the relevant Helpdesk for actioning of the request.

See Making Corrections to a Health Record (PCIS / EACS) for details of the process.

4.9 Restricted Access – PCIS only

In some instances access to a particular event in PCIS can be restricted. PCIS Users may restrict an event to the person who is entering the information onto the health record or to a Medical Practitioner.

Clients have the right to request sensitive information in PCIS be restricted. However, clients must be advised that restricting access will mean ongoing care may be compromised and must also be reassured about the privacy obligations of all PHC staff.

PCIS allows restriction to 'Doctors Only' or to 'Me Only'. PHC strongly discourages the use of these restrictions and recommends that 'Me Only' be used with extreme caution.
The ‘Me Only’ restriction means that no other practitioner will be able to access any component of the restricted event. Medical Practitioners will not be able to access or witness pathology or other results attached to that event.

Any member of the health centre clinical team is able to restrict access to ‘Doctor Only’ and, if doing so, should send the medical practitioner an Inbox Message to explain the circumstances. Even this restriction should be used with caution to avoid compromising care.

Generally, the restrictions cannot be lifted, even in an emergency. However, in extreme cases, and only with adequate justification, the restriction may be lifted with the approval of the General Manager (PHC / Regional).

*Note: Restricted Access functionality is not available in EACS.*

### 4.10 Contact Details

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<tr>
<th>Helpdesks</th>
<th>Phone</th>
<th>Fax</th>
<th>E-Mail</th>
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<tr>
<td>PCIS</td>
<td>08 8999 2855</td>
<td>08 8980 0730</td>
<td><a href="mailto:pcishelpdesk@nt.gov.au">pcishelpdesk@nt.gov.au</a> or complete the PCIS Contact form. See link on the <a href="mailto:pcishelpdesk@nt.gov.au">PCIS Homepage</a></td>
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<tr>
<td>EACS</td>
<td>08 8924 7173</td>
<td>08 8923 7603</td>
<td><a href="mailto:%E4%B8%9C%E6%96%B9hemcommunicaresupport.ths@nt.gov.au">Easternhemcommunicaresupport.ths@nt.gov.au</a></td>
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<tr>
<td>NTG</td>
<td>1800 000 254</td>
<td>08 8924 4100</td>
<td><a href="mailto:Service.Centre@nt.gov.au">Service.Centre@nt.gov.au</a></td>
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<tr>
<td>MeHR</td>
<td>1800 247 430</td>
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### Document Quality Assurance

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### Key Associated Documents

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<td><a href="#">Archiving and Disposal Schedule</a></td>
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My eHealth Record – provides directions to access:
- NT Childhood Immunisation Register Link
- NT Rheumatic Heart Disease Register Link

List of NT Government ICT Policies
NTG Helpdesk
PCIS Website
- Basic Steps tab - Scanning and Importing (scroll down the web page to Scanning & Importing table)
- Visit and Non-Visit Consultations
- Inbox Messages
- Making Corrections to a PCIS Health Record

EACS Website
- Scanning and Importing

| References | As above |

### Evidence Table

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