

Rural Medical Practitioners Multiple Electronic Health Record Systems User Access PHC Remote Information Sheet

This document outlines the procedures for the use of a single form for Rural Medical Practitioners (RMPs) to request access to multiple Electronic Health Record Systems (EHRS).

Rural Medical Practitioners in the Primary Health Care (PHC) Branch - Remote require individual access to a range of EHRS. This single form for RMP User Access streamlines the process and facilitates RMP access to the appropriate EHRS including:

- Primary Care Information System (PCIS)
- East Arnhem Communicare system (EACS)
- Clinical Workstations (CWS)
- Community Care Information System (CCIS – RMP Profile), including:
 - Community Health
 - Mental Health
 - Palliative Care
 - Centre for Disease Control
- Northern Territory Cardiac Epiphany System
- Telehealth Converge NT - Interface
- Travel Management System (TMS)

To accommodate the RMPs providing Program Support and/or on-call services – the single access form also includes the option for a Citrix Web Client Access Request.

Application, Approval and Access Procedures

This information must be read in conjunction with the information contained in [Electronic Health Records – User Access](#).

The [EHRS – RMP User Access Form](#) is to be used by RMPs within the PHC - Remote to request access to EHRS.

To assist RMPs apply for appropriate EHRS access to their position, RMP access profiles include:

RMP / SRMP Locum	PCIS or EACS (specify), Telehealth Converge NT - Interface, TMS (Requestor), NT Cardiac Epiphany System and Web Client by request
RMP / Director of Medical Services	PCIS, EACS (by request), CWS, CCIS (RMP Profile), Telehealth Converge NT - Interface, TMS (Requestor plus Approver for DMS), NT Cardiac Epiphany System and Web Client
Duty RMP (on-Call)	PCIS (including NTCS), EACS, CWS; CCIS (RMP Profile), Telehealth Converge NT - Interface, TMS (Requestor & Approver for Retrieval), NT Cardiac Epiphany System and Web Client

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To facilitate access, it is important that relevant fields on the form are completed, including:

- *Web Client Access requests* - must include cost centre details
- *Applicant Declaration* – the form must be signed by applicant
- *Authorisation by Supervisor* – the respective Senior Rural Medical Practitioner - Operations (SRMP – Ops) for each region is authorised to sign these forms
- *Medicare Provider Numbers* – applicants are required to list all DoH Medicare Provider Numbers
- *Healthcare Provider Identifier – Individual (HPI-I) Number* – applicants are required to provide their HPI-I number

Note: For ePASS / LAN requests, User IDs must not exceed 5 Characters.

Completed applications are to be submitted to the PCIS Helpdesk by e-mail or fax. If a form is submitted to the EHR Helpdesk with incomplete information, the Helpdesk staff will return the form for amendment.

Helpdesk	Phone	Fax	E-mail
PCIS	08 8999 2855	08 8980 0730	pcishelpdesk@nt.gov.au

On receipt of application the PCIS Helpdesk will forward a copy of form to each EHRS requested by the applicant.

On completion of access each individual EHRS owner will advise the RMP of their logon details.

EHRS Users are required to undertake training relevant to the system. System training will be provided by each individual EHRS training team. Also see [Electronic Health Record – Training & Resources](#).

Web Client Access

PCIS Helpdesk will process requests for access to the Citrix Web Client access to EHRS.

Northern Territory Cardiac Epiphany System

NT Cardiac Epiphany System receives and stores digital Electro Cardiograms (ECGs), including ECGs performed in remote health centres.

PCIS Helpdesk will forward requests for access to the NT Cardiac Epiphany System Administrator.

Healthcare Provider Identifier – Individual (HPI-I) Number

A national eHealth initiative is being implemented. This includes a personally controlled electronic health record system which supports secure electronic sharing of health information across Australia's healthcare system. Three types of Healthcare identifiers have been designed: for the individual (IHI), the health care provider organisation (HPI-O) and the individual health care provider (HPI-I).

A HPI-I is allocated to healthcare providers and provides a unique way of identifying the healthcare provider on client records that the provider creates or updates. Health practitioners registered under national law with the Australian Health Practitioner Regulation Authority ([AHPRA](#)) can access their 16 digit HPI-I number by contacting:

- Medicare on phone: 1300 361 457, or
- the Healthcare Identifier Service on phone: 1300 419 495, or
- by signing in to 'your account' on the [AHPRA](#) website and the HPI-I number is recorded in the 'your details' section

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For further information see [eHealth NT - What is a HPI-I](#), the National E-Health Transition Authority (NEHTA) website, and specifically for HPI-I details the [What is a HPI-I \(Healthcare Provider Identifiable - Individual\) Information Sheet](#) (intranet).

Travel Management System

The [Travel Management System](#) (TMS) is a fully electronic travel request and authorisation system used by the NT DoH. For details see Information Sheet - [Travel Management System – Overview](#). Access to the TMS is a component of the default profile given to RMPs when they complete the [EHRS – RMP User Access Form](#).

TMS Approval Profile:

Duty RMP on-call / SRMP's	approve medical retrieval urgent and non-urgent travel to hospitals
Director of Medical Services (CA only)	approve PATS requests from communities to Alice Springs Hospital only
<i>Note: RMPs in the Top End or other Senior RMP's in CA are NOT able approve PATS travel requests. With the exception of the CA DMS as above, PATS Travel Requests which are not approved by the embedded PATS guidelines within TMS are approved by a Hospital Delegated Officer with the delegation to approve PATS.</i>	

Individuals are required to provide e-mail address details to be recorded in TMS. This is important as:

- the TMS – System Administrator will communicate with individual users via this method (eg, confirming initial access; password resets; etc)
- Patient Travel information will be transmitted electronically via e-mail to the relevant individual, eg 'Requestor' or delegated 'Approving' Officer.

The primary e-mail account is the individual's personal work account; however to ensure that patient travel information can be accessed by other relevant staff, a generic health centre e-mail account should be entered as the secondary account when this is available. For Medical Practitioners, the secondary e-mail account must be:

Community-based RMPs (resident)	When a Medical Practitioner is resident in the community and provides services to that community only, the <e-mail name of health centre>.clinicstaff@nt.gov.au generic e-mail address should be given as the secondary e-mail address.
Visiting RMPs	When a Medical Practitioner visits a number of health centres providing health care, this field should be left blank.

Note: This relates to the details for the Access Application Form only, as additional e-mail accounts may be added into the TMS Request as needed for the individual request.

Telehealth Converge NT - Interface

The [Telehealth Converge NT](#) interface provides information and contact details regarding practitioners or health facilities with video conferencing capability. Access to the Telehealth Converge NT is a component of the default profile given to RMPs when they complete the [EHRS – RMP User Access Form](#). For more information on the Telehealth Converge NT Interface contact the TeleHealth NT Helpdesk - phone: 1300 762 249 or e-mail: TeleHealthHelpdesk@nt.gov.au.

In addition, RMPs must gain individual access to Polycom CMA software for their personal / NTG asset computer. The [Video Conference – Desktop Client and Peripheral Equipment Application](#) must be completed for software access.

Note: Medical Practitioners utilising health centre facilities have access to Polycom CMA desktop software which has been placed onto some computer assets in the health centre.

Forms

[EHRS RMP – User Access Form](#)

[Video Conference – Desktop Client and Peripheral Equipment Application](#)

Additional Reference Material

[Electronic Health Record – Training & Resources](#)

[Medicare Provider Numbers](#)

[Electronic Health Records – User Access](#)

[Telehealth – Specialist Consultation](#)

Information Sheets: [Travel Management System - Access](#)

[eHealth NT - What is a HPI-I](#)

[What is a HPI-I \(Healthcare Provider Identifiable - Individual\) Information Sheet](#)

[Information Act](#)

[DoH Privacy Policy](#)

[My eHealth Record](#)

[Primary Care Information System \(PCIS\)](#)

[East Arnhem Communicare System \(EACS\)](#)

[Patient Travel Management System \(TMS\)](#)

[DoH Telehealth](#) intranet

[Telehealth Converge NT](#) log in webpage