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GLOBAL HEALTH
Connecting Clinicians and Consumers

Medinet
Enable PCEHR Guide

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This Guide is Applicable to Medinet 3.00.01 or Later Versions

Revision Number	Revision Date	Summary of Changes
1.0	30/4/2013	First version
2.0	22/10/2013	Adding new feature of PCEHR for Event Summary; Automatically get access to patient's PCEHR; Multi-tabs for PCEHR records on the same patient or different patients;

Pre-requisites for Configuring PCEHR-Enable Medinet

PCEHR-Enable Medinet allows patients to have a Personally Controlled Electronic Health Record (PCEHR) which can be accessed by any healthcare providers authorised by the patient. Clinicians can view CDA documents on a patient's PCEHR through Medinet and can upload and manage Shared Health Summary and Event Summary at this stage.

Practices must have the following in place to be able to access the PCEHR system:

- Registering for an HPI-O.
- Individual doctors should have their HPI-Is.
- Access to the HI Service. This includes HI Encryption and HI Signing Certificates.
- A PCEHR compliant digital credential (PKI interim certificate).

Systems must have the following minimum requirements to enable the PCEHR system:

- Microsoft operating system that supports the .net framework 4.0
- DotNet framework 4.0
- Connection to the internet.

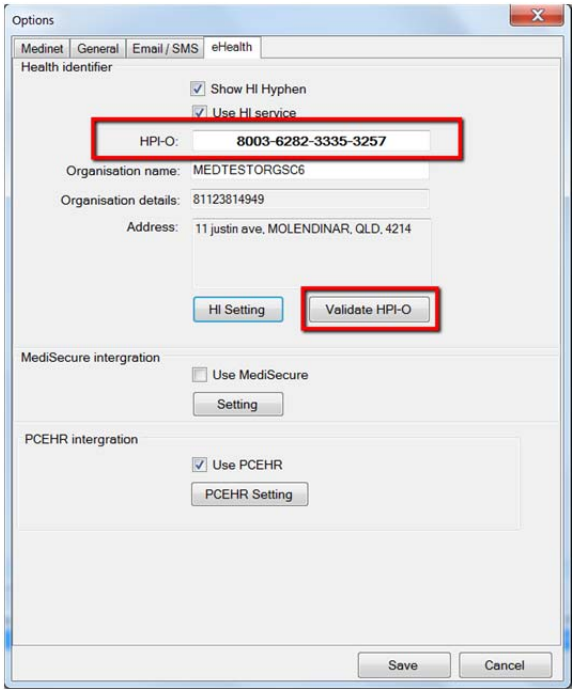
Medinet Service Configuration to Access the PCEHR System

Access to the PCEHR system requires:

1. The Practice HPI-O number recorded via Settings > Global Options > eHealth tab.
2. Configuring Medinet for HI Service access.
    a. The HI Encryption Certificate imported via Settings > Global Options > eHealth > HI Setting.
    b. The HI Signing Certificate imported via Settings > Global Options > eHealth > HI Setting
3. The Nash Certificate imported via Settings > Global Options > eHealth > PCEHR Setting
4. The HPI-I number for the doctor recorded in Medinet via Search > Doctor.
5. The security function for the doctor recorded via Users > UserManagement.

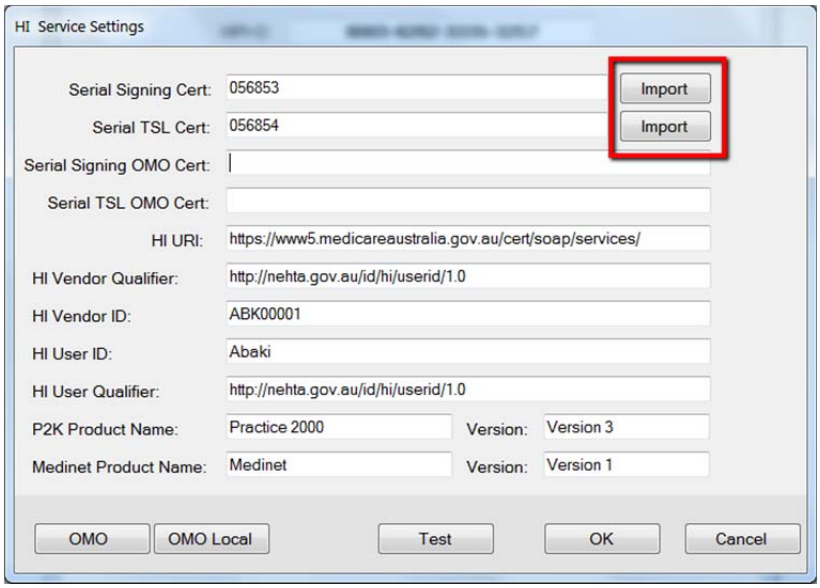
Please note that these should be done on the server under the "Admin" account in Medinet and it will automatically apply to other workstations. Also, all access to the PCEHR service is via the internet and requires a current internet connection to operate correctly. Configuration details are as follows:

1. **Recording the Practice HPI-O number in Medinet**: It can be completed in the "**Settings"** menu > the "**Global Settings"** option > the "**eHealth"** tab and through the "**HPI-O"** box.

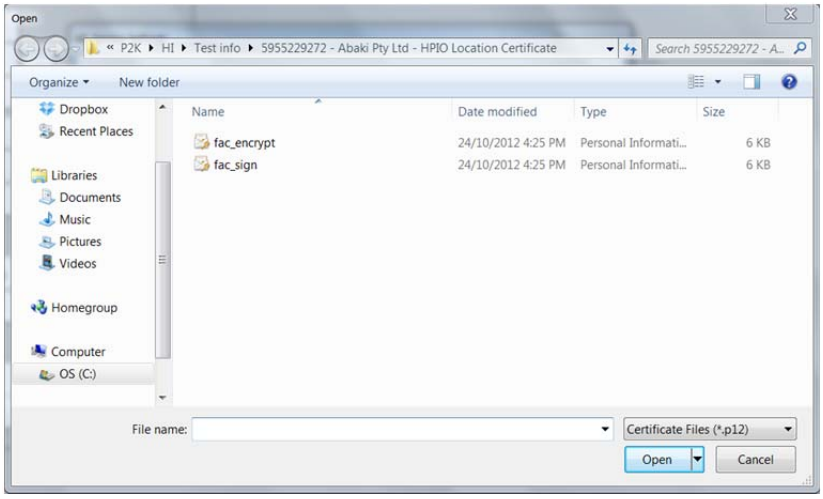


2. Configuring Medinet for HI Service access:

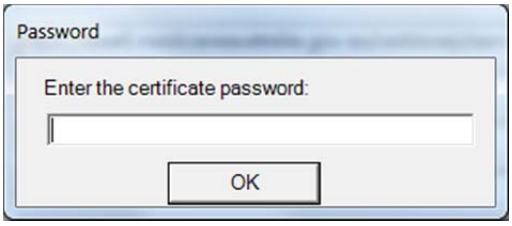
   a. Click on the "**HI Setting**" button on the "**eHealth"** window, the HI Service Settings window appears.



   b. To activate the Health Identifier features of Medinet, the practice must import their Medicare Australia location certificates via the "**Import"** buttons on the HI Service Settings window. (These certificates are the same ones that are used for Medicare Australia Online Claiming).

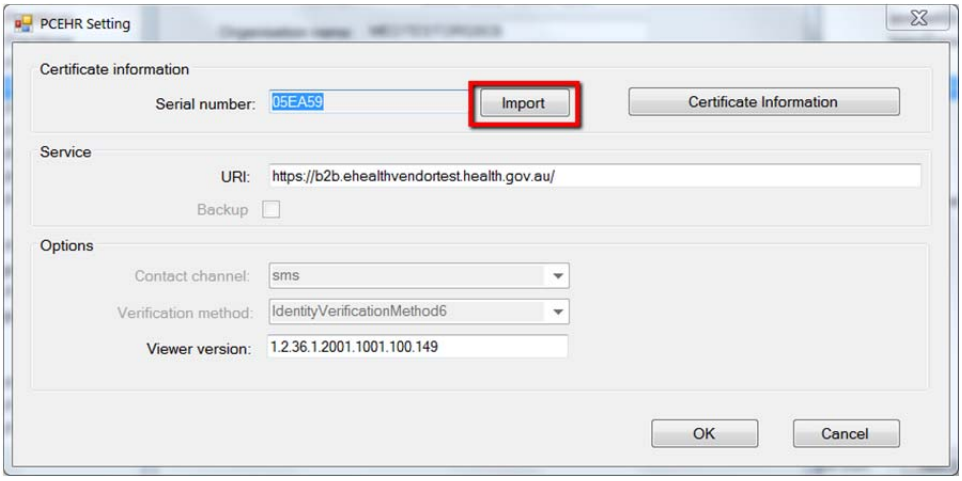


c. Navigate to the location where the certificate is located and double click on the certificate in the list. You will be prompted for the certificate passphrase. If the passphrase is correct the certificate will be imported. This must be repeated for both the encryption certificate and the signing certificate.

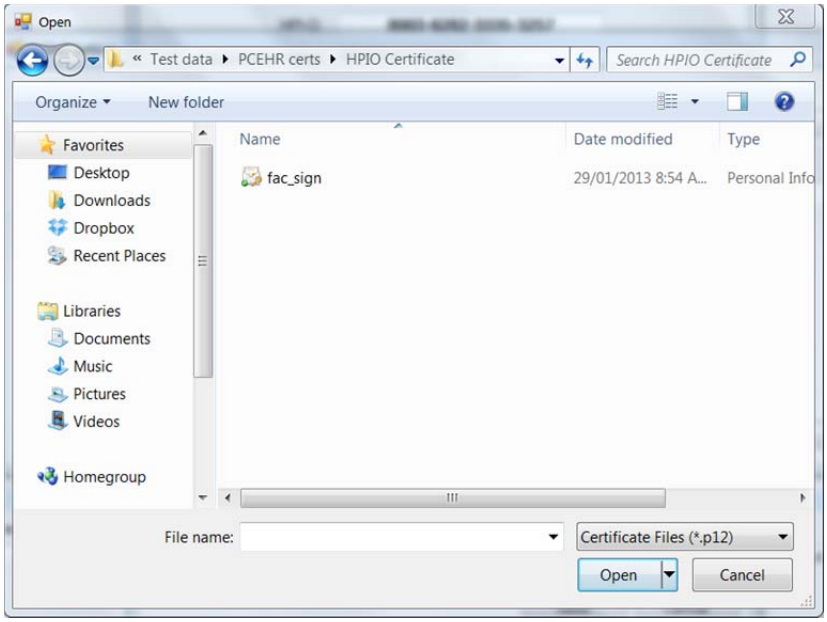


d. On the eHealth window, ensure that the "**Use HI Service**" option is ticked and the HPI-O number of the practice is validated.

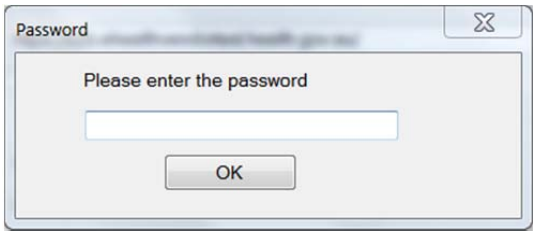
3. **Importing the Nash Certificate**: Click on the "**PCEHR Setting"** button on the "**eHealth"** window, the PCEHR Setting window appears.



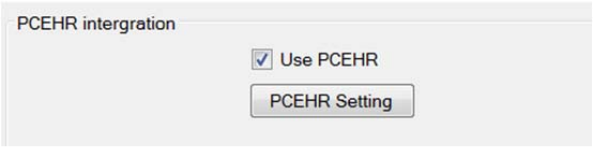
a. To activate the PCEHR features in Medinet, the practice must import their Nash certificate via the "**Import"** button on the "**PCEHR Setting**" window. This certificate obtained when the "*Application for a Healthcare Provider Organization to Request a Department of Human Services eHealth Record Organisation Public Key Infrastructure Certificate*" form was completed. This will be sent out on a disc by Medicare Australia with a Personal Identification Code in a separate letter.



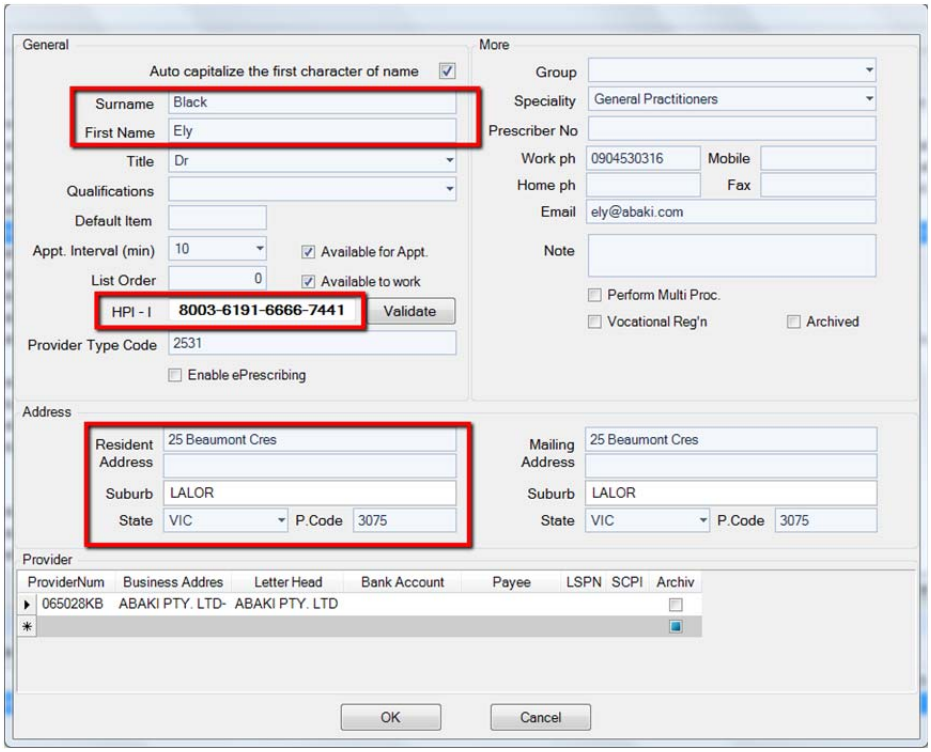
b. Navigate to the location where the certificate is located and double click on the certificate in the list. You will be prompted for the certificate passphrase.



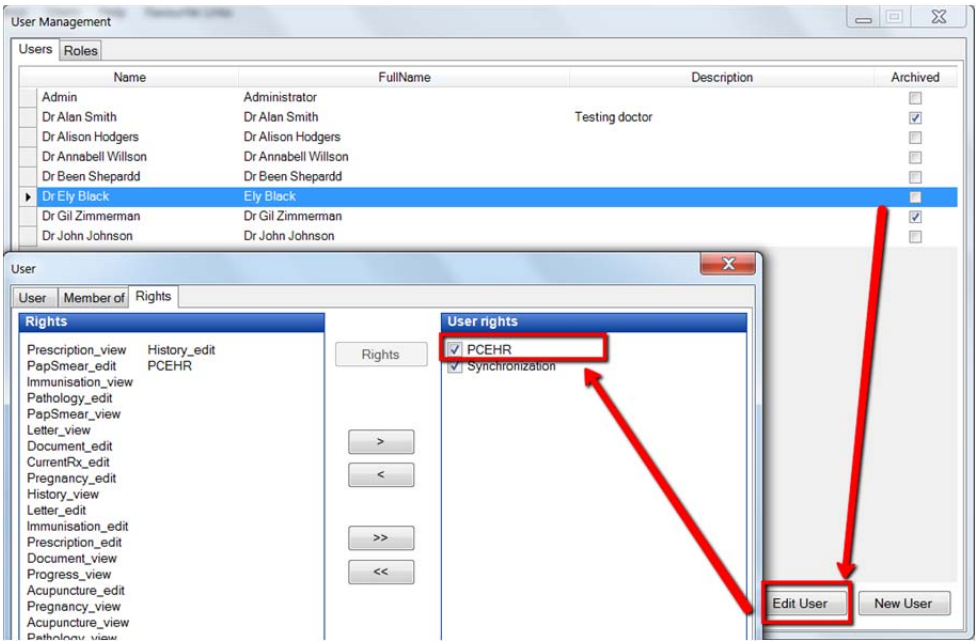
c. On the "**eHealth"** Setting window, ensure that the "**Use PCEHR"** option is ticked.



4. **Recording Your HPI-I number in Medinet**: In order to upload documents to a patient's PCEHR, doctors must have their HPI-I recorded in the Doctor Details. The HPI-I is a unique identifier for the doctor used in the eHealth context, and is different to their provider number. Also, make sure that the doctor has an address recorded in Medinet to access to PCEHR.



5. A new security function for accessing to the PCEHR has been created in Medinet. Users, who do not have this function included in one of the roles assigned to them, will not be able to access the PCEHR. This can be done by logging in Medinet under "Admin" via the "**Users**" menu, through the "**User Management**" option.



Gain Access to PCEHR

Once you have successfully completed the setup, the patient's PCEHR is automatically gained access through their Clinical Window. A colour coded box will appear in the top right corner of the patient's clinical window as follows:

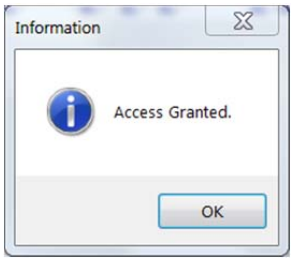
PCEHR READY — The PCEHR record has been found for this patient and the current user has been granted access.

PCEHR ERROR — A PCEHR has been found for this patient but the current user does not have access to it yet. To access this record, please check the patient's demographic and the follow the steps in the section below.

Getting access to a patient's PCEHR is performed via the "**PCEHR"** menu, under the option "**Gain Access**" within the patient's clinical window.

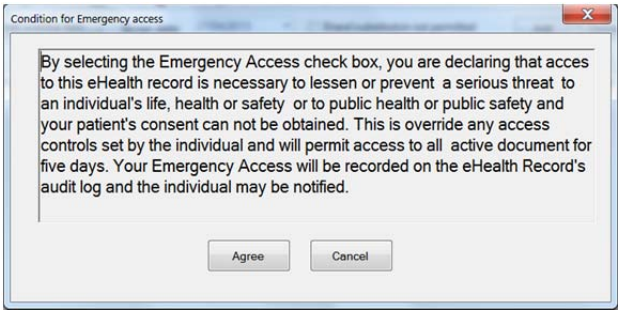
Clicking it will attempt to gain access to that patient's ehealth record. There are three types of gaining access as follows:

1. **Without Code:** If the Patient's PCEHR is advertised without a code, a message of successfully accessing to the patient's PCEHR will be displayed.



2. **With RAC or LDAC Code***:* The patient will have set up their PCEHR with an Access Code, to restrict access to Healthcare Providers to whom they provide the Access Code. The code will need to be supplied by the patient, and this can be entered into the "**Access Code"** field. Then click on the "**OK"** button.

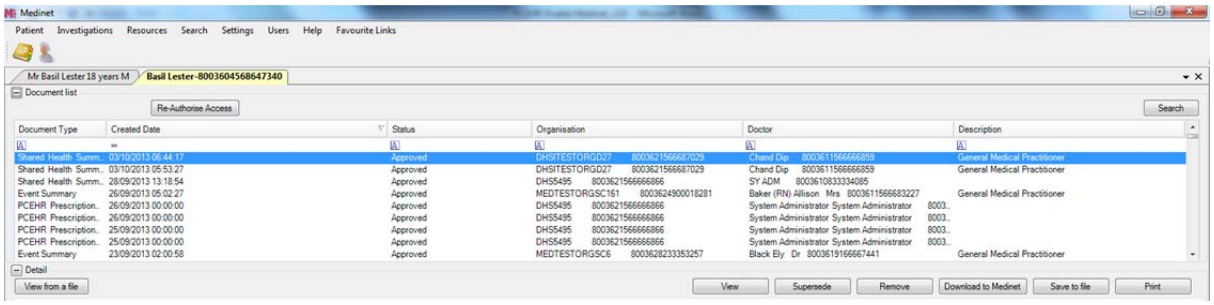
3. **Emergency Access:** The PCEHR has an Access Code on it but the patient cannot provide the Access Code (they may be unconscious or otherwise incapacitated). In this circumstance, the PCEHR Access Type message will be displayed as above, and the user can tick on the "**Emergency"** option. This overrides the security settings that the patient may have placed on the PCEHR and provides complete access to the PCEHR. If Emergency Access is selected, the Emergency Access Conditions are displayed to the user. The user must click on the "**Agree"** button, indicating that they agree to the conditions, to access the PCEHR. Note that the access will last for 5 days and is specially marked as Emergency Access on the Audit trail accessible by the patient on the Consumer Portal.



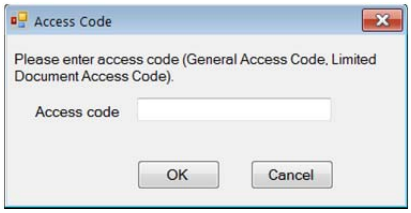
Viewing a patient's PCEHR

Getting a list of PCEHR documents for the patient is performed by clicking on the "**Search Documents"** under the "**PCEHR"** menu. It will attempt to access that patient's PCEHR and retrieve the list of available documents for that patient.

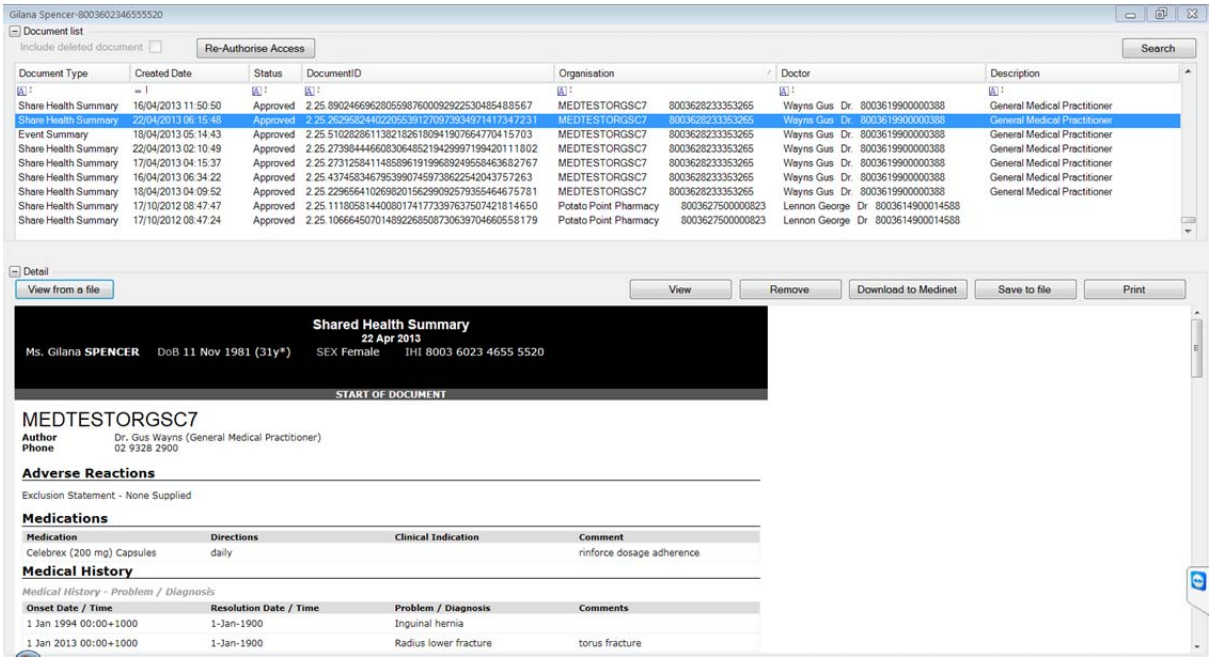
1. If the patient's PCEHR is available, the document list will be displayed on a tab showing all documents that have been previously uploaded to the PCEHR for this patient. Note that the list can be filtered by using the drop-down list at the top of the window.



2. Even though you already have access to the patient PCEHR, some documents may be hidden by the patient. Gaining access again using a specific code provided by the patient will make these documents visible for the provider. Click on the "**Re-authorise Access"** button at the top and enter the limited document access code in and click OK. The list of documents will be refreshed with all documents available to this patient including the restricted documents.



3. To view an individual document, double click on the document on the list, or by highlighting the document and click the **"View"** button. The PCEHR document will be displayed on the Detail area.



4. It is possible to supersede of an event summary you have previously uploaded. Before superseding the document, you will have to view it to make sure that you are aware of the content of the document you are trying to replace. To supersede a document, select the "**Supersede"** option. If it is done successfully, a copy of the document replaced from PCEHR is stored in the "**PCEHR**" tab of the patient's clinical window with the status of "Superseded" for reference purposes.

5. Documents that have been uploaded can be removed from the PCEHR by ***the document's author***. The document needs to be viewed in the detail area before it can be deleted via the "**Remove"** button. If the document is deleted after clicking on the Remove button, there will be a message of "Removed Successfully". Also, a copy of the document deleted from PCEHR is stored in the "**PCEHR**" tab of the patient's clinical window with the status of "Removed" for reference purposes.

6. Press the **"Download to Medinet"** button if you would like to save the document into the currently open patient record. The document will appear in the **"PCEHR"** tab of the current active patient with the status of "Downloaded".

7. If you wish to save the document to a file, click on the "**Save to a File"** button and navigate to the place to store the file.

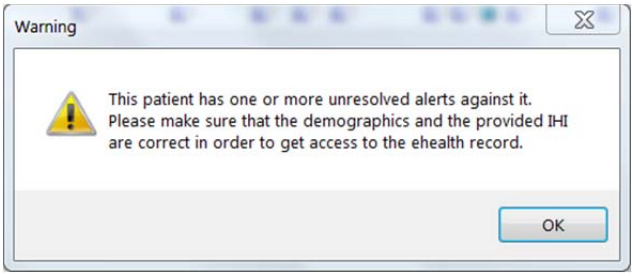
8. You also can print out the document via the "**Print"** button. Note that the document needs to be viewed before it can be printed out.

Uploading a Shared Health Summary to a patient's PCEHR

Medinet can produce a Shared Health Summary that can be uploaded to the PCEHR for a patient. This can include lists of current medications, adverse drug reactions, past medical history and immunisations. Only doctors who have their HPI-I recorded in their Doctor Details will be able to create a Shared Health Summary and upload it to the PCEHR.

1. To create a Shared Health Summary when in the patient's clinical record, select the "**Send Shared Health Summary Document**" from the "**PCEHR"** menu.

2. Note that checking of the patient's IHI is done to confirm that it is still currently valid. If this checking fails, a message will be displayed to the user and any revision of patient details can be completed separately prior to creation of the Shared Health Summary.

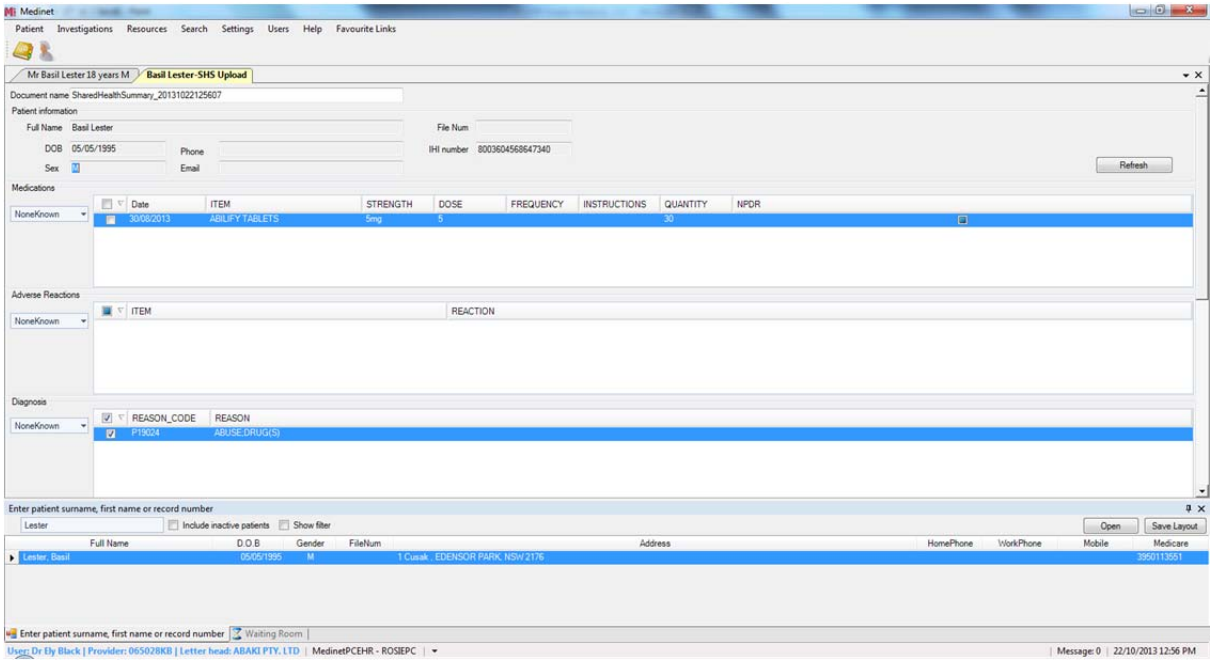


3. If the IHI of the patient is valid, the Shared Health Summary screen will populate all the relevant information from the patient's record categorised into:

- Allergies and Adverse reactions
- Medications
- Medical History (Problems/diagnoses, Procedures and Other Medical History)
- Immunisations

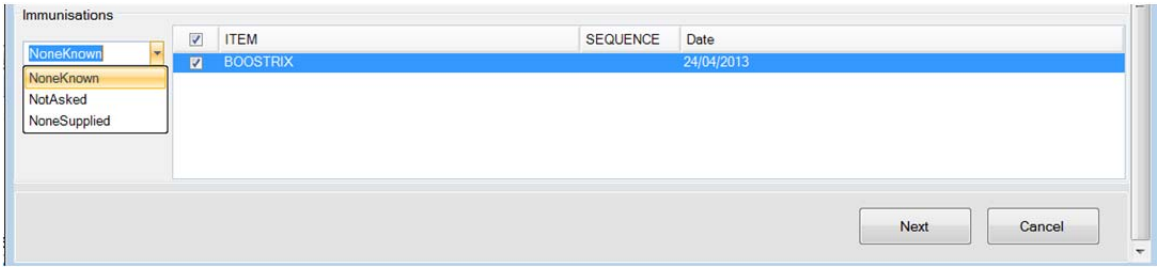
Any current allergies, medications, medical history and immunisations recorded in the patient's Medinet record are listed here, and ticked for inclusion by default.

It should be remarked that all related information on this patient can be modified on the patient's clinical window and get it updated on this PCEHR window by clicking on Refresh button at the top.

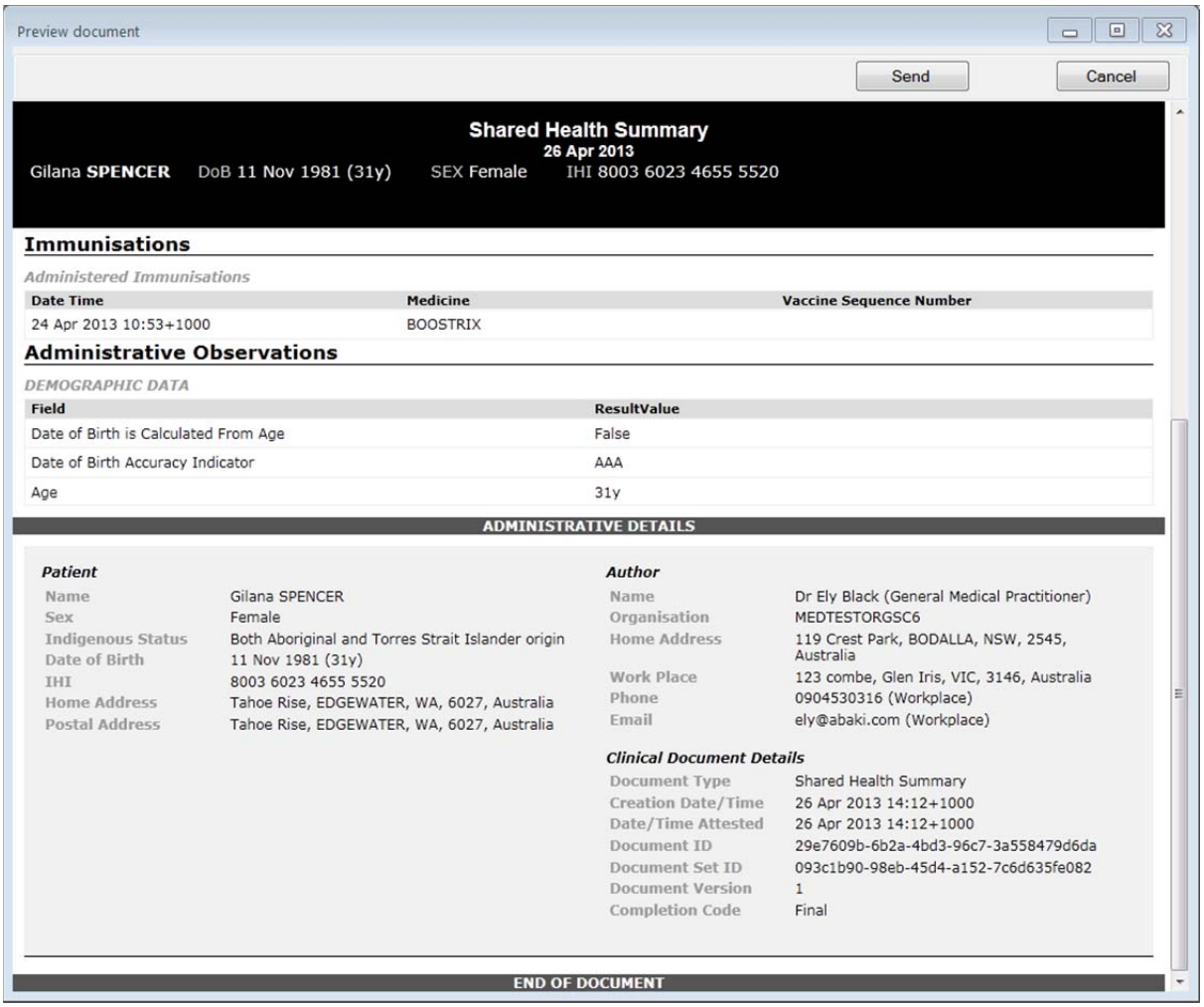


1. Clicking the checkbox icon on the first column of the list will deselect all items, and clicking it a second time will select them all again. The doctor can choose to un-tick any information to exclude them from the Shared health Summary document. If no records are included in a specific group, the doctor must provide a reason for this group from the drop down list on the left. For example, the reasons included in the Immunisation group are:

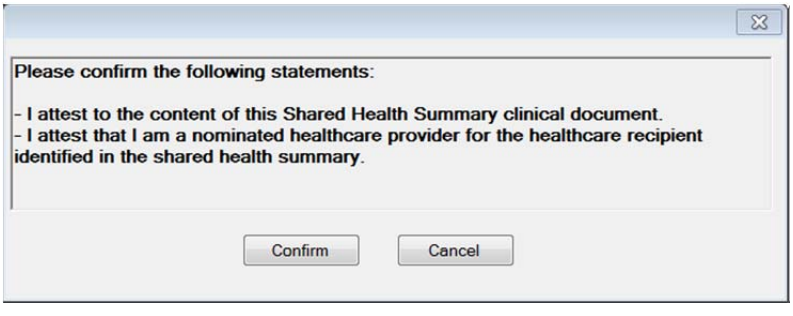
- 'None known' means that no immunisations are known to the doctor for this patient.
- 'Not asked' means that the patient has not been asked about their immunisations.
- 'None Supplied' means that the doctor has chosen not to include any immunisations from the patient's record for some other reason than those above.



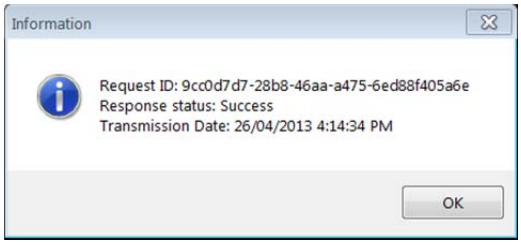
2. When all the relevant items have been marked, press the "**Next**" button at the end. This will render the Shared Health Summary in the final standard format for the doctor to review and confirm that everything is correct.



3. Once you are happy with the contents of the shared health summary, press on the "**Send**" button at the top. This will bring you to an acknowledgement confirming that you have obtained that Patient's consent to upload this document to PCEHR. Press the **"Confirm"** button to send it through.



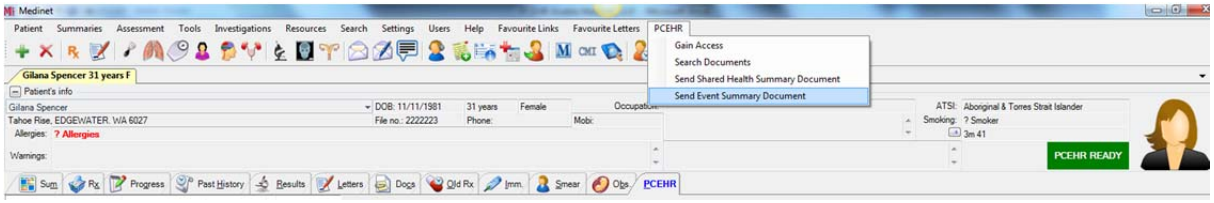
4. This will connect to the PCEHR and transmit the document. A message of successfully uploaded will be displayed. Also, a copy of the document uploaded to PCEHR is stored in the "**PCEHR**" tab of the patient's clinical window for reference purposes.



Uploading an Event Summary to a patient's PCEHR

Medinet can produce an Event Summary that can be uploaded to the PCEHR for a patient. This can include lists of current medications, adverse drug reactions, diagnosis, procedure, past health issues, immunisations and diagnostic investigations. Only doctors who have their HPI-I recorded in their Doctor Details will be able to create an Event Summary and upload it to the PCEHR.

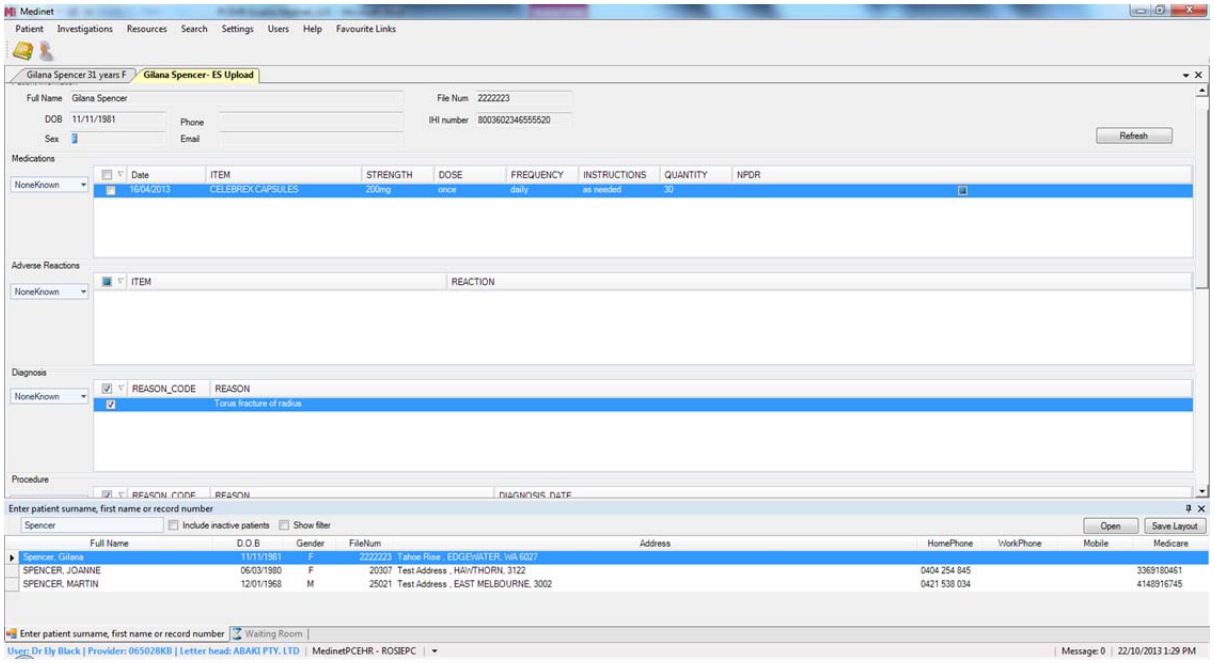
1. To create an Event Summary when in the patient's clinical record, select the "**Send Event Summary Document**" from the "**PCEHR"** menu.



2. If the IHI of the patient is valid, the Event Summary screen will populate all the relevant information from the patient's record categorised into:

- Medications
- Adverse Reactions
- Diagnosis
- Procedure
- Past Health Issues
- Immunisations
- Diagnostic Investigations

It should be remarked that all related information on this patient can be modified on the patient's clinical window and get it updated on this PCEHR window by clicking on Refresh button at the top.



3. Clicking the checkbox icon on the first column of the list will deselect all items, and clicking it a second time will select them all again. The doctor can choose to un-tick any information to exclude them from the Shared health Summary document. If no records are included in a specific group, the doctor must provide a reason for this group from the drop down list on the left. For example, the reasons included in the Immunisation group are:

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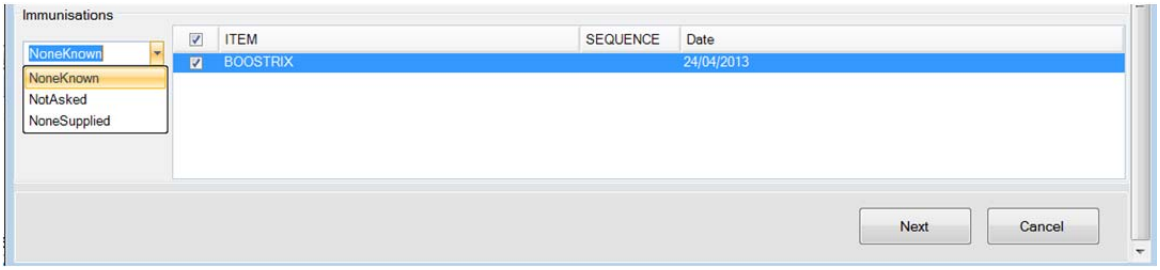
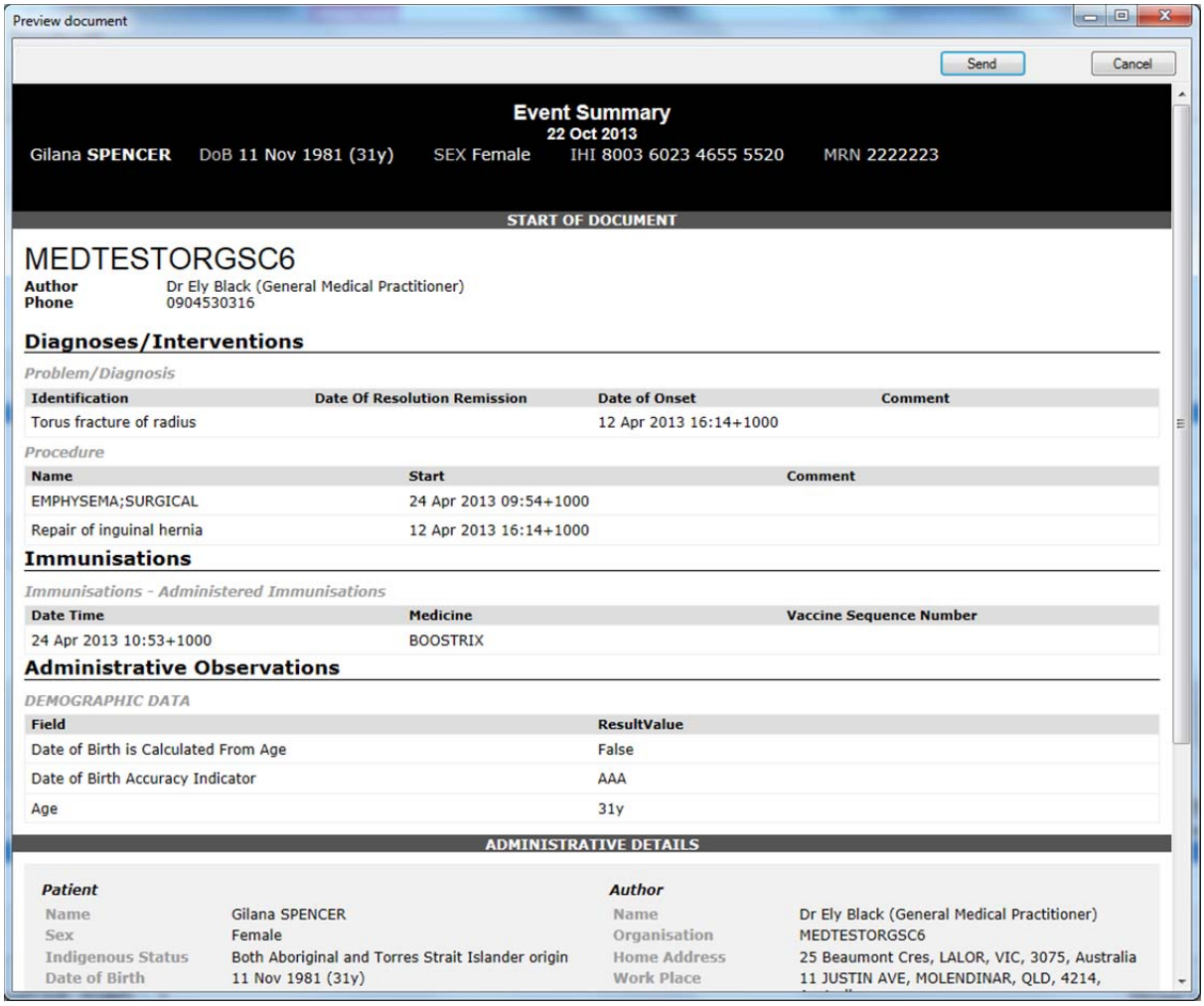
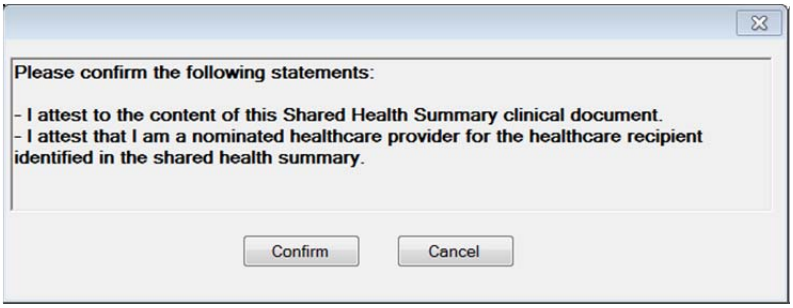


4. When all the relevant items have been marked, press the "**Next**" button at the end. This will render the Event Summary in the final standard format for the doctor to review and confirm that everything is correct.



5. Once you are happy with the contents of the event summary, press on the "**Send**" button at the top. This will bring you to an acknowledgement confirming that you have obtained that Patient's consent to upload this document to PCEHR. Press the **"Confirm"** button to send it through.



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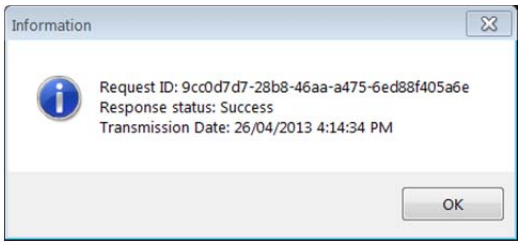
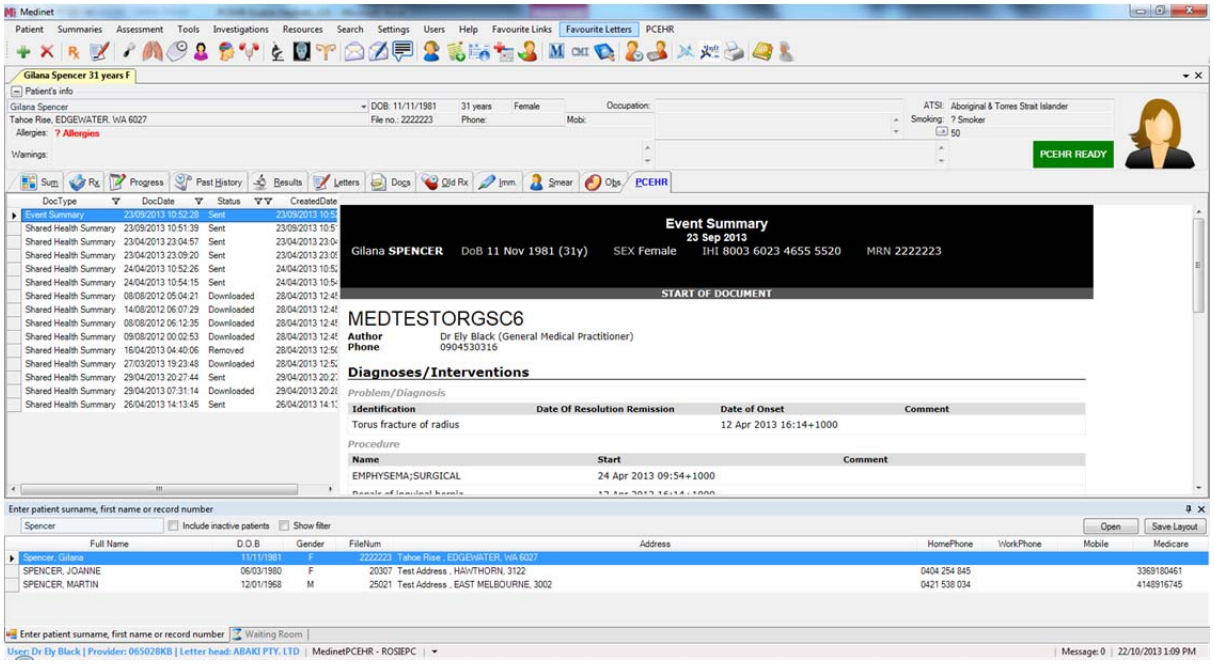


PCEHR Tab

A copy of each document uploaded, removed or downloaded by this practice for the currently active patient from the PCEHR system is stored within the patient's record. The list of these documents can be seen by selecting the "**PCEHR"** Tab**.** This list includes the date of upload, the type document type, the record status and the created date. The documents can be opened and viewed by double-clicking on them in the list.



Trouble Shooting

ID	Message	Solution
1	PCEHR_ERROR_0004 - Authorisation denied	The required paperwork has not been submitted and processed by Medicare. The company suggests users contact their Medicare Local for assistance.
2	PCEHR_ERROR_5101 – eHealth Record not found	The patient has not registered to Medicare in order to access an ehealth record.
3	This patient has one or more unresolved alerts against it. Please make sure that the demographics and the provided IHI are correct in order to get access to the ehealth record.	Validate IHI number of the patient to have the up-to-date status.
4	This document has been imported to Medinet before.	PCEHR document has been imported to Medinet before and stored in the PCEHR tab of the patient's clinical window.
5	Only the owner of the document can remove it from PCEHR	You are not the document's author; therefore, the document cannot be deleted from the PCEHR.
6	This document must be viewed before it can be printed	You must open the document before printing it out by double clicking on the record or highlight it and click on the View button.
7	The document must be viewed before it can be removed from PCEHR	You must open the document before removing it from the PCEHR system by double clicking on the record or highlight it and click on the View button.
8	This clinical document is not compliant with the rendering specification version. Would you like to view it anyway?	PCEHR document was created using an older version than the one that you are using to open it; therefore, you might not be able to see some information in the view. Click on Yes to open the document in this case.
9	PCEHR setting is not correct.	Make sure HI, nash certificates and related information are valid.