

Uploading specialist letters using Genie: For clinical immunology/allergy specialists

My Health Record is secure, it can save you time, and it may reduce unnecessary duplication of diagnostic services. Accessing My Health Record ensures safe prescribing, especially for patients with known food or drug allergies.



Why upload your specialist letters to My Health Record?

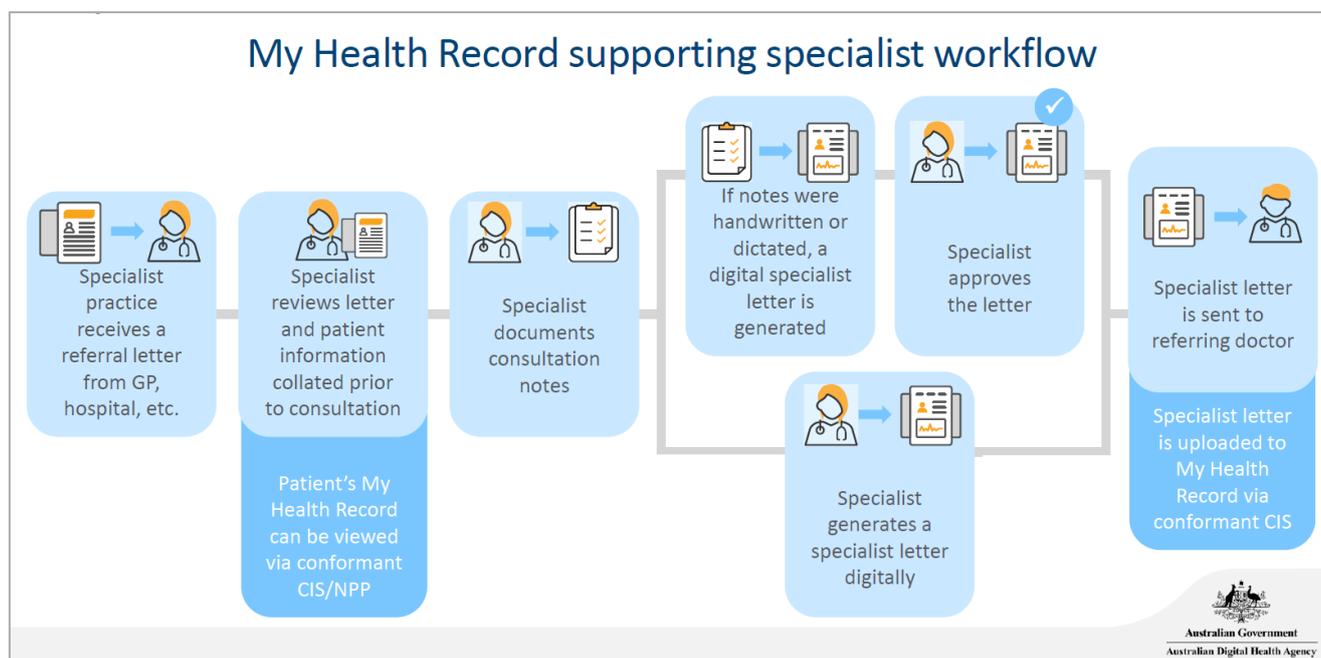
Your specialist letters provide a patient's medical history for other healthcare providers to review. This could include information such as:

- the patient's allergy status, management plan and any new medications commenced
- avoidance advice for a patient with confirmed drug (medication) allergy to ensure safer prescribing
- results of a food or drug (medication) challenge showing that a patient has been confirmed not allergic to a substance or agent.

When uploaded, your specialist letters will also be visible to your patient or their nominated representative. A patient can request that your letter is not uploaded; this is a good opportunity to discuss the benefits of having information about allergies available in My Health Record.

How does the specialist letter get into My Health Record?

A digital version of the specialist letter is created, allowing it to be used in communication directly to a GP or hospital and uploaded to an individual's My Health Record. The standard structure creates an efficient way of displaying key information about the visit, such as diagnoses, allergies and medications. This is shown in the workflow below.



How does allergy information appear in My Health Record?

Uploaded specialist letters can be found via the **Document List**.

Information provided in a specialist letter from **Genie** about allergies, adverse reactions and medicines will be uploaded as an attached PDF and not as structured data.

The **Medicines View** displays allergy and medicines information held in a patient's My Health Record. The Allergies and Adverse Reactions tab is displayed by default and lists allergy and adverse reaction information by date of most recent entry.

The screenshot shows the 'Available medicines in this My Health Record - sorted by Date' section. It includes patient information: Xavier WISEMAN, DoB 3 May 1949 (72y), SEX Male, IHI 8003 6086 6671 1130. Below this is the 'My Health Record' header and a sub-section for 'Available medicines in this My Health Record - sorted by Date'. A note states: 'To assist you to find medicines related information in this patient's My Health Record, previews are provided of medicines related information in documents (where available) with links to the source documents where more detailed information can be obtained. Important: Some documents do not allow for a preview of medicines or allergies and adverse reactions information, and should be opened by the links provided. This view should not be wholly relied upon as a complete record of medicines or allergies and adverse reactions information. For more information [Help]'. There are three preview cards: 'Allergies and Adverse Reactions' (All penicillins - confirmed NOT ALLERGIC, Cashew nut, Cephalexin, Ramipril, Metformin), 'Medicines Preview' (10-Jun-2019 to 24-Mar-2022, 3 minutes ago), and 'Shared Health Summary' (10-Jun-2019 to 24-Mar-2022, 3 minutes ago). Below these is a table titled 'All available Allergies and Adverse Reactions' with columns: Source/Author, Date, Substance/Agent, and Manifestation(s). The table lists four entries: 1) Event Summary by Gen Organisation (24-Mar-2022, 3 minutes ago) for All penicillins - confirmed NOT ALLERGIC, Manifestation: Confirmed NOT ALLERGIC. 2) Event Summary by Gen Organisation (24-Mar-2022, 27 minutes ago) for Cashew nut, Manifestation: Anaphylaxis. 3) Shared Health Summary by NEHTA Test (10-Jun-2019, 2 years ago) for Cephalexin (Adverse reaction), Manifestation: Allergic reaction. 4) Shared Health Summary by NEHTA Test (10-Jun-2019, 2 years ago) for Ramipril (Medication side-effect), Manifestation: ACE inhibitor induced cough. 5) Shared Health Summary by NEHTA Test (10-Jun-2019, 2 years ago) for Metformin (Medication side-effect), Manifestation: Nausea and diarrhoea.

Image 1. Medicines View on My Health Record



In most cases, information provided in a specialist letter regarding allergies, adverse reactions and medicines will NOT display in the Medicines View.

However, a link to the specialist letter will be visible unless a more recent shared health summary is uploaded for the patient, which will contain a full list of known allergies and current medications.

If you are uploading a specialist letter that contains information about significant allergies, adverse reactions or medicines, the Australian Society of Clinical Immunology and Allergy (ASCIA) suggests that you also upload an event summary using coded data to ensure this appears in the Medicines View.

For more information see: [Event summaries: A guide for clinical immunology/allergy specialists using conformant software.](#)

Who can upload specialist letters?

Check with your software provider whether the product is conformant with uploading specialist letters to My Health Record. If conformant, you will be able to:

- view a patient's My Health Record
- upload your specialist (red quill) letters directly to a patient's My Health Record.

For successful integration of My Health Record into your conformant software:

- your organisation (HPI-O) must be registered to the My Health Record system. See [Getting started: My Health Record for private allergy practices.](#)
- your healthcare provider identifier (HPI-I) must be linked into the organisation's system.
- your software is connected to the My Health Record system (through conformant software provided by your contracted service provider [CSP]).
- the patient's Individual Healthcare Identifier (IHI) has been validated in your system.
- the patient has a My Health Record.

For more information about implementing My Health Record visit [Australian Digital Health Agency](#) website.

How to upload a specialist letter in your conformant software

The way a specialist letter is created depends on your software and how your templates have been designed. The following screenshots are taken from **Genie** software (via the CSP approach).

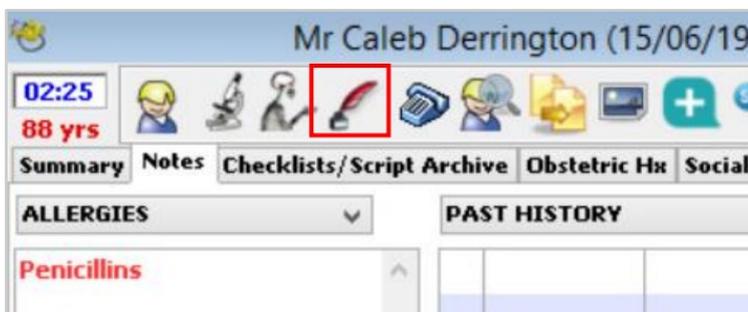
If you cannot see the **Send Copy to MHR** option, as shown in the second screenshot below, this may be because:

- the patient does not have My Health Record
- the patient has elected to hide their My Health Record from automatically displaying to healthcare professionals
- you do not have this function. In this case, you will need to contact your software vendor.

Instructions for other software products are available on the [Australian Digital Health Agency's training and support page](#).

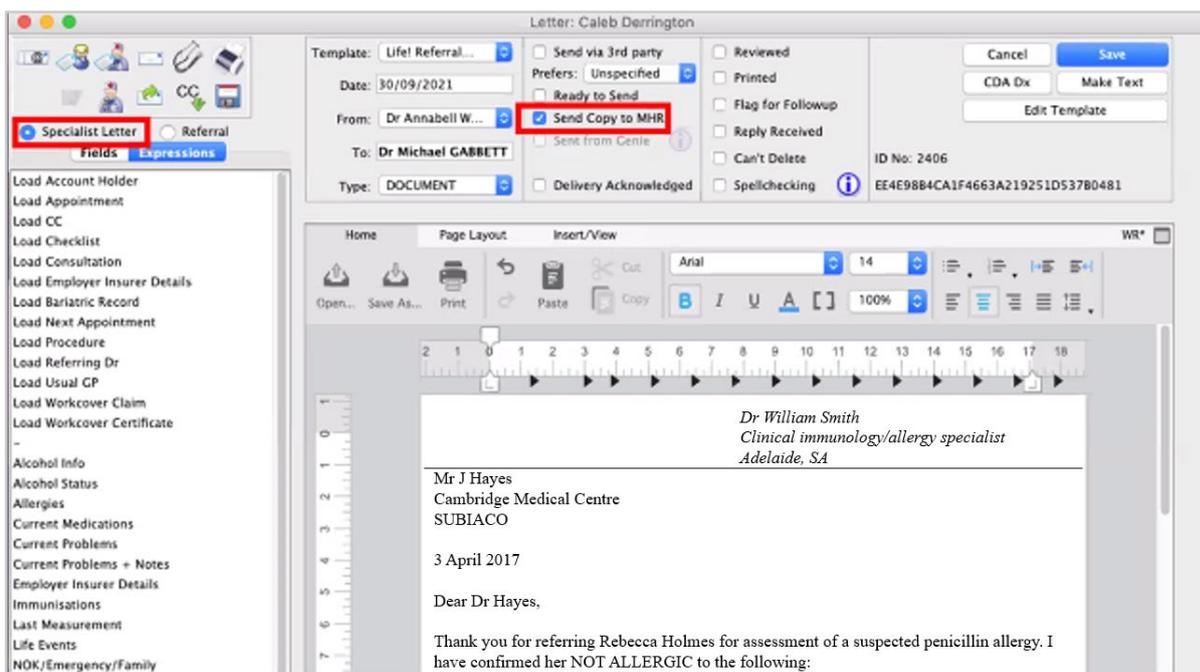
Step 1 – Open a referral and reply letter

In the patient's clinical file, click on the Create a referral or reply letter (red quill) icon.



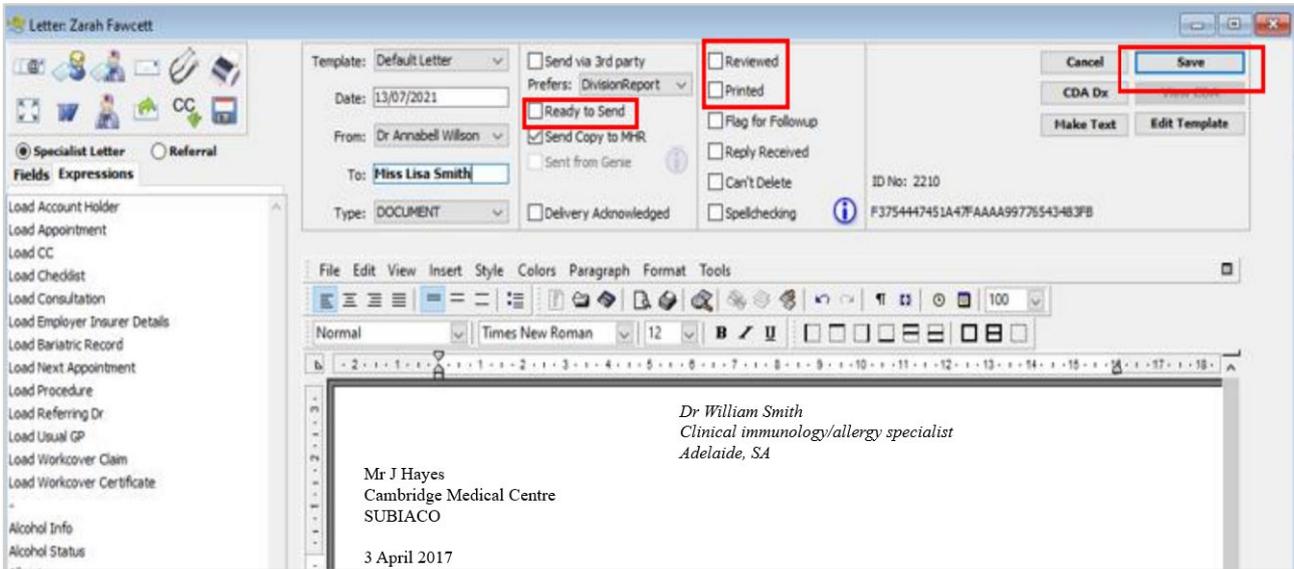
Step 2 – Check the box to send a copy to My Health Record

When creating a letter, the **Send Copy to MHR** check box will be automatically ticked. If the patient does not want the letter to be uploaded, you can manually untick **Send Copy to MHR**.



Step 3 – Upload the specialist letter

Create the letter as usual. Once the letter has been marked as **Ready to Send**, **Reviewed** or **Printed**, when you click **Save**, the letter will be automatically uploaded to your patient’s My Health Record.



Note: After the letter has been sent, the **Send Copy to MHR** check box will update to say **Sent to MHR**.

The image below shows the specialist letter appearing in the patient’s Document List.

Document List

Filter

- Shared Health Summaries
- Discharge Summaries
- Event Summaries
- Specialist Letters
- Referral Letters
- Medicare Documents
- Prescribe & Dispense Docs
- Patient Created

Date: Last 3 months

From: To:

Author Name or HPII:

Status: Approved

Clear Filter

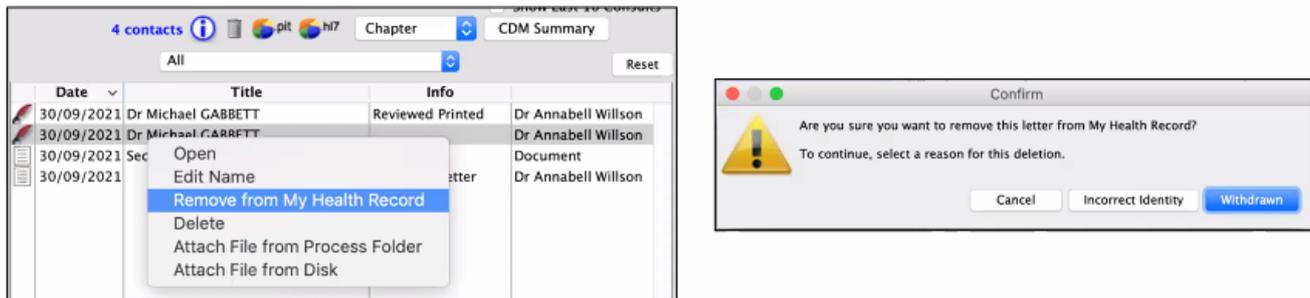
Currently displaying approved documents.

Document Date	Service Date	Document	Organisation	Organisation Type
22 Nov 2017		Shared Health Summary	Medical Center	General Practice
3 Apr 2017		Shared Health Summary	Medical Center	General Practice
3 Apr 2017		e-Referral	Medical Center	General Practice
3 Apr 2017		eHealth Dispense Record	Pharmacy	Pathology and Diagnostic Imaging Services
3 Apr 2017		eHealth Prescription Record	GP	Pathology and Diagnostic Imaging Services
3 Apr 2017		Specialist Letter	Medical Center	Immunology Services
3 Apr 2017	2 Apr 2017	Discharge Summary	Medical Center	Pathology and Diagnostic Imaging Services
27 Mar 2017		Pathology Report	Sullivan Nicolaides Pathology	Pathology and Diagnostic Imaging Services
27 Mar 2017		Diagnostic Imaging Report	Imaging Queensland	Pathology and Diagnostic Imaging Services
17 Mar 2017		Diagnostic Imaging Report	Wesley Medical Imaging	Pathology and Diagnostic Imaging Services
17 Mar 2017		Pathology Report	Mater Pathology	Pathology and Diagnostic Imaging Services
10 Mar 2017		Pathology Report	Pathology Queensland	Aged Care Residential Services
10 Mar 2017		Diagnostic Imaging Report	Brisbane Diagnostics	Aged Care Residential Services
1 Mar 2017		Diagnostic Imaging Report	Queensland Diagnostic Imaging	Aged Care Residential Services

Step 4 – Deleting or superseding a specialist letter

Deleting

Locate the letter in the clinical file and right click on the record to select **Remove from My Health Record**. The user will be prompted to select a reason.



Superseding

If you edit the letter, it will automatically be superseded upon saving, providing the previous conditions of the letter are met (for example, patient IHI hasn't been deleted, letter is still marked as **Ready to Send** or **Reviewed** and **Printed**).

Additional information to provide to GPs

If a patient's My Health Record contains out-of-date or inaccurate allergy information, their nominated healthcare provider should be notified via your specialist letter to upload a new [shared health summary](#) for this patient. ASCIA recommends you use this, or similar wording, to communicate this information in your letter:

"This patient has been confirmed as ALLERGIC to X, Y and confirmed NOT ALLERGIC to Z. Please update your local clinical records accordingly. If you use My Health Record for your patients, please consider uploading an updated shared health summary for this patient to ensure allergy information is accurate. Where there is an old shared health summary with allergy information that conflicts with that stated in this letter, you may wish to delete or supersede that document if you are the author."

Additional information to provide to your patients

Patients can add information about their (or their dependent's) allergies and adverse reactions into My Health Record through the personal health summary, and this information can be viewed by their healthcare providers.

[How to add allergy information into My Health Record: A guide for people with allergies](#) provides step-by-step instructions for patients to correctly enter, view and update their allergy information. You can print this out and hand to your patient. You may also wish to write the substance and reaction type, so they know the correct wording to add.

Further information and support

For general enquiries about registering or using My Health Record, contact the Help line on **1800 723 471** and select option 2.

You can also contact Genie Solutions on 1300 889 362 or email sales@geniesolutions.com.au. You can also search "My Health Record" in the Genie Knowledgebase.