

Session Plan: Accessing clinical documents

Delivery mode:

Face to face or virtual delivery

Session overview:

This session explores how you can access your clinical documents in My Health Record.

Learning objectives:

By the end of the session learners will be able to navigate their My Health Record to retrieve clinical documents such as discharge summaries, pathology reports and medicines lists.

Suggested session length:

This session should run for approximately 120 minutes. The facilitator to schedule breaks as required.

Prior knowledge:

Discuss with the learners prior to them attending to make sure they are familiar with the following:

- Email - session plan available here: <http://bit.ly/emailsessionplan>
- MyGov - session plan available here: <http://bit.ly/mygovsessionplan>
- Filling in online forms - session plan available here: <http://bit.ly/formsessionplan>

Tip:

1. The My Health Record online learning modules can all be accessed via:
<https://learning.goodthingsfoundation.org.au/subjects/digital-health>
2. Use the following information to log into the My Health Record training platform
<https://onlinetraining.digitalhealth.gov.au/portal/webclient/#/home>
 - **Username:** OnDemandTrainingUser
 - **Password:** TrainMe
 - Click on Consumer Portal ODT
 - Double click on the Google Chrome Consumer Portal

Session Plan:

| Topic | Timing | Activity | Assessment | Resources |
|------------------------|---------|---|---|---|
| Introduction & welcome | 10 mins | Facilitator to: <ul style="list-style-type: none"> introduce themselves learners to introduce themselves / or facilitator can run an icebreaker activity. confirm all learners are set up online discuss how the session will run | All learners engage | Refreshments Laptop / PC Notepad / Pens Whiteboard / marker pens Link to Topic 4 – Accessing clinical documents: https://training.digitalhealth.gov.au/course/view.php?id=54 |
| Learning Objectives | 10 mins | <p>Discuss learning objectives and start a discussion using the following questions.</p> <ul style="list-style-type: none"> “How do I share my health summaries?” “Where do I find my diagnostic images?” “Can I save my specialist documents?” <p>Important note to share: My Health Record is about YOU receiving the RIGHT care at the RIGHT time because healthcare providers can access the RIGHT information.</p> <p>The information in your My Health Record assists health care providers during an emergency.</p> | <p>Listen to the responses, summarising on a whiteboard or in a chat box.</p> <p>This will help to make sure you’re aiming your session at the right level.</p> | Laptop / PC Notepad / Pens Whiteboard / marker pens My Health Record Helpline 1800 723 471 |

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| Healthcare Journey- Case Study 3 | 10 mins | <p>Click on the link for Healthcare journeys with My Health Record and show Case study 1 - Xavier.</p> <p>Click through the slides and discuss with the group.</p> | Reinforces discussions above and highlights how the healthcare team interacts with each other to care for the consumer. | <p>Link for Healthcare Journeys https://training.digitalhealth.gov.au/course/view.php?id=57</p> |
| Online module: Accessing Clinical Documents | 30 mins | <p>Confirm learners can access, Topic 4 – Accessing clinical documents.</p> <p>Activity - Online Module</p> <p>Encourage learners to begin the module working their way through the material at their own pace.</p> <p>Ask the learners to make notes of key points for discussion.</p> <p>Remind learners they can talk to you if they have any questions about the material.</p> <p>Consider walking round the room asking learners how they are getting on as they may need reassurance or want to ask questions.</p> | <p>Learners engage at their own pace.</p> <p>Watching videos Online quiz questions Taking notes</p> | <p>Topic 4 – Accessing clinical documents: https://training.digitalhealth.gov.au/course/view.php?id=54</p> <p>Laptop / PC Notepad / pen</p> |
| Break | 10 mins | Encourage learners to have a break, stretch their legs and have a drink if needed. | | |

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|---|---------|--|--|---|
| Accessing Clinical Documents - Recap | 10 mins | <p>Activity - Shared learning & recap</p> <p>Discuss with learners the way to access clinical documents, summaries, and letters via My Health Record.</p> <p>Recap where the clinical documents contained in My Health Record may come from.</p> <p>Ask the following questions:</p> <ul style="list-style-type: none"> • “Where do medicine summaries get stored?” • “How does my discharge summary get updated?” | <p>All learners participate</p> <p>Asking questions will demonstrate understanding of the material.</p> | <p>Laptop / PC</p> <p>Marker pens</p> |
| Tour Clinical Documents - Demonstration | 20 mins | <p>Log onto the My Health Record training platform and ask the learners to do the same. Choose a record.</p> <p>Ask the group to select the same record.</p> <p>Take learners on a tour of the platform, including</p> <ul style="list-style-type: none"> • Health Summaries shared • Reports and letters • Medication Summaries • Key Information I’ve Added | <p>During the tour, ask questions about the tabs you are showing to check the group's understanding.</p> | <p>Training platform https://onlinetraining.digitalhealth.gov.au/portal/webclient/#/home</p> <p>Username: OnDemandTrainingUser Password: TrainMe</p> |

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| Clinical Documents Activity | 10 mins | <p>Activity</p> <p>Ask the learners to click the Sign Out button located at the top right hand side of the screen.</p> <p>Learners will be taken to a screen showing Available Consumers and a drop down box.</p> <p>Ask the learners to select another record, click on enter and find the answers to the following questions:</p> <ul style="list-style-type: none"> ● What was the last medication prescribed? ● Who have the health summaries been shared with? ● What was the last specialist letter about? | Learners can navigate their way around the platform and find the answers to the questions posed. | <p>Training platform https://onlinetraining.digitalhealth.gov.au/portal/webclient/#/home</p> <p>Username: OnDemandTrainingUser Password: TrainMe</p> |
| Evaluation & close | 10 mins | <p>Group discussion.</p> <p>Ask open ended questions on accessing clinical documents within My Health Record. For example,</p> <ul style="list-style-type: none"> ● “What are the key clinical documents that can be found in My Health Record?” ● “What information can be found in my shared health summary?” <p>Recap learning objectives, check they have been met. Confirm with learners they understand and feel more confident in accessing clinical documents.</p> | Learners are able to answer the questions and feel more confident in accessing their clinical documents in My Health Record. | |

Other courses to help you keep learning about how to use My Health Record

- Topic 5 – Adding personal information
- Topic 6 – Viewing medicines information