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Presented by Medicines Australia

Session One:

Medicines Matter to the Patient

Who is the empowered consumer? What do patients want from a universal health care system and from the industry that provides medical and technological solutions?

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Dr Vincent McCauley

CMO, Telstra Health

My Health Record – encouraging health literacy & medicine management amongst Australian Institute of Aboriginal and Torres Strait Islander Institute people

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HEALTH

Telstra Health and eMedications

15 October 2019

Dr Vincent McCauley MB BS (Hons), Ph.D, FACHI

Telstra Health Chief Medical Officer

Telstra Health has a unique footprint

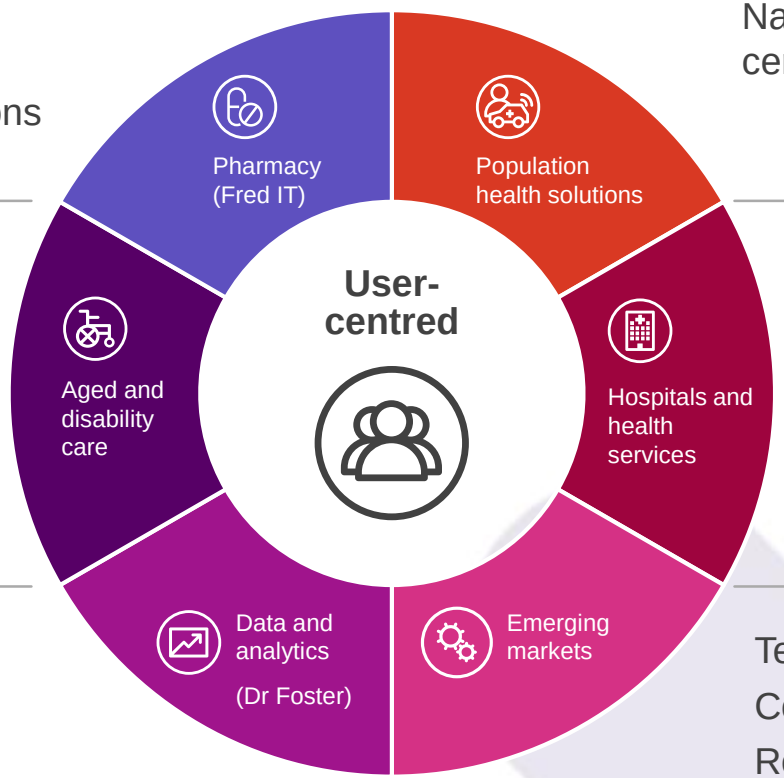
Experience across six segments, connecting care across traditional boundaries

Community and hospital pharmacy dispensing
Point of sale solutions
National Prescription Exchange Service
Real Time Prescription Monitoring Solutions
MEDView

National Cancer Screening Register for cervical and bowel cancer screening

Residential aged care
- Clinical management
- Medication management

Community Aged and Disability Care



Electronic Medical Record for hospitals
Hospital Patient Flow Products
Primary Healthcare Record for population health management by community health centres

Analyse performance
Predict needs
Population Health Management
Quality and Outcomes Measurement

Telehealth
Consumer apps and portals
Remote monitoring
Hospital-in-the-Home and other virtual health care models including medication management
Hospital avoidance

We are delivering signature projects across our six market segments

	Description	Key projects and implementations
Pharmacy	Market leaders in pharmaceutical dispensary, POS and medication management software, and prescription exchange platform	SafeScript Real Time Prescription Monitoring; Hospital Pharmacy Solution; National Real Time Prescription Monitoring
Aged and disability care	Market leaders in clinical, client and medication management software for residential and community aged and disability care sectors	Resident Manager; Resident Manager; Community Care
Hospitals and health services	Clinical and administration solutions for hospitals and specialised health services providers (e.g. Electronic Medical Records, secure messaging)	Electronic Medical Records; Communicare; Patient Flow Manager
Population health solutions	National registers for recording and monitoring population health such as diseases and immunisations, and connecting providers and patients	National Cancer Screening Register, Cervical and Bowel Cancer
Data and analytics	Dashboard, analytics and benchmarking tools that measure efficiency and quality metrics for hospitals and health services	Clinical Performance Benchmarking; Quality and Efficiency Benchmarking System
Emerging markets	Consumer: Platform to access health records/connect to providers Telehealth: Access to healthcare and health services via telephone/remote monitoring	Telehealth, Managed Video Conferencing; Telehealth, After Hours GP Services

Copyright

eMedication across Telstra Health

Communicare

Prescribe, Dispense, Administer

Aged Care

Pharmacy integration, mobile dispense

Hospital in the Home

Medication list, medication compliance prompting and monitoring

Telehealth ePrescribing

AMT is the foundation - distributed via a TH Clinical Terminology Server

Copyright

eRx script exchange

Since launching in 2009, Australian Pharmacies have used eRx for over 3 billion dispense records

- **23,500 doctors**
- **5,150 pharmacies**
- **30 clinical vendors integrated**

SafeScript Real time prescription monitoring

Leverages

electronic prescription exchange and workflows

Real time

alerts for GPs and pharmacists of medication risks

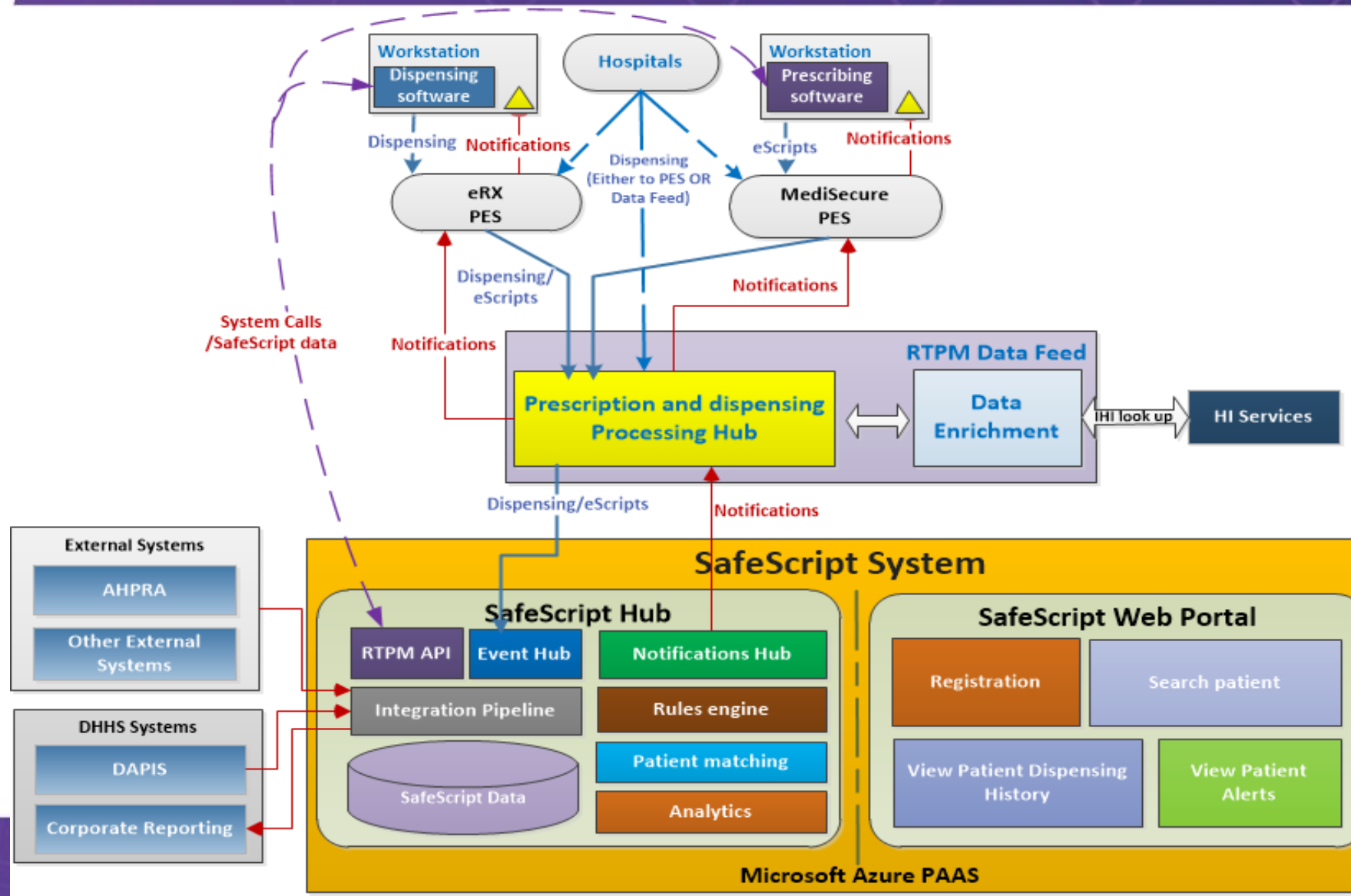
Live

6.4M population across Victoria and National Data Exchange for other jurisdictions

1.3 Million

High risk alerts for **57,000** patients in the first 9 months

SafeScript Architecture



SafeScript – Delivering

"In the future, the new Fellows will ask us what we used to do before we had SafeScript – did you just guess this stuff?"

"…is the best public health initiative I have seen in my career."

"With SafeScript I've got more control over my prescribing. You don't have to just rely on what the patient tells you."

"Our addictive medications, particularly the benzodiazepines and opiates, kill more people than the road toll, yet for so many years we have been prescribing blindfolded, unable to check a patient's use. Thanks to SafeScript, we can finally find out not just the medications, but who prescribed them and whether they've been dispensed, enabling us to make much safer decisions. This will save lives."

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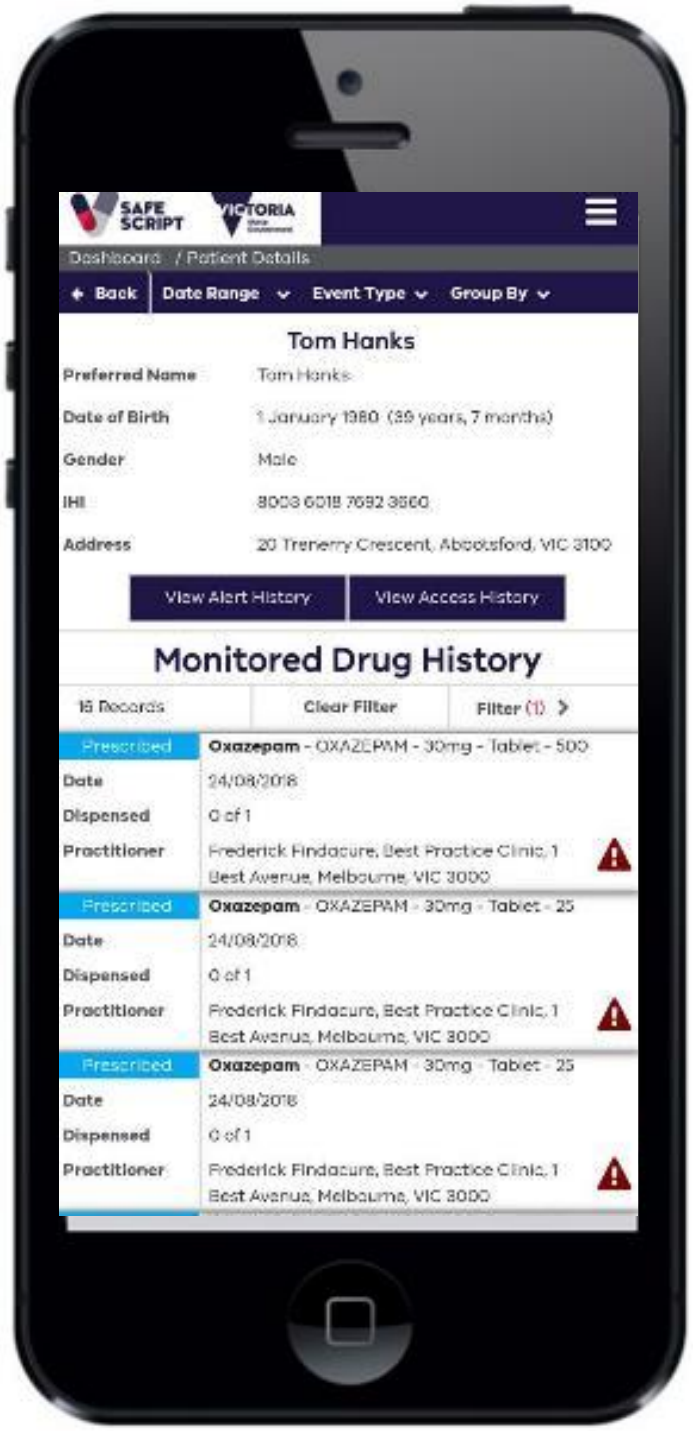
SafeScript - Future Roadmap

SafeScript Mobile Enabled Version



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SafeScript - Industry & Community Led Solution

T HEALTH

RACGP

ScriptWise
Preventing prescription medication misuse.

MSIA
MEDICAL SOFTWARE INDUSTRY ASSOCIATION

The Royal Australian & New Zealand College of Psychiatrists

ANZCA
AUSTRALIAN AND NEW ZEALAND COLLEGE OF ANAESTHETISTS

AMA

The Pharmacy Guild of Australia

Pharmaceutical Society of Australia

shpa
The Society of Hospital Pharmacists of Australia

rdav
RURAL DOCTORS ASSOCIATION OF VICTORIA
SUPPORTING RURAL DOCTORS

RACP
Specialists. Toget
EDUCATE. ADVOCATE. INNO

eRx
script exchange

MediSecure
Innovation inspired by healthcare professionals and patients

phn
WESTERN VICTORIA
An Australian Government Initiative

VACCHO

vaada
Victorian Alcohol and Drug Association

MedView Use Cases

Consolidated Medicines List

Medicines Reconciliation

- Hospital Admission
- Return to Community
- Nursing Home Transfer

Real Time Prescription Monitoring

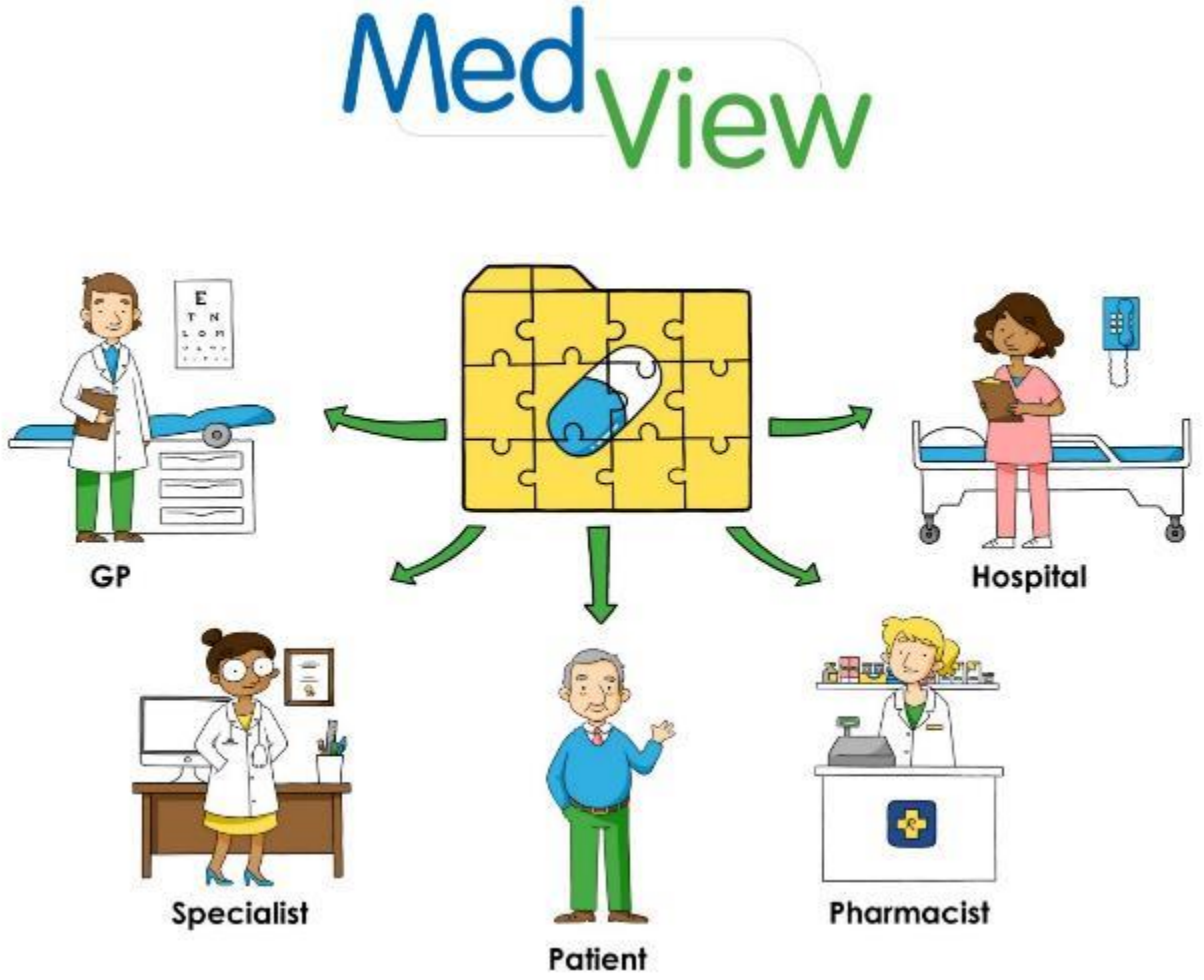
Duplicate Therapy Monitoring

Drug Interaction Checks

Medication Compliance

Consumer Patient Services

- Safety Net Monitoring
- Medication Tax Information



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MedView Portal

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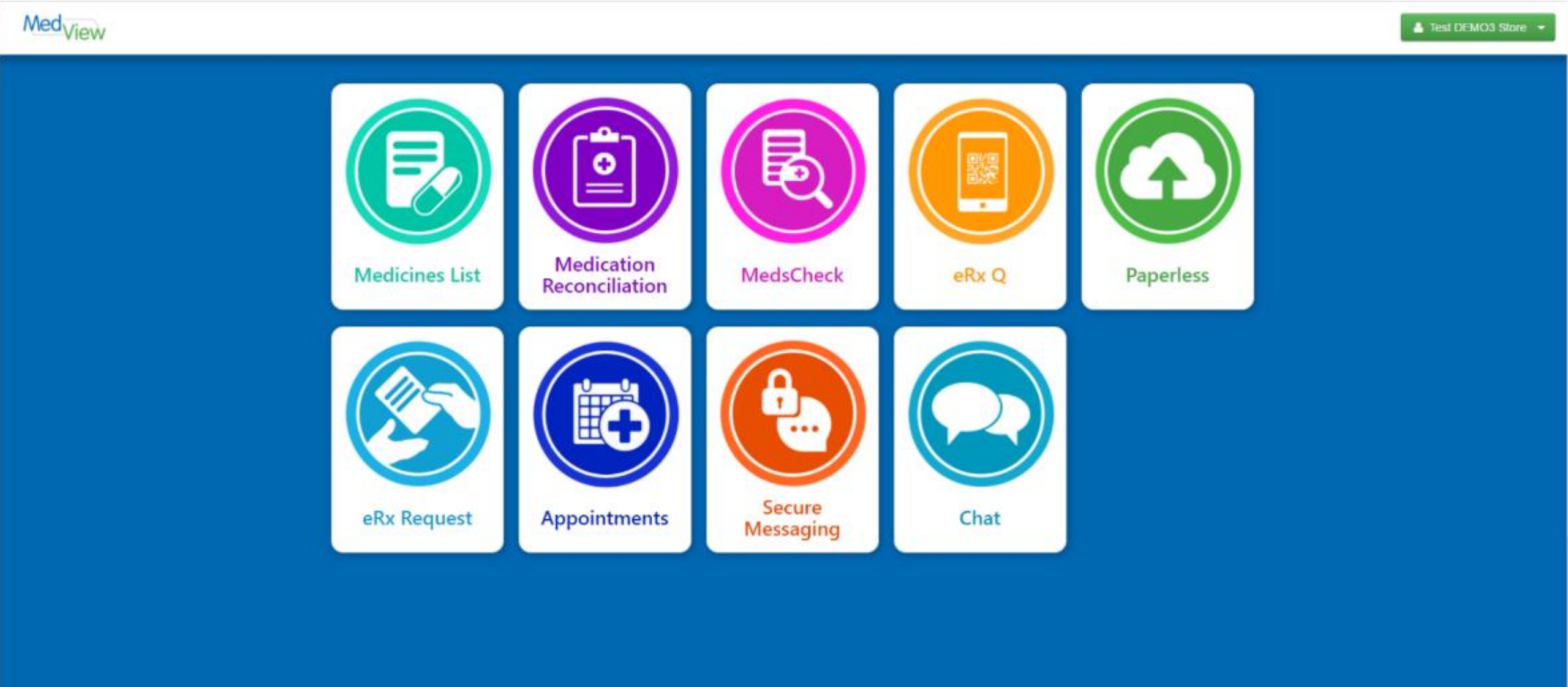

Find Patient

Medicines List

Medication Profile

Medication Reconciliation

Assisted Registration

Gumurdul James

Date of Birth	06 January 1964 (53 years, 4 months)	**Hospital/UR Number**	The Austin Hospital, Heidelberg, 1234
Address	Buffalo Lodge Lot 660, Maningrida, Vic 0822	**Preferred First Name**	Gumurdul
Medicare Number	2999 4764 65 1	**Preferred Last Name**	James

Clear Filter | Event type: All Events | Date Range: 1/04/2016 - 05/06/2017 | Group by: None | Show Cancelled | Drug Name

Date	Drug Details	Supply	Type	Source
09 Dec 2016	**aspirin** - SPREN 100 - 100mg - TAB - 112 Take ONE tablet daily immediately after food as directed	2 of 2	Dispensed	Community
09 Dec 2016	**nifedipine** - ADDOS XR - 60mg - CR-TAB - 30 Swallow whole ONE tablet daily as directed by your doctor *Avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	5 of 6	Dispensed	Community
09 Dec 2016	**atorvastatin** - LIPITOR - 80mg - TAB - 30 Take ONE tablet daily swallowed whole *Avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	11 of 12	Dispensed	Community
05 Dec 2016	**atorvastatin** - Atorvastatin - 80mg - Tablet - 30 1 Daily	Original	Prescribed	Community
10 Nov 2016	**atorvastatin** - LIPITOR - 80mg - TAB - 30 Take ONE tablet daily swallowed whole *Avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	10 of 12	Dispensed	Community

Find Patient

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Medication Detail

Trade Name	SPREN 100
Form	TAB
Manufacturer	OW
Generic Name	ASPIRIN
Strength	100mg
PBS Code	08202Q

Uploaded By

Pharmacist Name	PAUL LENNON	Address	1 Pharmacy Street ABBOTSFORD VIC 3067
Pharmacy	DHSITESTORGSQ15	Email	
		Phone	0394181800

Medication Reconciliation

Assisted Registration

Drug Name

Latest | MedView | Hospital | MyHR

Add

Source Medication

take one tablet daily swallowed whole *avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	10 Nov 2016
addos xr (nifedipine) cr-tab 60mg 30 swallow whole one tablet daily as directed by your doctor *avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	Communit 10 Nov 2016
addos xr (nifedipine) cr-tab 60mg 30 swallow whole one tablet daily as directed by your doctor *avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	Communit 19 Oct 2016
bicor (bisoprolol fumarate) tab 10mg 28 take one tablet daily swallowed whole *do not stop taking this medication abruptly	Communit 19 Oct 2016
karvezide (irbesartan/hydrochlorothiazide) tab 300mg/25mg 30	Communit

Remove | Add External | 05 Jun 2017

Export

PDF

Drug Name

Reconciled Medication	Med	Notes
spren 100 (aspirin) tab 100mg 112 take one tablet daily immediately after food as directed	☐	Enter Notes...
lipitor (atorvastatin) tab 80mg 30 take one tablet daily swallowed whole *avoid eating grapefruit or drinking grapefruit juice while being treated with this medicine	☐	Enter Notes...
bicor (bisoprolol fumarate) tab 10mg 28 take one tablet daily swallowed whole *do not stop taking this medication abruptly	☐	Enter Notes...

Summary Notes

Status: Draft

Save | Complete

Improving Access to Medicines – ePrescribing for safer medicines

2018-19 Health Budget measure:

To support a national electronic prescribing system that will contribute to Pharmaceutical Benefits Scheme efficiency, compliance, drug safety and data collection

Allocation of $28.2 million for the Department of Health and Department of Human Services (DHS) over 5 years from 2017-18

ePrescribing will provide an option for prescribers and their patients to have a fully electronic prescription as an alternative to a paper-based prescription

The implementation of ePrescribing is supported by:

The *National Digital Health Strategy*

Recommendation 2.6 from the Review of Pharmacy Remuneration and Regulation

Strategic Agreements with both the Generic and Biosimilar Medicines Association and Medicines Australia

Benefits of ePrescribing

Supporting patient safety and health outcomes by reducing the risk of dispensing errors

Maintaining patient choice and control over the management and acquisition of their medications

Removing the need for handling and storing a paper prescription

Enabling electronic hospital and residential aged care facility medication charts

Providing a platform to enable digital health services and initiatives such as telehealth and My Health Record

Allowing improved data for health technology assessments, post market reviews and broader health policy and planning

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Proposed Conceptual ePrescribing architecture

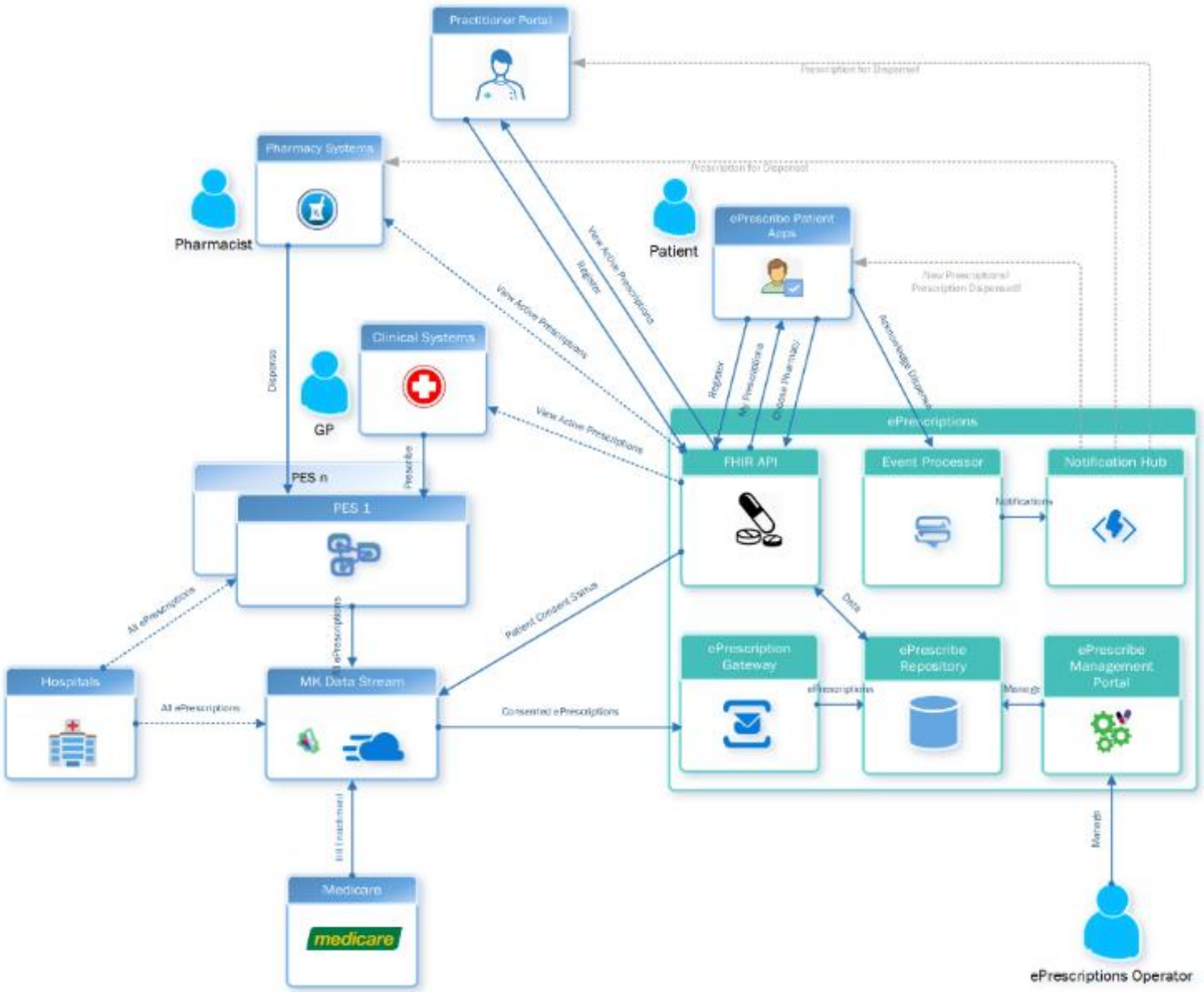
Key points:

1. Existing Prescription Exchange Services key infrastructure for the provision of ePrescriptions.

2. Legal prescriptions will be held by the PES's.

3. ePrescriptions will be done in 2 phases:

- **Token based solution (prescribing system sends a script token to patient's mobile)**
- **Active Script List (ability to look up a patient's scripts available for dispense)**



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Thank you