



Please note this summary sheet assumes your pharmacy has registered for My Health Record and that your software has been configured correctly. If unsure, contact your Pharmacy Manager or Z Dispense to confirm.

Enable access to My Health Record (MyHR); retrieving a pharmacist's HPI-I

1. Go to Z Dispense > Pharmacists > Search for Pharmacist
2. Press Save to retrieve the pharmacist's HPI-I
3. The pharmacist should update with their HPI-I number

initials	Surname	First Name	RegistrationNo	HPIINumber
KL	Lamb	Ken	AUS000000001	8003614900032929

How to View a Patient's My Health Record

1. The patient's IHI should be automatically retrieved by the system using the **five** core demographic details: first name, surname, gender, date of birth and Medicare/DVA card.
2. The IHI number will appear in the Patient's Details (F8) under MyHR.
3. Once Z Dispense has retrieved the patient's IHI, the MyHR button should change from black and white, to colour:

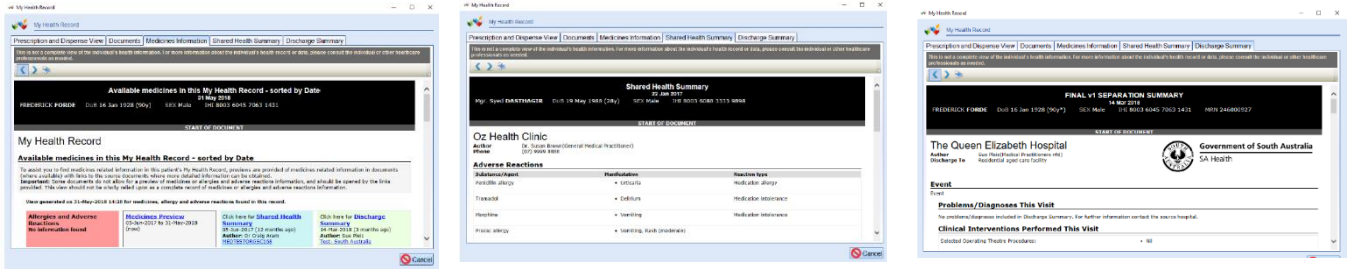
Patient: **Jock Barefoot**

- Access patient's MyHR
 - Access patient's allergies in MyHR

4. Press the MyHR button or 'F3' on the keyboard, and the Login Required prompt should appear. Enter your pharmacist's initials and if you have a password set in Office, enter this as well. If not, leave blank.


Navigating My Health Record

1. Prescription and Dispense View – this is an overview of the patient's prescriptions and dispense history:
 - a. Date Filter – select a date range
 - b. Group by:
 - i. Prescription (default)
 - ii. Generic name
 - iii. PBS item code
 - iv. Brand Name
 - c. Dispense Record – click to expand medication details
2. Documents – provides a list of all the documents the patient has. By default, Z Dispense will only show the newest documents that haven't been viewed yet.



3. Medicines Information – can quickly sort and display medicines information held in a patient’s MyHR documents in date or alphabetical order (*figure above, left*).
4. Shared Health Summary – includes information about a patient’s medical history, such as: medical conditions, medicines, allergies and adverse reactions, immunisations (*figure above, middle*).
5. Discharge Summary – based on a national standard for a patient’s hospital visit (*figure above, right*).

My Health Record Allergies

1. Press  to open the patient’s MyHR Allergy Report
2. Login using the Login Required prompt
3. The MyHR Allergy window should appear

Sending/Not Sending Dispense Records to My Health Record

1. All prescriptions (unless selected not to) will be uploaded to MyHR. This includes original and repeat prescriptions, owings, regulation 24 and S3R.
2. If you DO NOT want to send a record to MyHR:
 - a. Go to Z Dispense and dispense as usual
 - b. After the drug selection, click ‘Do not send dispense record to MyHR’ or press ‘CTRL+SHIFT+F3’ on the keyboard
 - c. Finish the script



Troubleshooting FAQ

1. I get ‘This pharmacist is not validated by MyHR’ error when logging in, what should I do?
 - a. If you get a Login Failed prompt when logging in, ensure that you have a valid HPI-I, and it has been retrieved into Z Dispense (*see page 1 - Enable access to MyHR; retrieving a pharmacist’s HPI-I*).
2. My script(s) aren’t sending to MyHR, how do I fix this?
 - a. Drugs that don’t have any dispense information (e.g. an OTC item) will automatically have ‘Do not send dispense record to MyHR’ ticked. You can disable this setting by unticking ‘Do not send dispense record to MyHR’ or using the ‘CTRL+SHIFT+F3’ keyboard shortcut.
3. Are MyHR allergies synced to Z Dispense?
 - a. The allergies that are inputted in Z Dispense DO NOT get synced to MyHR and vice versa.

Further Information:

- **My Health Record - Community Pharmacy**
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/community-pharmacy>
- **Z Dispense My Health Record Manual** Contact Z Software support for a copy

For assistance, contact the Help line on
1800 723 471 (select option 2)
www.MyHealthRecord.gov.au

Definitions Key
HPI-I: Healthcare Provider Identifier-Individual (16 digit number allocated to pharmacist)
IHI: Individual Healthcare Identifier (16 digit number allocated to patient)