

Better care at benevolent

For the first time in Central Queensland, a trial is demonstrating My Health Record's ability to improve the care of older people living in residential aged care facilities.

The trial at Benevolent Aged Care is showing exceptional results by providing better access to a resident's medical history.

Brenda Klein, 78, a resident of Benevolent Aged Care, said My Health Record meant she could leave her pile of medical records and test results behind.

"Visits to the GP are a lot easier. I don't need to take a briefcase full of notes with me every time I see my doctor or specialist, they already have them.

"In the past six months I've had a number of GP visits and an admission to hospital," Ms Klein said.

"When I was discharged from hospital the nurses at Benevolent had the discharge summary before I'd even got home."

Benevolent Aged Care CEO, Alison Moss said 97% of residents had signed up since the trial began in June 2018.

"Introducing My Health Record and training clinical staff is improving patient care," Ms Moss said.

"Our clinicians are spending less time following up on important details like medications or serious conditions. This allows us to spend more time with residents.

"We've also seen a significant improvement to our admissions process around people joining us for respite care.

"Many carers rely on our respite care services to provide a well deserved break from the requirements of full time care. Having an up to date My Health Record enables a smooth transition where the focus is on the person, not chasing up their medical records," Ms Moss said.

Central Queensland, Wide Bay, Sunshine Coast PHN CEO, Pattie Hudson said issues like social isolation, limited family support and limited access to transport make it more difficult for older people to access the healthcare services they need.

"Older people often live with several forms of chronic disease and this leads to spending more time attending hospitals and medical appointments," Mrs Hudson said.

"My Health Record allows us to overcome local challenges by improving the coordination and delivery of care in regional communities.

"By focusing on the transfer of clinical information, like the results of your latest blood test, your health care team gets a more complete picture of your health in less time."

Capricornia MP, Michelle Landry said real life examples, like Brenda's, show just how liberating the My Health Record system can be for regular patients.

"My Health Record has long been dreamed of as a solution to one of the great short-comings in our medical system, communicating people's records.

"Common sense suggests, and our medical professionals confirm, that patients will always stand a better chance of a full and timely recovery when those treating them have all the info at their disposal," Ms Landry said.

“This is what My Health Record does; it simply brings one’s information to one central location, where it can easily be accessed by your doctor, leading them to better understand your condition and better manage it.”

Deputy Chairman of the My Health Record Expansion Program Steering Committee, Dr Steve Hambleton, said My Health Record provides a number of benefits that will improve patient safety in residential aged care facilities.

“Australia’s doctors are currently hampered by a lack of patient information, especially at the time when they need it most. That’s where having a My Health Record can make such a difference because it can alert them to any medicine and allergy dangers which could save your life in an emergency,” Dr Hambleton said.

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Media Opportunity Details

WHAT: Brenda Klein, a resident at Benevolent Aged Care, will detail how her she now spends less time getting her GP up to speed as My Health Record gains traction. The trial at Benevolent Aged Care is a first for an aged care facility in Central Queensland.

WHO: Brenda Klein, resident of Benevolent Aged Care
Michelle Landry MP, Federal Member for Capricornia
Pattie Hudson, CEO for Central Queensland Wide Bay, Sunshine Coast PHN
Allison Moss, CEO for Benevolent Aged Care
Dr Steve Hambleton, Deputy Chairman My Health Record Expansion Program Steering Committee, Australian Digital Health Agency

WHEN: 10.45am – 11.30am Monday, 5 November 2018.

WHERE: Benevolent Aged Care - 60 West St, The Range, Rockhampton, Qld 4700.

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