

Bp Premier SUMMIT 2025

Please take a seat,
your session starts soon.

Acknowledgement of Country

Best Practice Software acknowledges the Traditional Custodians of Country throughout Australia and recognise their unique cultural and spiritual relationships to the land, waters, and seas and their rich contribution to society. We pay our respects to ancestors and Elders, past, present, and emerging.

Best Practice Software respects Māori as the tangata whenua and Treaty of Waitangi partners in Aotearoa New Zealand.

Right: Ginmine design from corner, radiating outwards.
Designed for the Bp Bundaberg Operations Hub Mural Project, 2021

Artist: Nicole Wone

Addresses themes of: Evolution – Adaptation of Universe and traditional Indigenous beliefs across the globe.

Beginning of time, darkness. Movement in the cosmos. Rainbow Serpent – Creation being. Ancestral lineage without our DNA



A detailed background image of a celestial constellation map, likely a planisphere, showing various constellations such as Delphinus, Sagitta, Cygnus, and others. The map is overlaid with a grid of lines and includes a large circular frame on the right side. The text is in white, contrasting with the dark blue background.

BpPremier SUMMIT 2025

Nicole Gartrell

The Health Information Exchange –
A Journey to Connected Care

The Health Information Exchange – A Journey to Connected Care

Nicole Gartrell

Nicole Gartrell is Program Director of Health Connect Australia, leading the national Health Information Exchange to enhance secure clinical data sharing. With a Bachelor of Applied Science in Health Information Management, a Juris Doctor, and over 15 years of digital health experience, she has worked with the Australian Digital Health Agency since 2022. Her focus includes national initiatives such as the National Healthcare Interoperability Plan and My Health Record. Nicole has contributed to electronic medical record programs in New South Wales and Queensland and worked closely with primary care stakeholders through programs including electronic prescribing and secure messaging. She is passionate about healthcare connectivity and continuity of care, with expertise in health informatics, information management, and digital innovation.

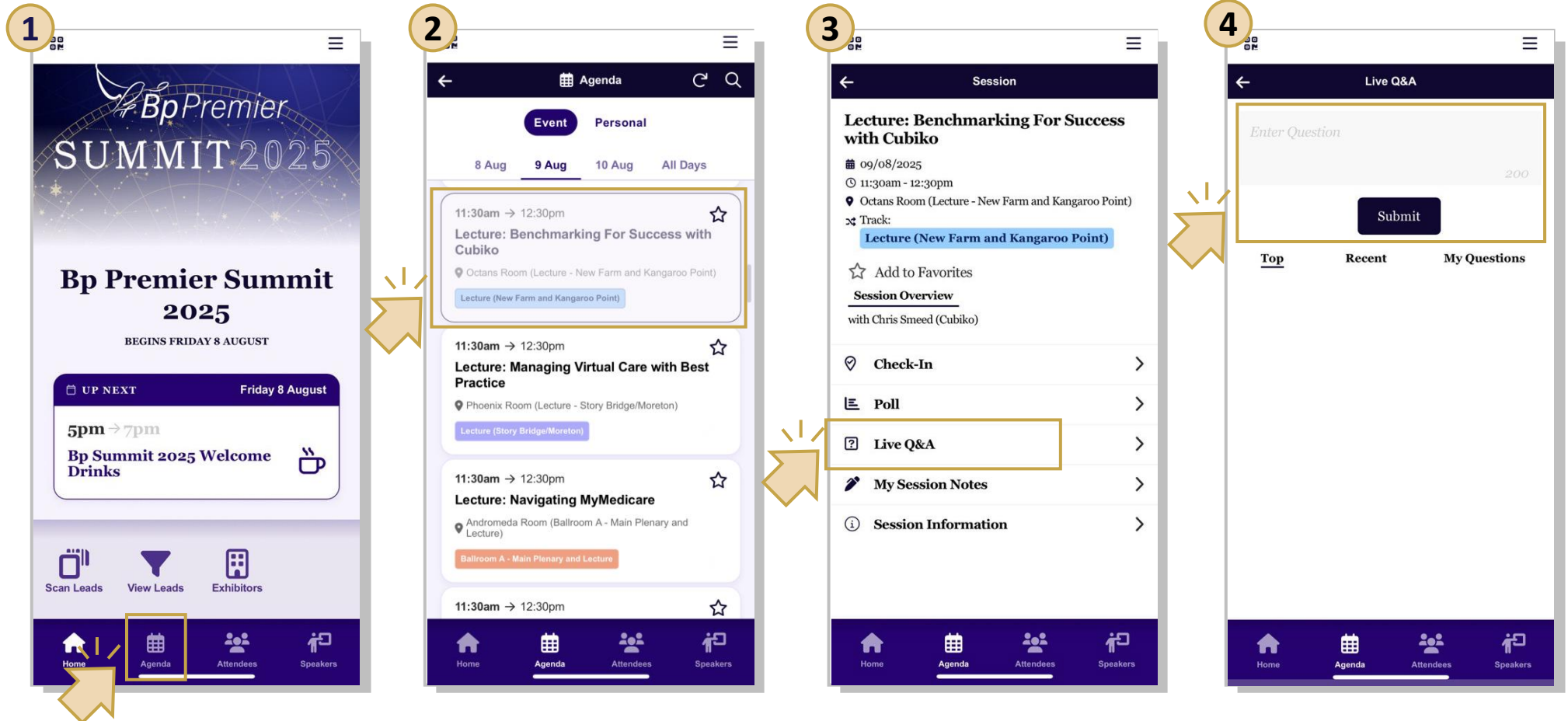


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Ask any questions
using The Event App



Download the app
By scanning the QR code



A detailed background image of a celestial constellation map, likely a star chart or astrological chart, featuring various constellations such as Delphinus, Sagitta, Cygnus, and others, with stars connected by lines and labeled with names like Vega, Deneb, and others. The map is overlaid on a dark blue background with a subtle grid of lines.

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Nicole Gartrell

The Health Information Exchange –
A Journey to Connected Care

Health Connect



A journey to connected care



Australian Government

Australian Digital Health Agency

Nicole Gartrell
Program Director,
Health Connect Australia



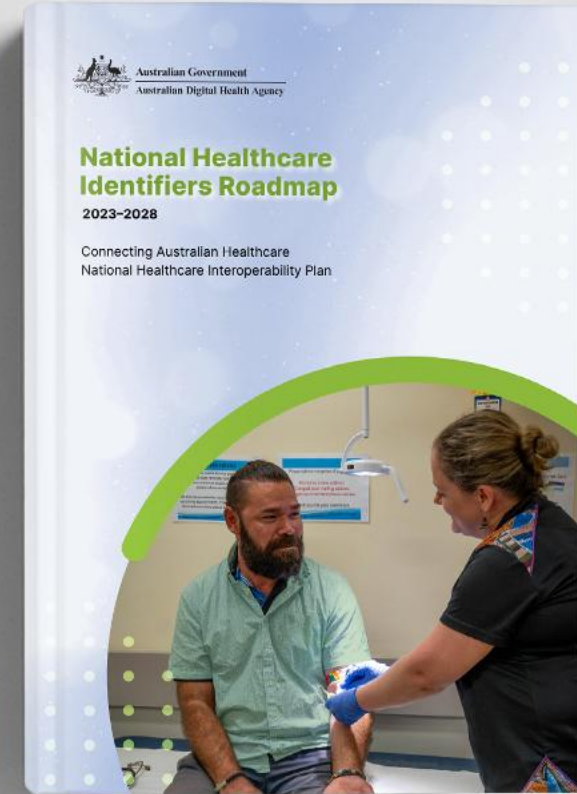
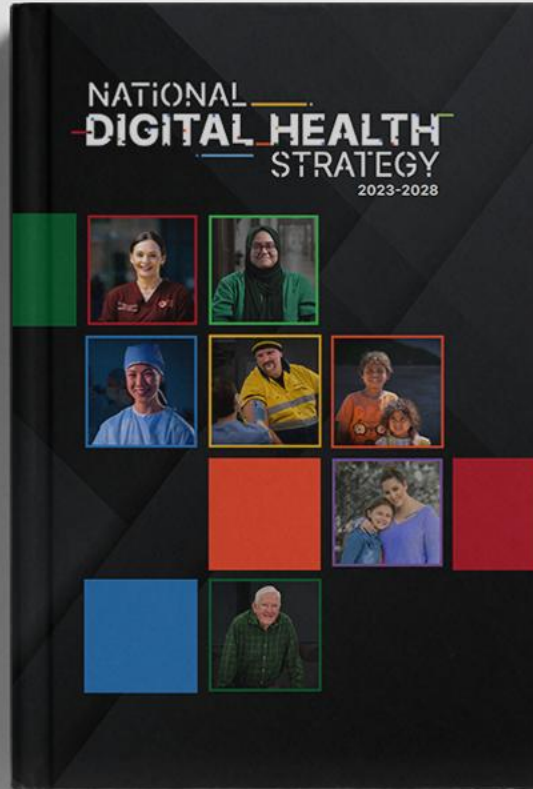
Acknowledgement of Country



The Australian Digital Health Agency acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to Elders past and present.



National Digital Health Strategic Documents



Health Connect Research & Insights



Consumers

Consumers want consent and control mechanisms (88%)*

- Consumers want to have **access to their own health information**
- Consumers want to **provide consent for their healthcare providers** to access their health information
- Consumers value the **ability to select their own healthcare providers**

*Health Information Exchange Survey, 2024; +Transitions of Care and Data Exchange Survey, 2022.



Health Connect Research & Insights



Healthcare Providers

Current methods of accessing and sharing consumer health information are not meeting HCP needs (40%)+

- **Current systems are incompatible** and prevent access and sharing of patient health information
- **Time taken to request and receive information** from other HCPs is excessive and delays patient care
- **Access to and contribution of information** is required to facilitate better care, and this need is agnostic of healthcare setting and HCP role
- **Continuous data flow is core** to a future 'functional' healthcare systems design

Intent of Health Connect

Health Connect Australia will establish a set of nationally consistent **capabilities**, **products** and **standards**, to facilitate improved sharing of health information to meet the evolving needs of consumers and healthcare providers.



Health Connect Australia - Strategic Objectives



Empower Consumers

To control, access and participate in their healthcare journey using digital pathways.



Deliver Efficiencies

To healthcare providers and organisations through reduction of administrative burden and duplication.



Improve Provider Communication

Across the healthcare system by providing a single source of accurate, relevant and complete provider and service information that can be accessed and updated in real time.



Streamline Information Sharing

Improve access to health information across organisations, to patients and between healthcare providers. Enable access to critical information in emergencies.



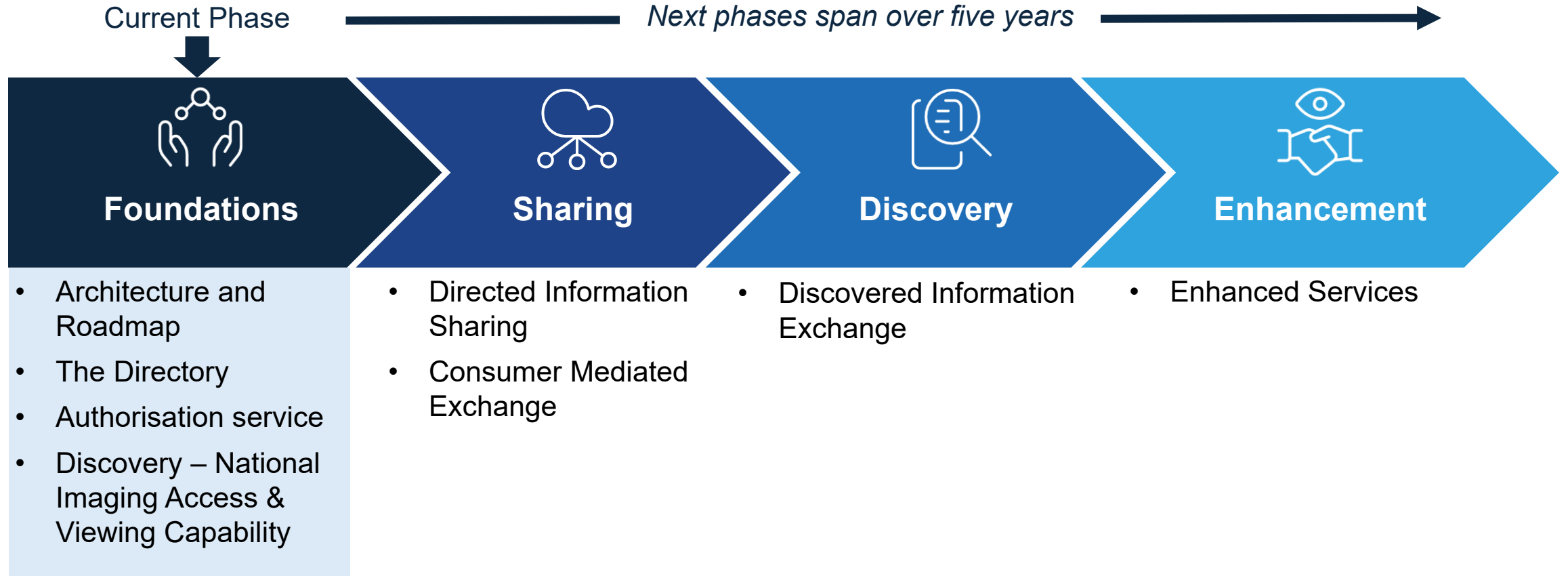
Legislative & Policy Changes

Promote access and cross-border health information sharing through legislative/policy changes and education initiatives.

Underpinned by stakeholder consultation

Program Phases

We are working to deliver the future of secure, connected digital healthcare.



Architecture and Roadmap

Provides the overall architectural vision for creating a digital health ecosystem that **enables secure, efficient and standardised information exchange** across Australia's healthcare sector.

Strategy

Health Connect Australia Strategy – Outlines the strategic intent and goals of the program.



Roadmap

Health Connect Australia Roadmap – Outlines a high-level indicative representation of the program's phases.



Architecture

Health Connect Australia Architecture – Outlines a high-level architecture, designed to enhance national digital health interoperability



My Health Record and Health Connect Australia

My Health Record and Health Connect are part of the health ecosystem



My Health Record

- Provides a **summary** of an individual's health information
- Focus on uploading documents into a single individual's health record
- Individuals can access their own record and control which healthcare providers can access it.

PURPOSE



SCOPE



ACCESS



Health Connect



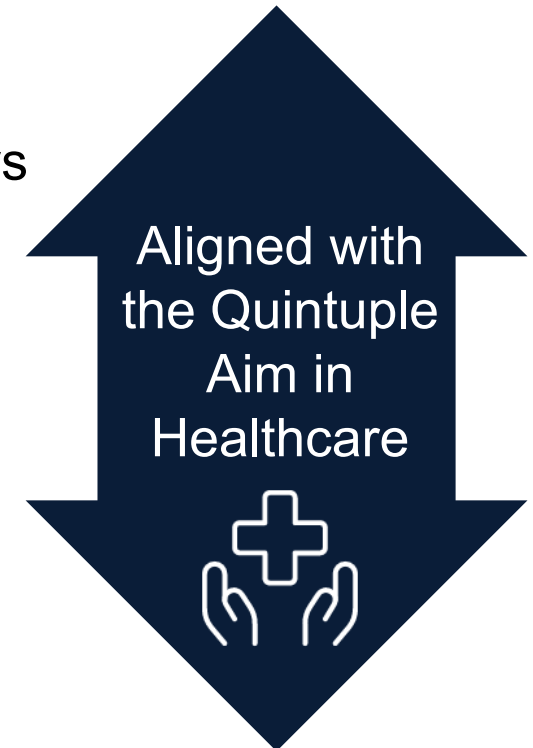
(Including MHR)

- Enables the **secure exchange** of health information between healthcare providers
- Supports sharing and discovery of health information across multiple organisations and healthcare providers
- Authorised healthcare providers within the participating organisations can access relevant patient information



Target Benefits for GPs and Primary Care

- ✓ **Seamless** interoperability between systems
- ✓ **In context** display of information in your existing systems and workflows
- ✓ **Easier discovery** and referral to other providers and services
- ✓ **Faster and safer** information exchange across care teams
- ✓ **Secure, streamlined** access controls and user authorisation
- ✓ **Reduced** administrative burden for healthcare providers
- ✓ **Support** for virtual care, telehealth and hybrid care models
- ✓ **Real-time identity** and **access checks** within digital health workflows



Current state problems

Research & Insights



Incompatible systems are preventing information sharing



Information sharing between public and private healthcare systems, and between facilities in different jurisdictions is recognised as particularly difficult, with HCPs working in the public system often experiencing issues receiving information from private systems and having little to no ability to share information with HCPs in other states.

"Between NSW and Queensland ambulance service, there's no communication except paper copies, which is crazy. Not being able to have everyone talk on the same platform makes it extremely difficult."

Paramedic 2



Time taken to locate information from other HCPs is excessive



- The current method of locating information from other HCPs is **inefficient** and **time- consuming**, thereby **delaying patient care**.
- It can involve searching for the correct HCP, phone calls to request information, waiting for physical letters, or searching through multiple systems.

"Our consults are about 15 minutes, so we are limited for time, and to spend the whole 15 minutes on the phone waiting to speak to somebody is a waste of time or waste of the patient's time and resources."

General Practitioner 1



More information sharing and visibility between care team members



- **Currently, HCPs are experiencing issues with information sharing between members of their patients care teams.**
- Not having visibility of a patients care more holistically can impact the time it takes to provide care.
- **This access to information is considered especially important going to and from GPs, as the facilitators of primary care.**

"I would like the GP to be able to see everything. They're the centre point, the case managers of health for their people."

Nurse 1

"In the ideal situation, it would be good to be able to access the GP's clinical notes, to be able to access a bit more substantive information than just the discharge summary."

Hospital Based Clinician 1

The Directory and Authentication Service

Foundations Phase



Foundations

We will introduce two new national capabilities to facilitate digital health information sharing



Directory

Providing capabilities in the consolidation of, and access to, health provider information



Authorisation service

Providing capabilities to consistently enable authorisation for exchange of health information

The Directory

Will integrate with multiple systems to assemble and share provider information

External system

- Provider Connect Australia (PCA)
- HI Service
- Health Connect Authorisation Service
- Technical service operators
- National Health Services Directory (NHSD)
- Consumer search channels
- Clinical systems and other participants
- Employee systems in health services
- Future data sources



The Directory

Will provide trustworthy provider information for digital health systems

- Healthcare provider **organisation** details
- Healthcare provider **individual** (practitioner) details
- Healthcare **locations** and **service** details
- Technical details related to the use of healthcare provider systems
- Metadata about the handled data, including:
 - Attestation status - whether it has been attested, not attested or does not require attestation
 - Consent – where required for sharing



What does this mean for...

Healthcare providers

- Users can efficiently **search** for healthcare providers and **exchange information** seamlessly.
- Provider details are **consolidated into a single, reliable source**, featuring near-real-time updates and automated synchronisation from trusted sources like AHPRA and Medicare.
- Minimised duplication & enhanced **data accuracy**, ensuring information is current and reliable.

Software developers

- The Directory will use **FHIR-based interoperability standards and open APIs**.
- A **national trust framework** including authentication, authorisation, and validation protocols to ensure that **only verified providers** can be trusted for secure health information exchange.

Consumers

- Will enrich data quality in existing consumer-facing directories (such as NHSD) so that consumers can search, compare and choose healthcare providers that **best meets their needs** based on location, availability, specialisation, language, cultural background, or type of services.

Healthcare Providers

Information will be available within your Clinical Information system

Clinical Information System

Rachel Green
32 20 November 1990 female
Phone: (+61) 02 3863 2756
mobile: 0421 999 710
email: rachel@patient.com
address: 140 Condamarra Road, Waghonga NSW 2076
Occupation: Social Worker
Marital Status: Married
Partner: John Peter Smith
Country of Birth: Australian
Ethnicity: Aboriginal
Medicare number: 834 56789 1 01
PH Active: 802360 34562 20635
Updated 19 April 2022 8:30am

ADR & Allergies 2 +
Diagnoses 3 +
Confidential Notes

Referral

Request date * May 9 2022
Criticality Non-urgent
Select exam type(s) * SNOMED CT
"Typing chest"
Clinical notes
Already selected exam types
CT of Right Knee with Contrast Chest X-ray
CT of Left Knee CT of abdomen and Pelvis
Recommend a Provider
Select a provider Do not notify provider
Send result & report to *
Dr Nick Smith Dr Jams Smith - Chatswood
Send request to patient
Email Do not upload to the My Health Record
Print Send Cancel

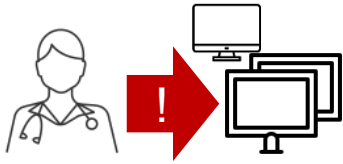
Your Referral Reference Number
234 567 898 1
Example of what patient will receive

Illustrative purposes only

GP and Healthcare Provider (HCP) workflow

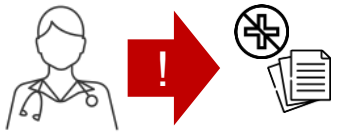
Current state

Search for provider



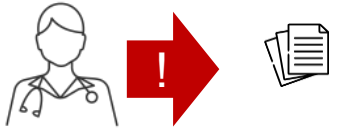
- Outdated contact info
- Limited details available
- Reliance on multiple external sources

Send information to a specific provider



- No visibility of HCP availability and fees
- Paper referral handed to patient with recommended HCP
- Referral faxed to HCP

Access shared health data



- Consumer recalls limited medical history
- Consumer brings physical copies of health records to appointment

Manage directory record



- Provider must update details across multiple platforms
- Time-consuming and inconsistent

Health **Connect**



Future state



- ✓ Quickly access **accurate, comprehensive** and **up-to-date** information on HCPs from **one** directory



- ✓ Provider securely shares full medical history with HCP
- ✓ Consumer receives electronic referral that can be taken to any HCP



- ✓ HCP can seamlessly access full medical history and clinical notes in advance
- ✓ Enables better preparation and personalised care



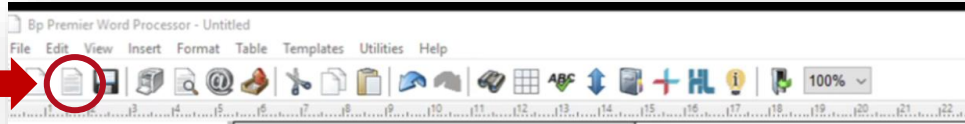
- ✓ GP, HCPs & organisations update their details once
- ✓ Info is always current and accessible across systems



Future state - wireframes

Concept is a visualisation of the future state user experience via a CIS, using a Smart on FHIR App.

Example: Selecting templates in Best Practice opens address book



Search service or practitioner

A wireframe of a 'Select addressee' dialog box. The dialog has a title bar with a close button. Below the title bar are two tabs: 'From Address Book' and 'Health Connect Australia'. The 'Health Connect Australia' tab is active. The main content area has a header with the 'Health Connect' logo, a 'Favourites' link, an 'Inbox' link, and a user profile icon. Below this is a search instruction: 'Find services or practitioners available to make a referral.' There are two search input fields: 'Service or practitioner' with the text 'Psy|' and 'Location or postcode' with the text 'Bulimba'. A red arrow points to the search instruction. Below the search fields is a dropdown menu showing 'Clinical Psychology', 'Psychologist', and 'Psychiatrist'. A 'Cancel' button is at the bottom right.

Future state - wireframes

Concept is a visualisation of the future state user experience via a CIS, using a Smart on FHIR App.

View results listing

Select addressee

From Address Book

Health Connect Australia

Health Connect

Favourites

Inbox

Find services or practitioners available to make a referral.

Service or practitioner

Psychologist

Location or postcode

Bulimba

Advanced search

3 results found for "Psychologist Bulimba"

Bulimba Psychology

Last update 24 Apr 2025

Carr Street, Bulimba, QLD 4170

(07) 4444 2134

Open now. Closing at 4:30pm

Bookings available

Bulk Billing

Disabled Parking

Make a referral

View details

Favourite

Bulimba Family Psychology

Last update 16 Apr 2024

Bulimba Centre, Oxford Street, Bulimba, QLD 4170

(07) 4444 2134

Open now. Closing at 4:30pm

No bookings


Bulk Billing

Disabled Parking

View details

Favourite

Cancel



Australian Government

Australian Digital Health Agency

The Directory - Timeline

We are here



2024

2025

2026

Release 1 - Minimum Viable Product (MVP)

- Health Provider Directory and Provider Connect Australia integration
- Healthcare Identifiers Service (incl. AHPRA data)
- National Health Services Directory

Release 2

- Jurisdictional (provider and consumer) requirements / priority use cases for the Directory co-developed through the working group and stakeholder consultation
- Additional directories integration

Future Releases

Diagnostic Image Access

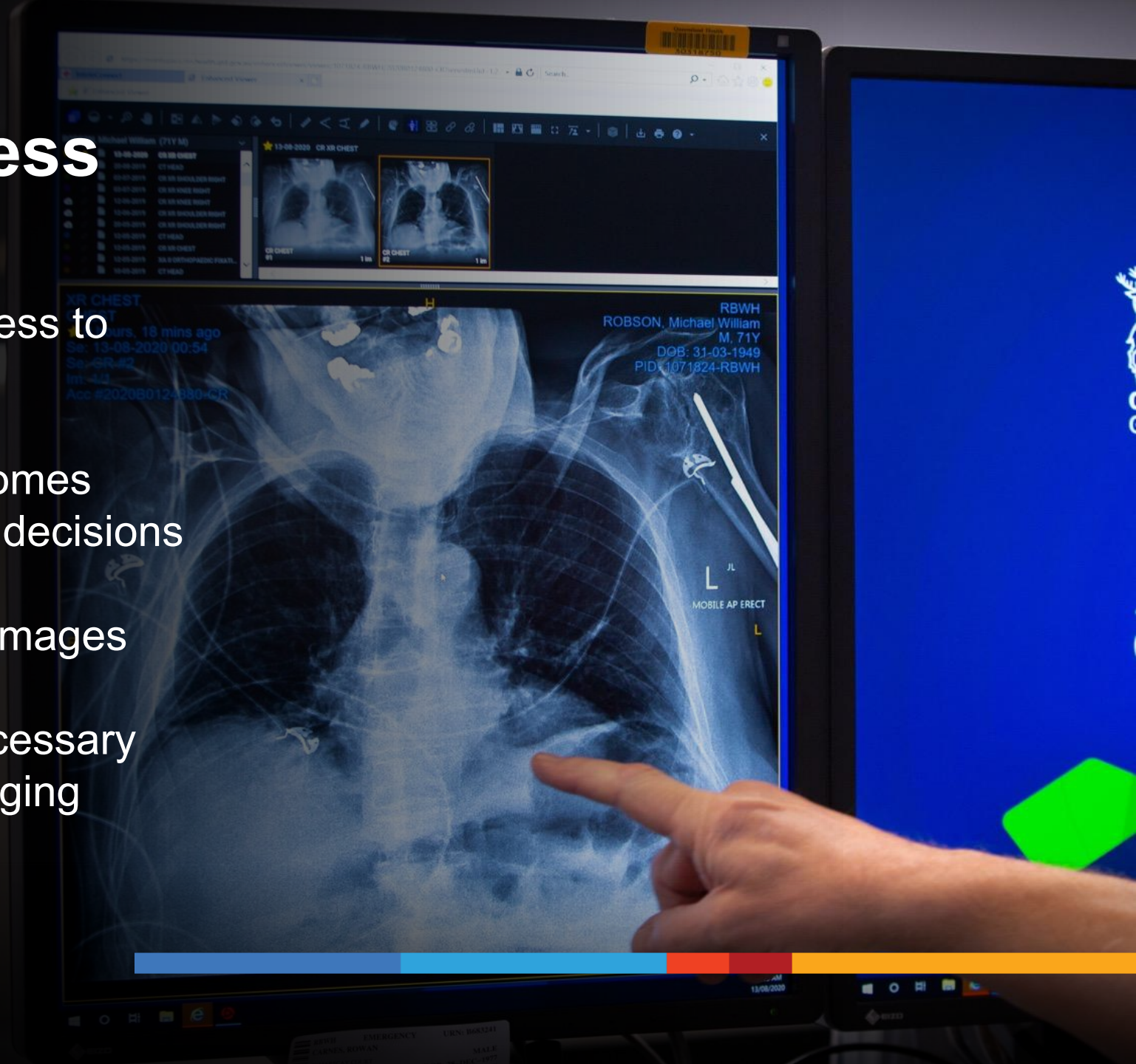
Foundations Phase



National Image Access

This initiative aims to improve access to prior diagnostic images.

- Enhance patient care and outcomes through better informed clinical decisions
- Reduce duplication of medical images
 - Lower overall costs
 - Minimise exposure to unnecessary radiation from repeated imaging



National Image Access



Australian Government
Australian Digital Health Agency



The Royal Australian and New Zealand
College of Radiologists®



australian diagnostic imaging association

In **partnership** with the Radiology Sector, the Agency has commissioned **RANZCR** to:

- Undertake discovery activities
- Stakeholder consultation and engagement
- Landscape analysis
- Strategy report (due March 2026)



Australian Government
Australian Digital Health Agency



Q&A



Learn more about Health Connect Australia and register your interest for regular updates

EMAIL: healthconnect@digitalhealth.gov.au

WEB: digitalhealth.gov.au/healthconnect-australia



Questions & Answers



Thank you for joining us!



Our Bp Summit
Presentations
and Resources are available
via our Knowledge Base

The Health
Information
Exchange –
A Journey to
Connected Care

**Nicole
Gartrell**