

How technology can help you look after your health

Watersprings Health Centre

07/02/2023

Here at Watersprings Health Centre we use a range of technologies that many patients have found to be very helpful in managing their healthcare and which improve access to our general practice team.

This brochure outlines some technologies that are available to you, why they might be useful and where you can find more information. If you have any questions, please talk to your GP, nurse, or reception team.

These technologies securely and safely collect and share your personal information in order to provide you with care. You can read our privacy policy here, which describes how we manage personal information [Privacy Policy • Watersprings Health Centre](#). When providing your details to any service outside of our general practice (such as a health app) you should review their privacy policy.

Online appointment booking

You can book to see your GP using our online booking system Health Engine. This way you can see which GPs are available and choose a time that suits you. You can also make a booking during times when our practice is closed. When you book online you can receive reminders about your appointment.

Book an appointment online through our website [Watersprings Health Centre • Committed to your Optimal Health](#), on our Facebook page or by downloading the Health Engine app.

Telehealth

Our practice offers telehealth appointments in some situations, meaning you can access healthcare from your home. In most cases your GP will send you a text message at the time of your appointment and you just click on the link. This lets the doctor know you are ready to take their call and they will start the connection. Your phone will come up with 'Dr.... is trying to call you' and you simply click 'accept'. Telehealth appointments are done by video so you will require a smartphone/computer/device which has that feature. All request forms, medical certificates, scripts etc can now be sent electronically. You must have been seen in the practice face-to-face in the last 12 months to be eligible for a Medicare rebate for your telehealth appointment.

To discuss whether telehealth is appropriate for you, call our reception team on 07 3341 7244 or book online.

Learn more about telehealth consultations:
www.racgp.org.au/TeleConsult

Health apps

An app is a piece of software which can run on your smartphone, computer, or any other electronic device. Most smartphones come with an inbuilt health app and there are thousands more you can download. Most health apps focus on healthy eating, physical activity, and mental wellbeing. Apps are available for specific tasks such as managing your medicines, or for specific diseases which allow you to monitor and record your symptoms. But not all apps are accurate or appropriate. If you are interested in using health apps, have a chat with your GP or nurse.

My Health Record

Our practice uses Australia's national electronic health record system My Health Record. My Health Record is a secure online database for documents and data that contains information about a person's health and healthcare.

In 2019 a My Health Record was set up for you automatically unless you opted out of the national program. While not all of your medical history is in your My Health Record, having a shared source of some of your key health information may help your healthcare team in managing your health and keeping you safe. Only you and your healthcare providers can access this information. You can also choose to give access to trusted people to help you manage your record, such as a parent, son/daughter, or carer. You can access your My Health Record via your MyGov account.

Information that might be in your My Health Record includes:

- health summaries
- hospital discharge summaries
- medicine prescription and dispense records
- some pathology (for example, blood tests) and diagnostic imaging (for example, X-rays) reports
- immunisation history and proof of vaccinations.

Speak with your GP or nurse about My Health Record and how it might benefit you. You can also learn more about My Health Record online: www.myhealthrecord.gov.au/for-you-your-family

Electronic pathology and diagnostic imaging requests

Your GP might request your pathology (for example, blood tests) and diagnostic imaging (for example, X-rays, scans) tests online by sending it directly to the test provider at the same time they print your copy of the request. By using electronic requesting, it means your results could then be available in your My Health Record which you will be able to access after your GP reviews them. In most cases we will still give you a paper request with a barcode which will be scanned by the pathology or imaging provider to unlock the electronic version of the request. You can let your GP or pathology/imaging provider know if you do not want the results of your test to be sent to your My Health Record.

Electronic prescriptions

Your GP can now send your medicine prescriptions to your mobile phone number or email address using a 'token' (like a QR barcode at the supermarket) which is then scanned by the pharmacy to dispense your medicines. This means you don't need to store or manage paper prescriptions. You may wish to store electronic scripts on your phone using an app that can organise them and connect to your pharmacy. Talk with your pharmacist about which app they use.

Alternatively, you can also speak with your pharmacy about registering for an Active Script List (ASL) which means your active electronic prescriptions would be accessible at any pharmacy of your choice, by having them sent directly to a secure online system. This means you don't have to keep track of your electronic tokens or worry about lost tokens as they will be available for your pharmacist to access via your ASL.

Read more about how electronic prescriptions work:

www.racgp.org.au/FSDEDEV/media/documents/ElectronicPrescriptions.pdf

Accessing online proof of COVID-19 vaccinations

Once your COVID-19 vaccinations are up to date with current recommendations, you can show proof of your vaccination status using:

- your COVID-19 digital certificate – which can be added to your smartphone's digital wallet for easy access, as well as to your relevant state or territory's 'Check in' app
- your immunisation history statement – which can be printed or stored electronically; or
- your International COVID-19 Vaccination Certificate – which can be printed or stored electronically.

Learn how to access one or all three of these certificates or statements: www.racgp.org.au/COVIDProof

Are your details up to date?

Please speak with our reception team to check your contact details are up to date, in particular your mobile phone number and email address. This will ensure you receive any SMS messages, including your electronic prescriptions, as well as reminders from us about your appointments and tests if you wish to receive them.

We're here for you

Address: 2 Springvale Cct, Underwood, Qld 4119

Phone: 07 3341 7244

Email: reception@waterspringshealth.com.au

Website: www.waterspringshealth.com.au

Social media: Facebook/Instagram