



What is this secure messaging via Connecting Care and updating Human Services Directory business?

Rationale why:

E-referral is a departmental output performance measure that is annually reported to the Department of Treasury and Finance

As a member of GVPCP agencies will be expected and encouraged to participate in this project.

To progress to an electronic based secure messaging system for the sending and receiving of all client information.

Department of Health – refer to Primary Health Branch, Funded organisation requirements specifically:

- B.3 Information/business systems (information and communication technology)(page 13) - implement information systems, and associated hardware and communications infrastructure that support secure sharing the current version of the SCTT (e-referral)
- B.4 Services listing (page 13) - all organisations must ensure that the organisation and services information associated with their organisation on the Human Services Directory is accurate
- B.5 Service coordination (page 14) - support the sharing of relevant consumer health and care information (with consumer consent) via secure information systems (e-referral).

Ref:

http://www.health.vic.gov.au/pch/service_providers/reporting.htm

Other Victorian Government Departments will eventually progress towards this too eg Department Human Services; therefore hop on board sooner rather than later!



Commence working towards best practice, quality improvement activity via improved efficiencies and outcomes for both staff and consumers.

The merging of Human Services Directory and Connecting Care data bases June 2012, and progression towards National Human Services Directory.

Connecting Care uses Public Key Infrastructure (PKI) to encrypt e-referral and other secure message traffic to ensure security of client information. This is the same security infrastructure used by **Medicare for online MBS claims** by medical and allied health practitioners.

Legislation:

1. Requirements of the Commonwealth Privacy Act 1988 (IPP4; NPP4)
2. Requirements of Victorian Information Privacy Act (2000), Victoria - (IPP4)
3. Requirements of the Victorian Health Records Act 2001 - (HPP4)

Standards:

1. Standard AS/NZS 17799:2001
2. AS ISO 27799-2011(ISO 27799:2008)
–Information security management in health using ISO/IEC 27002
3. Best practice under HB 174-2004 - Information Technology—Code of Practice for Information Security Management [for the Australian Health Sector]

PCP Level:

E-referral reporting is an important component of PCP reporting and is a performance measure that is reported annually to treasury.

E-referral defined as “the electronic information transmission to support the consented and secure exchange of information



between and within organisations in the health and human services sector”.

Remain engaged with strategic statewide PCP working groups, reporting back to GVPCP

Provide information on support and quarterly data reports to GVPCP members.

Benchmarking occurs across the states between PCPs and GVPCP is currently a low volume user.

Organisational Level:

A commitment to Victorian Service Coordination Practice Manual and accompanying SCTT templates by organisations is assumed.

It is important to recognize that good practice in service coordination is instrumental in producing common, consistent and high quality information. Information technology tools are enablers. The underlying practice and the quality of the information ultimately provides better outcomes for clients.

A commitment that your organisation’s Site(s) and Services information is kept up to date in the HSD (the source of Service information for CC). This will involve nominating particular staff. The HSD updating process supports the “Author□Approver” workflow if required – so some staff can make changes will have to be approved before they are sent live. This is particularly relevant for larger organisations.

A commitment to secure messaging (e-referral) by organisations (which is written and reflected in strategic and operational plans) is expected.

Ensure secure messaging (e-referral) is an agenda item at staff meetings.

Ensure all staff are made aware that they cannot use normal email to share ANY confidential information with ANY third party.



Monitor e-referral data within your own organisation (manager/intake personnel). This can be compared with GVPCP catchment data above.

For those who setup to receive follow 10 step guide to organizational readiness

Personal level:

Think about how you would like your or a close family member's health information to be held and shared.

Who would have access to it? Would it concern you if someone could inadvertently read details on a fax in another organisation (intended or otherwise?)

The less opportunity for human error to be involved the better.

Preparation at service delivery level:

1. Go to www.connectingcare.com and register. Put Connecting Care (CC) on your favourites list. Within CC there is a favourites tab that you can add your frequent send organisations into (time saver).
2. Download and save the user manual on your computer, or print front/back, black and white and keep a copy on your desk.
3. Search for the organisations you frequently refer to. Identify those who can receive. Search different ways – geographical map and search box. Take care with spelling and spaces to ensure optimum return results.
4. If your client management system does not support SCTT you can fill out the SCTT within CC or
5. Make a folder on your relevant computer drive to store the blank SCTT templates
6. Go to www.health.vic.gov.au/pcps/sctt.htm and save all, or the relevant individual SCTT 12 templates in word format. You will only need to do this if your client management system does not generate its own SCTT.



7. When you have prepared have a go at electronically completing a SCTT and sending it electronically.
8. Save the completed SCTT template/s in the relevant client folder/drive – check with management as you must be saving to a secure location within your system.
9. It will save you time once you prepare via having the templates there to access, you can save the information into the client management system, or save it as a separate document in a client file. You can print off a copy and save it in the paper file.
10. Try to get out of the habit of manually completing the SCTT. Once done electronically you can update it much quicker, click save as and rename, or make a new one from scratch (less efficient).
11. Only use the fax machine if you can't securely message to the receiver using Connecting Care.
12. Notify your PCP if you believe a Service Provider that isn't currently setup to receive securely through Connecting Care should be.
13. **As senders** : you need to get an acknowledgement sent back to you as per SCTT good practice indicators urgent 2 working days, non-urgent 7 working days. Do this via your admin tab, sent by me (default is previous 30 days), and monitor those 'white' submitted referrals. This is your responsibility as the originator of the referral for your client. Follow up as necessary with receiving organisation. If they are unable or unsure about the system please contact GVPCP for follow up.
14. Use CC DCA Support Desk email: connectingcare@data.com.au . . It will then be logged and a Support Job number provided. If it isn't logged with them it can't be fixed or addressed. Urgent matters can be reported through to 1800 300 012.



15. It will come with a status summary as below:
- *Open - Represents a job that has been logged and acknowledged by Connecting Care Support and is awaiting investigation.
 - *Investigating - Represents a job that is currently being investigated by Connecting Care Support.
 - *Waiting for Customer Feedback - Represents a job that requires further information from the customer before Connecting Care Support can continue their investigation.
 - *TestTrack - Represents a job that has been escalated to the development team for further investigation.
 - *TestTrack (Maintenance) - Represents a job that has been identified as a software bug and has been assigned to the development team.
 - *TestTrack (Enhancement) - Represents a job that is an Enhancement and has been assigned to the development team.
 - *Needs Customer Verification - Represents a job where a solution has been provided and is awaiting customer verification that it is no longer an issue.
 - *Closed - Represents a job that has been verified as fixed by the customer and has been closed by Connecting Care Support. Any closed job can be re-opened by the customer if the issue reoccurs.
16. It is your responsibility to follow up with CC if an issues log has not been addressed. DO NOT simply choose to ignore an unsatisfactory outcome.

Handy hints:

Know which staff have undertaken CC training and are using the system.

Use these champions to disseminate and encourage usage amongst other staff members.

Identify appropriate staff training for both Connecting Care and whatever patient management software system you use.

Ensure maximum use of client management system capabilities to enhance electronic messaging.



Contribute and participate in relevant information sessions and/or forums

Raise and discuss issues at every staff meeting

Supporting detail for Legislation

Privacy Legislation (Commonwealth & State Legislation) describes a set of **Information Privacy Principles** which apply to organisations and set out minimum standards for Agencies. Victorian Health Records act also has a set of **Health Privacy Principles**

These Principles generally state that: *An organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.*

These principles oblige an Agency to protect the personal information it holds with such safeguards as are reasonable in the circumstances. *If it does not, it breaches IPP 4, even if no loss, unauthorised access, use, modification or disclosure actually takes place.*

Considerations under these principles include - **Security of communications:** personal information should not be transmitted across public networks, by fax or e-mail etc, in plain text. Particularly when handling sensitive personal information, agencies should consider using encryption to protect it during transmission. Standard AS/NZS ISO/IEC 17799:2001 is cited as a source for best practice.

Standards Australia hand book HB 174—2003 Information Security Management guideline **interprets AS/NZS 17799:2001—** Information Technology—Code of Practice for Information Security Management, and **applies this standard** specifically to the interests and unique information security requirements of the **Australian Health Sector.**

HB 174-2003 states...



“The assumption should be made that unless an email is encrypted, then it is an insecure method of communication, and the information contained within an email message is vulnerable to unauthorised disclosure and access. Public Key Infrastructure strategies should be established so as to facilitate secure communication between transacting parties.”

Sources Supporting Documents:

1. Primary Care Partnerships Electronic referral status report 2010-2011, Department of Health
<http://docs.health.vic.gov.au/docs/doc/Primary-Care-Partnerships-electronic-referral-status-report-2010-2011>
(Accessed 03/01/13)
2. Primary Care Partnerships E-referral reporting for 2012 July 2012. <http://www.health.vic.gov.au/search.htm?q=pcp+e-referral+reporting+for+2012> (Accessed 20/12/12)
3. Health Capital and Resources Plan – due release late 2012. “ The Health Capital and Resources Plan 2012-2022, also to be release later this year, will articulate a detailed plan for infrastructure and assets, workforce, ICT and health and medical research” (<http://www.vic.gov.au/news-detail/victorian-health-priorities-framework-2012-2022-metropolitan-health-plan.html>) (Accessed 03/01/13).
4. <http://www.health.vic.gov.au/hsc/index.htm> (Accessed 13/12/12) Office of the Health Services Commissioner
5. Database Consultants Australia (PPT Privacy forum November 2012)
6. Primary Health Branch, Funded Organisation Requirements, 2009-10 to 2011-12,
http://www.health.vic.gov.au/pch/downloads/primary_funded_org_req.pdf (Accessed 06/02/13)