SMD Commissioning- getting ready for 1st August

July 2013

Welcome and thank you for joining

- For the benefit of all participants we will be running this webinar via GoToWebinar
- For audio please utilise the telephone number or PC speakers on your Webinar invitation
- All attendees will be muted for the entirety of the presentation
- If you have a question type it into the panel on your right. We will endeavour to answer as many questions as possible in this time and if not will respond to your question following the webinar.

Overview

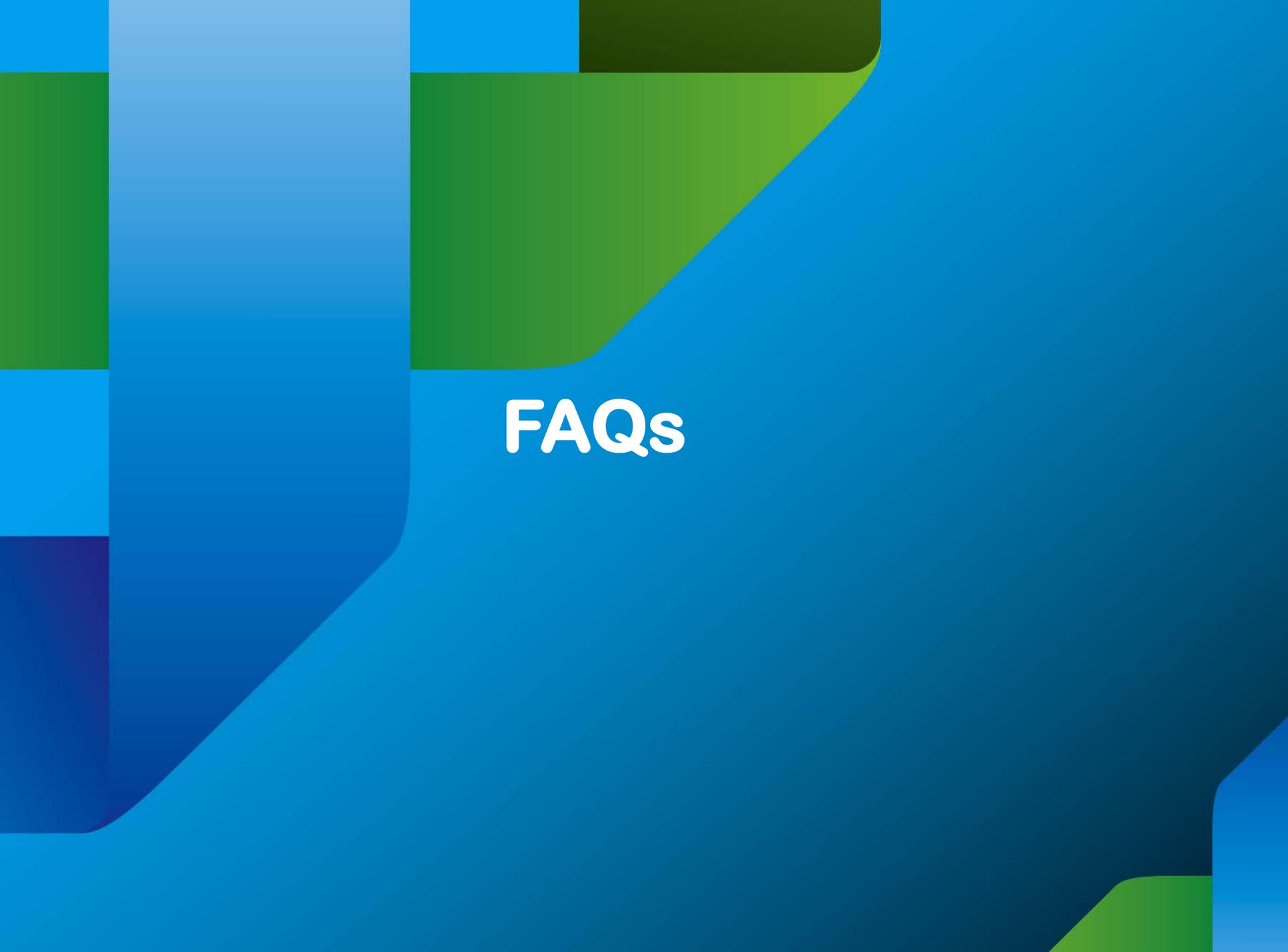| Topic	
Welcome & Introduction	**David Osman** AML Alliance
FAQ from Medicare Locals	
Answering your questions	**Craig Szucs** NEHTA
	Anthony Scander NEHTA
	Kieron McGuire NEHTA
Pre Commissioning Checklist	

FAQs

Question and answers

"Q: Is it correct that when the practice has two products that only one needs to go through commissioning - ie Healthlink offering to do it for free so may opt for this and not pay Argus who are charging."

Q: If a practice has more than one SMD software, do they have to complete the requirements for just one provider

Correct - only one needs to be installed and commissioned in accordance with commissioning requirements in order to qualify for PIP payments

Question and answers

Q: Can you explain the interoperability if practices are using two products both of which can talk to each other and have been through the commissioning checklist?

"Interoperability is when a message is transmitted and received successfully between two SMD products (from the same vendor or different vendors)Compliant interoperability is when both SMD products at each end are compliant and listed on the ePIP Register for SMD."

Question and answers

Q: Which 4 talk to each other?

"Healthlink, Argus Connect, Medical Objects and Global Health (ReferralNet) have tested interconnectivity between their products but have no yet announced a date when this will be turned on.

There was a NEHTA media release on this 17 May13 http://www.nehta.gov.au/media-centre/news/398-australian-ehealth-a-step-closer-with-successful-trial-of-secure-message-delivery

Note: Interconnectivity based on SMD means that practices advertise the message formats that they can recieve (your vendor will do this for you using an Endpoint Location Service) and then senders can send messages or documents in those formats. Presently, formats that can be advertised are Referrals, Specialist Letters, and Discharge Summaries based on the HL7 CDA standard. Additional formats will be added as they reach industry agreement."

Question and answers

Q: When is SMD going to be interoperable?

This will depend on SMD Vendors plans for their software. Practices are to be encouraged to ask their SMD vendors this question.

Q: Can we get a list by vendor of those that do need a CSP as the vendors I have spoken to have not understood why its a different requirement for different companies

To the best of our knowledge only Argus have automated part of the commissioning process and have advised as a result that they do not need to act as a CSP. Practices are strongly advised to ask their SMD Vendors if they need to be a CSP.

Question and answers

Q: Do we have any information on what is happening with ReferralNet and SMD commissioning?

No we do not - this is a question that practices should ask their SMD Vendor

Q: Also: we are still unclear why the commissioning process was not done during installation? Many of our practices feel they have been misled.

Again - this is something that practices need to ask their SMD Vendors.

Question and answers

Q: Is NEHTA considering how to regulate the various pricing structures? Without clarity the whole project will be undermined

NO - NEHTA is not a regulator and does not have such a mandate. There are no plans for governments to intervene in the secure messaging market commercials.

Question and answers

Q: What do you see as the role of Medicare Locals in this process?

To assist the practices with adoption of eHealth initiatives by working with SMD Vendors and other to achieve this adoption.

Q: What do you think about SMD providers who are charging for commissioning??

This is a commercial decision of SMD vendors.

Question and answers

Q: And if the Medicare PKI certificate is already installed will it satisfy the requirement

Secure Messaging requires both a Medicare Claims and Payments PKI **and** a NASH PKI for the practice.
The eHealth Record PKI has been renamed to the NASH PKI

Q: So when WILL it be a requirement for vendors to talk to each other.? This has been going on for years and the need is now urgent.

There are no plans to force SMD vendor behaviour in this regard.
NEHTA continues to work with SMD vendors to encourage open interconnectivity and also interoperability

Question and answers

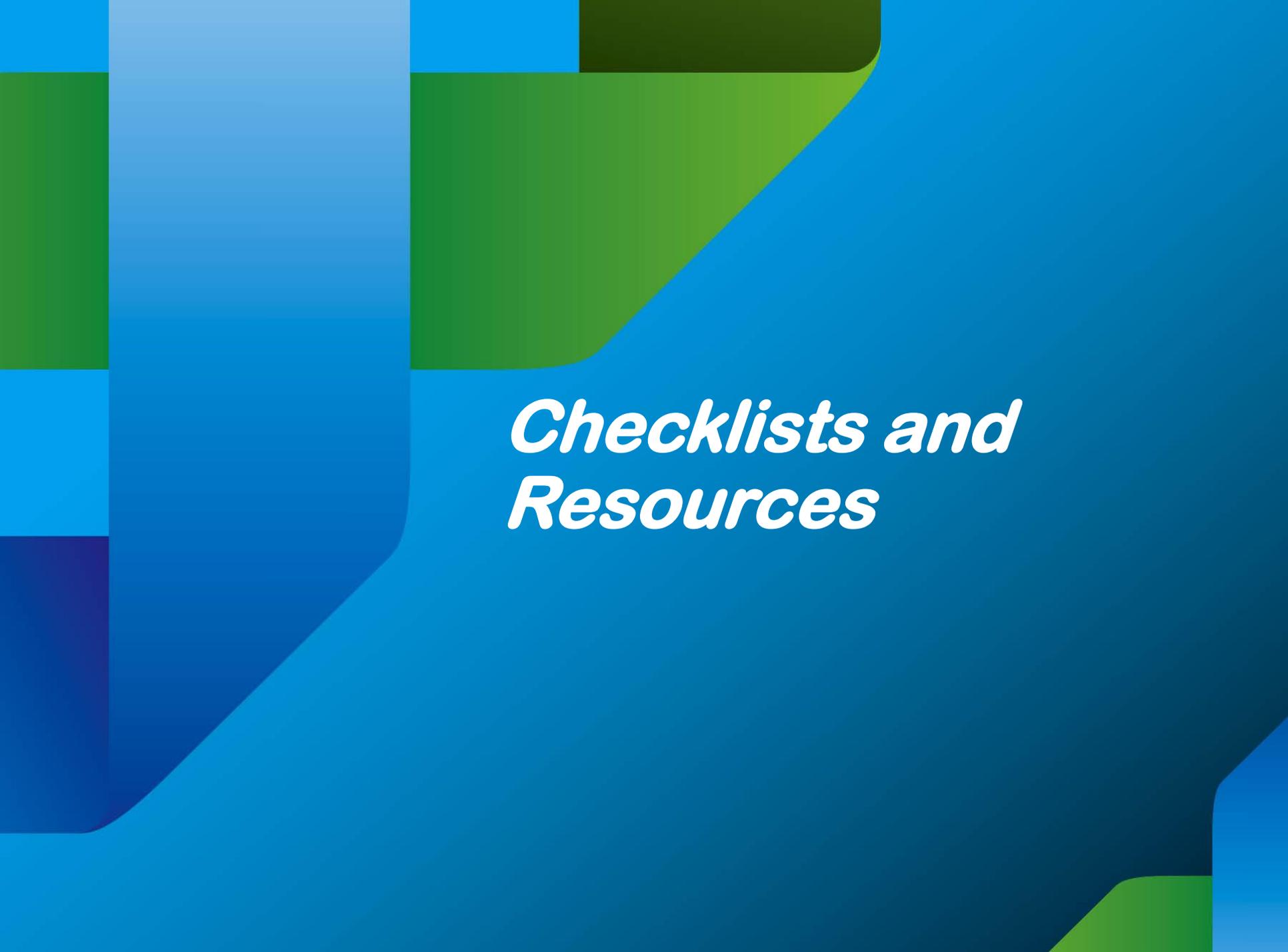**Q: The checklist does the vendor provide this or does the ML**

The checklist and SMD Commissioning Requirements is available at

http://pip.nehta.gov.au/pip-implementation-overviews

The commissioning checklist must be completed by the commissioning agent.

A commissioning agent is the person responsible for installing and configuring an SMD product for use by a general practice in the context of the PIP eHealth Incentive.
This role may be fulfilled by any party who has the technical knowledge and skill to carry out the tasks, but typically would be one of the following: SMD product supplier, secure messaging service provider, Endpoint Location Service operator, systems integrator.

Checklists and Resources

SMD Commissioning Requirements Checklist

This checklist is to be completed and signed by the SMD commissioning agent.

General practice for which the SMD product is installed: _____

*Note: If "Yes" is the only option, this requirement is necessary to achieve compliance.

The product is installed in a configuration which suits the requirements and capabilities of the general practice regarding the secure operation of web services.	Yes ☐
The product is configured to send and receive messages using the Sender and Receiver roles as defined in the SMD specification.	Yes ☐
The product is configured to use SMD as the general practice's default method of sending secure messages to other healthcare organisations, where feasible.	Yes ☐
The product is configured to identify, locate and access the Endpoint Location Service designated by the healthcare organisation which is the target recipient of each message for any function or purpose defined in the SMD specification which requires the use of a Services Directory.	Yes ☐
The ELS instance used by the practice contains an interaction record for each service category published on ns.electronichealth.net.au that the practice's desktop clinical system can receive.	Yes ☐
The product is configured to use either a NASH PKI Certificate for Healthcare Provider Organisations or a DHS eHealth Record Organisation PKI Certificate to assert the identity of SMD Senders and Receivers.	Yes ☐
The product is configured to operate in a manner that ensures the payload is secured between the origin of the clinical information and the intended recipient.	Yes ☐
The product is operational with the ability to send and receive messages using the capabilities of the infrastructure services that have been configured for its use.	Yes ☐
The product is integrated with the desktop clinical system(s) used by the general practice.	Yes ☐
If the product provides the capability to maintain an audit trail of messages sent/received	Yes ☐

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What your practice needs to do <u>BEFORE</u> your SMD software vendor can start your commissioning process.

#	Action	More information	Done ✓
1	Make sure you have the necessary HPI-O(s) for your practice stored in your compliant Clinical Information System (CIS)	If you have not done this step then please refer to http://www.medicareaustralia.gov.au/provider/health-identifier/files/2978-1301en.pdf

As per Practice Incentives Program (PIP) eHealth Incentive – Requirement 1 - Integrating Healthcare Identifiers into Electronic Practice Records – 1 Feb 2013). | |
| 2 | Make sure you have the necessary NASH PKI Certificate(s) for your practice correctly installed.

Note: NASH PKI Certificate for Healthcare Provider Organisations was formerly known as DHS eHealth Record Organisation PKI Certificate. | If this has not been done then please consult with your clinical information system (CIS) software vendor and ensure they do this for you as per the following implementation guide:

http://www.medicareaustralia.gov.au/provider/vendors/pki/files/dhs-ehealth-record-and-nash-pki-certificates-svig-february-2013.pdf | |

Other resources

SMD discussion on the forum
http://forum.amlalliance.com.au/

Preparing for SMD Commissioning Checklist
http://forum.amlalliance.com.au/index.php?/files/file/151-preparing-for-smd-commissioning-checklist/

Some MLs are publishing guides and documents
- Visit the forum to find out more

Questions?

Thank you

- Thanks for participating in today's webinar

- Questions that were not answered will be followed up after this webinar

- Slides & recording of this webinar will be available in the ML forum shortly

- Please contact ehealth@amlalliance.com.au if you have further questions.