

Hospital Portal User Guide - Navigating the client record

This guide provides an overview of the hospital portal and how authorised hospital staff can use the portal to view patient information in My Aged Care client records. This streamlines the discharge planning process for older people from hospital and safely back into their homes.

The hospital portal enables users to:

- search for a client registered in My Aged Care
- view the client record information in summary about a client's current aged care services, aged care approvals, most recent assessment service and latest assessment date
- add notes to a client record
- add attachments to a client record such as a hospital discharge summary
- update a client's status to deceased.

This guide contains the following topics:

Accessing the client record.....	2
Basic Search	2
Advanced Search	3
What information is in the client record?	4
The Client summary tab	4
The Client details tab.....	5
Notifying My Aged Care that a client is deceased.....	6
The Support Network tab.....	8
Consent.....	10
Attachments	11
Notes	12

! Privacy requirements

Hospital Organisations are required to comply with the legislative requirements under the *Privacy Act 1988* (Cth) (Privacy Act), including the Australian Privacy Principles when using the My Aged Care hospital portal.

The Privacy Act regulates the handling of personal information about individuals, including the collection, use, storage and disclosure of personal information, and access to and correction of that information.

Hospital staff are also required to comply with the *Aged Care Act 1997* (Cth) when using the My Aged Care hospital portal.

Accessing the client record

A client record in My Aged Care reduces the number of times a person has to repeat their story to many hospital staff, assessors, and service providers to be assessed for access to aged care services.

Clients will be asked to give their **consent** to allow their client record to be accessed by authorised staff and shared with all My Aged Care users, such as hospital staff, assessors and service providers.

To access the client record, follow the steps below:

1. Log in to the My Aged Care Hospital Portal using this link:

<https://myagedcare-hospitalportal.health.gov.au>

2. Access the client record from the 'Find my client' landing page.

Basic Search


You can do a **basic search** by entering the Last Name, First Name or Aged Care User ID into the fields, and then selecting the 'SEARCH' button.

Home | Find my client

Find my client

Enter your search criteria in the fields provided.

Please provide either First Name, Last Name or Aged Care User Id. Where a search is based on a Medicare number or Date of Birth, one of more of these fields (First Name, Last Name or Aged Care User Id), still need to be provided.

Last name First name Date of birth: 
(e.g. dd/mm/yyyy)

Medicare card number Aged Care user ID

ADVANCED SEARCH CLEAR FILTERS

SEARCH CLEAR

Home | Find my client

Find my client

Enter your search criteria in the fields provided.

Please provide either First Name, Last Name or Aged Care User Id. Where a search is based on a Medicare number or Date of Birth, one of more of these fields (First Name, Last Name or Aged Care User Id), still need to be provided.

Last name First name Date of birth (e.g. dd/mm/yyyy)

Medicare card number Aged Care user ID

ADVANCED SEARCH CLEAR FILTERS

SEARCH FOR CLIENT CLEAR

Advanced Search

- You can also do an advanced search. Advanced search can find an exact match of a client record by also entering a 'Medicare number' or 'Date of Birth' in the search with one or more of the other fields included.
- To display more search fields, select 'Advanced Search'.
- To go directly to a recently viewed client, use the links under 'Recently Viewed Persons' heading displayed on the right of the 'Find my client' page. Selecting a client's name from the list will take you directly to the client record (Client Summary or Client Details).
- You can also switch how the results display between 'CARD' view and 'LIST' view by selecting the CARD or LIST button at the right.

Home | Find my client

Find my client

Enter your search criteria in the fields provided.

Please provide either First Name, Last Name or Aged Care User Id. Where a search is based on a Medicare number or Date of Birth, one of more of these fields (First Name, Last Name or Aged Care User Id), still need to be provided.

Last name First name Date of birth (e.g. dd/mm/yyyy)

Medicare card number Aged Care user ID

ADVANCED SEARCH CLEAR FILTERS

SEARCH FOR CLIENT CLEAR

CARD LIST

Recently Viewed Persons

- One MINT AC64839467
- June JUNEMAY AC27582360
- Joseph SMITH AC38005807
- Nancy UAT AC59079467
- ComTim K-LAST AC06336705
- Fourteen MINT AC63588370
- SMS Final Regression JUNEUAT AC58813015
- Jerry SENSENEY AC59110965
- One MINT AC96509161
- One MINT AC14064901

! Advanced Search Functions

Advanced Search options available for 'Find my Client' include the following fields:

- Aged Care Payment Management System (ACMPS) number
- Aged Care User ID
- Centrelink Customer Reference number (CRN)



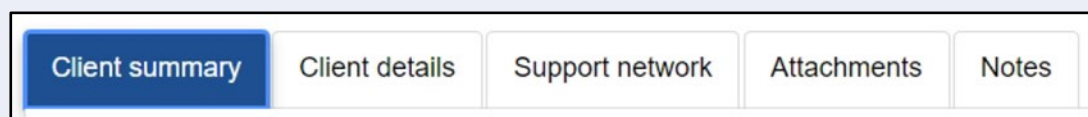
- Client Status
- Date of Birth
- Department of Veterans' Affairs (DVA) card number
- First name
- Home contact number
- Last name
- Locality
- Medicare Number
- Postcode
- Preferred name
- State
- Suburb
- System for the Payment of Aged Residential Care (SPARC) number

What information is in the client record?

The client record contains client information displayed across five tabs described in more detail below:

- Client Summary
- Client details
- Support Network
- Attachments
- Notes

The Client summary tab



The 'Client summary' tab displays a dashboard of key information about the client's interactions with My Aged Care including:

- Assessments
- Service recommendations and approvals
- Service delivery status
- Client Concerns
- Client Goals

Client summary

Client summary | Client details | Support network | Attachments | Notes

Current referral

Referral from ACAT Outlet 13 on 15 October 2020
Accepted by ACAT Outlet 13 on 15 October 2020
Assessment type Comprehensive Assessment
Assessment reason Self-Referral

Client summary

Assessments	Recommendations and approvals	Service delivery status
Home Support Assessment Undergoing Support on 30 May 2019 RAS Outlet 13 045823567	Comprehensive Assessment Finalised on 29 January 2019 ACAT Outlet 13 02 6111 1111	Home Support Assessment Finalised on 29 January 2019 RAS Outlet 13 045823567
Help at home – Entry level support (Commonwealth Home Support Programme) ?	Allied Health and Therapy Services	Started on 23 January 2019 - VIV OUTLET 03 01800123231
Help at home – More complex care (Home Care Packages) ?	Home Care Package Level 4 Priority for home care service: High Approval start date: 23 January 2019	Home Care Package Level 4 Committed on 23 January 2019 Started on 23 January 2019 - Colton Court Nursing Home 1 Started on 23 January 2019 - Aged Care & Housing Group Inc
Aged care (nursing) home (Residential Care) ?	Residential Respite High Care Approval start date: 29 January 2019	Started on 29 January 2019 - Colton Court Nursing Home 1
Flexible care programs ?	Transition Care - Other Transition Services Approval start date: 29 January 2019	Referral accepted on 1 May 2019 - Testing Provider Outlet 8th May 2018 08 0768 9653
Concerns ?	Goals	Status: In Progress
Increasing frailty	To be more independent	Status: In Progress
Support periods		
Reablement Start date: 26 January 2019 Reason: Mobility Linking Support Start date: 24 November 2020 Reason: Urgent intervention		

The Client details tab

Client summary | **Client details** | Support network | Attachments | Notes

Select the 'Client details' tab to navigate to the client details page of the client record.

The 'Client details' tab contains basic demographic and contact information about the client. It is where you can view high level details about any active support plans, services, and the client's primary contact details.

In this section the client's nominated 'primary contact' person is displayed. The primary contact person can be a representative, support person or the client themselves. This information allows hospital staff, assessors, My Aged Care contact centre staff and service providers to identify the key contact details for a client. This field does not impact on any system generated mail correspondence that the client may receive in relation to their care.

My Aged Care clients and their support network are automatically opted in to receive copies of Home Care Package (HCP) letters.

My Aged Care clients and their support network can also receive email and/or SMS notifications when a client reaches the following key stages of their My Aged Care journey:

- Client registration is complete
- The client's assessment is finalised
- The client is approved for care after a comprehensive assessment
- A client is assigned a Home Care Package
- A Support Plan Review request has been submitted



Rae TRACKER (Mary)
Female, 89 years old, 1 July 1933, AC21338611
17 PAUL COE CRESCENT NGUNNAWAL, ACT, 2913

Primary contact: Rae Tracker (self) - 00 0012 3456
Carer: Rae TrackerTwo (Child) - 02 0000 0000
[View support network](#)

Client details

Client summary | **Client details** | Support network | Attachments | Notes

About Mary

Personal information
Born 1 July 1933, Australian Peoples, born in Australia, married (registered/de facto), with partner
Status: Active

To contact Mary
Contact details
• 00 0012 3456 (home) - Preferred contact number
• rae.buerckner@health.gov.au (email)

Primary contact
This is who My Aged Care will contact first
Rae TRACKER (self)

Notification preferences
Current preferences:
• Rae Tracker, Self [EMAIL](#)
• Agent-Advocate EXPREP at Agent - Advocate Only - NSW, Agent (Advocate) [EMAIL](#)
• Fred Flintstone at AKU Outlet One, Agent (Advocate) [EMAIL](#)

Communication requirements
• Prefer to speak English
• Does not need help to communicate

Address details
Home address
17 PAUL COE CRESCENT NGUNNAWAL, ACT, 2913
Service delivery address
17 PAUL COE CRESCENT NGUNNAWAL, ACT, 2913
Send any correspondence to
19 PAUL COE CRESCENT NGUNNAWAL, ACT, 2913

Identity documents (ID)
Aged Care ID: AC21338611
Identity status
Identity match status: Not Attempted
Wallet check status: Complete
Client association status: Not Attempted

Payment details
Receiving payments
• Carer Allowance - Part Payment

Health insurance
Private health insurance
None

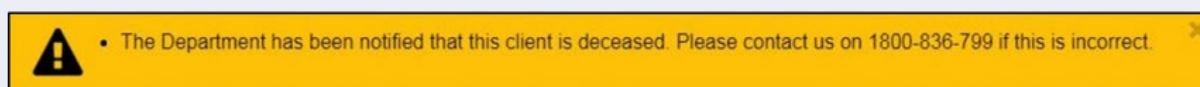
Service information
The following information is from the Department of Human Services claims system. It may take up to a month to be updated

[NOTIFY MY AGED CARE OF A DEATH](#)

Notifying My Aged Care that a client is deceased

If a client's status is Deceased, you will be able to add attachments for up to 30 days from the date the status was updated as 'deceased'. After this, the client's record will be read-only, and you will not be able to edit any client information.

A banner will be displayed on all tabs of the client record. If the client's status is incorrect, please contact the Service Provider and Assessor Helpline on 1800 836 799.



1: Select the 'Notify My Aged Care of a Death' button in the 'Client Details' page of the record.

Rae TRACKER (Mary)
Female, 89 years old, 1 July 1933, AC21338611
17 PAUL COE CRESCENT NGUNNAWAL, ACT, 2913

Primary contact: Rae Tracker (self) - 00 0012 3456
Carer: Rae TrackerTwo (Child) - 02 0000 0000
[View support network](#)

Client details

Client summary | **Client details** | Support network | Attachments | Notes

About Mary

[NOTIFY MY AGED CARE OF A DEATH](#)

2: When 'Notify My Aged Care of a Death' is selected, a pop-up box will prompt you to enter the following information:

- Date of Death (if known)
- Add Attachments if available (Death certificate, hospital discharge documents etc)

3: After entering details and attachments, select the 'save' button to submit your notification.



Notify department that a person is deceased

All fields marked with an asterisk (*) are required.

You are about to notify the department that James Corder has passed away. Please ensure the death has been verified and the relevant confirmation documentation has been uploaded.

Please supply the following information:

Date of death
(if known)

dd/mm/yyyy



Add Attachments

You can upload files up to 5 MB to this record. The following file types are accepted:
.jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, .rtf, .txt
(if available)

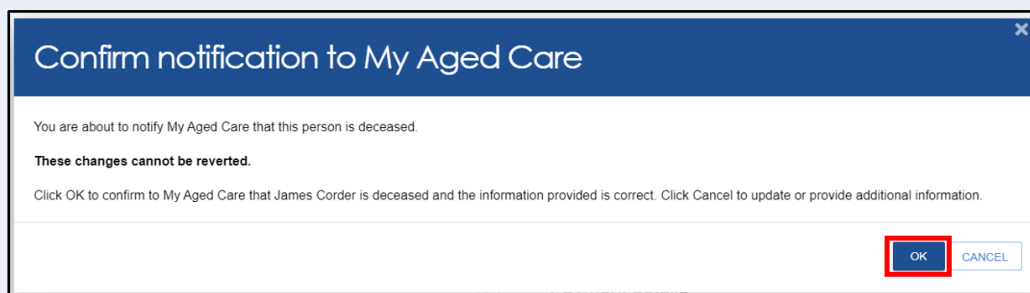
 Choose a file...

SAVE

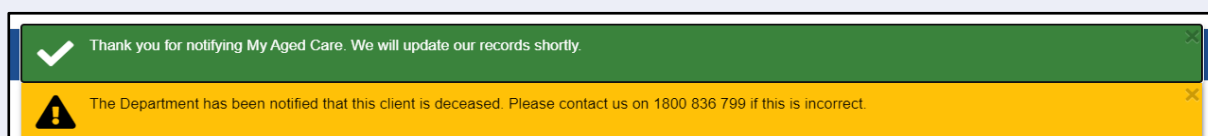
CANCEL



4: Updating a client status to deceased cannot be reverted. An additional confirmation box will appear. Once confirmed, click 'OK'.

A confirmation dialog box titled "Confirm notification to My Aged Care". The text inside says: "You are about to notify My Aged Care that this person is deceased. These changes cannot be reverted. Click OK to confirm to My Aged Care that James Corder is deceased and the information provided is correct. Click Cancel to update or provide additional information." There are two buttons at the bottom right: "OK" (highlighted with a red box) and "CANCEL".

The following banners will then be displayed at the bottom of the page.



! Primary Contact Person

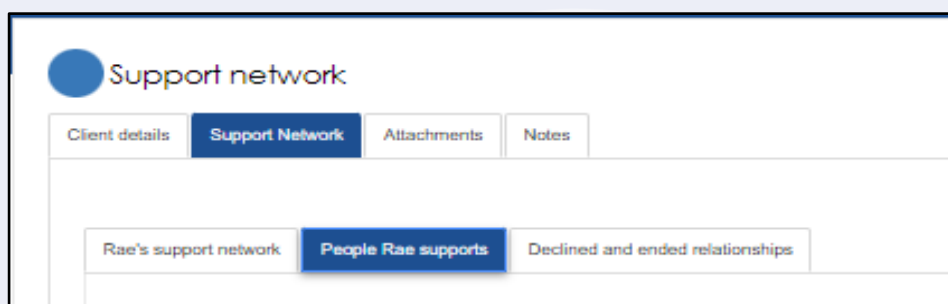
The 'Primary contact person' can be nominated by the client or the client's representative. This information allows hospital staff, assessors, My Aged Care contact centre staff, and service providers to identify the key contact person for a client.

This field does not have any impact on the system generated mail correspondence the client may receive in relation to their care.

The Support Network tab

The 'Support Network' tab contains three sub-tabs:

- Client's Support Network
- People the client supports
- Declined and ended relationships



The '**Client's Support Network**' sub-tab shows people, organisations, GP's, and other relationships who provide support to the client.

- The '**People**' section includes contacts for care and financial matters and must be approved by the client before being approved as a contact.
- The '**Organisations**' section shows organisations that are approved by the Department to support older Australians and have been selected by the client to be an organisation in their support network.

- The **'Other Relationships'** section can include family, carers, neighbours and any other contacts the client would like listed.

Images of the **'Client's Support Network'** are below:

People:

Support network			
Client details	Support network	Attachments	Notes
Rae's support network			
People			
Midnight BLUE <small>Other</small> Will be Rae's Agent from 30/08/2022. Contact details Agent Care ID: AC202019 Phone: 02 9550 3000 Address: 87 PINK OCE CRESCENT NGARRIVAL, ACT, 2913	Midnight GREEN <small>Other</small> Will be Rae's Authorised representative from 30/08/2022 with Financial and Care matters. Contact details Agent Care ID: AC20417003	Mary JANE <small>Other</small> Will be Rae's Agent from 30/08/2022. Contact details Agent Care ID: AC20148403	Bob JONES <small>Other</small> Will be Rae's Regular representative from 15/05/2019 with Care matters. Contact details Agent Care ID: AC19178004
Pending	Pending	Pending	Pending
Dia MURRAY <small>Regular</small> Will be Rae's Authorised representative from 21/07/2021 with Financial matters. Contact details Agent Care ID: AC24022411	Larry ROSA <small>Friend</small> Will be Rae's Regular representative from 01/08/2022 with Care matters. Contact details Agent Care ID: AC20504402 Phone: 02 9653 8473 Address: 41 CASTOR STREET WALS, NSW, 2360	Matthew SMITH <small>Friend</small> Will be Rae's Agent from 05/08/2022. Contact details Agent Care ID: AC22200075 Address: Oak Haven Floor 2 Flat 35, 22A - 23B MEL ALLEY East BRIDGEMAN, NSW, 2843	Luciana DASHBOARD <small>Other</small> Is Rae's Authorised representative from 04/05/2019 with Financial matters. Contact details Agent Care ID: AC21264122
Pending	Pending	Pending	Active
Luciana DASHBOARD <small>Other</small> Is Rae's Authorised representative from 04/05/2019 with Care matters. Contact details Agent Care ID: AC18079185	Pat REP <small>Other</small> Is Rae's Authorised representative from 30/08/2018 with Financial matters. Contact details Agent Care ID: AC20002041	Luciana REPONLYFORTESTING <small>Other</small> Is Rae's Regular representative from 01/10/2020 with Financial and Care matters. Contact details Agent Care ID: AC21722006	Luciana REPONLYTESTAGAIN <small>Other</small> Is Rae's Regular representative from 01/10/2020 with Financial and Care matters. Contact details Agent Care ID: AC20002003
Active	Active	Active	Active

Organisations:

Organisations	
CR638 Support ACO NM Will be Rae's Regular representative from 29/08/2022 with Financial matters. Contact details Branch: CR638 Support Outlet Test NM Phone: 0457 891 452 Address: ORACLE Unit 100, 72 COLLEGE STREET BELCONNEN, ACT, 2617	Fred FLINTSTONE Aged Care & Housing Group Inc. Is Rae's Agent (Advocate) from 27/08/2022. Contact details Branch: AKU Outlet One Phone: 0455 555 555 Address: 25 FURZER STREET PHILLIP, ACT, 2606
Pending	Active



Other Relationships:

The screenshot shows the 'Other relationships' section of the My Aged Care system. It contains six relationship cards arranged in a 2x3 grid. Each card has a blue header with the person's name and role, followed by their contact details (Aged Care ID, Phone, and Address). A green bar at the bottom of each card indicates the status, with a checkmark and the word 'Active'.

The **'People Client Supports'** sub-tab shows any people or other relationships which the client directly supports. This could be their partner, neighbour, or other contacts in their network.

The **'Declined and Ended Relationships'** sub-tab will list any relationships which no longer exist. This could be due to either person no longer requiring care, moving location, being incapable of providing assistance, or becoming deceased. It also includes any organisation connections which no longer exist.

The screenshot shows the 'Declined and ended relationships' sub-tab. It contains three relationship cards. Each card has a blue header with the person's name and role, followed by their contact details. A grey bar at the bottom of each card indicates the status, with an 'i' icon and the word 'Ended'.

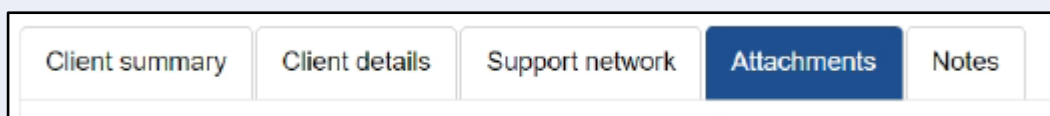
Consent

For all first-time update actions on a client record a message in a pop-up window will display asking 'have you obtained consent from the client to collect/edit their information?'

You **must** obtain consent before selecting 'I have consent'.

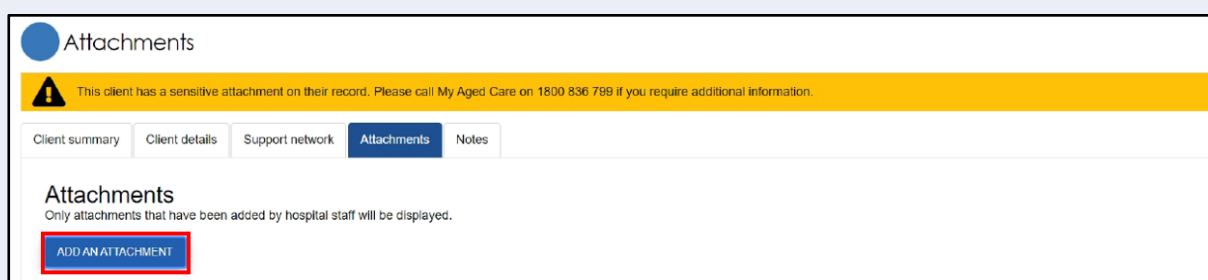
The screenshot shows a consent pop-up window. The title bar says 'Have you obtained consent to collect/edit this information?'. The main text explains that the Commonwealth Privacy Act 1988 requires informed consent before collecting certain information, and that the information will be stored in My Aged Care. It also states that consent is not needed when recording deceased client status. At the bottom right, there are two buttons: 'I HAVE CONSENT' (highlighted with a red box) and 'CANCEL'.

Attachments

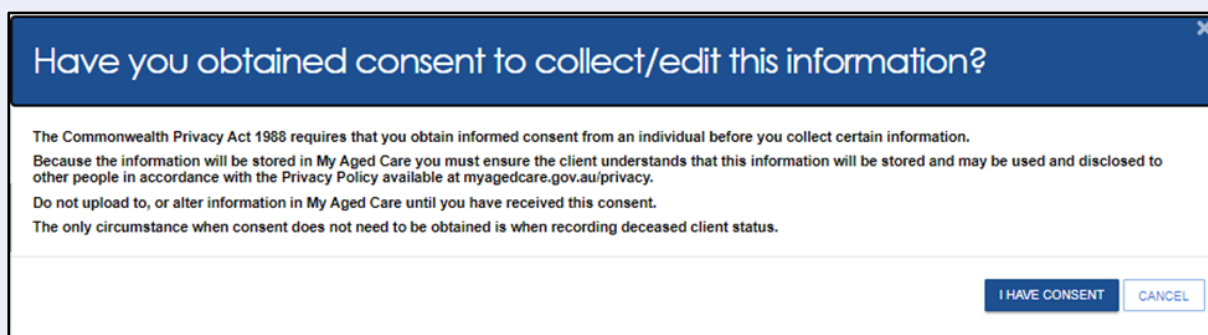


The 'Attachments' tab contains documents that have been attached to the client record by an authorised hospital staff member (using the hospital portal). To add an attachment to a client record follow the steps below:

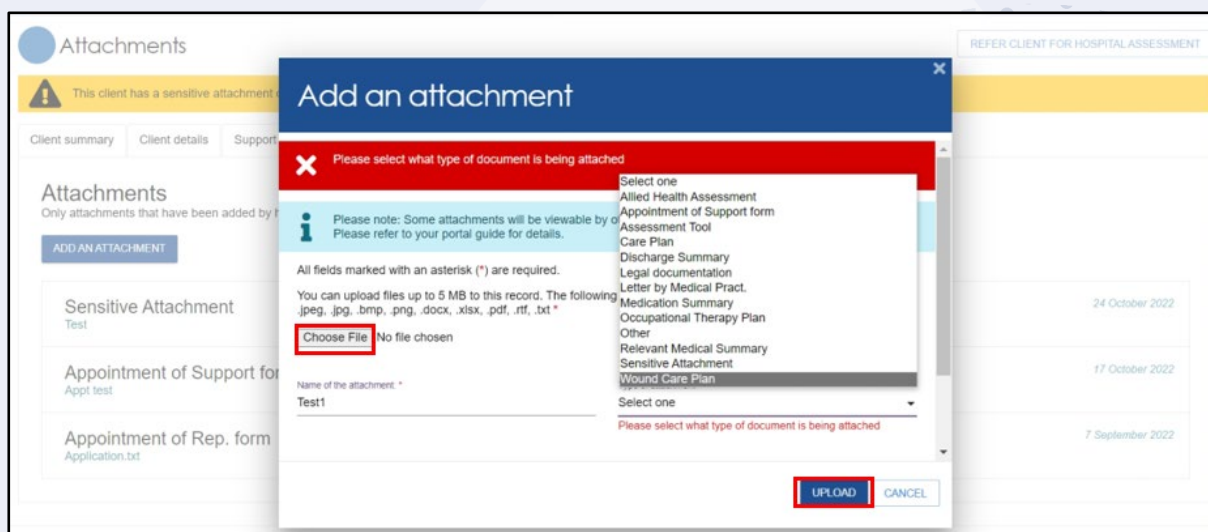
1: Select 'Add an attachment'



2: A pop-up window will display asking 'have you obtained consent from the client to collect/edit their information?'



3: Add the attachment by selecting 'Choose file' then enter the required information in the display fields including 'Name of the attachment' and 'Type of attachment' and a short description about the contents of the attachment. Select 'Upload' to add document to the client record.



4: The document will now display in the 'Attachments' tab.

The screenshot shows the 'Attachments' tab selected in a client record interface. At the top, there is a yellow warning banner with a triangle icon and the text: 'This client has a sensitive attachment on their record. Please call My Aged Care on 1800 836 799 if you require additional information.' Below the banner are tabs for 'Client summary', 'Client details', 'Support network', 'Attachments' (which is active), and 'Notes'. The main content area is titled 'Attachments' and includes the instruction: 'Only attachments that have been added by hospital staff will be displayed.' There is a blue button labeled 'ADD AN ATTACHMENT'. Below this, a list of attachments is shown:

Attachment Name	Date
Sensitive Attachment <small>Test</small>	24 October 2022
Appointment of Support form <small>Appt test</small>	17 October 2022
Appointment of Rep. form <small>Application.txt</small>	7 September 2022

! Sensitive Information

When uploading information against a client record that is deemed sensitive you must select 'Sensitive Attachment' as the 'Type of attachment' from the drop-down list. The client record will display a message 'The client has a sensitive attachment on their record'.

Anyone accessing the client record will be alerted that a 'Sensitive Attachment' exists for the client. They will be directed to contact the assessor who conducted the last assessment, or the My Aged Care provider and assessor helpline to access information within the sensitive attachment.

Notes

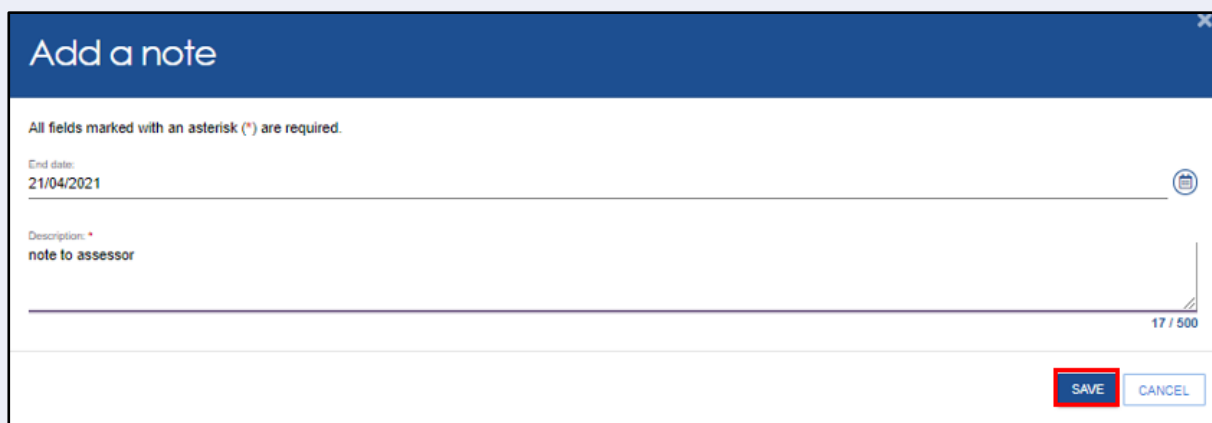
The screenshot shows the 'Notes' tab selected in a client record interface. The tabs at the top are 'Client summary', 'Client details', 'Support network', 'Attachments', and 'Notes' (which is active). The main content area is titled 'Notes' and includes the instruction: 'Only notes that have been added by hospital staff will be displayed.' There is a blue button labeled 'ADD A NOTE' which is highlighted with a red rectangle. Below the button, the text 'No notes found for client' is displayed.

The 'Notes' tab contains notes that have been created about the client by the hospital staff.

1: Hospital staff can add new notes about the client from this tab by selecting 'Add a Note'.

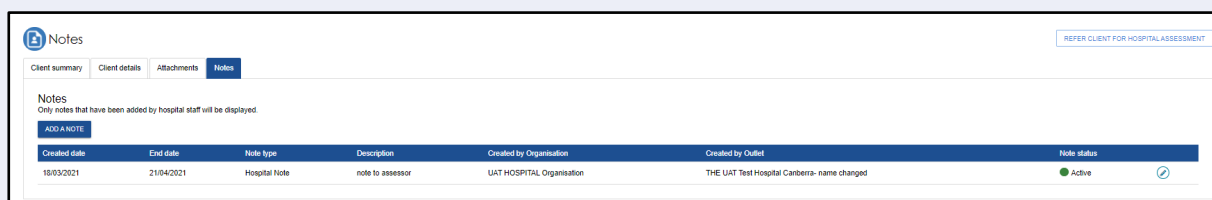
This screenshot is identical to the one above, showing the 'Notes' tab with the 'ADD A NOTE' button highlighted by a red rectangle and the message 'No notes found for client'.

2: A popup window will appear. Enter the relevant display fields and select 'Save'.



3: The note will be added as a row with note type as 'Hospital Note' and status set to active. You can edit a note and change the status or 'end date'.

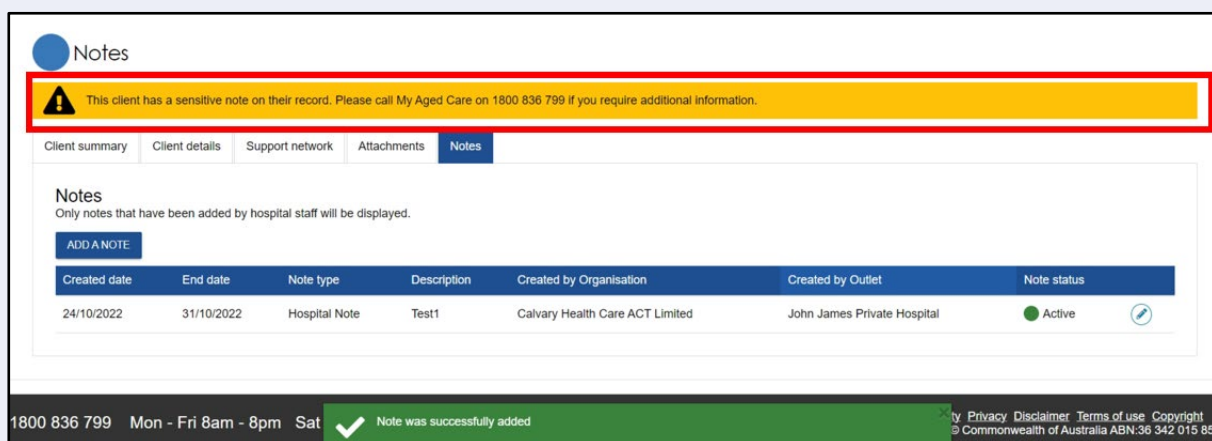
The 'Description' field cannot be changed.



Created date	End date	Note type	Description	Created by Organisation	Created by Outlet	Note status
18/03/2021	21/04/2021	Hospital Note	note to assessor	UAT HOSPITAL Organisation	THE UAT Test Hospital Canberra- name changed	Active

! Sensitive Notes

Anyone accessing the client record will be alerted that a 'Sensitive Note' exists for the client. They will be directed to contact the assessor who conducted the last assessment, or the My Aged Care provider and assessor helpline to access information within the sensitive note.



Created date	End date	Note type	Description	Created by Organisation	Created by Outlet	Note status
24/10/2022	31/10/2022	Hospital Note	Test1	Calvary Health Care ACT Limited	John James Private Hospital	Active

! Deletion of Notes

You cannot delete a note that has been saved. You can only change status to 'Inactive'.