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## HPA Release Note

30 September 2021 v1.0  
Approved for external information  
Document ID: DH-3537:2021

Related end product identifier: EP-3541:2021

### Release rationale

The HIPS Provider App (HPA) allows clinicians in the hospital setting, untethered from the desktop HIPS UI, mobile device access to patient My Health Record information while engaging with patients in ward and bed-side settings, as examples.

Clinicians in public and private hospitals already widely rely on mobile devices (smart phones and tablets) for accessing their patients' clinical information, so HPA will add MHR patient data access to their repertoire.

HPA v1.0 is the first major release. HPA is a mobile web application that may be added to an existing HIPS v7.1 or higher instance operated by a HIPS site, enabling users to list, download and display CDA™ documents and views from a patient's My Health Record on their mobile or tablet device.

The key features of the application are:

- **Secure Active Directory login and PIN lock/unlock**

Users can log in securely using their credentials in the site's Active Directory, and secure the login with a local device PIN, enabling the user to quickly return to the application, enter their PIN and continue reviewing their patients' My Health Record information.

- **Facility selection and favourites**

Users can view patients from different healthcare facilities within the HIPS instance, where the user is in an Active Directory security group which is authorised to access the My Health Record on behalf of the facility. Users can mark their frequently accessed facilities as favourites for quick access.

- **Patient selection and favourites**

Users have a variety of ways to find patients in their care including:

- Patient lists based on common episode types - Emergency, Inpatient, Outpatients, or All Current Patients (including pre-admitted), depending upon the provision of Admission, Discharge and Transfer (ADT) messages from the Patient Administration System into HIPS.

- My Patients lists – view all patients that have been added to the user’s My Patients list either at a specific facility, or across all accessible facilities. This list syncs with the HIPS UI standalone view.
- Accessing recently viewed patients from quick search bar.
- Search for patients using the quick search or show more criteria search functionality.
- **Gaining access to a My Health Record**

Users can gain access without a code or enter a patient’s access code to gain access or change the healthcare provider organisation’s level of access to a patient’s My Health Record.
- **Displaying a patient’s My Health Record**

Users can view the following details from their patient’s My Health Record:

  - COVID-19 and Other Immunisations (Australian Immunisation Register and Immunisation Consolidated View)
  - Allergies and Adverse Reactions (from Medicines View)
  - Medicines (from Medicines View)
  - Discharge Summaries
  - Advance Care (Advance Care Planning Document, Goals of Care Document and Advance Care Directive Custodian)
  - PBS, AIR, Organ Donor and MBS (Medicare Overview)
  - Pathology Report View
  - Diagnostic Imaging Report View
  - Document List (for other general documents).
- **Download and display of clinical documents**

Users can view, download, save and print documents from the patient’s My Health Record.

## Package inclusions

### New

Identifier	Name and version
DH-3537:2021	HPA – Release Note v1.0 (this document)
DH-3538:2021	HPA – Binary Software Package v1.0
DH-3539:2021	HPA – Product Data Sheet v1.0

### Audience

- Healthcare provider organisations
- System integrators
- Software vendors

## Known issues

The following open issues exist in this release:

ADO ID	Summary	Issue description
18003	Screen is not blurring correctly on any iPhone with Safari when switching apps	<p>A feature was added for Android devices which blurs the content of the app when switching between apps on a device. This feature does not currently work on iPhones.</p> <p>The workaround for this is to encourage users to log out when finished using the app or when sharing a device with other people to ensure patient details are secured.</p>
18462	Inconsistent episodes can be returned in Search Result and My Patient sections when 2 episodes of the same type occur within the same hour of the day	<p>There is a defect in HIPS, when a patient is given two or more episodes of the same type with start dates within an hour, such as when a patient needs to see two different doctors or needs to be treated by two different units in a hospital, HIPS will not consistently return the same episode to HPA. This results in the episode related details sometimes being different for the same patient on different screens in HPA. This does not affect the My Health Record viewing functionality but can be confusing if a clinician is trying to verify episode details of their patient.</p> <p>The likelihood of this issue is rare.</p> <p>This issue will be resolved once "Defect 19259 Inconsistent information between Search Result and My Patient sections in HPA and HIPS UI" is resolved in HIPS and a Site has upgraded to the applicable version of HIPS.</p>
19296	Pathology Report View, Diagnostic Imaging Report View and Health Record Overview could return invalid date/time formats and prevent viewing of documents	<p>A defect in HIPS versions prior to HIPS 7.3 can prevent some patient's Pathology Report View, Diagnostic Imaging Report View or Health Record Overview documents with invalid date/time formats from being viewed in HPA. This can result in the error "String was not recognized as a valid DateTime."</p> <p>Sites should upgrade to HIPS 7.3 or higher to avoid this error.</p>
19320	Accessibility issues with rendering documents	<p>Some colour contrast related accessibility issues have been reported within My Health Record documents which are caused by styles defined in the Agency's CDA stylesheet v1.6.</p> <p>These issues will be resolved once HPA implements the next version of the Agency CDA Stylesheet.</p>

ADO ID	Summary	Issue description
19748	Search Panel comes up if device is rotated landscape	<p>On some devices while viewing a patient from a list of search results, switching from portrait to landscape mode will cause the search form to open to the left of the patient information.</p> <p>To close the search form, tap the X in the top-right of the form.</p>
19786	Unexpected behaviour with patient name banner in combination with user icon or search bar	When viewing the My Health Record Overview page of a patient and after opening the user menu or search bar, if a user scrolls down the page while the menu or search are open, the 'patient name' banner will replace the menu and search icons at the top of the screen, but the menus will remain open. The menus should not be displayed when the icons are no longer visible.
19839	Unable to tap on the links in PDF documents	<p>Documents in HPA are rendered in a PDF viewer, however some of the links within these documents are shown as plain text and are not clickable.</p> <p>Instead, users should view any attachments by clicking on the attachment icon and selecting one from the list. In a future release there are plans to support inline links: Enhancement 19162 - Support inline links in PDFs.</p>
20100	Log out has some anomalies if the user presses a button while log out is occurring	The log out process has some minor anomalies when a user presses a button while log out is occurring. For example, if a user taps "Log in with my PIN" too quickly, it will navigate to the page, then back to the logged-out page once the original logout process is complete. There are no functional issues with this. Users can tap the "Log in with my PIN" button again and continue.
20155	Extra blank page on rendered PDF for some documents	Some PDF documents show an extra blank page when rendered. There is no functional issue with this defect.
20201	Difficult to access first item in the recently viewed patient list or perform search when using a phone in landscape	<p>When using smaller phones in landscape mode it is difficult to perform searches and use the recently viewed patient list.</p> <p>The recommended workaround for this issue is to rotate the device back to portrait.</p>

## Assurance

HPA v1.0 has undergone the following conformance assessments including execution of all conformance test cases applicable to the functionality of HPA:

- Conformance Test Specification for Clinical Document Rendering
  - CDA Rendering
  - CDA Rendering Detail Fields

- Pathology Report
- Diagnostic Imaging Report
- Conformance Test Specification for My Health Record Views
  - Medicare Overview
  - Pathology Report View
  - Diagnostic Imaging Report View
- Conformance Test Specification for Clinical Information Systems connecting to the My Health Record system
  - Check if an advertised My Health Record exists
  - Gain access without code
  - Gain access with code
  - Download a clinical document
  - Download a view

Implementers are required to perform their own testing of My Health Record conformance test cases that relate to functionality outside of HIPS and declare conformity of their clinical systems in conjunction with HIPS to the My Health Record System Operator.

Documentation of conformance assessments performed for HPA v1.0 is available from the Agency Help Centre at [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au) or by phoning 1300 901 001.

## Licence

The HPA Binary Software is licensed under the *HIPS Binary Software Licence Terms and Conditions* (included in the HPA Binary Software Package).

## Support

The HPA product is provided in binary code form.

The Agency provides support to sites that use the Agency-provided binary version of HIPS, and this support will also be extended to HPA.

Sites using HIPS binaries built from source code are generally not supported by the Agency. Third-party technical support is available from commercial partner organisations. Implementers are encouraged to take out support contracts with suitable support providers to ensure the successful implementation and operation of HIPS.

Implementers who do this must undertake comprehensive conformance testing with the Healthcare Identifiers (HI) Service and the My Health Record system.

Please contact the Agency for details of available support services.

For further support or to provide feedback, please email [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

## Future releases

HPA will be released on an ad hoc basis, based on providing new functionality or other changes as required. Typically, this has a cadence of one annual major release and 2-3 minor releases per year, with patch releases as required.

**Publication date:** 30 September 2021

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**Acknowledgements**

The Australian Digital Health Agency is jointly funded by the Australian Government and all state and territory governments.

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