



Key messages for stakeholders – inaccurate media reporting

Media reporting from Sunday 26 November 2017

- Some media reports over the weekend (Sunday 26 November) contained false reports in relation to privacy, security and consumer communications related to My Health Record.

Consumer communication activities for opt out in 2018

- There is a comprehensive communication strategy to inform the Australian public and healthcare providers about My Health Record, including how they can exercise their choice not to have a record created for them in 2018.
- The strategy has been developed in partnership with a range of stakeholders including consumer and healthcare peak organisations, Primary Health Networks, states and jurisdictions, healthcare providers and other Government agencies.
- Communication activities over the 'opt out' period will include thousands of face-to-face briefings at community events around the country, distribution of collateral through consumer peak organisations and the provision of information at the point of care and other community places (such as doctors surgeries, hospitals, libraries etc).

Does My Health Record mean that private health information is available on the 'open' internet?

- No. My Health Record is only accessible to authorised clinical users and citizens and is not available openly on the internet.
- It has a range of security and privacy controls which mean that a person can determine who sees their data and there is a real time audit log of all access which is closely monitored.
- My Health Record has multiple layers of security – both technical and non-technical controls – that work simultaneously to protect our critical data.

Can medical receptionists (and other clerical staff) view sensitive information in My Health Record?

- No. Treating practitioners can view a patient's My Health Record if, and when, it is appropriate for them to do so.
- As part of the My Health Record's layered security, healthcare provider organisations must use conformant clinical information software. This software, in conjunction with My Health Record system controls, allocate user profiles and varying levels of access to patient records depending on the authority and need of the healthcare provider.

Is information in My Health Record available to researchers or for other purposes?

- No. The Department of Health has been consulting with the Australian public on the potential for data within My Health Record to be made available for research and policy purposes. This is subject to the development of an agreed framework.
- There is currently no secondary use of data within the My Health Record.

Contacts for additional information:

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