

My Health Record

Family and domestic violence



Call 000 if you are in danger.

To access 24/7 counselling and support call
1800RESPECT on 1800 737 732.

Department of Human Services Support Line.



Access your health information

My Health Record is Australia's national digital health record system. It gives you access to a secure online summary of your and/or your children's health information, including medical conditions, medicines, and treatments. By the end of 2018, you will have a My Health Record created unless you choose not to have one.

Through My Health Record you can access your:

- shared health summaries including your medical history, immunisations, medicines, allergies and adverse drug reactions,
- discharge summaries for care in public and private hospitals,
- medication prescription and dispense records from your doctor or pharmacy,
- medicines information view - a collated view of medications,
- pathology reports and diagnostic imaging reports, and
- advance care planning documents, emergency contacts and custodian information, and your Personal Health Summary detailing medications and allergies.

When you have a My Health Record, only healthcare providers, authorised and nominated representatives will be able to view your information.

TIPS:

- If you have concerns about your privacy or security, or that of your children, you can contact the My Health Record help line on 1800 723 471 for advice.
- If you would like to restrict access to your My Health Record you can do this at www.myhealthrecord.gov.au or by calling the My Health Record helpline on 1800 723 471
- If you don't speak English well or are assisting a non-English speaker, call us via the Translating and Interpreting Service on 13 14 50.
- If you need to change your personal information with Medicare you can call Medicare on 132 011 or online at www.my.gov.au.
- You can register for a My Health Record using a pseudonym.

Note: making changes to the authorised representation on your child(ren)'s My Health Record will notify them.

- You may wish to review any nominated representatives you have previously added to your My Health Record.
- You can choose not to have a My Health Record created for you or your children. If you do have a My Health Record, or one is created for you, you can cancel it at any time online or calling the My Health Record help line on 1800 723 471.
- Once the opt out period begins you can opt out online at www.myhealthrecord.gov.au or by calling the My Health Record help line on 1800 723 471.





How can I see which healthcare providers have accessed My Health Record?

You can monitor who has accessed or updated your My Health Record. The Access History function shows information regarding:

- date and time the My Health Record was accessed,
- organisation that accessed it,
- circumstances surrounding access (for example: in an emergency),
- what occurred during access.

Your access history can be viewed online or by calling the System Operator on 1800 723 471.



Privacy settings

To help protect your privacy and that of your child(ren), there are several settings available. You can:

- restrict access to specific documents within your My Health Record by setting a Limited Document Access Code. Once a document is restricted, it can only be accessed by healthcare organisations that you have given the code to;
- set up a Record Access Code to restrict access to your My Health Record. You can then choose to share this code with your chosen healthcare organisations,
- subscribe to SMS or email alerts that report in real time the first time that your My Health Record has been accessed by a new healthcare organisation.

A clinician can access your record in an emergency. You can ask to get an alert if emergency access to your record occurs.



Access by an authorised representative

An authorised representative is a person who has satisfied the My Health Record System Operator that they have parental or legal authority, or is otherwise appropriate, to act on behalf of an individual.

- An authorised representative must act in accordance with the will and preference of the person they represent. Authorised representatives can access, view and update the information in the individual's My Health Record, as well as add/remove other people as nominated representatives.
- If an authorised representative is not acting in accordance with the will and preference of the individual, their access may be suspended or cancelled.
- If you believe an authorised representative, such as another parent, should not have access to a My Health Record you should contact the My Health Record helpline on 1800 723 471. You will need to provide evidence to the System Operator in order for another authorised representative's access to be suspended or cancelled.
- If an authorised representative's access is cancelled or suspended, the person will be notified by the System Operator. In this case, they may appeal the decision by contacting the System Operator.
- There can be more than one authorised representative with access to a My Health Record.
- You can access the "Settings - manage access to this record" screen in the My Health Record to see if there are any other authorised representatives, such as another parent or legal guardian, that have access to a record.





What is an authorised representative permitted to do?

An authorised representative can, but is not required to:

- view information within a My Health Record,
- remove documents from view,
- update personal details,
- include information in the personal health summary to share with Healthcare Providers,
- include personal health notes about the health and development of the person (not accessible to healthcare providers),
- change the consent for information held by Medicare to be uploaded to the record,
- restrict access to the person's record, and then provide the record access code to selected healthcare provider organisations,
- add or remove nominated representatives from the record (another person such as a carer, trusted friend or family member),
- view other authorised representatives who have access to the record,
- cancel or suspend the person's registration.



Take control process

An authorised representative can only be in place if the healthcare recipient is not capable or is under 18 years of age and does not want to manage their My Health Record. A healthcare recipient who has an authorised representative in place can 'take control' of their My Health Record giving them responsibility for managing their My Health Record.

A healthcare recipient aged between 14 and 18 years can take control of their record using any of the registration processes. The System Operator assumes that healthcare recipients over the age of 14 have capacity to manage their own My Health Record. This aligns to standard practice in healthcare and is a policy position rather than a legislative requirement. Recognising the variation in maturity and circumstances in this age group, either the healthcare recipient can take control of their record or an authorised representative can remain in place until the child is 18.

When a person takes control of their My Health Record they are given the option to provide any previous authorised representatives access to the record by making them a nominated representative.



Can I suspend My Health Record registration?

You are also able to suspend your My Health Record registration if you do not wish to cancel the registration, for example, you may be travelling outside Australia for an extended period and wish to remain registered on return.

To suspend your My Health Record you can call the My Health Record help line on 1800 723 471.

When a registration in My Health Record is suspended:

- all documents in your My Health Record will be kept in the My Health Record system,
- healthcare providers will not be able to access your My Health Record unless it is an emergency situation,
- healthcare providers will not be able to upload records to your My Health Record.

Note: a Healthcare Provider Organisation that authored a clinical document uploaded to your My Health Record will have a copy of this document saved in their clinical information system.

My Health Record may still be accessed by the System Operator for the purposes of maintenance, audit and other purposes authorised by law.

There is no maximum period for which a My Health Record registration can be suspended. When you wish to resume your My Health Record registration, you can call the My Health Record help line on 1800 723 471. On resumption, the My Health Record will only include information which was in the My Health Record prior to it being suspended.





How can the System Operator help manage my record?

If there are any issues with an authorised representative or the management of a My Health Record, please call the My Health Record help line on 1800 723 471.

In certain circumstances, the System Operator may stop the creation of or access to a child's My Health Record. In this situation anyone wanting to become an authorised representative needs to apply to the System Operator to change the access restrictions.



Can I register for My Health Record under a pseudonym?

Yes. You can register for a My Health Record using a pseudonym. To do this, you need to apply for a pseudonym Individual Healthcare Identifier (IHI) through the Department of Human Services. With this IHI you can then register for a My Health Record by completing the application to register.

The information stored on your My Health Record will be any information you add, as well as any information your healthcare provider adds using your pseudonym. A pseudonymous IHI isn't linked to your Medicare information, so this information will not be available.

You will not be identifiable or traceable through your pseudonym. You can choose to have a My Health Record using your real name as well as your pseudonym, and you have the option to merge these two records at any time.



Can I cancel My Health Record?

You can cancel your My Health Record at any time. It is also possible to register again at a later date.

If you cancel your My Health Record, no one will be able to view the information, including you or any authorised and nominated representatives you have appointed. In an emergency, if a record has been cancelled, healthcare providers will not be able to access your information or amend the existing documents in your My Health Record.

When you cancel your record the following items will be retained: personal health notes, clinical documents, Medicare records and emergency contract details.

For detailed information regarding the retention of My Health Record information see the privacy statement at www.myhealthrecord.gov.au/about/privacy-policy



If you have privacy concerns

If you have concerns about the privacy or security of the information held in your My Health Record, or that of your child(ren), you can contact the My Health Record help line on 1800 723 471 to seek guidance.

You can register for a My Health Record now and set up your access/privacy controls straight away. Go to www.myhealthrecord.gov.au to register yourself and/or your children.

If you are concerned about your security or that of your child(ren), you can register to be advised of the opt out period commencing at www.myhealthrecord.gov.au. Once the opt out period begins you can use the opt out online portal, or the My Health Record help line on 1800 723 471.

