



My Health Record

What You Need
To Know



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& associates



What is My Health Record

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From 16 July to 15 October 2018 you can opt out from participating in the My Health Record, however after 15 October 2018 every Australian (other than those who opted out) will have a My Health Record.



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When you have a My Health Record, your health information can be viewed securely online, from anywhere, at any time – even if you move or travel interstate. You can access your health information from any computer or device that's connected to the internet.

Healthcare providers like doctors, specialists and hospital staff may also be able to see your My Health Record when they need to, including in an accident or emergency.

My Health Record brings together health information from you, your healthcare providers and Medicare. This can include details of your medical conditions and treatments, medicine details, allergies, and test or scan results, all in one place. Healthcare providers such as GPs, specialists and pharmacists can add clinical documents about your health to your record, including:

- ✓ **an overview of your health uploaded by your doctor, called a shared health summary. This is a useful reference for new doctors or other healthcare providers you visit;**
- ✓ **hospital discharge summaries;**
- ✓ **reports from test and scans, like blood tests**
- ✓ **medications that your doctor has prescribed to you;**
- ✓ **referral letters from your doctor(s).**

Up to two years of past Medicare data may be added to your record when you first get one, including:

- ✓ **Medicare and Pharmaceutical Benefits Scheme (PBS) information held by the Department of Human Services;**
- ✓ **Medicare and Repatriation Schedule of Pharmaceutical Benefits (RPBS) information stored by the Department of Veterans' Affairs (DVA);**
- ✓ **organ donation decisions;**
- ✓ **immunisations that are included in the Australian Immunisation Register, including childhood immunisations and other immunisations received.**

Your medical history, such as older tests and scan reports, will not be automatically uploaded to your My Health Record. Only new reports of that nature can be uploaded by participating pathology labs or diagnostic imaging providers.

You, or someone authorised to represent you, can share additional information in your record that may be important for your healthcare providers to know about you. This includes:

- ✓ **contact numbers and emergency contact details;**
- ✓ **current medications;**
- ✓ **allergy information and any previous allergic reactions;**
- ✓ **Indigenous status;**
- ✓ **Veterans' or Australian Defence Force status;**
- ✓ **your advance care plan or contact details of your custodian.**

Who can see your My Health Records

You have the option to control who can or can't see your health information.

The changes to privacy and security you can make are:

- ✓ **setting a record access code to give access to selected healthcare organisations**
- ✓ **controlling access to specific documents to limit who can view them**
- ✓ **giving access to a nominated representative such as a family member, close friend or carer.**

In a medical emergency, healthcare providers connected to the My Health Record system can see your health information such as allergies, medicines and immunisations. This helps them to provide you with the best possible treatment and care.

If you have set an access code for your My Health Record and there is a serious threat to your life, health or safety, emergency access to your record may be provided. If you were unconscious, for example, hospital staff may be granted access to your record if there is serious threat to your health or safety.

To search for your record, your healthcare provider will need your Medicare number, surname, date of birth and gender.

Emergency access lasts for a maximum of five days and will show in your record access history. If you have set up automatic notifications you will be notified of this access.

Emergency access may also be granted to lessen or prevent a serious threat to public health or safety. For example, access to your My Health Record may help identify a source of dangerous infection, when you're in a hospital, and prevent it from spreading.

Although privacy restrictions and access codes you have set are overridden if emergency access occurs, healthcare providers won't be able to see documents you have removed, or personal notes you have entered.

The Australian Digital Health Agency, as the System Operator of My Health Record, reviews all access to My Health Record. You may wish to regularly check who has accessed your My Health Record.

You can set up automatic notifications to receive an email or text any time a new healthcare provider accesses your My Health Record, including in an emergency.

Your My Health Record is linked to your myGov account, which provides you with secure access to a range of Australian Government services, including Medicare, Centrelink and the Australian Taxation Office. myGov is a secure Australian Government service that can only be accessed using a password and the answer to a secret question or an access code.

Maintain privacy and control access to your My Health Record by adjusting the settings for:

- ✓ **Individuals - letting people you trust, such as family members, friends or carers, view and help manage your health information.**
- ✓ **Healthcare providers - apply restrictions to the information that healthcare provider organisations can see.**
- ✓ **Documents - restrict access to specific documents in your My Health Record.**

You can change the level of access to your information by setting one or more codes:

- ✓ **Record access code (RAC) - control which healthcare provider organisations can see your record by setting an RAC.**
- ✓ **Limited document access code (LDAC) - control healthcare providers organisations' access to specific documents using an LDAC.**
- ✓ **Personal access code (PAC) - allow your nominated representative(s) to access your My Health Record.**

In addition to supporting your care, My Health Record data may be used to provide insight into Australia's health system and the services being provided to improve health outcomes for patients.

If you are happy for your data to be used for secondary purposes such as research, you don't need to do anything.

If you don't want your health information shared, follow the steps below to withdraw your participation.

- ✓ **Log in to your My Health Record through myGov.**
- ✓ **Click the 'Profile and Settings' tab.**
- ✓ **Scroll down until you see the 'Secondary uses of data section'.**
- ✓ **Click the button that says 'Do not participate'.**

If you change your mind, you can choose to share your data again by following the same steps, and choosing 'Participate'.

What about your child's, or disabled adults, My Health Records

Children's records are managed by an authorised representative, usually a parent or legal guardian.

An authorised representative is each person who the My Health Record System Operator is satisfied has parental responsibility for a child or care of a disabled adult.

Authorised representatives have full control of the person's My Health Record.

They can:

- ✓ **view information**
- ✓ **remove documents**
- ✓ **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 (these are private and are not seen by any healthcare providers)**
- ✓ **change the consent preferences for inclusion of information held by Medicare to be uploaded to the person's My Health Record**
- ✓ **choose which healthcare providers can access and view the person's My Health Record**
- ✓ **add or remove nominated representatives from the person's My Health Record**
- ✓ **view other authorised representatives who have access to the person's My Health Record**
- ✓ **cancel the person's My Health Record registration.**

If you are appointed an authorised representative for someone else, you can access their My Health Record from the My Health Record welcome screen in myGov.

The person's name and age, and your status as an authorised representative, will be included in a box on your welcome screen, which you can click to gain access.

You must show documentation to prove that you are authorised to act on someone's behalf.

To prove parental responsibility, you can show:

- ✓ **the child's birth certificate**
- ✓ **your Medicare card, which shows your name and your child's name**
- ✓ **an order from an Australian court or tribunal that shows you are a parent**

To demonstrate other forms of responsibility, you can show:

- ✓ **enduring power of attorney**
- ✓ **enduring guardianship**
- ✓ **guardianship order**

For a person over 18, an authorised representative must prove that the individual cannot manage their own My Health Record.

This can be done by consulting a medical practitioner or psychologist. The medical practitioner or psychologist will make a determination on the individual's capacity to manage their own record and provide written advice to this effect.

An individual over 18 that has an authorised representative but wants to manage their record themselves will need to prove their capacity to manage their My Health Record to take control of their record. **This can be in the form of:**

- ✓ **a letter from a medical practitioner or psychologist**
- ✓ **a relevant court or tribunal decision.**

What if you don't want a My Health Record

If you don't have a My Health Record and don't want one created for you, you will need to opt out.

First go to the My Health Records website - <https://www.myhealthrecord.gov.au/for-you-your-family>

Click the 'opt out now' button on this page to get started. You will need to verify your identity, and provide personal details such as your name and date of birth.

You don't need a myGov account to complete the opt-out process.

If you complete the opt-out process online, you have the option to receive an email confirmation. Remember to check your SPAM or junk folder if you do not see the message in your inbox.

If you have parental responsibility for children under the age of 18, and they are listed on your Medicare card, you can opt out of My Health Record on their behalf.

Follow the steps in the online process.

Children aged 14 and over may also choose to opt out individually online. They will need their Medicare number to do so.

For other dependants you have legal responsibility for, contact the Australian Digital Health Agency for assistance on 1800 723 471.

Once you have completed the opt-out process, you cannot cancel your request.

However, if you decide later that you would like a My Health Record, you can create one at any time by following the steps to register.

Are there any concerns with the My Health Record

My Health Record is not a clinically-reliable medical record, and was not designed to be. It is not up-to-date or comprehensive.

If, for example, a doctor were treating a child in an emergency, the doctor should not rely on an My Health Record to know what medications the child has been prescribed in our view is not up-to-date. In an emergency, an unreliable record is a distraction, not a help.

There are risks from the online transmission and storage of personal information in this system. Storing records digitally with online access greatly increases accessibility for criminals, hackers and snoopers. Health records are valuable as a means of identity theft due to the wealth of personal information they contain.

If you opt out from the My Health Record a healthcare provider organisation cannot refuse to provide healthcare to you because you are not registered or otherwise discriminate against you in relation to the provision of healthcare because you are not registered.

If you decide to participate in the My Health Record a healthcare provider organisation cannot refuse to provide healthcare to you because you have set particular access controls on your My Health Record.

Within your My Health Record, you can see who has accessed your record and set up notifications to see when it is accessed. A sound security practice is to monitor access to your record by logging into your record and viewing the access history log. You can also choose to receive notifications by email, SMS or mail when someone accesses your record.

To view the access history log for your My Health Record:

- ✓ **Log in to your My Health Record.**
- ✓ **Click the 'Privacy and Access' tab.**
- ✓ **Scroll down to 'Record Access History'.**

You will be able to view the latest access activity in your record within the last 12 months, including when you have accessed or made changes to your My Health Record.

Older information can be accessed by clicking on the link that says 'Show Full Access History'.

If you would like to receive notifications when your My Health Record has been accessed for the first time by a healthcare provider organisation follow these steps:

- ✓ **Log in to your My Health Record.**
- ✓ **Click the 'Profile and Settings' tab.**
- ✓ **Select your preferred notification method (i.e. send via email or SMS).**

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