



## Hospitals

# My Health Record expansion program

## Managing consumer queries

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### What is My Health Record?

My Health Record commenced in 2012 and was then known as the Personally Controlled Electronic Health Record (PCEHR). Operated by the Australian Digital Health Agency, My Health Record is a secure online summary of a consumer's health information that can be accessed by authorised healthcare providers taking part in their care. Consumers with a My Health Record will be able to set privacy settings, which allows them to control what goes into the record, and who sees it.

### Change in the participation model

In July 2018 the participation model will change from 'opt in' to 'opt out', meaning every Medicare card holding Australian will be offered a My Health Record unless they choose not to have one during the three month opt out period that will run from 16 July to 15 October 2018. This will be followed by a 30 day reconciliation phase to allow for the processing of paper-based forms.

### What does this mean for Victorian public health services?

With an increase in clinical documents being sent to My Health Record and an increase in consumer participation, health services can expect an increase in questions regarding My Health Record.

The objective of the My Health Record expansion program is to ensure that any consumer queries relating to your local health services interaction with My Health Record can be confidently addressed by your front line staff.

### What Communication and Education Support will Health Services Receive?

The Department of Health and Human Services (the department) My Health Record expansion program team in partnership with the Australian Digital Health Agency

(The Agency) will provide your health service with guidance to ensure your healthcare providers, front line staff, and consumers are ready for the implementation of the My Health Record opt out model in 2018.

This fact sheet aims to equip your staff with key messaging to answer consumer queries that may arise once the opt out period has commenced.

### Key messaging to assist in responding to consumer queries:

#### What is My Health Record?

- ◆ My Health Record is a secure online summary of an individual's health information.
- ◆ Having a My Health Record means your important health information can be accessed in one place.
- ◆ Healthcare providers such as doctors, specialists, and hospital staff can see your record online when they need to treat you. For example, hospital emergency department doctors can access your records if you need urgent care.

#### Can I opt out of a My Health Record?

- ◆ Yes, you can opt out. A My Health Record will be created for all Australians by the end of 2018, unless they choose not to have one, called the opt out window.
- ◆ During the three month opt out window commencing July 16, individuals will be able to state they do not want a My Health Record. This can be done through an online portal or by calling the designated Help line.
- ◆ The opt out model will not apply to individuals who have previously opted in. If you already have a record you can still cancel it at any time.

#### What will happen to my existing records?

- ◆ My Health Record won't replace the existing records at your current health service but will allow more information to be available and accessed.
- ◆ This information can include medical consultations, blood tests, x-ray reports, and prescriptions. Your healthcare providers will continue storing your health information in their local systems.



### What are the clinical benefits of having a My Health Record?

- ◆ Your My Health Record contains a summary of your health information.
- ◆ When healthcare providers participate in the system, they have the option to view and upload important information about your healthcare to your record.
- ◆ Having this information in your My Health Record will allow other healthcare providers to view this information to assist in providing ongoing healthcare.

### How does My Health Record protect my health information?

- ◆ My Health Record balances safety and security with the benefits available to you and healthcare providers at the point of care.
- ◆ The security and privacy of My Health Record is treated very seriously and the system is built to industry standards for storing and processing sensitive information.
- ◆ My Health Record is protected by security controls that protect health records from unauthorised access, and to guard against cyber-attacks.
- ◆ The security controls include encryption, secure gateways, and firewalls, authentication mechanisms and malicious content filtering.
- ◆ There is a 'Cyber Security Centre' that monitors for suspicious activities. The centre will trigger an investigation and suspend registration when required.
- ◆ Criminal penalties for misuse of information can include up to two years in jail and up to \$126,000 in fines. Civil penalties can incur up to \$630,000 in fines.

### What controls can I exercise over my record?

- ◆ Strict privacy controls set by an individual is a central feature of My Health Record.
- ◆ You can control the information in your My Health Record and the health services that can access this information.
- ◆ You can also be notified by email or SMS when a health service accesses your record for the first time.
- ◆ Upon first access to your record, you can choose whether to allow information from the Medicare or the Pharmaceutical Benefits Scheme to be uploaded into your record.

## In Summary:

### Key information your health service needs to know

- ◆ **Review** your organisational My Health Record information (OMO RO etc. to ensure it is up-to-date)
- ◆ **Ensure** your frontline staff understand your organisation's current level of My Health Record Maturity and whether you have the functionality to view and/or upload documents to consumer records

- ◆ **Educate** key staff members within your organisation such as Health Information Service Officers, Patient Liaison Officers, Consumer Engagement teams, healthcare providers and administrative staff about My Health Record, participation model changes and how participants may control access or viewing.
- ◆ **Understand** that the participation model for My Health Record is changing in 2018 from opt in to opt out
- ◆ **Communicate** to your staff that consumers have the ability to opt out within the 3 month window, and can cancel their record after the opt out period.
- ◆ **Know** your obligations under the My Health Records Act: there are serious penalties if you don't comply
- ◆ **Develop** robust processes for handling My Health Records and ensure staff are adequately trained to follow them
- ◆ **Tell** your consumers about what information you intend to add to and access from their My Health Record and explain what you will do with the information
- ◆ **Collect, use and disclose** information in a consumer's My Health Record only for the limited and authorised purposes allowed under the system
- ◆ **Know** how My Health Record can be used in an emergency situation
- ◆ **Await** further information on how the Australian public will receive a My Health Record, and how they can exercise their choice not to have a record created should they choose not to have one.

## Key Contacts

### Digital Health Standards and Advisory

Department of Health and Human Services  
[myhealthrecordexpansion@dhhs.vic.gov.au](mailto:myhealthrecordexpansion@dhhs.vic.gov.au)

### Office of the Victorian Information Commissioner Privacy and Data Protection

Phone: 1300 666 444  
PO Box 24274 Melbourne VIC 3001  
<https://www.cpdp.vic.gov.au/>

### System Operator

Phone: 1800 723 471  
My Health Record  
Box 9942 Sydney NSW 2000

## For further information

Select this link: [My Health Record](https://www.myhealthrecord.gov.au/) or visit  
<<https://www.myhealthrecord.gov.au/>>