



## Hospitals

# My Health Record expansion program

## Quick reference guide

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### My Health Record

My Health Record is an online summary of an individual's key health information. Over time, My Health Record will bring together health information such as medical conditions, medicines, allergies and test results in one place. Individuals can choose to share their information with the healthcare providers involved in their care. By allowing them to upload, view and share documents in their My Health Record, providers will have a more detailed picture with which to make decisions, diagnose and provide treatment.

### Registering for a record

Currently, patients can register for a My Health Record online ([myhealthrecord.gov.au](http://myhealthrecord.gov.au)), in writing or by phone. In 2018, My Health Record participation model is changing from opt in to opt out. On 14 November 2018, all Australians will receive a My Health Record unless they advise the Australian Government that they do not wish to have one. Patients may still register for a record any time up until the automatic creation of records on 14 November 2018.

### Victorian health services and My Health Record

Health services that are connected to the My Health Record are able to send discharge summaries to a patient's My Health Record. This allows authorised clinicians outside of individual health services and the patient to access the discharge information.

Some Victorian health services are able to view a patient's My Health Record through their designated software (such as Cerner Millennium, BOSSnet, or Healthcare Identifier PCEHR Solution (HIPS)). My Health Record provides access to health information from outside of your health services—including general practice, community pharmacy and private hospitals (such as shared health summaries, event summaries and discharge summaries), as well as Australian Government information such as the pharmaceutical benefits scheme (PBS).

Currently the uploading of clinical documents in the primary care sector is low; in 2018 the Australian Digital Health Agency (The Agency) is working with the Primary Health Networks (PHNs) to increase the number of clinical documents being uploaded to patients' My Health Records.

Patients are also able to upload their advanced care planning and custodian documents to their record.

Nominated health services will commence sending pathology and diagnostic imaging reports to My Health Record late 2018.

### Patient control

When a patient registers for a My Health Record, 'standing consent' is given for all registered healthcare provider organisations to access and upload patient information. Patients can view documents within their My Health Record and have the option of setting different access controls.

There has been limited application of the controls to date by patients. The types of access controls that can be applied by the patient are outlined briefly below, including:

- ◆ verbally requesting that documents are not sent to their My Health Record at the time of consultation with a healthcare provider
- ◆ removing documents from view in their My Health Record (the authoring clinician is informed when this happens)
- ◆ setting a record access code – which they disclose to a healthcare provider to allow them to view their My Health Record
- ◆ limiting access to all or part of their My Health Record by specific healthcare provider organisations
- ◆ preventing healthcare providers' clinical information systems from automatically checking and displaying whether they have a My Health Record
- ◆ monitoring who has accessed or updated their My Health Record through the access history.



## Emergency access

In an emergency, where a healthcare provider reasonably believes that it is necessary to lessen or prevent a serious threat to public health or safety (and it is unreasonable or impractical to obtain consent), the provider can access an individual's My Health Record. Usage of emergency access is audited by the My Health Record System Operator.

If a person's record is accessed in an emergency, the patient will be able to see this in their access history and may also be notified by SMS or email.

## Responsibility of records - Under 18 years of age

My Health Record has specific rules regarding record ownership and access for parents and legal guardians.

- ◆ Parents or legal guardians will control their children's record from 0 to 14 years (referred to as an Authorised Representative).
- ◆ After a child turns 14, they will be able to choose whether they wish to manage their own My Health Record. If a child chooses not to take control of their My Health Record between 14 and 17 years, their Authorised Representative (which may or may not be a parent) can continue to manage the child's record until they turn 18. Authorised Representatives will not be able to view the medical benefits scheme (MBS), PBS or immunisation register details of children aged over 14.
- ◆ Once an individual turns 18, any Authorised Representative or Nominated Representative is automatically removed from that person's record. If an individual still wants their parent or guardian to view information in their My Health Record after they turn 18, they will need to set them up as a Nominated Representative.

## Key contacts

### Digital Health Standards and Advisory

Department of Health and Human Services

[myhealthrecordexpansion@dhhs.vic.gov.au](mailto:myhealthrecordexpansion@dhhs.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/>> to visit the National My Health Record website.

Alternatively, visit the Department of Health and Human Services [website](#) <<https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources>> for additional resources.

If a patient would like further information on My Health Record, they call the national help line on **1800 723 471**.

To receive this publication in an accessible format phone **9096 0749** using the **National Relay Service 13 36 77** if required, or email [myhealthrecordexpansion@dhhs.vic.gov.au](mailto:myhealthrecordexpansion@dhhs.vic.gov.au)