

# My Health Record

## Frequently asked questions

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### What is My Health Record?

My Health Record is a secure online summary of a consumer's health information that can be accessed by authorised healthcare providers involved in their care. The My Health Record is personally controlled, which allows each consumer to control what goes into it, and who is allowed to access it. The information in the My Health Record system is secure and protected by strict rules and regulations on who can see or use it. The system operator for My Health Record is the Australian Digital Health Agency.

### What is the My Health Record Expansion Program?

The Australian Government has committed to creating a My Health Record for every Australian by the end of 2018, unless they chose not to have one. In doing so, the expansion program aims to bring forward the benefits of the My Health Record system by providing opt-out participation arrangements for consumers and ensuring that health providers and consumers are educated and aware of My Health Record, its benefits and the consumer opt-out process.

### What are the benefits of the My Health Record system?

- avoided hospital admissions
- fewer adverse drug events
- reduced duplication of tests
- better coordination of care for people seeing multiple healthcare providers
- better informed treatment decisions

#### For consumers:

- important healthcare information will be available in one place that is easily accessible by their authorised doctors, specialists or hospitals
- in a medical emergency, healthcare providers connected to the My Health Record system can see an individual's health information to assist them in providing the best possible care quickly
- a consumer won't need to remember and repeat their health history such as medicines and chronic conditions, immunisations and dates of recent tests

#### For health providers:

- readily download and contribute up-to-date information about a patient's health, saving time and reliance on the patient's memory
- more time with patients
- better information sharing between GPs and hospitals
- important patient information quickly and when needed
- helping patients to better manage their health

## What information is contained in a My Health Record?

### From providers:

- clinical documents

### From Medicare:

- Medicare claims
- PBS information
- organ donor decisions
- Immunisations (AIR)

### Individual OR their representative:

- Advance Care Plans
- Advance Care Custodian
- Personal Health Summary
- personal health notes
- emergency contact details

When a consumer registers for a My Health Record, they can choose to include information from Medicare such as history from recent doctor visits (last two years), prescription medicines (last two years), organ donation status and immunisation records.

## Is My Health Record confidential and secure?

The My Health Record system has bank-strength security features including strong encryption, firewalls, secure login/authentication mechanisms and audit logging. To date, there have been no identified instances of malicious attacks.

A patient can set access controls to restrict which healthcare provider organisations can see their My Health Record, or certain information and documents in it. All instances of access to My Health Record are logged and can be monitored.

All healthcare providers in Australia have professional and legal obligations to protect their patients' health information. Establishing and maintaining information security practices is an essential professional and legal requirement for using digital health in the delivery of healthcare.

## How will My Health Record be communicated to consumers?

Consumers will be made aware of My Health Record, its benefits and the option to opt-out using various channels of communication and engagement, specifically:

- social engagement – face-to-face events in a community setting
- traditional media – local papers, national papers, trade magazines
- digital media – digital advertising in online publications
- social media – promotion of benefits and opt-out information via popular channels

## Further information

[www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

[www.myhealthrecord.gov.au/privacy](http://www.myhealthrecord.gov.au/privacy)

[www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

Eastern Melbourne PHN Digital Health Team – [digitalhealth@emphn.org.au](mailto:digitalhealth@emphn.org.au)