Fact sheet

Recommended My Health Record Training

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Healthcare provider organisations must provide staff with My Health Record training *before* they are authorised to use their system, following any significant changes to My Health Record legislation and annually. The training is required to cover:

- how to use the system accurately and responsibly
- legal obligations of the healthcare provider organisation and the staff using My Health Record
- consequences of breaching those legal obligations.

Details of training provided to staff must be set out in the organisation's My Health Record security and access policy. Healthcare organisations may be required to provide evidence of how they comply with these obligations and must keep a record of the organisations provision of training via a maintained training record. The organisation must retain the training record for 5 years, starting on the day the training record was created.

Available Training

Staff can access a range of free online eLearning modules about My Health Record via the Australian Digital Health Agency Online Learning Portal. At a minimum, staff should complete the My Health Record security, privacy and access eLearning module.

Staff may be directed to attend a webinar hosted by the Australian Digital Health Agency. A list of available events can be found on the Agency's webinar page.

Organisations interested in hosting eLearning modules on their own learning management system can contact engagement@digitalhealth.gov.au.

Other training options

Organisations are also able to conduct internal training covering the below topics (1-8).

1. What is in a record
2. Understand when you can view and upload information
3. Appropriate and lawful use of the Emergency Access ('break glass') function
4. Participation obligations
5. Cyber security fundamentals
6. Penalties for misuse
7. Data breaches, and how to manage them
8. Clinical incidents, and how to report them

Request Training

To discuss My Health Record training options please contact education@digitalhealth.gov.au.

For more information about My Health Record, please visit My Health Record for healthcare providers.

Last updated: June 2026.