Hospitals

My Health Record expansion program

Frequently asked questions

What is 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.

More Australians will have a My Health Record in 2018

Every 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.

Where can patients get more information about the My Health Record?

Patients can contact the My Health Record helpline on 1800 723 471, or visit their website at www.myhealthrecord.gov.au

What information are Victorian health services uploading to My Health Record?

Currently, some Victorian health services participate in the My Health Record by sending inpatient and/or emergency episode discharge summaries from their designated electronic system (Cerner Millennium, BOSSnet, eDischarge). It is important to know your health service's current capability to view and upload to the My Health Record

From mid-2018, the department will be working with Victorian health services to increase the types of information that they upload to the My Health Record including pathology and diagnostic imaging final reports.

When will documents NOT be uploaded to a patient's My Health Record?

Patients can chose who they wish to have access to their My Health Record through their privacy settings and these settings can be set to restrict health services from viewing and uploading to their My Health Record. Patients can contact the My Health Record helpline on 1800 723 471, or visit their website at www.myhealthrecord.gov.au for assistance in managing their privacy settings.

Patients can also advise upon arrival at a health service that they do not consent to the facility uploading their clinical information to their My Health Record.

How do clinicians view a patient's My Health Record?

Clinicians in Victorian may access a patient's My Health Record through their designated clinical information system. It is important to understand your health service's current capability to view a patient's My Health record. Not all Victorian health services are connected and/or able to view the My Health Record.

Note: access to the My Health Record system is strictly for the purposes of providing patient care. An auditing function allows consumers to view who has accessed their My Health Record and when the access occurred.

What consent is required to access a patient's My Health Record?

The My Health Records Act 2012 allows for all healthcare providers involved in a patient's care to access and upload clinical information to their My Health Record—i.e. a clinician does not need to obtain consent from their patient prior to viewing or uploading clinical documents to a patient's My Health Record.

However, patients can choose to put in place access restrictions on their My Health Record, determining which healthcare providers have access by managing their privacy settings. Patients can contact the My Health Record help line on 1800 723 471, or visit their website at www.myhealthrecord.gov.au for assistance in managing their privacy settings.

Who can gain emergency access to a patient's My Health Record?

Any restrictions that the patient has placed on their My Health Record are overridden in an emergency situation. Clinicians can gain emergency access by clicking on the 'emergency access' via your Clinical Information System.

Emergency access is granted for five days from the time the organisation asserts an emergency exists. Once this period ends, the organisation will only be able to access the patient's My Health Record in accordance with their access controls

Note: Emergency access to a patient's My Health Record is strictly for emergency situations, and usage is audited by the My Health Record System Operator.

Can patients edit or remove what a healthcare provider uploads?

A patient is not able to edit any document that has been uploaded by providers to their My Health Record. However, a patient has the ability to remove or restrict access to certain documents in their record.

How does a patient lodge a complaint or provide feedback about My Health Record?

Any feedback in relation to how a Victorian health service has used My Health Record will be handled according to normal complaints handling procedures at the health service.

Where feedback relates specifically to the My Health Record system, the patient should be advised to make direct contact with the System Operator on 1800 723 471.

For further information refer to the 'Factsheet: Consumer feedback management'.

How to report errors in a patient's My Health Record?

Where errors are identified in a patient's My Health Record, staff should either try to contact the author of the document and have it corrected or removed; or contact the System Operator on 1800 723 471. For further information, see the fact sheet on reporting incorrect information in a patient's My Health Record.

What is the difference between an authorised representative and a nominated representative?

In the My Health Record system someone who has legal authority to manage a My Health Record on someone else's behalf is called an authorised representative (such as a parent or legal guardian).

A nominated representative is a person that has been chosen by the individual to assist with managing their My Health Record. A nominated representative can access and view an individual's My Health Record, and a full access nominated representative has the ability to access, view and update an individual's My Health Record.

The department and Victorian health services are not able to check My Health Record to identify who is recorded as a representative, and staff should follow existing policies to determine who can provide consent on behalf of the patient.

How does My Health Record identify a patient?

My Health Record matches patients using an individual healthcare identifier (IHI)—a unique 16 digit number administered by Australian Government's Department of Human Services (DHS). To enable matching a patient's IHI, accurate patient demographic data is required at registration and admission including first name, last name, gender, date of birth and Medicare card number including IRN (individual reference number).

Note: the key demographic data elements must match details held by Medicare Australia for a patient to be accurately identified. If even one element does not match the health service may not be able to view and/or upload a document to a patient's My Health Record.

What is the difference between My Health Record and our health service's electronic medical record?

Your health service's electronic medical record captures health information about the care your patient has received at your health service. The information held within your electronic medical record is not available electronically to other healthcare providers outside of your health service.

My Health Record, is a system that provides complementary information uploaded by external healthcare providers such as general practitioners, allied healthcare provider and specialists, allowing clinicians within your health service to view consolidated clinical information about their patients.

My Health Record is not designed to replace direct communication between healthcare providers. It is also not meant to replace your usual local clinical records and workflows.

Key contacts

Digital Health Standards and Advisory
Department of Health and Human Services
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.