



## Hospitals

# My Health Record expansion program

## Incident Examples

*John Smith has been admitted to the Feelgood Hospital in Melbourne for treatment of a chronic condition. John's treating clinician notices a recent discharge summary in his My Health Record from Smallville Hospital, a small rural health service in Victoria. The clinician queries John about it and John advises that he has never visited Smallville Hospital.*

The Feelgood clinician reports the incident to the Health Information Manager (HIM) at Smallville hospital. The HIM investigates and finds that the discharge summary in John's My Health Record belongs to another person with the same name. As the document was authored by Smallville hospital, the HIM is able to remove it from John's record.

The HIM is also aware that a notifiable data breach may have occurred, due to the fact that someone else's information has been viewed inadvertently by another healthcare provider. The HIM makes contact with the System Operator to notify of the breach, fulfilling their obligations set out in the My Health Records Act 2012.

*Jane logs on to her My Health Record at home and sees that a doctor from Feelgood Hospital has been looking at her My Health Record this week, but it has been more than 12 months since Jane was treated at Feelgood Hospital.*

In this instance Jane complains directly to the Feelgood Hospital. The feedback is received by the local Patient Liaison Officer and escalated to the Health Information Manager who investigates the feedback and contacts the department's Health Technology Solutions team.

It is identified through the review of audit logs that a clinician has inappropriately accessed Jane's My Health Record.

This matter is dealt with as per Feelgood Hospital's local policy and processes, however, because there has been an unauthorised collection, use or disclosure of the health information included in Jane's My Health Record, the department is required to notify the System Operator.

Following notification, the System Operator may request additional information or suggest follow up action which will be progressed through Feelgood Hospital.

Note: In both scenarios both consumers are within their rights to contact the System Operator directly who may initiate an investigation on their behalf. The System Operator may contact Feelgood Hospital for further information.

### 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

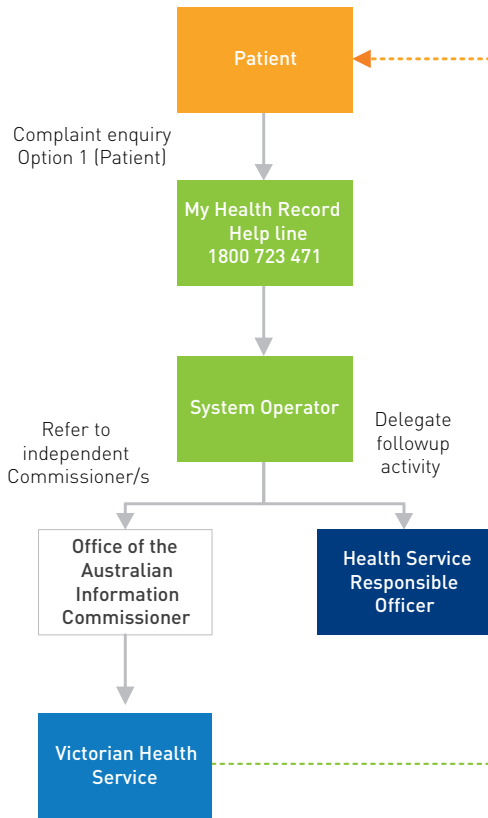
Select this link: [My Health Record <https://www.myhealthrecord.gov.au/>](https://www.myhealthrecord.gov.au/) to visit the National My Health Record website.

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>](https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/my-health-record/resources) for additional resources.

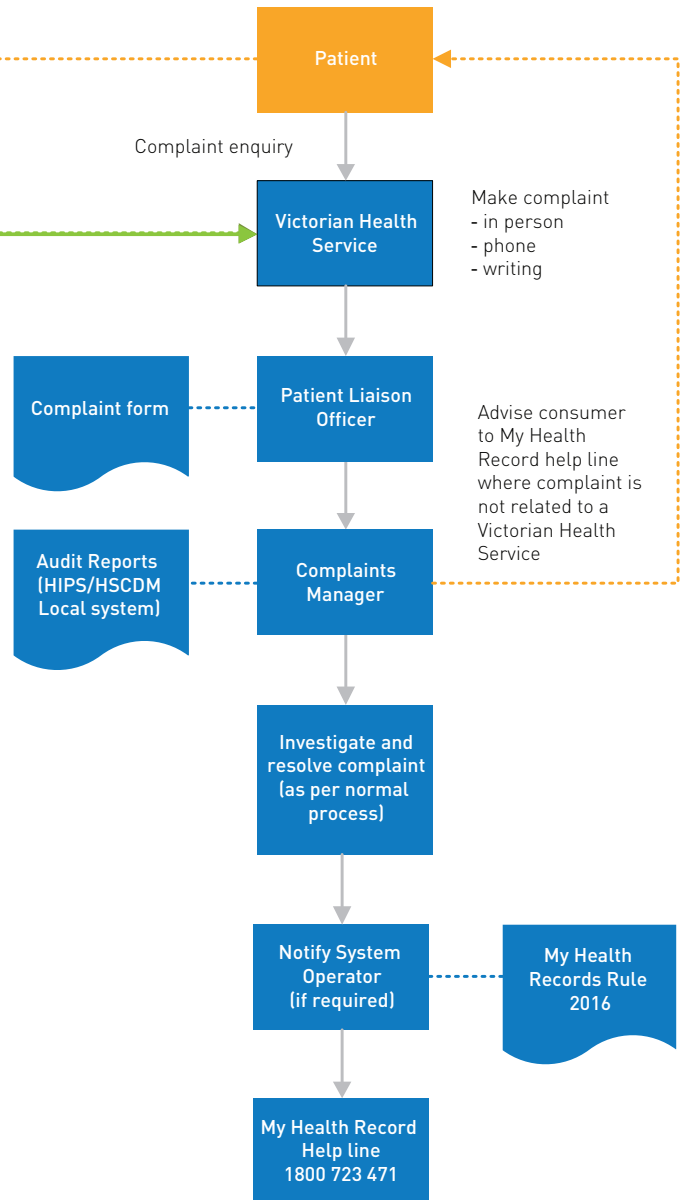
To receive this publication in an accessible format phone **9096 0749** using the **National Relay Service 13 36 77** if required, or email [myhealthrecordexpansion@dhhs.vic.gov.au](mailto:myhealthrecordexpansion@dhhs.vic.gov.au)



### Complaint via System Operator



### Complaint via Victorian Health Service



- Patient
- System Operator
- Victorian Health Service RO
- Victorian Health Service
- Independent Commissioners

#### Definitions

Responsible Officer (RO): The RO at Health services is often a CEO or CIOL. The RO is authorised to act of behalf of an organisation in its dealings with the System operator

System Operator: is the Australian Digital Health Agency

#### Further information

My Health Record Program - Digital Health Sector Design  
Myhealthrecordexpansion@dhhs.vic.gov.au  
(03) 9096 0749