



Hospitals

My Health Record expansion program

Opt out 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.

When will the My Health Record opt out period start?

The opt out period will commence on 16 July 2018 for a three (3) month period ending 15 October 2018.

Can people opt out now?

No. It is currently not possible to opt out of having a My Health Record until the opt out period commences on 16 July 2018.

If someone has already registered for a My Health Record, they are able to cancel their My Health Record at any time prior to the opt out period commencing.

Register for updates about opting out

Individuals can register to be informed when opt out commences and to learn how to opt out. They will need to visit myhealthrecord.gov.au to register for this information service.

When will people know when opt out starts and how to opt out?

There will be a public information campaign commencing at the beginning of opt out that will clearly communicate that every Australian will get a My Health Record, unless they choose not to have one.

This communication will display the two primary ways to opt out. The myhealthrecord.gov.au website and the nation help line on 1800 723 471.

When will the records be created?

Following the end of the three (3) month opt out period, there will be a 30 day reconciliation period for the processing of paper forms arriving by mail.

Records will then be created for all Australians with a Medicare card or DVA card who have not informed the government that they don't want one, and who do not already have a My Health Record.

It is important to note that there will be no change for people with an existing My Health Record.

What is in a My Health Record when it is created?

There will be no health information in a person's My Health Record when it is first created.

Before information can be added to a My Health Record, it must first be activated. This can occur by an individual logging into their own My Health Record, or a registered healthcare provider searching for an individual's My Health Record.

Once a record is activated two years of Medicare and PBS data will be added to the Record. Individuals can choose to remove this information from their Record by logging in via their myGov account.

Medical history, such as previous tests and scanned reports, will not be available within the Record when it is created. Over time, documents will be added by health care providers and can also be added by individuals themselves.



Can consumers choose not to have information loaded into their record?

Individuals can ask their healthcare provider not to add specific test reports and other medical information to their My Health Record.

Individuals can restrict access to specific information in their My Health Record by applying a Limited Access Code to that specific document – or by applying a Personal Access Code to the entire record.

Additionally, an individual can hide or remove specific documents from their My Health Record.

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/>](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.

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