Clinical safety ratings:

Priority 1:
A clinical incident has occurred in the course of treatment and it is believed that actual harm or death has occurred to a patient as a result of using the My Health Record system.

Priority 2:
Evidence exists that there is the potential for a clinical incident as a result of information in, or missing, from the My Health Record system.

Priority 3:
There is unconfirmed, speculative potential for a clinical incident to occur due to the My Health Record system which may or may not result in actual harm or death to a consumer.

Priority 4:
Any enquiries into clinical safety or non-urgent clinical assessments on the My Health Record system.

Issues and incidents around the My Heath Record system:

Phone **1800 723 471** and select 2 for providers

If you have a query about your software, please contact your IT provider in the first instance.

Australian Government
Australian Digital Health Agency

Incident Management Toolkit

Information for Healthcare Providers and Health Jurisdictions

My Health Record

The Australian Digital Health Agency (ADHA) has an Incident Management Process to deal with issues arising with, or from, the My Health Record system.

What is your role?

If you are contacted by ADHA in regards to a current incident, for which you have been identified as a stakeholder, you may need to join one or more phone conferences, or be provided with details from the Incident Management Team or your nominated liaison. In the case of being contacted, you will need to:

1: Ensure you provide all relevant information in a timely way.

2: Identify an individual to act as the contact person.

3: Prepare to contribute to discussions with the Agency and other stakeholders.

How do you contact the Australian Digital Health Agency?

Help line: **1800 723 471** and select 2 for providers.

For healthcare providers, this line is open 24 hours.

When would you contact ADHA?

When you have had an Incident relating to My Health Record, which you have successfully remediated; or when you have an Incident relating to My Health Record that you require our assistance with resolving.

What do you need to tell us?

Describe the issue (what do you see):

⊘ Whether you are notifying us of an incident you have successfully resolved, or you are requesting assistance

⊘ Name and version number of the Clinical Information system

⊘ Impacted function or clinical document

⊘ Specific screen

⊘ De-identified screen-shots (if possible)

⊘ Provide instructions on how to reproduce the symptoms

⊘ Provide level of access for affected user e.g. self-access, Authorised Representative etc

⊘ Provide the date of first and last observation and its frequency

⊘ If patient specific, provide patient demographics

⊘ Describe its actual or potential impact (how might this affect the user or patient)

⊘ If resolved, what actions were taken and in what timeframes

What can you expect from ADHA when an incident occurs?

Where an incident requires input, or consultation, ADHA will be in contact with the appropriate stakeholders, including jurisdictions.

In the case of a notifiable data breach, ADHA will contact the appropriate parties, which may include jurisdictions, consumers and/or direct contact with healthcare providers.

At the conclusion of an incident, all relevant stakeholders will be notified of the resolution and provided with the Post Incident Report.