



My Health Record

In 2019, SCoA worked with the Australian Digital Health Agency to ensure Australia's newest residents are aware of their My Health Record and what it means for them and their families. This follows our previous work with the Agency in the lead up to the opt-out period to ensure new arrivals and settlement service providers understood their rights with respect to opting out.

By providing the below information, SCoA does not endorse My Health Record, nor make any recommendation with respect to opting out. If members or their clients require more detail about whether to opt out of My Health Record, we recommend they visit the My Health Record website or call the Help line on 1800 723 471, or contact their local Primary Health Network.

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About My Health Record

A My Health Record has now been created for each eligible Australian who didn't opt out before 31 January. Now, migrants (including eligible temporary visa holders) will be asked to specify if they would like a My Health Record created for them when they enrol in Medicare.

This means it is important that you understand how My Health Record works and how you can use and control your records.

What is a My Health Record?

My Health Record is an online summary of health information which can be viewed at any time and from anywhere. You and your healthcare professionals can add medical records and important information to your My Health Record that can then be shared with other healthcare professionals, at your discretion.

Anyone who has a My Health Record can set their own security and privacy settings, including to control which healthcare professionals are able to access which information.

What information goes in My Health Record?

The information that healthcare providers can put on your My Health Record include:

- your shared health summary (e.g. medications, allergies);
- hospital discharge summaries;
- event summaries (taken when you have an important health event);
- specialist letters;
- referrals (usually written by GP to a specialist);
- test results.

Who can view this information?

You decide who views this information. You may choose to only let certain health professionals see some information, and may also choose to give another person, such as a family member, access to some information. You can restrict or delete information you do not want on your record or be seen by certain people.

How to access My Health Record:

All access to My Health Record is online. A number of steps are needed to access your record online for the first time.

- Create a [My Gov Account](#) or log in to existing account.
- Verify your identity using information such as your Medicare Card number, bank details or address.
- Set up your My Health Record.

You can find more information about how you can access your record for the first time [here](#), and you can watch a video resource [here](#). To learn how to add information personal information to your record, click [here](#)

After you have set up your record you can go to My Health Record directly through [MyGov](#), at any time that you would like to see or change your record.

How to control access to My Health Record:

You can decide who can access your My Health Record. This means:

- you can choose to have someone help you manage your record, or only parts of your record (click [here](#) to see how).
- you can decide which healthcare providers can see your record (click [here](#) to see how)
- you can [delete](#) or [restrict](#) who can see any information and documents on your record (click in-text links to see how).

Doctors or other healthcare providers can access certain restricted information, such as your medications, in an emergency. This is so they can provide you with the best treatment. They cannot see information you have deleted.

All access to your My Health Record, including access in an emergency, is recorded and you can see it whenever you want. You can also choose to get an SMS or email if your record is accessed in an emergency.

The data in My Health Record may be used for research, for example, to find out about how many Australians have a condition and the treatment they receive. The details used for research will never include your name, addresses or any other information that could identified. To read more about how your data can be used and how to control your settings, click [here](#)

To read more about controlling access, click [here](#)

What if I change my mind about wanting a My Health Record?

A My Health Record can be permanently deleted from the system at any time. Similarly, a person who has chosen not to have a My Health Record can create a record if they change their mind.

Information in other languages

The My Health Record website is translated into many different languages, including Arabic, Chinese, Croatian, Greek, Punjabi, Hindi, Italian, Japanese, Korean, Macedonian, Persian, Russian, Serbian, Spanish, Thai, Turkish, Vietnamese, Yumplatok and Kriol. You can see the translation by clicking on the icon at the top right of the screen that is seen in all of the information pages. There is also a 'listen' feature available on the website.

A short, in-language video resource providing an overview of My Health Record can be accessed [here](#)

How can settlement service providers help?

SCoA members are asked to explain the My Health Record initiative to their clients and help them to understand what it means to have a My Health Record. SCoA welcomes feedback members, which will help develop appropriate resources for newly arrived and migrant communities.

Privacy and Security

SCoA members have told us that the privacy and security of My Health Record is one of their biggest concerns for their clients.

Here you can find information about the privacy and security of My Health Record. You can also find answers to some frequently asked questions.

About My Health Record Privacy and Security Settings

- Your record can only be opened by you, health providers and to people you have given access.
- You can choose which health providers and people can read your record. You can also stop others from reading it.
- You can see everyone who has opened your record.
- You can get an SMS or email that tells you when somebody has opened your record.
- You can set an access code or password for your My Health Record. This means you have to give someone the code so they can open it.
- In an emergency, doctors can open your record so they can help you. They can see your record for up to 5 days.
- Your records can't be viewed by anyone at your work.
- Police can only access your records if they have a court order or if you let them.

There is a YouTube video on how to manage these settings which can be found [here](#).

The Australian Government has laws to protect your settings. You can see a video about privacy laws [here](#).

Security: Data Use

My Health Record collects data that may be used in research. This will help to make Australia's healthcare system better and improve health outcomes for all Australians in the future. The details used for research will never include your name, address or any other information that could identify who you are.

You can follow the steps set out below if you don't want your data to be used for research.

1. Log in to your My Health Record through myGov.

2. Select the record you would like to access.
3. Go to the 'Profile & Settings' menu.
4. Select 'Profile'.
5. Scroll down until you see the 'Secondary use of data' section.
6. Click the 'Do not participate' button.

If you change your mind, you can choose to share your data again by following the same steps and choosing 'Participate'.

To see a video about how to control your settings for secondary use of data, click [here](#).

Frequently Asked Questions

What if I am experiencing domestic and family violence, and I don't want my partner to access mine or my children's records?

If you are concerned about someone finding you or your child through My Health Record, there are a number of protections the Agency can quickly put in place to protect your family's safety. Call the My Health Record Help line on 1800 723 471 if you would like to talk to you about the protections available to you. You can also:

- set an access code to your record
- control who can view your record
- see who has viewed your record
- register for My Health Record using a different name (pseudonym) for you or your children. You first need to set this up with the Department of Human Services. To see more information on how to do this, click [here](#).

Call 000 if you are in immediate danger. To access 24/7 counselling and support call 1800RESPECT on 1800 737 732.

For more information, click [here](#)

How can I access my child or teenagers record?

If you are under 14 years old, your parent or guardian can access your record. If you are over 14 years old, you are the only person who can access your record. Your parents will no longer be able to open your record unless

you let them. If you are a parent, your child needs to give you access for you to see their record. To see more, click [here](#)

Can I trust the government with this information?

The Government will not share your name and health information. It will not give any of your information to foreign governments, insurance companies or employers. New laws mean that this access is illegal, and penalties apply if someone tries to access your records. You can read about these laws [here](#), or watch a video about them [here](#). If you would like to read more detailed information about this, click [here](#)

Can someone hack into My Health Record?

While the security of any online information can never be 100 per cent guaranteed, My Health Record has a strong security system to protect your information. The My Health Record system uses a layered security model with multiple security controls in place. All data in the My Health Record system is stored securely in Australia. To read about the security measures of My Health Record, click [here](#). More detailed information can also be found [here](#)

SCoA Webinar with Australian Digital Health Agency

In April 2019, SCoA and the Australian Digital Health Agency hosted a webinar specifically for the settlement sector, aimed to help our members to better understand My Health Record and what it means for newly arrived communities.

This webinar also sought input from our members regarding the development of resources to help newly arrived Australians and people from CALD backgrounds, to have the best possible outcomes when using My Health Record.

To view the webinar, click [here](#).

More information and resources

More information and resources can be downloaded from the [My Health Record site](#) or their [YouTube channel](#).

A short, in-language overview of My Health Record can be found [here](#)

The My Health Record site can be accessed [here](#)

Video resources can be accessed [here](#)

Further information and resources for My Health Record can be downloaded from the site [here](#). The Agency can also provide printed copies of these resources.