

1800MEDICARE app

What is the **1800MEDICARE** app?

The **1800MEDICARE** app lets you access, download, store and share My Health Record information using your mobile phone or device. You need an internet connection to use the **1800MEDICARE** app.

What are the benefits of the **1800MEDICARE** app?

- You can use **1800MEDICARE** app to securely access and view My Health Record.
- The tiles on the **1800MEDICARE** home screen let you quickly and easily find information.
- The **1800MEDICARE** medical history timeline gives you quick and easy access to your medical history.
- You can filter information by year and category.
- **1800MEDICARE** app functions globally where you have access to the internet.

Are all features of My Health Record available on the app?

Some features are the same. You can view key health information in both My Health Record (via myGov) and **1800MEDICARE**. This includes clinical documents, Medicare documents and important information you have added. If you are a nominated or authorised representative for someone, you can also view their record.

However, currently you cannot add information or manage some record settings using **1800MEDICARE**. You should use the My Health Record via myGov to add information or manage your record's settings.

What security features are in the app?

1800MEDICARE is safe and secure. You can set up a secure 6-digit PIN in addition to your device's security. Remember to log out of the app before you share the device with others. This helps to protect the privacy and security of your information.

If you have any other concerns about the security of **1800MEDICARE** app, you should change your PIN immediately. You can change your PIN in the account page of the app. **1800MEDICARE** will automatically log you out of the app if you haven't used it for 5 minutes.



What can I download and share from **1800MEDICARE** app?

1800MEDICARE app lets you download documents from My Health Record onto your mobile phone. You can download items such as proof of vaccination documents and clinical documents like blood test results. You may store these on your phone. **1800MEDICARE** also lets you share documents with other people or organisations. Every time you use the app to share, you will get a pop-up notification. It will remind you to be careful when sharing your information.

Where can I get the **1800MEDICARE** app?

You can download the app by searching for '1800MEDICARE gov' in Google Play (for Android devices) or the App Store (for Apple devices). Scan the QR code to download the app.



Additional resources and support

1800MEDICARE webpage: <https://www.digitalhealth.gov.au/1800MEDICAREapp>

1800MEDICARE online learning:
<https://training.digitalhealth.gov.au/mod/page/view.php?id=1035>

My Health Record help line
Ph: 1800 723 471 (option 1), available 24 hours a day, 7 days a week.

Australian Digital Health Agency contact form: www.digitalhealth.gov.au/contact-us

Translating and Interpreting Service
Ph: 131 450
Web: www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National

National Relay Service
Ph: 1300 555 727
Web: www.accesshub.gov.au

