

My Health Record

What is My Health Record?

My Health Record is a safe and secure place to keep your key health information. Your record is available to you, your healthcare providers and representatives at any time. This includes in an emergency.

Why should I use My Health Record?

- You can access your health information in one place.
- It may give a detailed view of your health over time.
- You may not need to retell your medical history.
- It may help to avoid unnecessary tests and scans.
- It may support better health experiences and outcomes for you.
- Your information is available in an emergency.
- You are always in control of your record.

What is inside My Health Record?

Your record contains clinical documents from your healthcare providers. This may include test results, medicines and allergies information and immunisation records. If you choose, your record may contain Medicare documents. You can also add your own personal health notes.

How can I access My Health Record?

You can access My Health Record online using a computer or mobile device. First, you will need a myGov account. myGov is a secure way to access My Health Record. Next, you will need to link My Health Record to your myGov account. Once you have set up your record, you can view your My Health Record on a computer or on a mobile device using the **1800MEDICARE** app.

Who can access my record?

In most cases, **healthcare providers** are allowed to access your record to provide healthcare services. However, you can control healthcare provider access to your record if you want to.

You can invite someone you trust to be your **nominated representative**. They might be a family member, close friend, or carer. Your nominated representative can view your record. They can also help you manage it. You can set your nominated representative's access level and update it anytime.

An **authorised representative** has complete access and control of their dependant's My Health Record. A dependant is:

- younger than 14 years or
- someone 14 years or older who is not able to make decisions for themselves.



What Privacy and Access features are there in My Health Record?

My Health Record is a safe and secure system, and you are in control of it. You can manage your important information, control who has access to it, and see what has been accessed. Some functions include:

- Restricting access to specific documents with a Limited Document Access Code (LDAC).
- Restricting access to your entire record with a Record Access Code (RAC).
- Removing documents at any time.
- Receiving an alert when your record is accessed for the first time by a new organisation.

What other security measures are in place?

- Safeguards in place including strong encryption, firewalls, secure login processes and audit logging.
- The Agency monitors the system.
- Significant penalties apply for deliberate misuse.
- All data is stored securely in Australia.
- External software goes through a conformance process before it is allowed to connect.
- Protected by a [Legislative Framework](#).

Do I need a Medicare card to have a My Health Record?

If you're not eligible for Medicare or Department of Veteran's Affairs (DVA) benefits, you can still get My Health Record.

What are the steps to get a My Health Record without Medicare or DVA benefits?

Below is a summary of the steps to set up My Health record without Medicare or DVA benefits.

1. Apply for an individual healthcare identifier (IHI) through your [myGov account](#).
2. Register for My Health Record with your IHI by submitting the [Register for a My Health Record \(PDF, 550.71 KB\)](#) form and providing 100 points of certified identification.
3. Link My Health Record in myGov

For more detailed instructions please visit the Australian Digital Health Agency's '[Set up a record without Medicare or DVA benefits](#)' page.



Additional resources

My Health Record webpage

Web: www.digitalhealth.gov.au/my-health-record

My Health Record online learning:

Web: <https://training.digitalhealth.gov.au/mod/page/view.php?id=960>

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

Web: 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

