

# 1800MEDICARE app – Sharing health information

## Sharing your health information using the 1800MEDICARE app

The 1800MEDICARE app is a secure and convenient way to view key health information that you, your healthcare providers or representatives have uploaded to My Health Record. It also gives you access to electronic prescriptions and your Active Script List.

A great feature of the 1800MEDICARE app is that it lets you share your health information with your healthcare providers directly. This may help to inform your care.

- More healthcare providers are connected to My Health Record every day.
- You can share information from the 1800MEDICARE app via email or text message. Before you share, always check the recipient's email address or phone number to make sure your information is sent to the right person or organisation.
- If your healthcare provider isn't connected to My Health Record, they won't be able to access your record through their clinical system. However, in this case, you or your representative(s) can choose to share information with your healthcare provider using the 1800MEDICARE app.
- You may also choose to open the 1800MEDICARE app and show certain information to your healthcare provider directly. Especially if you are not comfortable sharing it via email or text message.

### Note:

- *You are in control of your My Health Record. It is your choice which information you share with trusted healthcare providers.*
- *It is against the law for a healthcare provider to request or require you to share information from your My Health Record for insurance or employment purposes.*

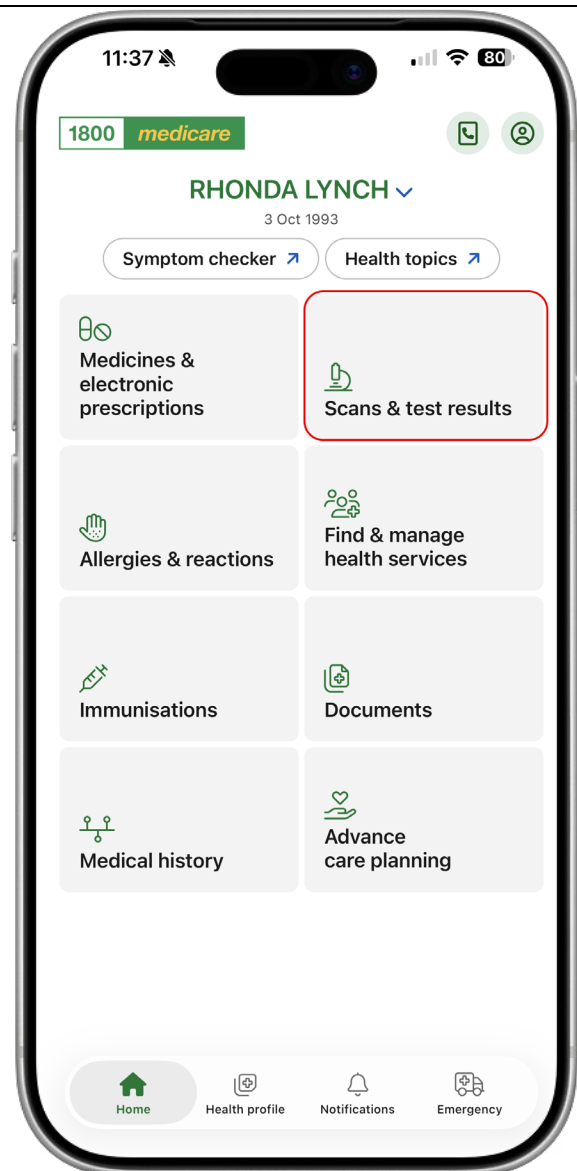
## How to share your health information using the 1800MEDICARE app

### Before you continue, make sure you:

- have a **myGov** account linked to **My Health Record**. If you already have a **myGov** account, you don't need to create a new one. To learn how to link your accounts, see the [“How to access My Health Record” page](#) on the Australian Digital Health Agency website.
- have downloaded and set up the 1800MEDICARE app.

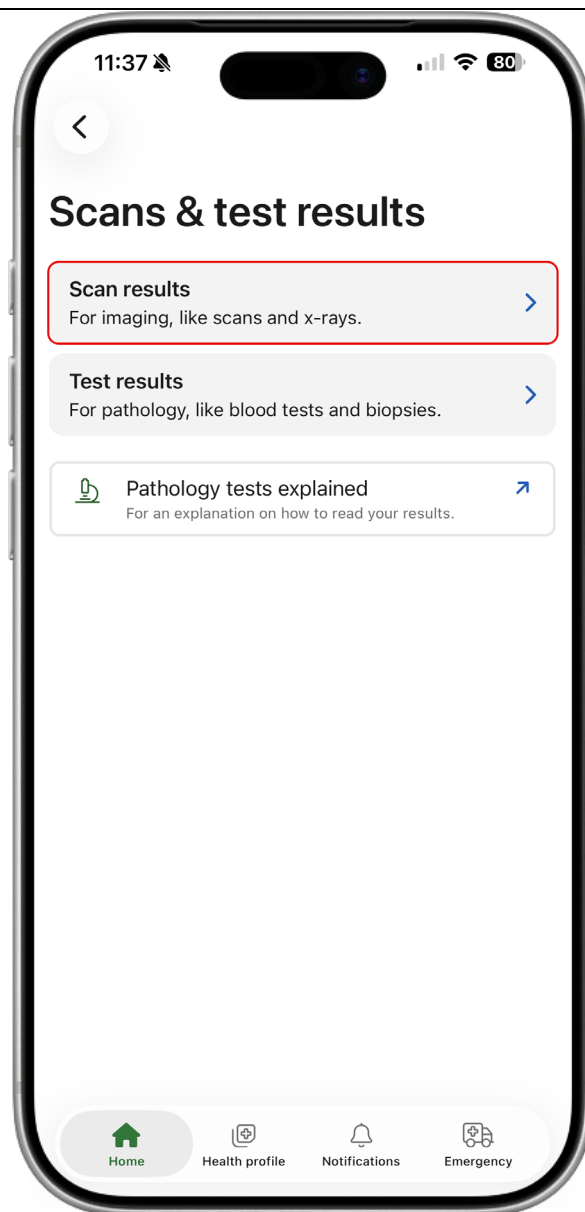
### Step 1

From the 1800MEDICARE app home screen select the Scan & test results title.



## Step 2

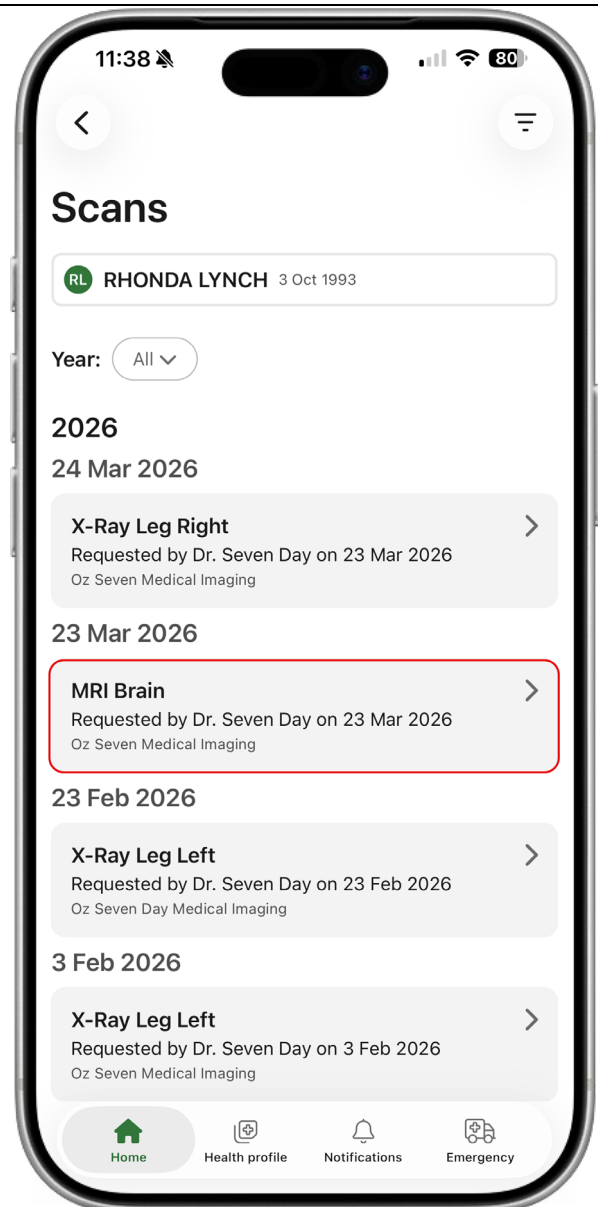
Select the **Scan results** tile.



### Step 3

Select the report you wish to share.

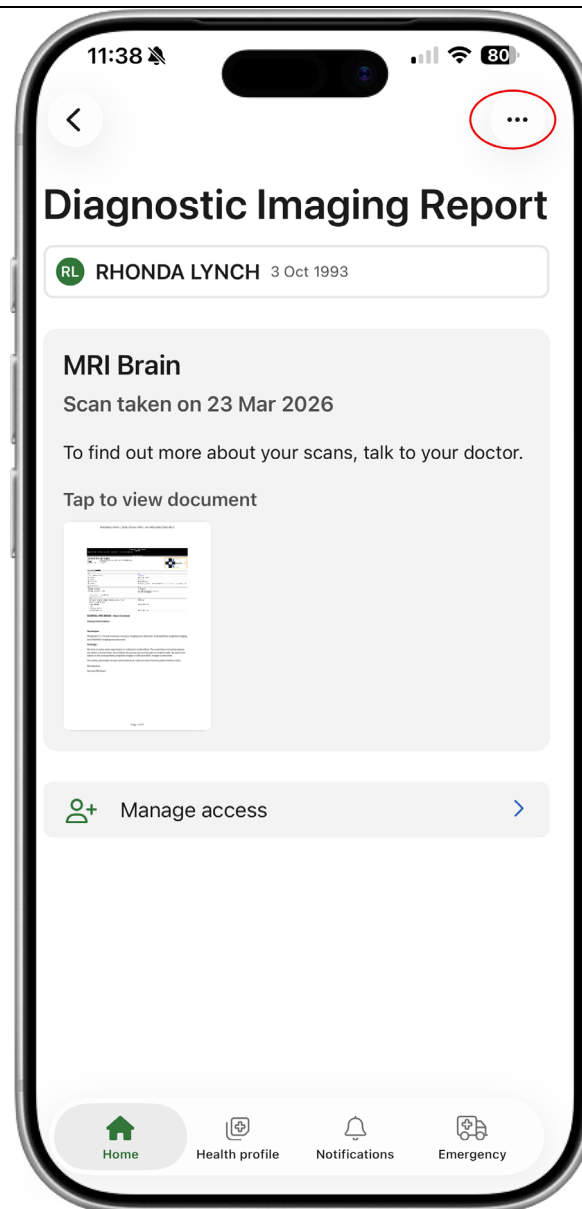
Most X-ray reports for limbs (arms and legs) are available for you to view as soon as they are uploaded to My Health Record. Other X-ray and diagnostic imaging reports (for scans like CT, MRI and PET scans, mammograms and ultrasounds) are available for you to view after a 5 day delay. However, healthcare providers have access to all results as soon as they are uploaded.



You can share the report using your preferred method of sharing.

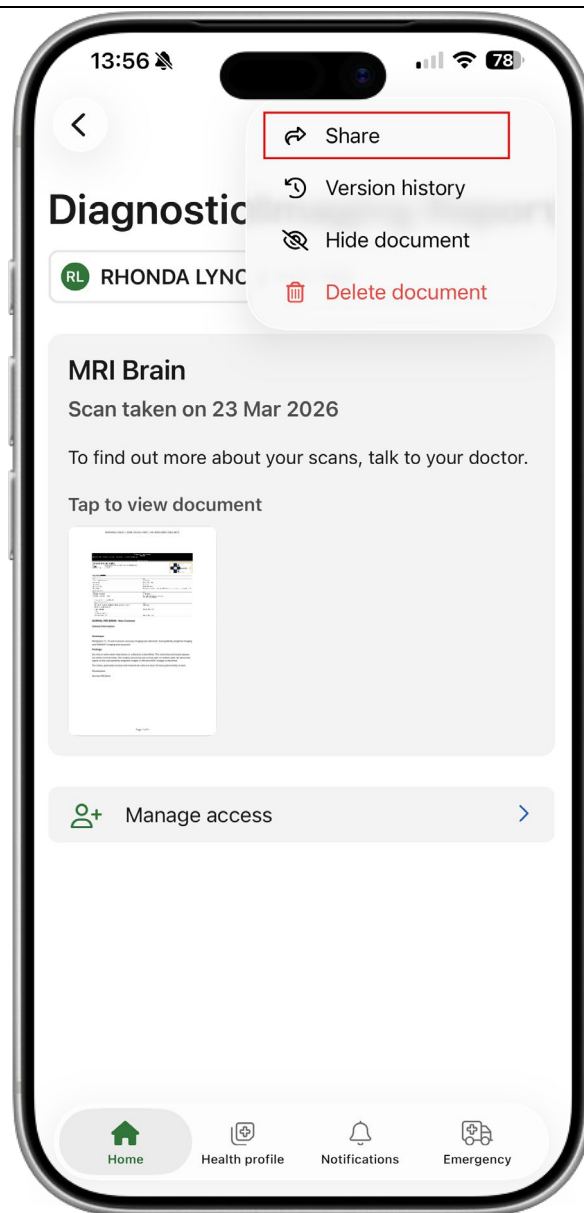
Select (...) to share the report.

NOTE: Otherwise, you can show your healthcare provider the information you wish to share by selecting the report and displaying it using your phone.



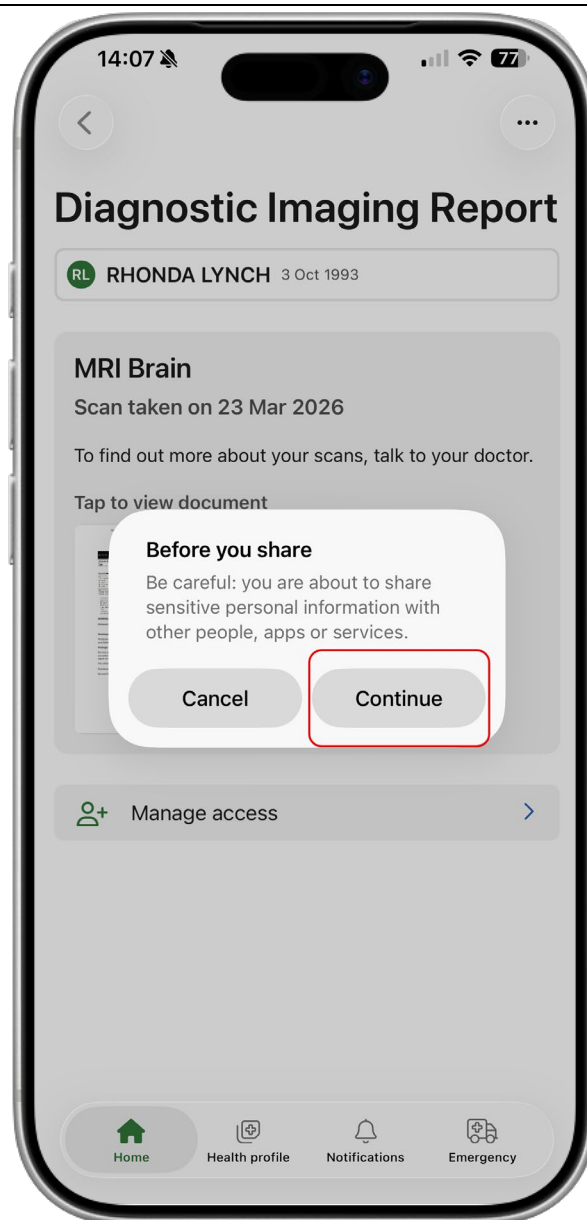
## Step 4

Select the **Share** option to share the report.



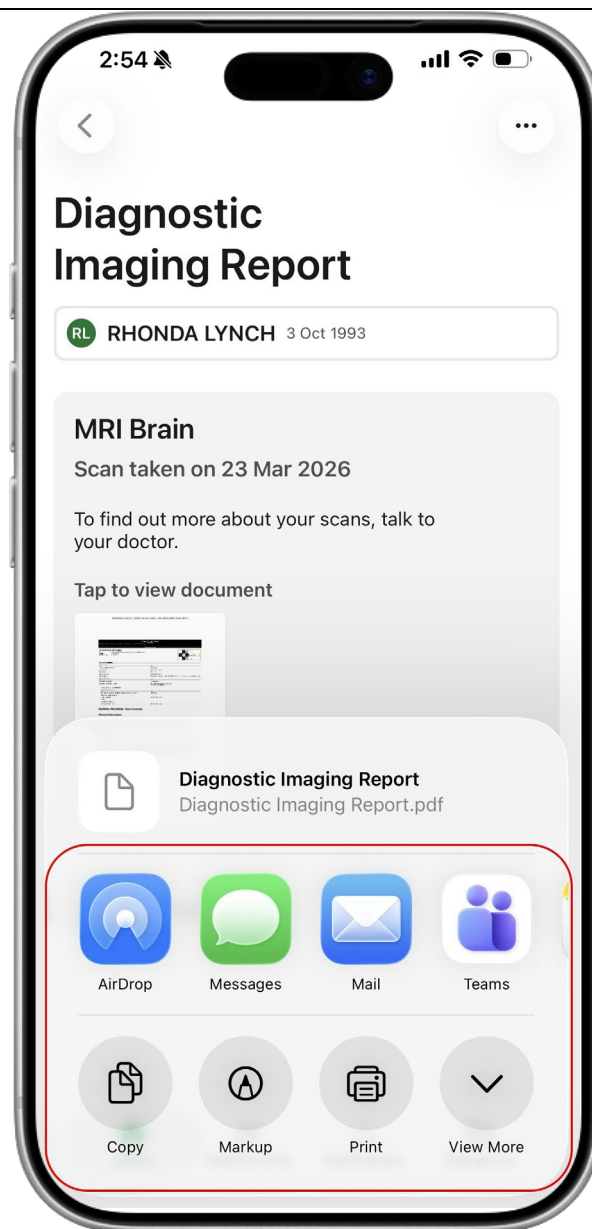
### Step 5

Select **Continue** to confirm you wish to proceed.



## Step 6

Choose your preferred method of sharing the report with your healthcare provider.



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

You can download the app by searching for '**1800MEDICARE app**' 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 app** webpage:

[www.digitalhealth.gov.au/1800MEDICAREapp](http://www.digitalhealth.gov.au/1800MEDICAREapp)

**1800MEDICARE app** online learning:

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

My Health Record help line

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](http://www.digitalhealth.gov.au/contact-us)

Translating and Interpreting Service 131 450

[www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National](http://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National)

National Relay Service

1300 555 727 [www.accesshub.gov.au](http://www.accesshub.gov.au)