

My Health Record

Frequently asked questions

What is My Health Record?

- My Health Record is an online summary of your key health information.
- Over time, My Health Record will bring together health information such as medical conditions, medicines, allergies and test results in one place.
- Health information in your My Health Record can be accessed by health care providers, such as your GP, local pharmacist and the doctors and nurses who treat you within ACT Health's public hospitals.
- My Health Record does not replace existing records held at ACT Health facilities.

Who can access your My Health Record?

- ACT Health clinicians, including your doctor, nurse or pharmacist can securely access your My Health Record when they need to treat you.
- ACT Health clinicians may only access My Health Record for the purpose of treating their patients.
- Access to the My Health Record is monitored and audited by the Australian Digital Health Agency. Significant penalties apply to individuals or organisations who misuse information held within the My Health Record.
- You can personally control your My Health Record. You can choose to hide or restrict access to clinical documents by logging into your My Health Record and setting privacy controls. For more information visit www.myhealthrecord.gov.au

What type of information does ACT Health send to the My Health Record?

- Discharge summary documents, pathology reports and diagnostic imaging reports are automatically uploaded to the My Health Record for adult patients admitted to the Canberra Hospital, Dhulwa Mental Health Unit and University of Canberra Hospital.
- ACT Health are not currently uploading clinical information for patients under 18 years of age.

What should I do if I don't want ACT Health to upload information to My Health Record?

- ACT Health will automatically upload discharge summaries, pathology reports and diagnostic imaging reports if you have a My Health Record.
- If you do not want ACT Health to upload information to your My Health Record please notify the ward clerk.

- Changes to your consent status made by ACT Health will not prevent other organisations, such as your GP or local pharmacist uploading information to your My Health Record.
- You can change your mind at any time. Please notify the ward clerk if you want ACT Health to recommence uploading your information to the My Health Record.
- My Health record is personally controlled. It's your choice what information is in your My Health Record and who you share it with. My Health Record privacy and access features allow you to manage who can access information held in your My Health Record. For more information visit www.myhealthrecord.gov.au

Why can't I see my results or discharge summary documents in My Health Record?

- In some circumstances documents may not appear in your My Health Record, even if you have not withdrawn your consent for them to be uploaded.
- ACT Health do not upload information for non-admitted patients or patients under 18 years of age.

Who should I contact for more information?

- For general enquiries contact the My Health Record help line on 1800 723 471 or visit www.myhealthrecord.gov.au
- You should make an appointment with your doctor if have any concerns about your test results.

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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