My Health Record

My Health Record: family safety information

Access by authorised representatives

An authorised representative is a person who is authorised to act on behalf of another individual, for example someone with parental responsibility or legal authority. There can be more than one authorised representative with access to a My Health Record.

If you believe an authorised representative, such as another parent, should not have access to a My Health Record, you should contact our Help line.

Suspend your My Health Record

You can suspend your My Health Record registration, and your child's, which means all documents in your My Health Record are kept in the system, but no one is able to view the information unless it is an emergency situation.

Cancel your My Health Record

If you no longer want a My Health Record, you can choose to cancel your record or your child's record at any time. Once your record is cancelled, no one is able to view the information, even in an emergency.

Call **000** if you are in danger

To access 24/7 counselling and support call **1800RESPECT on 1800 737 732**

In My Health Record you can choose to:

Set privacy and security controls. You can set an access code on your record, so only people you give it to can access your record.

Use a pseudonym. You can choose not to use your real name for your record.

Suspend. If you have concerns about your personal safety, or your child's, you can suspend your record.

Cancel. Once cancelled, your record can not be accessed by healthcare providers or by you.

If you have a hearing or speech impairment, go to **relayservice.gov.au**

If you need assistance in another language, call **131 450.**

digitalhealth.gov.au
Help line 1800 723 471

If you have concerns about your privacy or security, or that of your children, contact the 24/7 Help line immediately.

My Health Record is Australia's national digital health record system.

It gives you access to a secure online summary of your health information, including medical conditions, medicines, allergies, tests, and immunisations.

You can call the Help line to find out if you or your child has a My Health Record.

My Health Record

You're in control

You control who sees your My Health Record and what's in it. You can choose to share your information with the healthcare providers involved in your care. By allowing them to upload, view and share documents in your My Health Record, they will have a more detailed picture with which to make decisions, diagnose and provide treatment.

You can also remove clinical and Medicare documents from your record at any time, or ask your healthcare provider not to upload information to your record or your child's record.

See who has viewed your record

Within your My Health Record, you can see who has accessed your record and set up notifications to see when it is accessed.

You can monitor access to your record by logging into your record and viewing the access history log. You can also choose to receive notifications by email or SMS when someone accesses your record for the first time.

For assistance with setting your access and security controls, you can call the Help line on 1800 723 471.

Set privacy and security controls

To help protect your privacy and that of your children, you can set an access code to control which information your healthcare provider organisations can see. Only those who you give the code to will be able to access your record. You can also remove clinical and Medicare documents from your record at any time.

You can register for My Health Record under a pseudonym

For privacy reasons, you might use a different name for you or your children when you get healthcare. To do this, you need to apply for a pseudonym Individual Healthcare Identifier (IHI) through the Department of Human Services (DHS). You can then use this name to register for a My Health Record.

Your pseudonym IHI isn't linked to your Medicare information, so this information will not be available in your record.

You will not be identifiable or traceable through your pseudonym. You can choose to have a My Health Record using your real name as well as your pseudonym, and you have the option to merge these two records at any time.

To apply for a pseudonym IHI, you can call DHS on 1300 361 457.