

# Overview of My Health Record



My Health Record is a secure online summary of a person's key health information, helping consumers and their healthcare providers access important health information.

My Health Record was introduced in 2012 and is managed by the Australian Digital Health Agency. It brings together health details from consumers, their healthcare providers and Medicare, which can include:

Prescribing and  
dispensing records

Pathology and  
diagnostic imaging  
test results

Allergies, adverse  
medicine reactions  
and medical  
conditions

Immunisation  
records

Hospital discharge  
summaries

Consumers can access their My Health Record via **myGov** or the **my health** app, helping them to stay informed and involved in their healthcare and manage who can access their health records.

## Why does the pharmacist need to access My Health Record?


Pharmacists may view a consumer's My Health Record to check their available medical history, including prescribed and dispensed medicines; to check allergies and adverse medicine reactions; and recent test results. This helps prevent medicine interactions and duplications and helps to avoid unnecessary changes in therapy. This is especially helpful for consumers who see multiple prescribers, undergo regular pathology tests, receive multiple medicines or visit different pharmacies.

Pharmacists are able to upload information to a consumer's My Health Record, providing visibility of information to other healthcare providers, the consumer and their representatives. This can include dispense records, allergies and adverse medicine reactions, vaccinations, over the counter medications, pharmacist shared medicine list (PSML), dose administration aids (Webster-Paks) or other professional services.

*Note: My Health Record is a supplementary source of information and may not contain a consumer's complete history; always consult with the consumer when dispensing medicines and providing support.*



## Benefits of using My Health Record

To consumers	To pharmacies and other healthcare professionals
Access to available medical records any time, any where.	Accurate dispensing and improved medicine safety by checking previous medical records, immunisation history, allergies, previous adverse medicine reactions and recent pathology results
Improved medicine safety by helping avoid medicine mix ups by giving healthcare providers up to date information where available	Supports sharing validated medicines information with all consumers' healthcare professionals, eg. sharing a PSML after a meds check
Better emergency care	Avoid duplication of tests, imaging, prescriptions
More control of medical records	Can enable pharmacists to provide an emergency supply of medicines where appropriate
Minimises consumers needing to repeatedly explain their medical history when visiting a new healthcare professional	Accurate does administration aid preparation using available information
	Access to medical histories such as discharge summaries where available, supporting continuity between care settings  For more information on PSML, please scan here: 

## How does data accuracy at the pharmacy affect My Health Record?

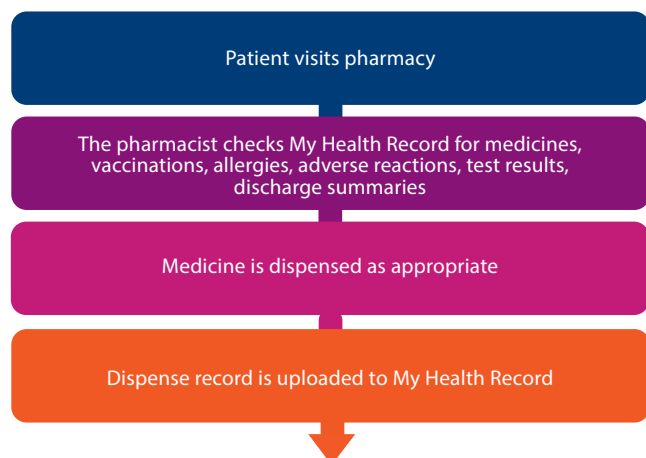
Pharmacy information such as dispensing records are uploaded to My Health Record in two ways – real time, and as part of PBS claim data up to 6 weeks after dispensing. If a pharmacy does not have the correct consumer details, the information will not be uploaded to My Health Record, so it is vital that details are always correct.

The pharmacy needs to have the correct consumer information in the dispensing software, including:

- Correctly spelled first and last name
- Medicare Number, DVA Number, or if available the Individual Healthcare Identifier (IHI) included in electronic prescriptions
- Date of birth
- Sex

## How is My Health Record used in pharmacy?

Pharmacy assistants are well positioned to assist consumers with My Health Record, it is important to understand the pharmacy's role in the use of My Health Record in order to give the best advice to consumers.



## Frequently asked questions from consumers

### • Why should I use My Health Record and the my health app?

My Health Record provides instant digital access to available health information, helping healthcare providers make safer, more informed decisions, even in emergencies. It can include key details like medical conditions, allergies, adverse medicine reactions, and medical treatments, reducing the risk of missing or misplaced information often associated with paper records.

The my health app is designed to integrate with My Health Record, giving consumers secure, real-time access to available personal health information. The app ensures that My Health Record is always readily available, helping consumers stay informed, manage their health more effectively, and share important information with healthcare providers when needed.

For more information on the my health app, please scan here:



### • Is My Health Record secure?

My Health Record is governed by the My Health Record Act 2012 (Cth) and related rules which govern how health information within the My Health Record can be collected, used, and disclosed, ensuring compliance with privacy laws like the Privacy Act 1998 (Cth) – inappropriate use of My Health Record is subject to serious penalties. My Health Record also uses encryption, secure log ins and audit logs to ensure information is protected from unauthorised access.

For more information about the My Health Record Act 2012 (Cth), please scan/click here:



### • I'm happy for my regular medical centre and pharmacy to see my records but I don't want any other organisations to be able to access it, can I restrict who can access My Health Record?

Consumers control access to their My Health Record. They can set a Record Access Code (RAC) to restrict which healthcare organisations can view their record, and apply a Limited Document Access Code (LDAC) to specific documents for added privacy. All access is logged, so consumers can see who has viewed their information. They can also remove documents themselves and adjust settings to block certain documents from being uploaded.

Note: Pharmacies must not retain RACs and should destroy them after use. For more information on controlling who can see someone's My Health Record, please scan here:



### • Can you help me set up My Health Record?

If a consumer is not yet registered, pharmacy staff can offer Assisted Registration. To assist consumers register their My Health Record, the pharmacy must be registered to participate in the My Health Record system, use compliant software and the staff member must be authorised and have been provided with the necessary training and resources. If you would like to become a trained staff member for Assisted Registration, speak to your pharmacist or manager to complete the necessary training.

Pharmacy assistants can help guide consumers through the steps to access to My Health Record using myGov or the my health app once they have registered.

For more information on Assisted Registration, please scan here:



For more information on how to access My Health Record, please scan here:

