Keeping your My Health Record information safe

Personally controlled

It's your choice who sees your My Health Record and what's in it.

Privacy and security controls

By default, documents in My Health Record are set to general access for healthcare providers. You can change your access controls at any time.

The changes to privacy and security controls you can make include:

- setting a record access code to give access only to selected healthcare providers.
- controlling access to specific documents to limit who can view them.
- giving access to a nominated representative such as a family member, close friend or carer.

Secure access

Your My Health Record is linked to a myGov account, which provides you with secure access to your My Health Record. myGov is a secure Australian Government service that can only be accessed using a password, as well as an answer to a secret question or an access code.

You can access your My Health Record from a desktop or mobile device. Any security and privacy settings in your My Health Record also apply to information accessed via a mobile app.

Emergency access

In emergency situations, treating doctors can view your My Health Record to provide appropriate treatment quickly. When emergency access is used, your privacy and security settings will not apply. However, if you remove a document from your My Health Record, it will not be accessible. Any instances of emergency access will appear in your Record Access History.

Monitoring access

All access to a My Health Record is monitored and audited by the Australian Digital Health Agency. It's also a good idea for you to regularly monitor who has accessed your My Health Record. You can set up automatic notifications to receive an email or text any time a new healthcare organisation accesses your My Health Record, including in an emergency.

For more information go to:

MyHealthRecord.gov.au | Help line 1800 723 471

Authorised by the Australian Government, Canberra.

Representatives

Nominated representatives

You may want to allow someone else access to your My Health Record, such as a carer, family member or trusted friend.

If so, you can appoint them as a nominated representative. All nominated representatives must act in accordance with your will and preferences and you can provide them with one of the following types of access:

◆ General access – view all documents, except those you have marked as restricted.

◆ Restricted access – view all documents, including those you have marked as restricted.

◆ Full access – view all documents and make additions to your My Health Record.

Authorised representatives

An authorised representative is someone who can manage a My Health Record on someone's behalf if they cannot manage their own record.

By default, you are eligible to be an authorised representative for your child if they are listed on the same Medicare Card as you, and your child is under the age of 18. From the age of 14 your child can choose to take control of their own record.

Authorised representatives can make decisions about how another person's My Health Record is managed and how information in that person's My Health Record is accessed. In doing so, however, the authorised representative must act in accordance with the will and preference of that person. Multiple people can be registered as authorised representatives for a single My Health Record.

Learn about My Health Record security

Many safeguards are in place to protect your information including strong encryption, firewalls, secure login processes and audit logging.

People, technology and process

The Agency uses a range of technologies to protect the sensitive personal and health information held in the My Health Record system. These include:

◆ firewalls to block unauthorised access,

◆ audit logs to track access to records,

◆ initial and regular anti-virus scanning of documents uploaded to records, and

◆ system monitoring to detect suspicious activity.

The system is monitored by the Cyber Security Centre within the Australian Digital Health Agency. All personnel involved with the administration of the My Health Record System are required to undergo security checks.

A range of security processes limit access to the My Health Record system, servers and administration computers. External software goes through a conformance process before it is allowed to connect to the My Health Record system. This includes medical practice software or mobile applications such as the My Child's eHealth Record App.

Legislation

My Health Record legislation provides protections for privacy of health information stored in the system. Significant penalties apply for deliberate misuse of this information.

For more information go to:

MyHealthRecord.gov.au

Help line 1800 723 471

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

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

My Health Record