Statistics and Insights
TO APRIL 2020

The Australian Digital Health Agency publishes a range of statistics about how My Health Record is being used by healthcare provider organisations and patients. The statistics include information about registrations, document uploads and prescription/dispense documents.
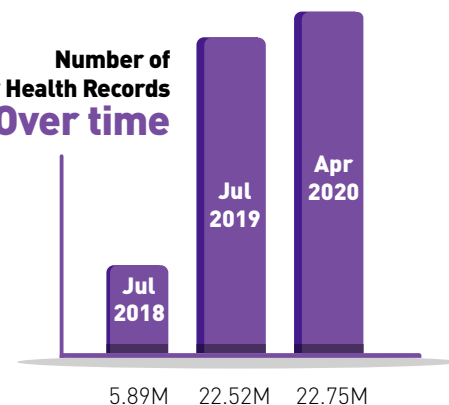
The Big Picture
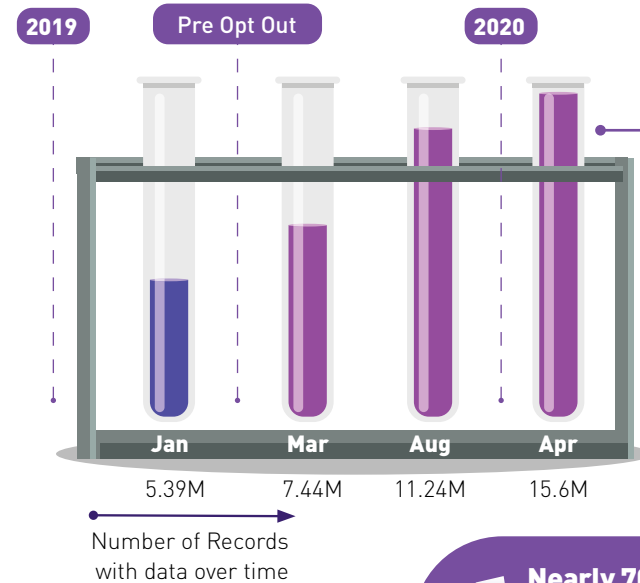
22.75M Total My Health Records

When you have a My Health Record your health information can be viewed securely online from anywhere, at any time - even if you move or travel interstate. You and your healthcare providers can also access your health information from any computer or device that's connected to the internet.

An increase of 230,000 records since July 2019.
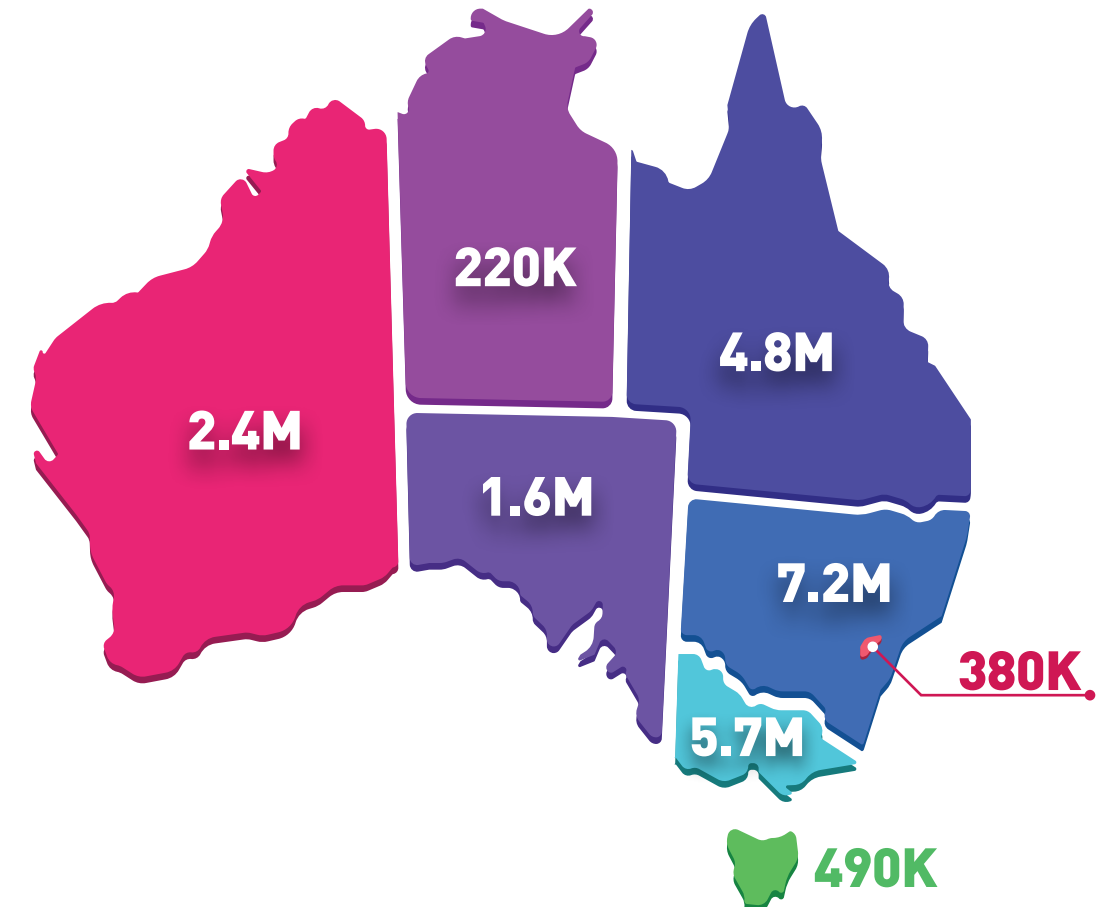
Number of My Health Records Over time

Jul 2018	Jul 2019	Apr 2020
5.89M	22.52M	22.75M

Over 15.6M records now have data in them

Number of Records with data over time

2019		Pre Opt Out		2020
Jan	Mar	Aug	Apr	
5.39M	7.44M	11.24M	15.6M	

Nearly 70% of all records now have data in them

Records by state

- 2.4M
- 220K
- 4.8M
- 1.6M
- 7.2M
- 380K
- 5.7M
- 490K

What's inside?

1.95B Documents uploaded to My Health Record

From medical histories to the latest blood tests, from pathology reports to advanced care plans, more vital health information is now securely stored and available when needed.

There are 190M documents in the system that have been uploaded by consumers or healthcare providers.

Over 65M Clinical Documents

Documents uploaded by a healthcare provider like hospitals, pathologists and radiologists.

An increase of nearly 3.5 million documents in April alone.

Over 128M Medicine Documents

Documents uploaded by healthcare providers like pharmacies and GPs.

An increase of more than 6M documents in April alone

1.76B Medicare Documents

Documents uploaded by government agencies like Services Australia and Veterans' Affairs.

304K Consumer Documents

Documents uploaded by people

Key Insight

There has been an increase of more than 10% of all records with data in them from March to April and a recent survey of healthcare providers showed that for 25% of them it prevented a medicine error.

How are people using it?

Nearly
10 million
people had their
Immunisation Register uploaded

40% increase in April due to a bulk upload of these important documents.

Over
1.4 million
people had their
Organ Donor Register uploaded

"We rely on My Health Record to keep us updated on patient pathology, imaging, medication, dispensing and history records. We can see what other doctors have requested and performed, overcoming the delays waiting for records requested from other practices. We can also see what scripts were dispensed. This helped us a lot with the recent COVID-19 test results, where it was quicker to see the result on the patient's My Health Record than to join the phone queue to get the result."

Dr Yolande Knight,
Senior Medical Officer,
Wirraka Maya Health Service Aboriginal Corporation

What are the top 3 documents people have added themselves?

1
192,670
Health Summaries

2
58,860
Health Notes

3
27,420
Advance Care Directive Custodian Reports

Australians have uploaded over
304,150
documents in total

What do people view the most?

More people are looking at their
Pathology reports
in their record, with more than
137,437 views

Thats a
71% increase
since February

What about security and privacy?

36,106
Australians

have placed advanced access controls on their records

Remember, you can decide which healthcare providers can view or update your record. You can also choose what information you'd like to share.

Key Insight
It's important to remember **not to put your health on hold**. Doctors, nurses and mental health professionals can now deliver Medicare-subsidised services via telehealth to all Australians.
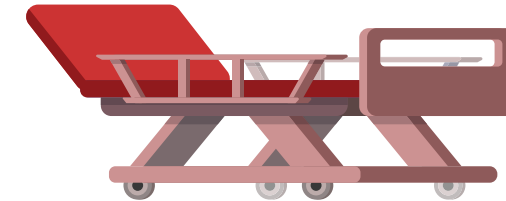
How are healthcare providers using it?

91% of pharmacies are now registered

69% are using My Health Record

92% of GPs are now registered
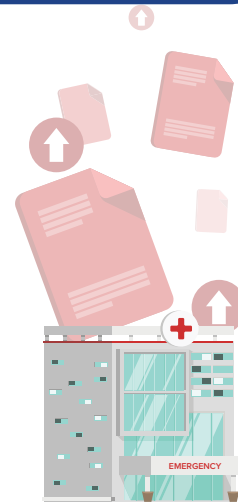
73% are using My Health Record

94% of public hospital beds are now registered

How many documents are in the system now?

There are more than
45 million
Pathology Reports

There are more than
7 million
Diagnostic Imaging Reports

There are nearly
7 million
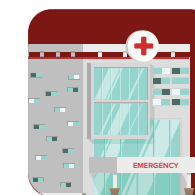Discharge Summaries

There are more than
72 million
Dispense Records

How have healthcare provider views and uploads changed over time

Healthcare providers viewed nearly
65,000
documents in April that were uploaded by someone else

*That's an increase of **280%** compared to April last year.*

Healthcare providers uploaded more than
61,000
documents in April that were viewed by someone else

*That's an increase of more than **280%** compared to April last year.*

Key Insight

Retail pharmacies and GP's are now the biggest healthcare provider contributors of documents to the system whereas GP's and Public Hospitals & Health Services view the most documents.