



Assisted Registration: Essential Information

Purpose of this Guide

This guide is to inform you of how healthcare provider organisations participating in the My Health Record system can assist you to register for a My Health Record.

Assisted Registration

A healthcare provider organisation can assist you to register for a My Health Record and must follow certain rules in doing so. This is called assisted registration. The person assisting you to register is not acting as an agent, or on behalf, of the My Health Record System Operator (the Australian Digital Health Agency) but as a person authorised by your healthcare provider organisation.

Registration for My Health Record is voluntary. You do not have to agree to a healthcare provider's suggestion to assist you to register for My Health Record. However, if you do not consent then you will not be registered for My Health Record.

Before a healthcare provider organisation assists you, or assists your child, to register for a My Health Record, it must confirm that you consent to registration with the My Health Record system.

Registration for My Health Record is voluntary. You do not have to agree to a healthcare provider's suggestion to assist you to register for My Health Record. However, if you do not consent then you will not be registered for My Health Record.

You can also register, or if relevant, register your child, for My Health Record, online, by phone or in writing. Visit www.digitalhealth.gov.au/myhealthrecord for more information.

Please read the Privacy Collection Notice on page 2 to find out how the Australian Digital Health Agency, as the My Health Record System Operator, handles the personal information that is collected in the assisted registration process, and how you can manage your My Health Record information.

Managing your My Health Record

Your My Health Record may include your Medicare Benefits Schedule (MBS) or Department of Veterans' Affairs (DVA) claims information, Pharmaceutical Benefits Scheme (PBS) or Repatriation Pharmaceutical Benefits Scheme (RPBS) claims information, Australian Organ Donor Register (AODR) information, Australian Immunisation Register information, and MyMedicare information

- If you do not want your MBS or DVA claims information, PBS or RPBS claims information, AODR information, or AIR information included in your record, tell your healthcare provider when they are assisting you to register.
- MyMedicare information is included in your record by default. If you do not want your MyMedicare information included in your record, you can change your MyMedicare setting in your My Health Record or contact the My Health Record Help line (1800 723 471).

You can choose whether this information is included in your record at any time. Once you have completed the assisted registration process and you have been registered for My Health Record you will be able to decide who can access your information.

There may be information about your health that you don't want available on your My Health Record. If so, you can:

- ask your healthcare provider not to add it to your record, and they must comply with your request; or
- remove specific health information from your record yourself.

You can also control who has access to your My Health Record by setting access controls, if you wish. You can set access limit controls:

- to the whole of your My Health Record; or
- to a specific document, or class of documents, in My Health Record.

If you do not set access controls, healthcare providers who are involved in your care and who are registered with the My Health Record system will be able to view all documents that have been uploaded to your My Health Record.

Healthcare providers can temporarily override any access controls you set in a medical emergency. For more information on how you can manage your My Health Record, please visit www.digitalhealth.gov.au/myhealthrecord.

Privacy Collection Notice

1. This Privacy Collection Notice applies if your healthcare provider is assisting you and, if relevant your child who is under 14 and for whom you have parental responsibility, to register for a My Health Record. In this notice, unless otherwise indicated:

- references to “you” include references to your child, if relevant; and
- references to “your My Health Record” and “your personal information” include references to your child’s My Health Record and your child’s personal information respectively, if relevant.

2. We will collect, use and disclose personal information about you for the following purposes:

- a. to ensure that we accurately identify you;
- b. to check whether a My Health Record already exists for you;
- c. to create a My Health Record for you;
- d. to include information held by the Chief Executive Medicare (Medicare information) in your My Health Record. If this information is included in your record as a default; this default setting may be changed in your record by you or your representative or by contacting the My Health Record Helpline (1800 723 471). This may include Medicare Benefits Schedule (MBS) or Department of Veterans’ Affairs (DVA) claims, Pharmaceutical Benefits Scheme (PBS) or Repatriation Pharmaceutical Benefits Scheme (RPBS) claims, Australian Organ Donor Register information, Australian Immunisation Register information, and MyMedicare information; and
- e. to include health information uploaded by you and treating healthcare providers, to your My Health Record.

3. We will collect personal information about you, including your name, address, date of birth, sex, and Medicare number, Department of Veterans’ Affairs (DVA) file number (if relevant) or, if you know it, your Individual Healthcare Identifier (IHI).

4. We collect this information from you (where you provide it on the application form), the healthcare provider that is assisting you to register, Medicare, DVA (if relevant), and the Healthcare Identifiers Service (operated by the Chief Executive Medicare). Without this information we will not be able to create a My Health Record for you.

5. As part of verifying identities and creating a My Health Record for you, we disclose personal information to Medicare, DVA (if relevant) and the Healthcare Identifiers Service.

6. If a healthcare provider is assisting you to register your child, we will also collect from you, or the healthcare provider assisting you to register, the number on your Medicare card associated with your child and will disclose that number to Medicare to confirm your relationship with your child. We will also collect from your healthcare provider a declaration that supports your assertion that you have parental responsibility of the relevant child.

7. If the assisted registration application is successful we will use the contact details you provided to send you an Identity Verification Code (IVC), which you can use to access your My Health Record online. You will only need to enter this code once. We will only use your contact details for this purpose of getting an IVC. Without these contact details we will not be able to send you the IVC.

8. When you want to apply for online access, if you don’t have an IVC at that time you will need to prove your identity. To prove your identity and give you online access, you will need your Medicare card and to answer some questions specific to you. We will collect your answers and disclose this information to Medicare or DVA (if relevant) to confirm your identity. Once we have verified your identity, we will be able to issue the IVC which will link your My Health Record to a myGov account. Without your answers, we will not be able to link you to a myGov account and you will not be able to access My Health Record online. The information we collect to verify your identity is not retained after we link a myGov account to your My Health Record, and we do not disclose this information to anyone else.

- 9. We will include up to two years of past Medicare information in your My Health Record, unless you elect for it not to be included.** We will also include new Medicare information in your My Health Record from time-to-time as it becomes available to the Chief Executive Medicare. Please note that Medicare information could indicate diagnosed conditions or genetic information. You can control who has access to this information by setting access controls, if you wish. If you do not set access controls, any healthcare provider who treats you and who is registered with the My Health Record system will be able to view your Medicare information. You can change your mind at any time and stop, or restart, the flow of Medicare information into your My Health Record. If your Medicare information is not included in your My Health Record, the information will not be available to healthcare providers who are treating you.
- 10. Once your My Health Record has been created, treating healthcare providers may upload health and related personal information about you to your My Health Record.** We will collect, use and disclose this information as part of operating the My Health Record system. If you do not want a particular document uploaded, tell your healthcare provider – they must comply with your wishes. You can control who has access to your My Health Record by setting access controls, if you wish. If you do not set access controls, healthcare providers who treat you and who are registered with the My Health Record system will be able to view documents that have been uploaded by your other healthcare providers.
- 11. The collection, use and disclosure of your personal information to verify your identity and create a My Health Record is authorised under the *My Health Records Act 2012 (Cth)*, *Healthcare Identifiers Act 2010 (Cth)* and *Privacy Act 1988 (Cth)*.**
- 12. We will not disclose health or other personal information about you overseas (although you and your healthcare provider can securely access your My Health Record while overseas, if necessary).**

Further Information

For more information or to find out how you can access and correct personal information, complain about a breach of privacy or for further details about how we manage your health and other personal information, please see our [privacy policy](#) at www.digitalhealth.gov.au/privacy calling **1800 723 471**.

If You Need to Contact Us

Phone us on **1800 723 471** (option 1) 24 hours a day, 7 days a week, except for national public holidays.

in writing:

My Health Record
GPO Box 9942
Sydney NSW 2001