

My Health Record Emergency Access

These steps assume that your software is connected to the My Health Record system, the patient has a My Health Record and their individual healthcare identifier (IHI) has been validated in your system.

In certain circumstances (under Section 64 of the *My Health Records Act 2012*), a clinician can use the emergency access function in the My Health Record system to temporarily override any access controls that may be in place on an individual's My Health Record. All use of the emergency access provision is **monitored** by the Australian Digital Health Agency, as System Operator of My Health Record.

The emergency access provision may **only be used** if the healthcare provider reasonably believes:

- it is necessary to lessen or prevent a serious threat to the life, health or safety of an individual; **AND**
- it is unreasonable or impracticable to obtain the consent of the healthcare recipient whose My health Record is to be accessed

OR

- access to the record is necessary to lessen or prevent a serious threat to public health or public safety.

The steps outlined in this document apply to two scenarios where emergency access may be used:

- 1) Where an individual has restricted access to their entire record
- 2) Where access to certain documents has been restricted.

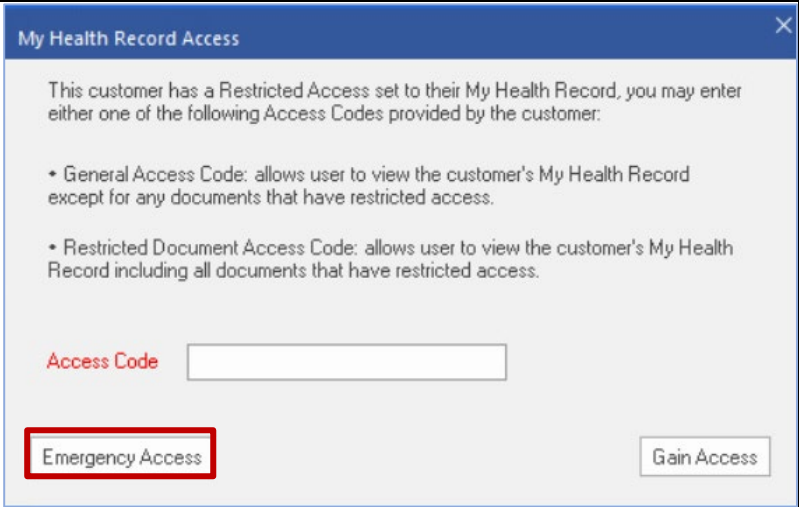

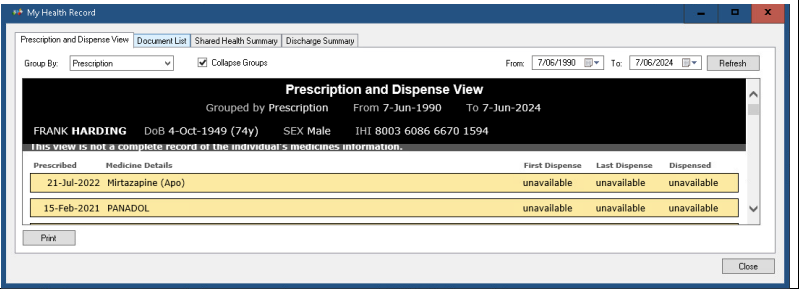
Using emergency access where an individual has restricted access to their entire My Health Record with a Record Access Code

Using emergency access will allow a clinician to view an individual's My Health Record, including any restricted information or documents (except for deleted information, hidden documents and personal health notes). When a clinician uses the emergency access function, their organisation will be granted access for 5 days. Once this period ends, all access to the individual's My Health Record reverts to their previous settings.

STEP 1:

To access the patient's My Health Record, open the patient's file in Minfos and click on the **My Health Record** icon.

The screenshot shows a patient record form in Minfos. The patient's name is Caleb Derrington (90 yrs) and the date of birth is 15/06/33. The form includes fields for Surname (9798), Rx Date (07/06/2024), Drug, Directions, and Doctor (Prescriber 1). There are buttons for eMIMS, ASL, Unavaila..., k. Sig, and \$ Info. A red box highlights the 'My Health Record' icon in the top right corner of the form.

<p>STEP 2:</p> <p>The My Health Record Access pop-up will appear. If you believe the circumstances meet the requirements for emergency access, click Emergency Access (otherwise, enter the Record Access Code, if provided by the individual, and click Gain Access).</p>	
<p>STEP 3:</p> <p>The My Health Record Emergency Access window will appear. Read the information in the window carefully to ensure you understand the declaration you are about to make. To confirm the emergency access request, click OK. (If circumstances do not meet the requirements for emergency access, click Cancel).</p> <p>Once the data is retrieved, you will have full access to the individual's My Health Record for 5 days (except for deleted information, hidden documents and personal health notes).</p>	 

Using emergency access where an individual has restricted access to certain documents in their My Health Record

An individual may restrict access to certain documents in their My Health Record. Where an individual has restricted access to certain documents (and not provided the clinician with a Limited Document Access Code), the clinician can use general access to view the unrestricted content of the individual’s My Health Record. There is no indication in the My Health Record to alert a clinician to the existence of any restricted documents.

A clinician may only use the emergency access function to temporarily override any access controls that may be in place to view restricted documents, if:

The healthcare provider reasonably believes:

- it is necessary to lessen or prevent a serious threat to the life, health or safety of an individual; **AND**
- it is unreasonable or impracticable to obtain the consent of the healthcare recipient whose My health Record is to be accessed

OR

- access to the record is necessary to lessen or prevent a serious threat to public health or public safety.

If the clinician reasonably believes it is necessary to override access control(s) that may be in place on restricted documents for the reasons set out above, they may use the emergency access function. Using the emergency access function in these circumstances will allow the clinician to view restricted documents within an individual’s My Health Record for 5 days, along with all other information normally visible under ‘general access’.

STEP 1:
To view unrestricted content in an individual’s My Health Record using general access, open the patient’s file in Minfos and click on the **My Health Record** icon.

Surname9798Caleb Derrington (90 yrs)15/06/33

Rx Date07/06/2024

Drug

Directions

Customer has allergies! Active My Health Record

eMIMSASL Unavaila...k. Sig

STEP 2:

A **My Health Record Access** pop-up will appear. Select **General Access** and click **Gain Access**.



My Health Record Access

This customer has provided General Access to their My Health Record, you may continue with General Access option.

☒ General Access

☐ Restricted Document Access

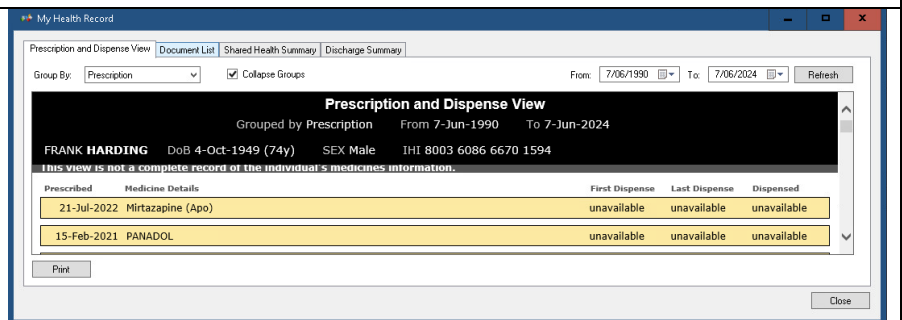
If you need access to any restricted documents on the customer's My Health Record, enter the Restricted Document Access Code provided by the customer.

Access Code

Emergency Access **Gain Access**

STEP 3:

The individual's My Health Record will open, and you will be able to view unrestricted documents.



My Health Record

Prescription and Dispense View | Document List | Shared Health Summary | Discharge Summary

Group By: Prescription | Collapse Groups | From: 7/06/1990 | To: 7/06/2024 | Refresh

Prescription and Dispense View

Grouped by Prescription From 7-Jun-1990 To 7-Jun-2024

FRANK HARDING DoB 4-Oct-1949 (74y) SEX Male IHI 8003 6086 6670 1594

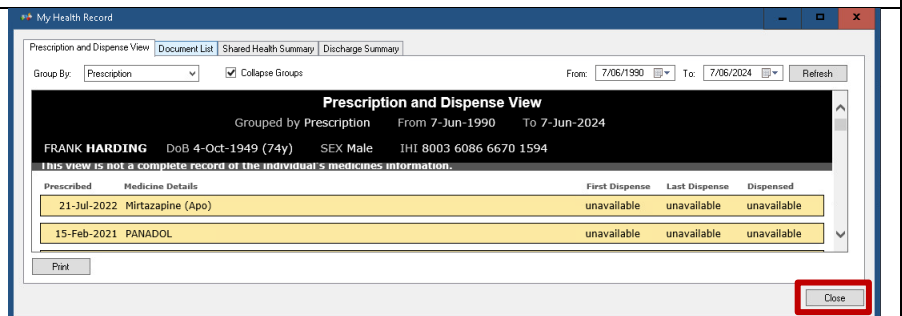
This view is not a complete record of the individual's medicines information.

Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
21-Jul-2022	Mirtazapine (Apo)	unavailable	unavailable	unavailable
15-Feb-2021	PANADOL	unavailable	unavailable	unavailable

Print Close

STEP 4:

If you believe the circumstances meet the requirements for emergency access to be used to view any restricted documents in the individual's record, click **Close** and return the the patient's file.



My Health Record

Prescription and Dispense View | Document List | Shared Health Summary | Discharge Summary

Group By: Prescription | Collapse Groups | From: 7/06/1990 | To: 7/06/2024 | Refresh

Prescription and Dispense View

Grouped by Prescription From 7-Jun-1990 To 7-Jun-2024

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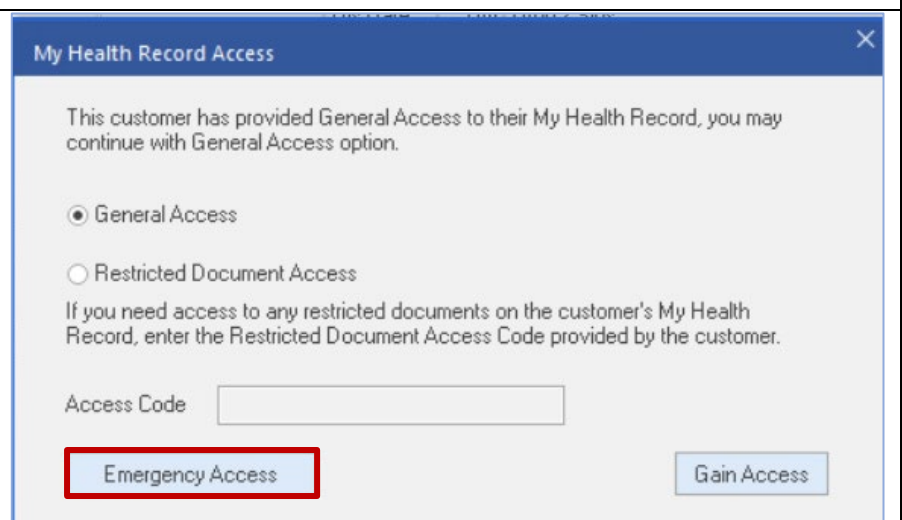
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Prescribed	Medicine Details	First Dispense	Last Dispense	Dispensed
21-Jul-2022	Mirtazapine (Apo)	unavailable	unavailable	unavailable
15-Feb-2021	PANADOL	unavailable	unavailable	unavailable

Print **Close**

STEP 5:

Repeat STEP 1 by clicking on the **My Health Record** icon, and choose **Emergency Access** in the **My Health Record Access** pop-up window.



My Health Record Access

This customer has provided General Access to their My Health Record, you may continue with General Access option.

☒ General Access

☐ Restricted Document Access

If you need access to any restricted documents on the customer's My Health Record, enter the Restricted Document Access Code provided by the customer.

Access Code

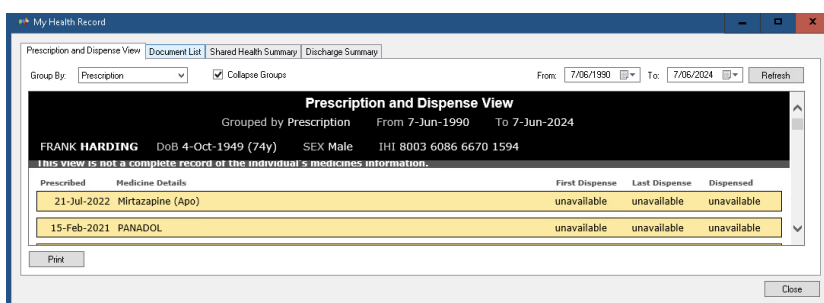
Emergency Access **Gain Access**

STEP 6:

The **My Health Record Emergency Access** window will appear. Read the information in the window carefully to ensure you understand the declaration you are about to make. To confirm the emergency access request, click **OK**. (If circumstances do not meet the requirements for emergency access, click **Cancel**).

If the individual has restricted access to certain documents in their My Health Record, these documents will be available to view. You will have full access to all documents in the individual's My Health Record for 5 days (except for deleted information, hidden documents and personal health notes).

If the individual does not have restricted documents in their My Health Record, no further documents will be available.



For more information on emergency access, visit the Australian Digital Health Agency website: <https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#emergency-access>

For more information on security, privacy and access to My Health Record, complete the Australian Digital Health Agency's eLearning module: <https://training.digitalhealth.gov.au/enrol/index.php?id=35>

Please note:

- The Australian Digital Health Agency monitors all use of the emergency access function.
- Healthcare provider organisations may be contacted and asked to review instances of emergency access.
- Data breach reporting obligations may apply if unauthorised access occurs.

For assistance contact the My Health Record helpline on **1800 723 471** or email help@digitalhealth.gov.au