

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 the My Health Record system.

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.

This document outlines two scenarios where emergency access could apply

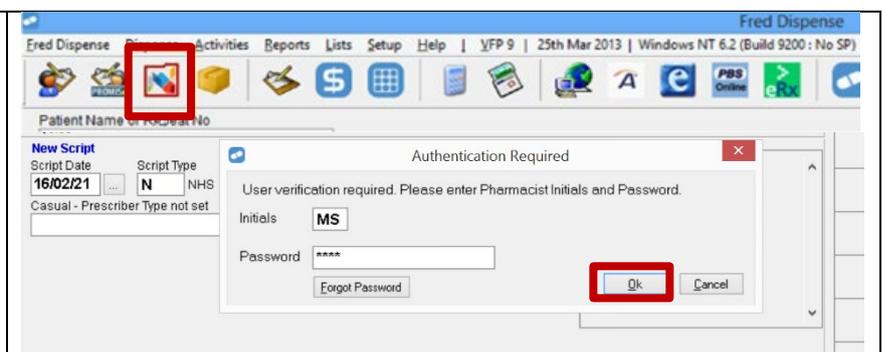
- 1) Where an individual has restricted access to their entire record
- 2) Where access to certain documents has been restricted.

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

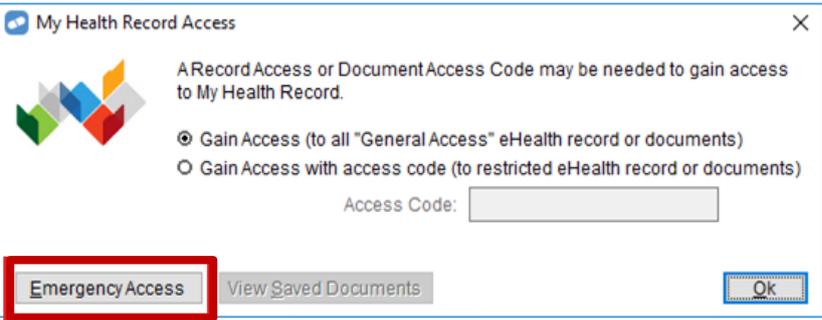
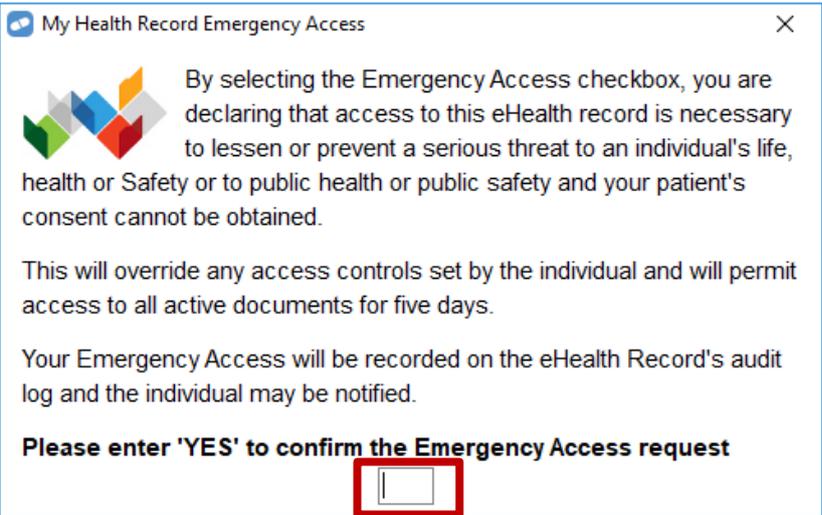
Using emergency access will allow a clinician to view an individual's My Health Record, including any restricted information or documents (except for deleted information, hidden documents and personal health notes). When a clinician uses the emergency access function, their organisation will be granted 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, click on the **My Health Record** icon. Enter your authentication initials and password, then click **OK**.



Emergency Access continued

<p>STEP 2: A 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).</p>	 <p>The screenshot shows a dialog box titled "My Health Record Access". It contains a logo on the left and text on the right: "A Record Access or Document Access Code may be needed to gain access to My Health Record." Below this are two radio buttons: "Gain Access (to all 'General Access' eHealth record or documents)" (which is selected) and "Gain Access with access code (to restricted eHealth record or documents)". There is an "Access Code:" input field. At the bottom, there are two buttons: "Emergency Access" (highlighted with a red box) and "View Saved Documents". An "Ok" button is in the bottom right corner.</p>
<p>STEP 3: 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, type YES into the text box and press enter.</p> <p>Once the data is retrieved, you will now have full access to the individual's My Health Record for 5 days (except for deleted information, hidden documents and personal health notes).</p>	 <p>The screenshot shows a dialog box titled "My Health Record Emergency Access". It contains a logo on the left and text on the right: "By selecting the Emergency Access checkbox, you are declaring that access to this eHealth record is necessary to lessen or prevent a serious threat to an individual's life, health or safety or to public health or public safety and your patient's consent cannot be obtained." Below this is a paragraph: "This will override any access controls set by the individual and will permit access to all active documents for five days." Another paragraph: "Your Emergency Access will be recorded on the eHealth Record's audit log and the individual may be notified." At the bottom, it says "Please enter 'YES' to confirm the Emergency Access request" and there is a text input field (highlighted with a red box) for entering the response.</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 an 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.

When a clinician is already viewing an individual's My Health Record (general access) they 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

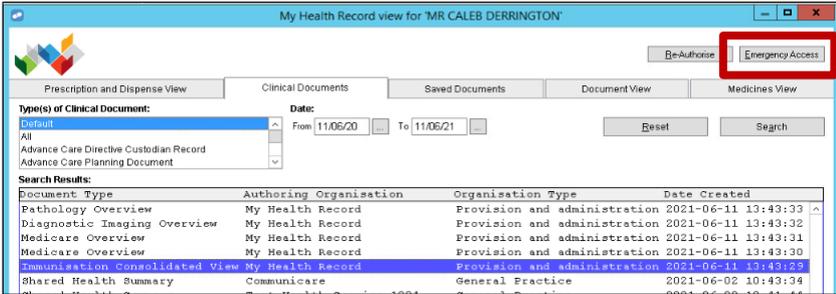
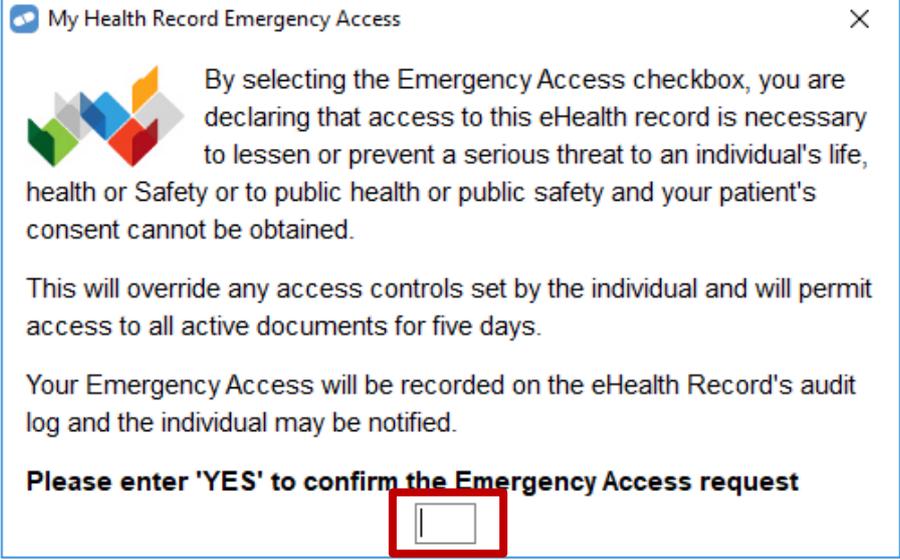
OR

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

Emergency Access continued

If the clinician reasonably believes overriding any access controls that may be in place on restricted documents is necessary 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'.

Emergency access function where general access has already been gained

<p>STEP 1: If you are already viewing the individual's My Health Record and you believe the circumstances meet the requirements for emergency access to be used to view any restricted documents in the individual's record, click Emergency Access on the My Health Record view screen.</p>	 <p>The screenshot shows the 'My Health Record view for MR CALEB DERRINGTON' interface. At the top right, there are two buttons: 'Re-Authenticate' and 'Emergency Access'. The 'Emergency Access' button is highlighted with a red rectangular box. Below the buttons, there are tabs for 'Prescription and Dispense View', 'Clinical Documents', 'Saved Documents', 'Document View', and 'Medicines View'. The 'Clinical Documents' tab is active, showing a search interface with a dropdown for 'Type(s) of Clinical Document' (set to 'Default'), a date range from 11/06/20 to 11/06/21, and a search button. Below the search interface is a table of search results.</p> <table border="1"><thead><tr><th>Document Type</th><th>Authoring Organisation</th><th>Organisation Type</th><th>Date Created</th></tr></thead><tbody><tr><td>Pathology Overview</td><td>My Health Record</td><td>Provision and administration</td><td>2021-06-11 13:43:33</td></tr><tr><td>Diagnostic Imaging Overview</td><td>My Health Record</td><td>Provision and administration</td><td>2021-06-11 13:43:32</td></tr><tr><td>Medicare Overview</td><td>My Health Record</td><td>Provision and administration</td><td>2021-06-11 13:43:31</td></tr><tr><td>Medicare Overview</td><td>My Health Record</td><td>Provision and administration</td><td>2021-06-11 13:43:30</td></tr><tr><td>Immunisation Consolidated View</td><td>My Health Record</td><td>Provision and administration</td><td>2021-06-11 13:43:29</td></tr><tr><td>Shared Health Summary</td><td>Communicare</td><td>General Practice</td><td>2021-06-02 10:43:34</td></tr></tbody></table>	Document Type	Authoring Organisation	Organisation Type	Date Created	Pathology Overview	My Health Record	Provision and administration	2021-06-11 13:43:33	Diagnostic Imaging Overview	My Health Record	Provision and administration	2021-06-11 13:43:32	Medicare Overview	My Health Record	Provision and administration	2021-06-11 13:43:31	Medicare Overview	My Health Record	Provision and administration	2021-06-11 13:43:30	Immunisation Consolidated View	My Health Record	Provision and administration	2021-06-11 13:43:29	Shared Health Summary	Communicare	General Practice	2021-06-02 10:43:34
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STEP 3:

If the individual has restricted access to certain documents in their My Health Record, these documents will now be displayed. You will now 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 displayed.

My Health Record view for 'MR CALEB DERRINGTON'

Be-Authoise Emergency Access

Prescription and Dispense View Clinical Documents Saved Documents Document View Medicines View

From 21/06/22 To 21/06/23 Search Group By None Filter By Dispense events only

Prescription and Dispense View

Grouped by Not Grouped (Excluding Prescription Items) From 21-Jun-2022 To 21-Jun-2023

Mr Caleb DERRINGTON DoB 15-Jun-1933 (90y) SEX Male IHI 8003 6080 0004 5922

START

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

Medication Activity		
29-May-2023	Dispensed	Levodopa-Benserazide — MADOPAR 250MG TABLET: FILM COATED, 100 — Three times a day — Take 1 tablet three times a day — Repeat 5
29-May-2023	Dispensed	Isosorbide Mononitrate — MONODUR 120MG SR TABLET: EXTENDED-RELEASE, 30 — Daily — Swallow whole 1 tablet daily — Repeat 5
29-May-2023	Dispensed	Tiotropium — SPIRIVA 18 MICROGRAM POWDER FOR INHALATION: CAPSULES, 30 — Daily — Inhale the contents of 1 capsule via the Spiriva handihaler once daily in the morning — Repeat 5
29-May-2023	Dispensed	Irbesartan with Hydrochlorothiazide — AVAPRO HCT 300/12.5 TABLET: FILM COATED, 30 — Daily — Take 1 tablet daily — Repeat 5
29-May-2023	Dispensed	Rosuvastatin — CRESTOR 20MG TABLET: FILM COATED TABLET, 30 — Daily — Take 1 tablet daily — Repeat 5
29-May-2023	Dispensed	Escitalopram — LEXAPRO 10MG TABLET: FILM COATED, 28 — Daily — Take 1 tablet daily — Repeat 5
28-Apr-2023	Dispensed	Levodopa-Benserazide — MADOPAR 250MG TABLET: FILM COATED, 100 — Three times a day — Take 1 tablet three times a day — Repeat 4
28-Apr-2023	Dispensed	Isosorbide Mononitrate — MONODUR 120MG SR TABLET: EXTENDED-RELEASE, 30 — Daily — Swallow whole 1 tablet daily — Repeat 4
28-Apr-2023	Dispensed	Tiotropium — SPIRIVA 18 MICROGRAM POWDER FOR INHALATION: CAPSULES, 30 — Daily — Inhale the contents of 1

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 upcoming training opportunities, visit Events and Webinars: <https://www.digitalhealth.gov.au/newsroom/events-and-webinars>

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

