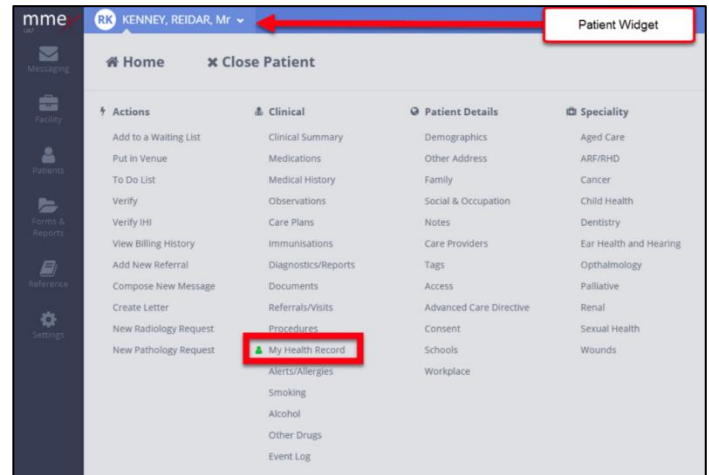




Checking your patient's My Health Record status

1. Select the patient widget (top-left corner), then check the colour of the **My Health Record** icon.

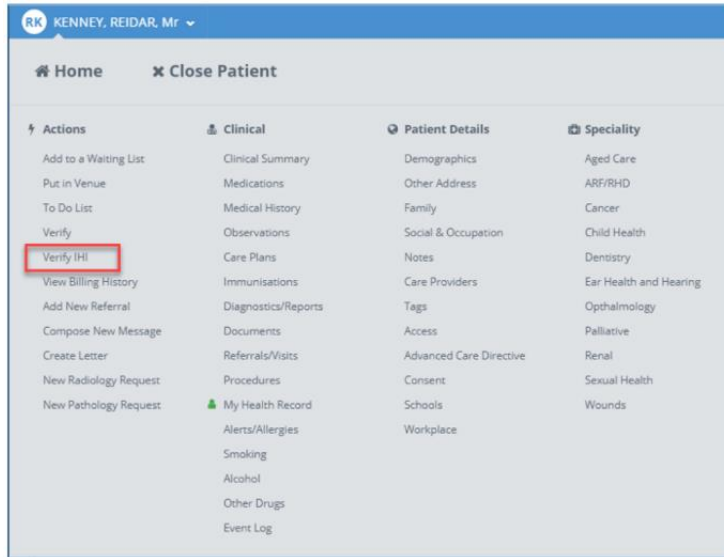


Icon	Colour	Display text	Next steps
My Health Record	Blue	My Health Record Exists but no access is granted.	<p>Click on the My Health Record icon, then click Recheck.</p> <p>Click on the relevant Gain Access button:</p> <ul style="list-style-type: none"> • As a default, access is via Gain Access Without Code. • If your patient has applied a Record Access Code, you will need to ask them for permission to access their My Health Record and to provide you with the code. If you have the code, click Gain Access with Code. • Only click Gain Access by Emergency in an emergency. Access by emergency is monitored and there are penalties for unlawful use. For more information visit: https://www.myhealthrecord.gov.au/for-healthcare-professionals/emergency-access
My Health Record	Green	My Health Record Exists and access is granted.	Click on the My Health Record icon to view available documents. This can be done via the Document List, Medicare Overview, Prescription & Dispense, and Observation View.
My Health Record	Dark Yellow	My Health Record doesn't appear to exist.	This means your patient does not to have a My Health Record.
My Health Record	Red	My Health Record check returned an error. Patient has no IHI recorded.	Your patient's Individual Health Identifier (IHI) needs to be verified. Follow the instructions given over the page.

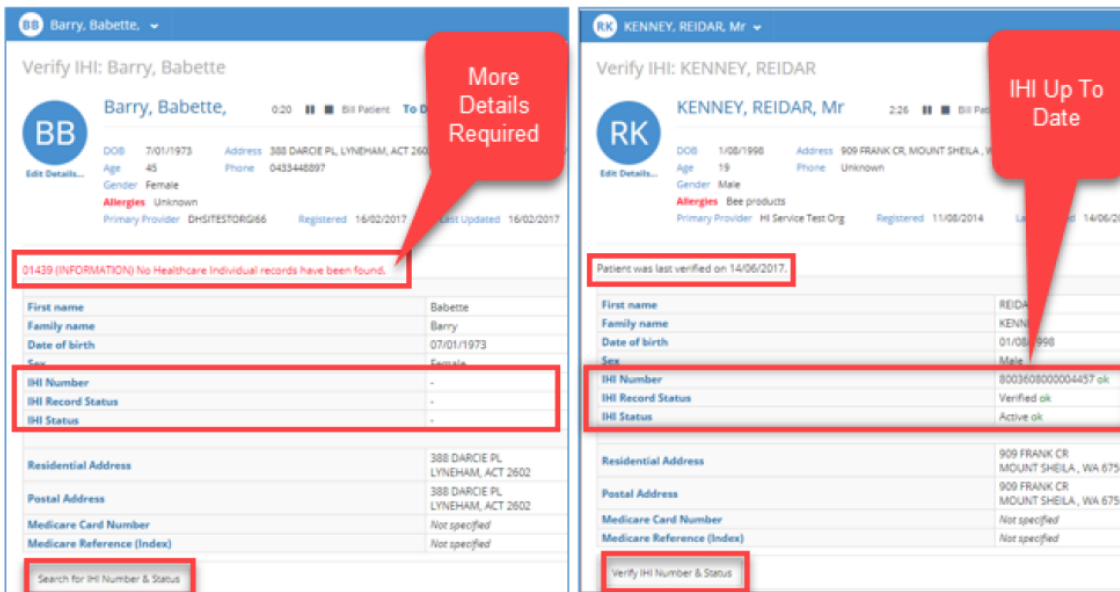


To verify Individual Health Identifier

1. To verify your patient's Individual Health Identifier click on **Verify IHI** within the patient options screen.



2. Click on **Search for IHI Number and Status** and then click **Verify IHI Number & Status**.



3. If the verification is successful, the verified details will appear in green. If not, check patient demographic details are up to date and complete. Please note: your patient's name must be recorded exactly as listed on their Medicare card.

Useful Links:

- **Understanding when you can view and upload information**
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/understand-when-you-can-view-and-upload-information>
- **Patient access controls**
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/patient-access-controls>

For assistance, contact the Help line on 1800 723 471 (select option 2) www.myhealthrecord.gov.au