

# My Health Record information for people with intellectual disability



Australian Government  
Australian Digital Health Agency



My Health Record

This booklet was produced in collaboration with the Council for Intellectual Disability who are a member of Inclusion Australia following a series of workshops for people with an intellectual disability.





## What is My Health Record

It is a safe and secure online summary of your key health information.

Your record may have information like:

- Your medical conditions
- Your medicines
- Your vaccinations
- Any allergies you may have
- Your latest test results
- Your notes from appointments



**You can control** who can look at your record, and what is in it.

You can talk to your doctor about your record.

If you don't want information added to your record, ask your doctor not to add it.

You can make some things private so only you and the people helping you can see them.



## Help with managing your **My Health Record**

You can choose someone you trust to help you manage your My Health Record. This is called a Nominated Representative.

This could be a family member or a close friend.

You can have more than one person help you.

You decide what they can see and do in your My Health Record.

You do not have to have someone help you manage your record.

It is your choice.



There are **3 types** of access for people that help you manage your record.

**General access.** This means the person that helps you can see almost everything. They cannot see the things you made private.

**Restricted access.** This means the person that helps you can see everything. This includes the things you made private.

**Full access.** This means the person that helps you can see everything. They can also add information to your record.

You can change your mind at any time.

You can change the access that the person that helps you has.

You can add or delete people that help you manage your record.

For help go to the website **[digitalhealth.gov.au](https://digitalhealth.gov.au)**  
or call **1800 723 471**



## How to start using your **My Health Record**

Talk to your doctor and any healthcare providers you see.

Add information yourself or ask your doctors to add your information into **My Health Record**.

If you have someone that helps you manage your record they can do this for you.

Go online and have a look at your My Health Record.



## How to use your myGov account to look at your My Health Record.

Go to the website [my.gov.au](https://my.gov.au). Then follow these steps:

- Log in to myGov
- Confirm your identity. You may be asked questions that only you can answer.
- Click on 'Services'
- Click on 'Link another service'
- Click on 'My Health Record'

If you do not have a myGov account you can get one.

## How to get a myGov account

Go to the myGov website ([my.gov.au](https://my.gov.au)) to set up your account.

For help go to the website [myhealthrecord.gov.au](https://myhealthrecord.gov.au) or call **1800 723 471**.



## How My Health Record can help you

Your health information can be in one place.

You can look at your information online anytime and anywhere.

If you are on holiday a pharmacist or doctor can look up your medicines if you forgot what you need to take.

You control your health information. It is safe and secure.

It helps your doctors work together to give you safer treatment and care.

You can see important information about your COVID-19 vaccinations.

If you do not want a My Health Record you can go online to [myhealthrecord.gov.au](https://myhealthrecord.gov.au) or call **1800 723 471** to cancel it.

This means it will be permanently deleted including any information in it. You can create a new one in the future if you want to.



# Questions

## **Who can see it?**

You control who can look at your record, and what is in it.

If you want extra privacy, you can set an access code.

You choose if you want someone to help you manage it.

In an emergency, your doctors can see your record to help them give you safer treatment and care.

It is against the law for someone to look at your record unless it is to provide you with healthcare. Healthcare providers can only access your record as part of providing healthcare to you.

## **Can the police or Centrelink see my record?**

It is against the law for My Health Record information to be given to police or government without a court order. Police and centrelink do not have access to My Health Record. They need a court order if they want any information.

## **What if I am on holiday?**

You can still access your record from any device connected to the internet.

### **What if I am in jail?**

You will have access to your record and doctors in jail can add their notes in too.

### **When can I start using My Health Record?**

Right now. You need to sign in to your myGov account and link it to My Health Record to use it.

### **Will the website read aloud?**

Yes. Go to the website [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au). Press play at the top of the page.

If you have a screen reader you can use it for the myGov website to hear the information.

### **Can I add my own information?**

You can add your emergency contacts and choose if you want to get a message when a new doctor looks at your record. You can also add your own information about your medicines and allergies.

### **I have no internet or a digital device, what can I do?**

There are going to be education sessions all over Australia soon to help people.

If you do not have internet you can go to your library or call **1800 723 471** for help.

## Did you know?

You can set a PIN to control access to your information.

You can see who has accessed your information.

This information is correct as of 29.06.2022. Visit our site for the latest information or call 1800 723 471.



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