



Media release

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My Health Record use surges as Agency improves access for clinicians

Clinician use of My Health Record continues to grow strongly following the announcement of Share by Default in May 2023, with views of diagnostic imaging reports increasing by 866% and pathology reports increasing by 642%, as of 2 August 2026. The growth underscores the value of shared health information, while clinician feedback shows the key challenge is accessing relevant information quickly and easily within existing clinical workflows.

The Australian Digital Health Agency is responding by improving the user experience and highlighting practical access pathways available now, while continuing the longer-term modernisation of My Health Record.

Australian Digital Health Agency CEO Amanda Cattermole PSM said strong growth in use was welcome, but access needed to work better for clinicians during busy consultations.

"Clinicians have told us they want relevant information to be easier to find within the systems they use every day," Ms Cattermole said.

"We are listening and making informed changes to improve the experience of accessing My Health Record within clinical workflows."

The Agency is also encouraging healthcare providers to take advantage of 3 pathways available now that support streamlined access to My Health Record:

- **National Provider Portal (NPP):** a secure online access point available to registered healthcare providers.
- **Clinical Information Systems (CIS) to NPP:** available through compatible practice management software, enabling clinicians to launch directly into the National Provider Portal without a separate login.
- **Healthcare Information Provider Service (HIPS):** an established access channel that already supports around half of all clinical views of My Health Record nationally.

Agency Chief Digital Officer Peter O'Halloran said these options provide practical solutions for healthcare providers seeking more intuitive access to information within the systems they already use every day.

"The National Provider Portal, CIS to NPP and HIPS provide clinician-friendly options to simplify access, particularly for clinicians whose software does not yet offer an optimised My Health Record experience," Mr O'Halloran said.

"The Agency is supporting a transition to the latest version of HIPS, with all existing legacy implementations required to upgrade by late 2027. The move will deliver an even better clinician experience with improved functionality and significant user experience improvements."

The modernisation of My Health Record is also gaining pace in the transition from document-based information to more structured and shareable health data.

Agency Branch Manager Information Standards Ryan Mavin said structured information would enable software vendors to present clinical information in more useful and personalised ways.

"As this occurs, software vendors will have greater flexibility to innovate and present relevant information in ways that support clinical decision-making and fit naturally into clinical workflows," Mr Mavin said.

"Where we are building new capability, like the Child Digital Health Record, we will build it to the FHIR standard from the outset.

"Over time, this will help clinicians access the information they need more efficiently and with greater context."

The Agency continues to work with Australian healthcare consumers, clinicians, software vendors and healthcare organisations across the country to improve the way health information is shared and accessed through My Health Record.

Follow the links for more information about the [National Provider Portal](#), [CIS to NPP](#) and [HIPS](#).

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About the Australian Digital Health Agency

When it comes to improving the health of all Australians, the role of digital innovation and connection is a vital part of a modern, accessible healthcare system.

Better patient healthcare and health outcomes are possible when you have a health infrastructure that can be safely accessed, easily used and responsibly shared.

To achieve this, the [National Digital Health Strategy](#) is establishing the foundations for a sustainable health system that constantly improves. It underpins and coordinates work that is already happening between governments, healthcare providers, consumers, innovators and the technology industry.

For further information: digitalhealth.gov.au

The Australian Digital Health Agency is jointly funded by the Australian Government and all state and territory governments.