Australian Government
Department of Health

Essential information about assisted registration and your privacy in the eHealth record system

Essential information about assisted registration

A healthcare provider organisation can assist you to register for an eHealth record and must follow certain rules in doing so. This is called assisted registration. The person assisting you is not acting as an agent, or on behalf, of the eHealth Record System Operator (the Secretary of the Department of Health). The System Operator will collect the details you provide and information on how your identity was verified from the healthcare provider organisation.

By completing the assisted registration application form you are allowing the healthcare provider organisation to collect and provide your information to the System Operator for the purpose of eHealth record registration. If you are registering your child for an eHealth record their information will also be collected and used in this way.

The System Operator cannot create an eHealth record without this information. You do not need an eHealth record to get medical treatment or claim government benefits such as Medicare.

The System Operator will register you and/or your child for an eHealth record. If you are applying to register a child, the System Operator will confirm your eligibility to be the authorised representative of the child.

Not everyone can register through assisted registration. You must be 14 years or older to register yourself and/or a child you have parental responsibility for.

> You have parental responsibility if:
> * you are the child's parent and you have not ceased to have parental responsibility as a result of a parenting order, or
> * you are subject to a parenting order that states the child is to live with you or spend time with you, or that you are responsible for the child's long-term care, welfare and development, or
> * you are entitled to guardianship or custody of, or access to, the child under an Australian law.

If you are not eligible, or do not wish to use assisted registration, you can register for an eHealth record:
* online at www.ehealth.gov.au;
* by phoning 1800 723 471 and selecting option 1;
* in writing by using the application form available at www.ehealth.gov.au; or
* by visiting a Department of Human Services service centre which provides Medicare services.

Along with the information here, you should also read and understand *Your privacy in the eHealth record system* which outlines how your information is collected, used and disclosed in the eHealth record system. You should have been provided this information along with this document and your registration form. The healthcare provider assisting you with registration may also have a separate privacy statement.

Your privacy in the eHealth record system

When you apply for an eHealth record, personal information in this form will be collected by the System Operator of the Personally Controlled Electronic Health (eHealth) record system (the Secretary of the Department of Health) to verify your identity, create a record and manage the eHealth record system. To verify your identity the information provided is compared to information held by the Department of Human Services (DHS) as part of the Medicare program. If you are registering a dependant their personal information will also be collected and used in this way.

Without this information an eHealth record cannot be created for you. You do not need an eHealth record to get medical treatment or claim government benefits such as Medicare.

The collection and disclosure of this information is authorised by the *Personally Controlled Electronic Health Records Act 2012* and the *Healthcare Identifiers Act 2010*. Officers from DHS and the Department of Health undertake tasks on behalf of the System Operator.

Once an eHealth record is created information about you and/or your dependant, including health information, is collected by the System Operator to operate the eHealth record system. This information may be collected from registered healthcare providers, government programs such as Medicare, or you and your representatives. Information about you, and/or your dependant, may be disclosed to:

- healthcare providers;
- people nominated by you (such as family members);
- people who are authorised to act on your behalf;
- government agencies (such as the Healthcare Identifiers Service and DHS Medicare);
- authorised organisations (such as private firms contracted by the System Operator); and
- organisations that store the documents that form your eHealth record.

Your information is disclosed to provide you healthcare and to operate the eHealth record system. Organisations must meet strict security and privacy rules to be part of the eHealth record system.

Once you are registered, you can view and manage the information in your record by setting up online access and logging in at www.ehealth.gov.au. You can control whether registered healthcare provider organisations and other people, such as family members, can access your eHealth record and how much they can see. You can limit access to your entire record or to certain documents and can also remove documents. Access to some documents cannot be restricted. A healthcare provider cannot upload a document if you tell them not to. By restricting access, removing documents or telling a provider not to upload a document, information may not be available for your healthcare.

There are specific situations in which information in your eHealth record can be collected or shared without consent, for example if there is a serious threat to your safety or if authorised by a court.

The System Operator is required by law to handle and store information in the eHealth record system in Australia. You, any of your representatives, and any authorised healthcare providers can access your eHealth record from overseas via the Internet.

You can read the complete privacy statement, an Australian Privacy Principle privacy policy, by selecting the **Privacy and security** tab at www.ehealth.gov.au. This statement includes information about how to access and seek correction of your information, how to make a complaint if you think someone has breached your privacy, how complaints are dealt with and what happens if you cancel your registration.

If you include information in your eHealth record about another person, you should advise that person and refer them to the privacy statement.

For information about privacy in the eHealth record system or other eHealth enquiries call 1800 723 471.