

# My Health Record – FAQs No. 1 - 2019

**1. Now we are 'opt-out' why aren't all my patients' My Health Record buttons green in my practice software?**

Katrina Otto: "Opt-out ended on 31 January. From then there is a [30 day reconciliation phase](#). One of the reasons for this is to cater for remote areas and to receive any opt-out forms that may have been mailed in. Then My Health Records will be created and visible via your connected, conformant software."

**2. Why is the age 14 when parents can no longer access their child's My Health Record?**

Dr Michael Smith: "I would counsel my younger patients about this and encourage them to discuss concerns with parents."

Katrina Otto: "[They can invite parents to be a 'nominated representative'](#) which many parents will like to know however teenagers have a right to privacy too. I used to work with at-risk youth and at Family Planning and many teenagers would not have sought medical help if they thought their parents would find out."

**3. Do all results get shared with patients on their My Health Record?**

No. Not all labs are connected yet. [See list](#). Results would also not be shared if the doctor had ticked 'Do not send reports to My Health Record' on the pathology/radiology request form. Also, sensitive results will not automatically be uploaded. [Read more](#).

**4. Do we not have to register patients anymore?**

No. By March most of your patients should have a My Health Record.

Katrina Otto: "Remember to tell patients they can [log on and set password control and privacy settings](#) if they wish. Down the track you may need to register some patients who opted out who then decide they would like to see their health summaries & results.....but worry about that later."

**5. How is My Health Record private if all connected healthcare providers can access it?**

In order to access My Health Record, the registered health professional needs to be providing healthcare for that patient. There are strict rules that govern use of My Health Record with [serious penalties for deliberate or malicious misuse](#). There is an audit trail of who accessed what and when. Patients can see themselves if they log on which practice has accessed. Katrina Otto: "My biggest concern is doctors sharing their passwords or leaving their computers logged on. Protect your password is my advice."

*Disclaimer: Please note Katrina Otto is an independent trainer and Practice Management Consultant with her own Practice Management Consultancy & health IT training business – Train IT Medical. While she is an approved trainer for Best Practice Software, MedicalDirector, Australian Digital Health Agency, Dept of Health, AHPRA, Avant Mutual and others and regularly presents education sessions on behalf of organisations, the feedback and opinions expressed herein are her own. FAQs from My Health Record education sessions February 2019. Answers are provided in good faith however for clarification & further information please access: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) and [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)*