

My Health Record – FAQs No. 5 - 2019

1. **Can I nominate a representative who does not have their own MyHealth Record to have access to my record?**

Yes, this is done in the Consumer portal by the individual nominating a representative. The nominated rep must have a MyGov account that has been linked to the MyHealth Record system (but not necessarily a My Health Record). To access the My Health Record, a Nominated Representative will need to enter a Personal Access Code (PAC) to verify that they are the same person you have granted access to. This PAC is generated when the request is entered in the consumer portal. For further information :

<https://www.myhealthrecord.gov.au/for-you-your-family/howtos/view-someones-record-nominated-representative>

2. **It would be good to upload an event summary for a nursing home visit, which aged care software is compatible?**

iCare, LeeCare, ComCare and AutumnCare. [See conformance register.](#)

3. **Can the police access a patient's My Health Record?**

No, they do not have access themselves as they are not healthcare professionals providing direct care for the patient and any law enforcement or other government agency asking you to access and provide information would be required to produce an order from a judicial officer.

4. **What does it mean that the My Health Record can now be permanently deleted?**

Prior to the strengthening of the MyHealth record privacy and security measures in 2018, people could opt-out of My Health Record or delete documents within their My Health Record and they would be hidden from view rather than deleted altogether. The thinking was if the patient wanted to reactivate their My Health Record, those records would be visible again. This is no longer the case, the records are now physically deleted at the point a patient elects to opt out.

5. **What if patients see their results on their My Health Record and decide they do not need to return for follow-up treatment?**

Our General Practice RACGP V5 standards state we need to inform our patients of our test recall process. Therefore it might be a good time to let patients know you should still receive their results first but after 7 days they may be able to access the results themselves via My Health Record. You will need to explain what this means for their follow-up and ongoing care with your practice. It's time for conversation and education.

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. Software-specific answers will usually only refer to MedicalDirector & Bp Premier.
FAQs from My Health Record education sessions March & April 2019. Answers are provided in good faith however for clarification & further information please access: www.myhealthrecord.gov.au and www.digitalhealth.gov.au