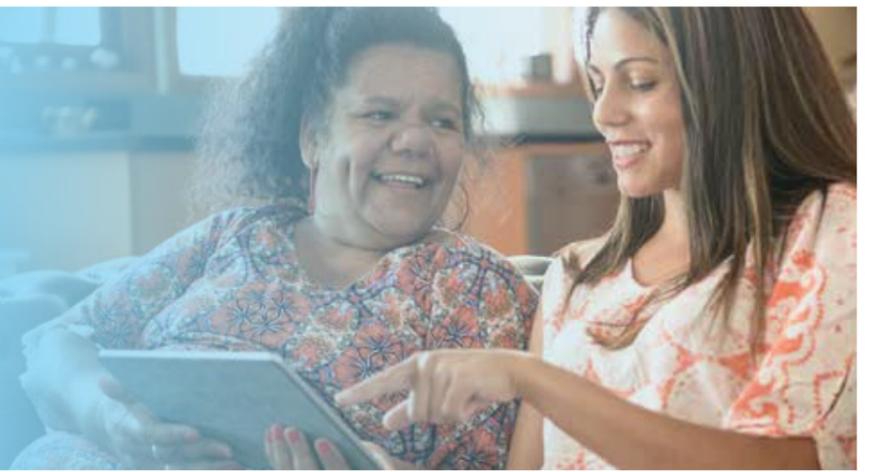


Raising community awareness about My Health Record



My Health Record information and training session with Snowy Monaro Regional Council and Monaro Family Support Service

How?

My Health Record information and training sessions were provided to six Councils (Wollongong, Kiama, Eurobodalla, Queanbeyan-Palerang, Yass Valley, and Snowy Monaro), which collectively account for more than 50% of the PHN catchment population.

Working in partnership with these Councils, COORDINARE developed a network of consumer leaders – people willing to advocate for the health needs of their local communities – to help raise awareness and share important information about My Health Record from March through June 2018.

Consumer leaders were involved in a range of activities designed to spread key messages to target groups within their communities. These groups included parents and their children, youth, carers, older Australians, people from culturally and linguistically diverse backgrounds, Aboriginal and/or Torres Strait Islander people, and people living with a mental illness, chronic conditions, or drug and alcohol addictions.

Key messages were delivered at local events, library sessions, meetings, and expos, as well as through various groups including multicultural networks, men's sheds, rotary clubs, carer groups, schools, playgroups and preschools.

What?

COORDINARE is supporting the expansion of My Health Record across the South Eastern NSW region by raising awareness and understanding of this important initiative in our region's diverse communities.

My Health Record is an online summary of an individual's key health information. Able to be viewed securely online at any given time or location, it gives people 24/7 access to their health information and can be accessed when needed by the healthcare providers involved in that individual's care.

Additional benefits include the ability for healthcare providers to share documents, resulting in better connected care for patients.

Why?

My Health Record has great potential to help improve health services and outcomes for people living in regional and rural areas. Improving community understanding and support for this initiative is crucial to realising this potential.

COORDINARE recognises that each of the communities in our region is unique. By working with the relevant Councils and key community leaders we can leverage their strong reputation and ongoing relationships within their local communities. Awareness-raising activities can also be targeted, personalised and more effective than a 'one size fits all' approach.

“Well established links within the local community assisted in getting key messages out to our residents, particularly those who may not engage with broader messaging.” - Tracy Venaglia, Wollongong City Council

Outcomes



This group of preschool teachers, librarians and council members learnt about the benefits of My Health Record during a meeting at Kiama SENTRAL Youth Centre

Councils involved in the project valued working with COORDINARE, providing very positive feedback:

“I found this a valuable project for our local community. The face-to-face contact allowed community members to ask questions and receive a more individualised and personal approach.” – **Jessica Bourke, Eurobodalla Shire Council**

“My adult daughter was able to view her two-year old’s health record and realised her immunisations were overdue - she is now fully immunised! This is one example of how important this information is, and I wish to thank the team for doing a fabulous job informing our community on this great initiative” – **Community member, Queanbeyan**



6 Councils collaborated with
(accounting for > 50% of PHN catchment population)



270+ information sessions held



9,180+ participants reached directly



32,440 reached indirectly via newsletters, websites, blogs and social media



> 6,390 registrations in targeted areas

Ruby’s story

Kiama resident Ruby Curran believes My Health Record is a valuable tool to keep track of her important health information.

With upcoming plans to travel Europe, she also sees the benefits of having easy access to her My Health Record on her phone or computer if anything were to happen to her.

“Since I have a number of illnesses and take regular medication, it’s great for me to have instant access to that information and be able to share it with the range of health professionals involved in my care,” says Ruby.

Read more about Ruby’s story at:
www.coordinare.org.au/mhr-ruby



Brad’s story

Batemans Bay resident, Brad Rossiter, is a dual organ transplant recipient (kidney and pancreas), legally blind and a double leg amputee. With his medical history, Brad says registering for My Health Record was a ‘no brainer’.

“I would encourage people to get a My Health Record, as it places you at the centre of your care. You have the power to add, remove or restrict access to certain information so you can ultimately decide who sees your health information, and all of your healthcare team can share the same information together,” says Brad.

Read more about Brad’s story at:
www.coordinare.org.au/mhr-brad

