



A healthcare provider organisation can assist you to register for a My Health 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 My Health Record System Operator (the Secretary of the Department of Health).

Before you complete the assisted registration application form, please read the below information to find out how you can manage your My Health Record, and the Privacy Collection Notice to find out how we (the My Health Record System Operator) handle your personal information that we collect in the assisted registration process.

Managing your My Health Record

Once you have completed the assisted registration process and you have been registered for a My Health Record you will be able to decide who can access your personal information.

In rare cases, there may be information about your health that you don't want available on your My Health Record. If so, you can:

- ask your healthcare provider not to add it to your record, and they must comply with your request; or
- remove specific health information from your record.

If you limit access to your My Health Record or a document within it, emergency access rules permit registered healthcare provider organisations to get access for a limited time in a medical emergency.

You can also control who has access to your My Health Record by setting access controls, if you wish. You can set access controls for your My Health Record by:

- limiting access to the whole of the My Health Record; or
- limiting access to a specific document in a My Health Record.

If you do not set access controls, healthcare providers who treat you and who are registered with the My Health Record system will be able to view documents that have been uploaded by your other healthcare providers.

For more information on how you can manage your My Health Record, please visit www.myhealthrecord.gov.au.



Privacy Collection Notice

1. This Privacy Collection Notice applies if your healthcare provider is assisting you and, if relevant your child who is under 18 and for whom you have parental responsibility, to register for a My Health Record. In this notice, unless otherwise indicated:
 - references to “you” include references to your child, if relevant; and
 - references to “your My Health Record” and “your personal information” include references to your child’s My Health Record and your child’s personal information respectively, if relevant.
2. We will collect, use and disclose personal information about you for the following purposes:
 - a. to ensure that we accurately identify you;
 - b. to check whether a My Health Record already exists for you;
 - c. to create a My Health Record for you;
 - d. to include Medicare information in your My Health Record if you wish to have that information included in your My Health Record or if you live in a ‘opt-out’ trial area (currently Northern Queensland and Nepean/Blue Mountains). Where held by Medicare, this may include Medicare Benefits (MBS), Pharmaceutical Benefits (PBS), Australian Organ Donor Register and immunisation information (Medicare information); and
 - e. to include health information uploaded by you and treating healthcare providers, to your My Health Record.
3. We will collect personal information about you, including your name, address, date of birth, gender, and Medicare number, Department of Veterans’ Affairs (DVA) file number (if relevant) or, if you know it, your Individual Healthcare Identifier (IHI).
4. We collect this information from you (where you provide it on the application form), the healthcare provider that is assisting you to register, Medicare, DVA (if relevant), and the Healthcare Identifiers Service (operated by the Chief Executive Medicare). Without the information we will not be able to create a My Health Record for you.
5. As part of verifying identities and creating a My Health Record for you, we disclose personal information to Medicare, DVA (if relevant) and the Healthcare Identifiers Service.
6. If a healthcare provider is assisting you to register your child, we will also collect from you, or the healthcare provider assisting you to register, the number on your Medicare card associated with your child and will disclose that number to Medicare to confirm your relationship with your child. We will also collect from your healthcare provider a declaration that supports your assertion that you have parental responsibility of the relevant child.
7. If the assisted registration application is successful we will use the contact details you provided to contact you with an Identity Verification Code (IVC), which you can use to prove your identity and access your My Health Record online. You will only need to enter this code once. We will only use your contact details, that you provide for the purpose of getting an IVC, for this purpose. Without these contact details we will not be able to send you the IVC.
8. When you want to apply for online access, if you don’t have an IVC at that time you will need to prove your identity. To prove your identity and give you online access, we will ask you a series of

identity questions, e.g. the date of birth of people on your Medicare card or information relating to your Medicare or DVA claims history. We will collect your answers and disclose this information to Medicare or DVA (if relevant) to confirm your identity. Once we have verified your identity, we will be able to link your new My Health Record to a myGov account. Without your answers, we will not be able to link you to a myGov account and you will not be able to access your new My Health Record online. The information we collect to verify your identity is not retained after we link a myGov account to your My Health Record, and we do not disclose this information to anyone else.

9. If you consent, or you live in an ‘opt-out’ trial area and don’t tell us otherwise, we will include up to two years of past Medicare information in your My Health Record. We will also include new Medicare information in your My Health Record from time-to-time as it becomes available to Medicare. Please note that Medicare information could indicate diagnosed conditions or genetic information. You can control who has access to this information by setting access controls, if you wish. If you do not set access controls, any healthcare provider who treats you and who is registered with the My Health Record system will be able to view your Medicare information. You can change your mind at any time and stop, or restart, the flow of Medicare information into your My Health Record. If your Medicare information is not included in your My Health Record, the information will not be available to healthcare providers who are treating you.
10. Once your My Health Record has been created, treating healthcare providers may upload health and related personal information about you to your My Health Record. We will collect, use and disclose this information as part of operating the My Health Record system. If you do not want a particular document uploaded, tell your healthcare provider – they must comply with your wishes. You can control who has access to your My Health Record by setting access controls, if you wish. If you do not set access controls, healthcare providers who treat you and who are registered with the My Health Record system will be able to view documents that have been uploaded by your other healthcare providers.
11. The collection, use and disclosure of your personal information to verify your identity and create a My Health Record is authorised under the *My Health Records Act 2012*, *Healthcare Identifiers Act 2010* and *Privacy Act 1988*.
12. We will not disclose health or other personal information about you overseas (although you and your healthcare provider can securely access your My Health Record while overseas, if necessary).

Further Information

13. For more information or to find out how you can access and correct personal information, complain about a breach of privacy or for further details about how we manage your health and other personal information, please see our privacy policy at www.myhealthrecord.gov.au/privacy.
14. We can be contacted:
 - a. By telephone: 1800 723 471 (select option 1);
 - b. In person: by visiting the nearest Medicare service centre; or
 - c. In writing:
Privacy Officer
My Health Record system
GPO Box 9942
(In Your Capital City)