Keeping your My Health Record information safe

Personally controlled
It’s your choice who sees your My Health Record and what’s in it.

Privacy and security controls
By default, documents in My Health Record are set to general access for healthcare providers. You can change your access controls at any time.

The changes to privacy and security controls you can make include:

- setting a record access code to give access only to selected healthcare providers.
- controlling access to specific documents to limit who can view them.
- giving access to a nominated representative such as a family member, close friend or carer.

Secure access
Your My Health Record is linked to a myGov account, which provides you with secure access to your My Health Record. myGov is a secure Australian Government service that can only be accessed using a password, as well as an answer to a secret question or an access code.

You can access your My Health Record from a desktop or mobile device. Any security and privacy settings in your My Health Record also apply to information accessed via a mobile app.

Emergency access
In emergency situations, treating doctors can view your My Health Record to provide appropriate treatment quickly. When emergency access is used, your privacy and security settings will not apply. However, if you remove a document from your My Health Record, it will not be accessible. Any instances of emergency access will appear in your Record Access History.

Monitoring access
All access to a My Health Record is monitored and audited by the Australian Digital Health Agency. It’s also a good idea for you to regularly monitor who has accessed your My Health Record. You can set up automatic notifications to receive an email or text any time a new healthcare organisation accesses your My Health Record, including in an emergency.

For more information go to:
MyHealthRecord.gov.au | Help line 1800 723 471

Authorised by the Australian Government, Canberra.
Learn about My Health Record security

Many safeguards are in place to protect your information including strong encryption, firewalls, secure login processes and audit logging.

Representatives

Nominated representatives
You may want to allow someone else access to your My Health Record, such as a carer, family member or trusted friend.

If so, you can appoint them as a nominated representative. All nominated representatives must act in accordance with your will and preferences and you can provide them with one of the following types of access:

- General access – view all documents, except those you have marked as restricted.
- Restricted access – view all documents, including those you have marked as restricted.
- Full access – view all documents and make additions to your My Health Record.

Authorised representatives
An authorised representative is someone who can manage a My Health Record on someone’s behalf if they cannot manage their own record.

Authorised representatives can make decisions about how another person’s My Health Record is managed and how information in that person’s My Health Record is accessed. In doing so, however, the authorised representative must act in accordance with the will and preference of that person. Multiple people can be registered as authorised representatives for a single My Health Record.

By default, you are eligible to be an authorised representative for your child if they are listed on the same Medicare Card as you, and your child is under the age of 14. New legislation means when your child turns 14, you will be automatically removed as their authorised representative and they can take control of their own record. If they choose to, they can add you as their nominated representative.

For more information go to: MyHealthRecord.gov.au
Help line 1800 723 471
If you have a hearing or speech impairment, go to relayservice.gov.au
If you need assistance in another language, call 131 450