

The following scripts can be used as a guide to explain to a patient about My Health Record and the benefits. This can assist with providing practice staff with the confidence to start the conversation with a patient and complete the *Assisted Registration* process or direct the patient to further resources.

Please note that if you are providing Assisted Registration it is mandatory to provide patients with the 'Essential Information' sheet and have the appropriate digital health policies in place.

### **START WITH EXPLAINING THE MY HEALTH RECORD:**

*"Would you like me to register you for a My Health Record? My Health Record is a secure, online summary of your health information at a point in time. You control what it includes and who can access it. Your health information can then be shared with your doctors, hospitals and other healthcare providers."*

### **TARGETING A DEMOGRAPHIC TO USE THE MY HEALTH RECORD**

When trying to register patients for a My Health Record, it can be helpful to tailor the conversation to best fit the patient's circumstances. The following are examples of scripts which may be useful to start the Assisted Registration process:

#### **FAMILIES:**

*"Having a My Health Record is useful when family members visit GPs, hospital emergency departments, allied health and even Specialists. Essential information such as allergies, medications, medical history and even your children's immunisations can be viewed by you and other permitted healthcare providers."*

#### **ELDERLY PATIENTS:**

*"A My Health Record is very useful when visiting your doctor and other healthcare providers such as Specialists and hospitals. You won't have to worry about repeating your medical history and your current medication list will also be available to authorised healthcare providers."*

#### **PEOPLE TRAVELLING:**

*"If you are travelling within Australia and have a medical emergency or just require a new medication prescription, your important health information will be accessible by the hospital and other healthcare providers. You can even access your My Health Record when travelling overseas should you need to provide essential health information to a doctor or hospital."*

#### **GENERAL:**

If people don't fit a particular demographic or you would prefer to use one standard script, the following may be of assistance:

*"My Health Record can contain essential health information including allergies and adverse reactions, medical conditions, current medications and immunisations giving authorised healthcare providers like your doctor, specialist and hospital staff access to your important health information when it could be needed most such as in an accident or emergency."*

### CONCLUDING THE DISCUSSION AND PROVIDING ADDITIONAL INFORMATION:

It is also useful (but not essential) to provide patients with the red “My Health Record – All you need to know” brochure which provides additional information and may help conclude the conversation. More of these can be obtained by contacting the Brisbane South PHN Digital Health Team (Phone 1300 467 265, follow the prompts to the Program Delivery Team or email us at [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au)).

### INFORMATION IN THE MY HEALTH RECORD COMES FROM THREE MAIN SOURCES:

 <b>Patient</b>	 <b>Health Professional</b>	
<ul style="list-style-type: none"> <li>▪ Personal medications and allergies summary (can be viewed by healthcare professionals)</li> <li>▪ Personal health notes (can not be view by providers)</li> <li>▪ Child development information</li> <li>▪ Advance care directive custodian contact details</li> <li>▪ Advance Care Plan (April 2016)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shared Health Summary</li> <li>▪ Event Summary</li> <li>▪ eDischarge Summary</li> <li>▪ eReferrals and Specialist letters</li> <li>▪ Prescription and dispense records</li> <li>▪ eDiagnostic Imaging and Pathology reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ Medicare claims data</li> <li>▪ Pharmaceutical Benefits Scheme</li> <li>▪ Australian Childhood Immunisation Register</li> <li>▪ Australian Organ Donor Register</li> <li>▪ DVA claiming events</li> </ul>

### COMMON QUESTIONS AND ANSWERS

**Q:** *I used to go to a different doctor. Will My Health Record include all my previous medical information?*

**A:** No, your My Health Record does not include any medical information until your current GP or another healthcare provider adds it. You can also add your own personal health notes and, if you choose, you can have information from Medicare included.

**Q:** *Is it secure?*

**A:** Yes, the My Health Record system has bank-strength security features. These include strong encryption, Firewalls, secure login/authentication mechanisms and audit logging. There are strict rules and regulations on who can see or use your My Health Record to protect your health information from misuse or loss. There are penalties for anyone who breaks these.

**Q:** *Can an insurance company see My Health Record?*

**A:** Insurance companies that are not directly involved in the delivery of your healthcare are not authorised to access the My Health Record. However, an insurance company that also provides a health service (e.g. optical, dental, allied health services) could become a participating healthcare organisation and access the My Health Record as part of providing care to you. The healthcare service of the insurance company is prohibited from sharing your health information with any other part of the insurance company that is not directly involved in providing health care to you.

**Q:** *Can I control who can see My Health Record?*

**A:** Yes, if you wish, you can set up a record access control. This is a code that you can then give to your healthcare providers to allow them to view your record, and prevent other healthcare providers from access unless in an emergency.

**Q:** *I don't have/use a computer, is it still useful for me to have a My Health Record?*

**A:** Yes, you don't ever have to access your My Health Record yourself, if you don't have a computer or don't wish to. It can still be useful for your healthcare providers to be able to share key information about your health.

### FOR MORE INFORMATION

Visit the website: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) Or call the Help Line: 1800 723 471

**Useful resources and information is available on the Brisbane South PHN Digital Health webpage**

<http://www.bsphn.org.au/primary-health-support/digital-health/>

For enquiries or support please contact your Digital Health Implementation Team Consultants

**Phone:** 1300 467 265, follow the prompts to the Program Delivery Team

**Email:** [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au)

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