Australian Government



Australian Digital Health Agency



Control who can look at your My Health Record information

# Control who can look at your My Health Record information

My Health Record is a secure online summary of your health information. You can control what's in your My Health Record and who can see your information. Your My Health Record information is not searchable on the open internet. Your healthcare providers must be registered to use My Health Record and connect to it using a secure computer program. It is against the law for someone to deliberately look at your record unless it is to provide you with healthcare. There are serious penalties for unlawful access.

## You can set extra privacy controls to protect your information

The My Health Record system is built to make your health information available safely and securely. Only the healthcare providers giving you medical care can look at your My Health Record. If you want extra privacy, you can set access codes or delete documents and Medicare information from your record at any time.

Setting a Record Access Code (RAC) blocks healthcare providers from being able to look at your My Health Record. When you set a RAC, you can give this code to your healthcare providers if you want them to be able to look at your My Health Record information.

You can change the code at any time by logging in to your My Health Record online.

**Important:** Once a healthcare provider has looked at your record, they are automatically added to the Healthcare Provider Access List in your My Health Record. This means that even if you set a RAC on your record, healthcare providers who have looked at your record before will still be able to look at it without using the code.

MyHealthRecord.gov.au Call 1800 723 471 If you want those healthcare providers to be blocked from seeing your record, you need to remove them from the Healthcare Provider Access List.

Setting a Limited Document Access Code (LDAC) blocks healthcare providers from being able to look at some documents within your record.

When you set a LDAC, you can give this code to your healthcare providers if you want them to be able to look at those documents.

In an emergency, your access controls can be temporarily turned off. This means healthcare providers looking after you can quickly see your emergency contact information, and the allergies, medicines and immunisations. This helps them give you safer treatment and care.

It is against the law for someone to deliberately look at your record unless it is to provide you with healthcare. There are serious penalties for unlawful access including heavy fines and jail time.

How to set access controls step by step guide



Use myGov to look at your My Health Record. If you don't have a myGov account, go online to my.gov.au to set one up. Once you have logged in to myGov, select 'Services', then select the 'Link' button to set up your My Health Record. You will need to identify yourself by answering a series of questions about your last visit to a healthcare provider.

#### How to set a Record Access Code (RAC)

#### Log in to your My Health Record via myGov

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2	In the 'Document Access Settings' section select 'Manage Access'	Access by Healthca e.g. GPs, hospitals, dentists, nurses, et Al healthcare providers involved in your entre My Health Record by setting a re- involved in your care can access your record	are Providers c. r care can access this reco cord access code.	5 ird. You can control a	access to your	(	Manage Access 文	
3	A drop-down list appears. Select 'Manage Access' from the list	Access by Healthcare Providers         e.g. GPs, hospitals, dentists, nurse, etc.         All healthcare providers involved in your care can access this record. You can control access to your entire My Health Rest worked to ysetting a record access code.         Image: Comparison of the access your record         Image: Healthcare providers involved in your care can access your record						
		Healthcare Provider Access List	i Provider o access yo record	can P Iur a D	Provider also has access to Restricted Documents	Documents from this provider are uploaded to		
		Croydon Health Service	~	>	×	General Documents	Manage Access	
		DHS5765	~	>	×	General Documents	Manage Access	
		All Other Healthcare Providers	ved in your care can acce	ss this record.		Advanced Settings	Manage Access	
4	Enter a 4–8 character code, then select 'Continue' and 'Confirm' This code cannot be the same as your Limited Document Access Code, if you have one.	Limit access to your My Healt them with your Record Access Code C Note: A healthcare provider will be all the event of a sare provider with the sare provider will be the event of the sare provider will be all the sare provider will be all the event of the sare provider will be all the sare provider with the sare the sare provider with the same provider will be all the same provider with the same provider	your My H Record by setting a Record ther health are providers ther health are providers ther health are providers ability and the safety. ability are an expected and the safety of the	d Access Code. A head within the same ergs within the same ergs of the same ergs and the same ergs of the sa	ecord athcare provider canno panisation will also be al cord in an emergency. p line on 1800 723 471	it view your My Health Reco Lie to view your record. This can be asserted by a h	rd unless you provide ealthcare provider in	

If you need further support to set a RAC, you can call the Help line on **1800 723 471** and they can set one for you.

#### How to remove a doctor from the Healthcare Provider Access List in your My Health Record Log in to your My Health Record via myGov

1 Select 'Privacy & Access'	RECORD HOME         DOCUMENTS         PROFILE & SETTINGS         BROWSE ALL         HELP
2 In the 'Document Access Settings' section select 'Manage Access'	Access by Healthcare Providers e.g. GPs, hospitals, deridits, nurse, etc. Al healthcare providers involved in your care can access this record. You can control access to your entre My Health Record by setting a record access code. Manage Access $\bigodot$ your care can access your record
3 A drop-down list appears. Select 'Manage Access' from the list	Access by Healthcare Providers e.g. GPs, hospitals, dentists, nurse, etc. Al healthcare providers involved in your care can access this record. You can control access to your entire My Health Record by setting a record access code.  Note: The t
	record     Decuments     upbiaded to       Image Access     X     General Documents       All Other Healthcare Providers     X     Advanced Settings       Image Access     All Healthcare Providers Involved in your care can access this record.     Advanced Settings     Manage Access
4 Select 'Remove', then select 'Continue' and 'Confirm'.	Name of Healthcare Provider         Image: Crogdon Health Services         Condon Health Services         Level of access to view documents (Read Access)         Image: A healthcare provider to view general documents only.         Image: A healthcare provider to upoad general documents only.         Image: A healthcare provider to remove this Healthcare Provider Organisation?         Image: A health care provider will be required to re-enter the current Record Access Code or Imated Document Coles: Code to gene access to your My Health Record.         Image: A health care provider organisation neme:         Image: A health care generation neme:





#### Control who can look at your My Health Record information

## How to set a Limited Document Access Code (LDAC)

Log in to your My Health Record via myGov

1 Select 'Privacy & Access'	Image: Second Home         DOCUMENTS         PRVACY & ACCESS         PROPILE & SETTINGS         BROWSE ALL         HEP
2 In the 'Access by Healthcare Providers' section select 'Manage Access'	Document Access Settings Documents may be related to your visits to haathcare providers, or medicines you take. You can restrict who can view documents that you consider sensitive. Manage Access Manage Access Mana
3 Select 'Set limited document access code'	You have restricted documents. If you want healthcare providers who don't have access to your limited documents to see them you will need to set a limited document access code (LDAC) and provide this code to your healthcare providers. Set limited document access code Manage document access
4 Enter a 4-8 character code, then select 'Continue' and 'Confirm' This code cannot be the same as your Record Access Code, if you have one.	Cancel Confirmation of setting a Limited Document Construction Confirmation of setting a Limited Document Construction Confirmation Construction Construction Confirmation Construction Co
5 Find the document you want to block access to, select 'Manage Access'	Date From i       Dete To i       Document Type         08-Apr-2017       ⇒       08-May 2017       All Documents         Published by Given Name i       Published by Family Name         Reset       Apply         Document Type       Date •         Document Name       •         Production of the second field by Family Name         Reset       Apply         Document Type       •         Decoment Type       •

## MyHealthRecord.gov.au | Call 1800 723 471