



**Australian Government**  
**Australian Digital Health Agency**



# How your My Health Record information is protected



**MyHealthRecord.gov.au | Help line 1800 723 471**

## **Who can see my health information?**

By law, only the healthcare providers giving you medical care can look at your My Health Record. Healthcare providers must be registered to use the My Health Record system and use a secure program on their computer.

You can track who has looked at your record and when. You can also choose to have an email or SMS automatically sent to you when a healthcare provider looks at your record.

You can invite your partner, family member or friend to help you manage your record by making them a nominated representative. You can set what level of access your nominated representatives have, and control what they can see and do in your My Health Record.

## **Can the police, Centrelink and ATO access my record?**

It is against the law for your My Health Record information to be given to police or government without a court order.

## **Can an insurance company or my employer access my record?**

By law, no-one can look at, or ask you to tell them, any information in your My Health Record for insurance or employment purposes.

## **Can my health information be used for research?**

The data in My Health Record can help improve Australia's health systems by guiding research and public health policy. Only de-identified data in the My Health Record system is used for research and public health purposes. De-identified means any information that could identify you is removed.

You can choose not to have your de-identified data used for research and public health purposes, in the 'Profile & Settings' section of your My Health Record.

## **Can someone use Google to find my health information?**

The My Health Record system is not searchable using Google. Your healthcare providers must be registered to use the My Health Record system and connect to it using a secure program on their computer. Before they can look at your record, they need your name, your date of birth, your Medicare number, and your sex.

## **What if someone looks at my record when they shouldn't have?**

All use of the My Health Record system is monitored by the Australian Digital Health Agency Cyber Security Centre. If someone deliberately looks at your My Health Record when it is not to provide you with healthcare, they could face serious penalties. These may include up to five years in jail and up to \$315,000 in fines.

## **What if there is information in My Health Record I don't want my healthcare providers to see?**

It's your choice what information is in your My Health Record, and who you share it with.

You can let your healthcare providers know during your visit if you don't want them to add documents or reports to your record. If you do this, your health information may still be held in your healthcare provider's computer and paper files as part of your care. It will not be added to your My Health Record.

You can also set access codes to restrict which healthcare providers can look at your record, and which documents they can see. You can also delete documents and Medicare information from your record at any time.

## **Do I have to do anything to keep my health information private?**

The My Health Record system is built to make your health information available safely and securely. You control who can look at your record, and what is in it.

If you would like extra privacy, you can set an access code to restrict which healthcare providers can look at your record. You can also delete documents and Medicare information from your record, or set an access code on individual documents to restrict who can see them.

It is against the law for someone to look at your record, unless it is to provide you with healthcare, and serious penalties apply.

If you think someone has deliberately looked at your record when they shouldn't have, call us on 1800 723 471.



**Ask your participating  
healthcare provider to upload  
a summary of your visit to your  
My Health Record**

Find out more about My Health Record:  
**[MyHealthRecord.gov.au](https://myhealthrecord.gov.au)**  
Help line 1800 723 471



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