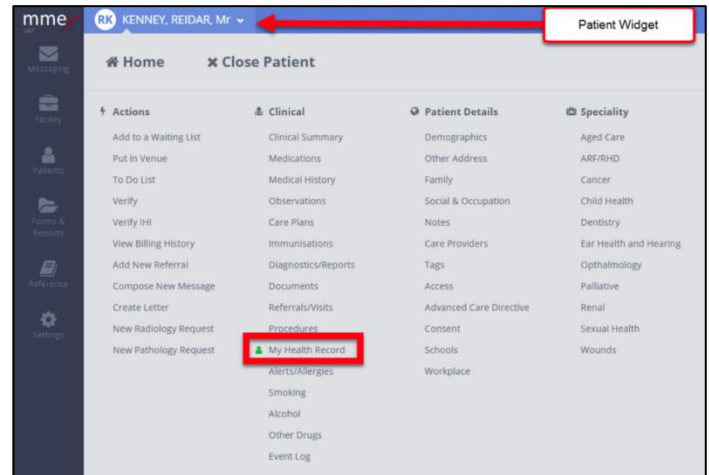




# Checking your patient's My Health Record status

1. Select the patient widget (top-left corner), then check the colour of the **My Health Record** icon.

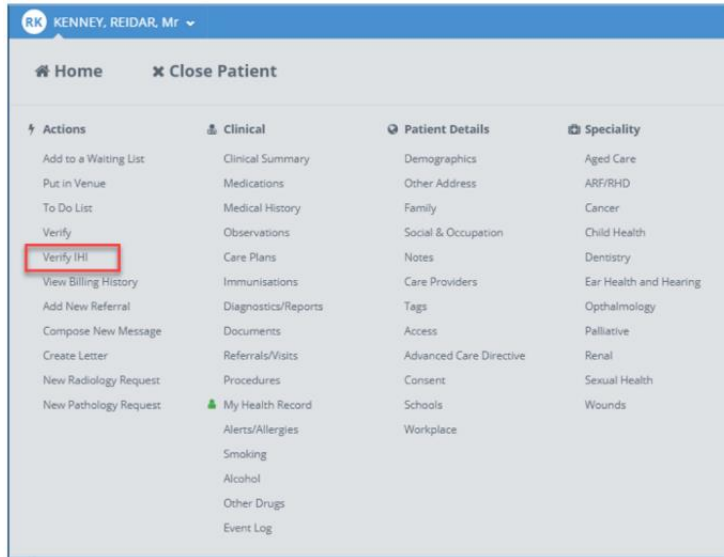


| Icon             | Colour             | Display text   | Next steps  |
|------------------|--------------------|--|---|
| My Health Record | <b>Blue</b>        | My Health Record Exists but no access is granted.                      | <p>Click on the My Health Record icon, then click <b>Recheck</b>.</p> <p>Click on the relevant <b>Gain Access</b> button:</p> <ul style="list-style-type: none"> <li>• As a default, access is via <b>Gain Access Without Code</b>.</li> <li>• If your patient has applied a Record Access Code, you will need to ask them for permission to access their My Health Record and to provide you with the code. If you have the code, click <b>Gain Access with Code</b>.</li> <li>• <b>Only click Gain Access by Emergency in an emergency</b>. Access by emergency is monitored and there are penalties for unlawful use. For more information visit: <a href="https://www.myhealthrecord.gov.au/for-healthcare-professionals/emergency-access">https://www.myhealthrecord.gov.au/for-healthcare-professionals/emergency-access</a></li> </ul> |
| My Health Record | <b>Green</b>       | My Health Record Exists and access is granted.                         | Click on the My Health Record icon to view available documents. This can be done via the Document List, Medicare Overview, Prescription & Dispense, and Observation View.   |
| My Health Record | <b>Dark Yellow</b> | My Health Record doesn't appear to exist.                              | This means your patient does not to have a My Health Record.  |
| My Health Record | <b>Red</b>         | My Health Record check returned an error. Patient has no IHI recorded. | Your patient's Individual Health Identifier (IHI) needs to be verified. Follow the instructions given over the page.  |

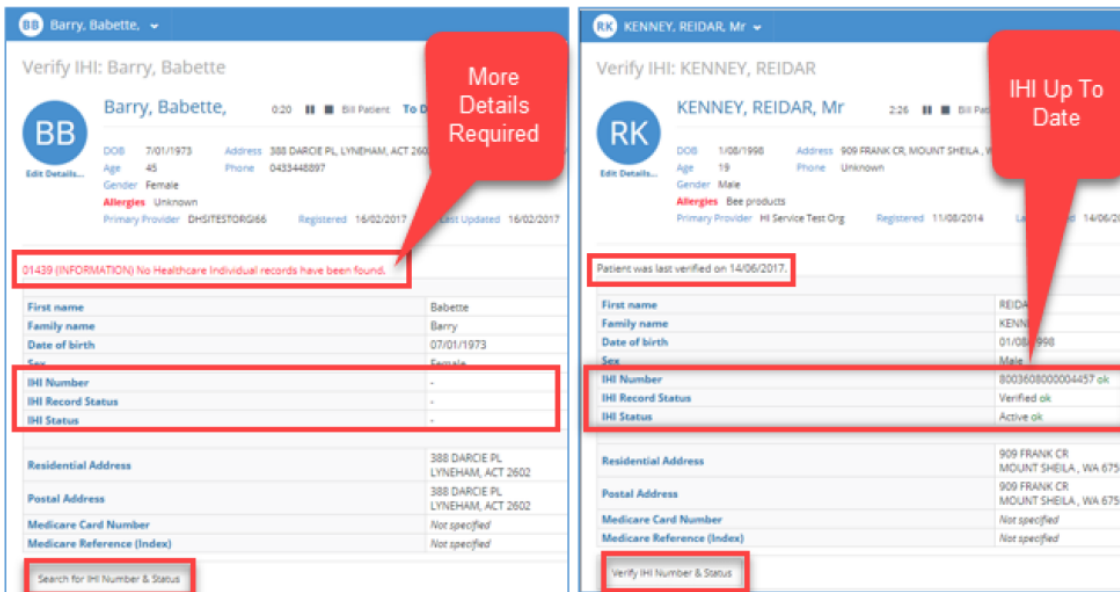


### To verify Individual Health Identifier

1. To verify your patient's Individual Health Identifier click on **Verify IHI** within the patient options screen.



2. Click on **Search for IHI Number and Status** and then click **Verify IHI Number & Status**.



3. If the verification is successful, the verified details will appear in green. If not, check patient demographic details are up to date and complete. Please note: your patient's name must be recorded exactly as listed on their Medicare card.

#### Useful Links:

- **Understanding when you can view and upload information**  
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/understand-when-you-can-view-and-upload-information>
- **Patient access controls**  
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/patient-access-controls>

For assistance, contact the Help line on 1800 723 471 (select option 2)  
[www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)