



Assisting patients to register for a My Health Record

Providing Assisted Registration is voluntary for healthcare organisations and was developed so that patients could register for a My Health Record with your guidance. It is a process where you can help a patient sign up for a My Health Record before they leave your practice, so both the provider and the patient can immediately begin uploading health information to their My Health Record.

To do this, your organisation must have an HPI-O, a NASH certificate and be registered to participate in the My Health Record system.

You will need these documents from www.myhealthrecord.gov.au (*For Healthcare Providers > Registering and supporting patients*).

- Assisted Registration: A guide for healthcare provider organisations
- Assisted Registration: Essential information and privacy collection notice
- Adult & Child My Health Record Assisted Registration Forms (these forms are helpful but no longer required by legislation to be stored or sent to the Department of Health).

Process of assisting a patient to register

Step One

The patient reads the Essential Information sheet and gives verbal consent to register with the My Health Record system. The patient also consents to healthcare organisations uploading their health information records to the My Health Record system. Alternatively, the organisation may choose to use the Application Form to obtain that consent (the form is no longer required, although some practices may choose to use it as evidence of consent).

Step Two

An authorised employee of the practice (based on the practice's Assisted Registration Policy) asserts the identity of the patient as a known customer of the healthcare provider organisation, or through a 100 point ID check.

Step Three

The authorised employee uses the Assisted Registration functionality of the organisation's clinical software or the Assisted Registration software tool (ART) and the patient's completed details to register the patient.

Step Four

A screen will notify the authorised employee whether the application for a My Health Record was successful or unsuccessful.

If successful, an Identity Verification Code (IVC) will be generated. An IVC is used by the patient to access their My Health Record online for the first time and will expire within 30 days. The patient may elect to receive their IVC by SMS, email or through the organisation. If the patient does not wish to access their record, for example if they do not have a computer, the My Health Record in the provision of healthcare. Note: If the patient later decides they would like to access their My Health Record, they can contact the enquiry line on **1800 723 471** to request an IVC.

If unsuccessful, the patient can apply through the Department of Human Services.

Step Five

The patient and their healthcare providers can begin to upload information to the patient's My Health Record.

For more information, visit www.myhealthrecord.gov.au (*For Healthcare Providers > Registering and supporting patients*).

