

Putting safety measures in place to protect you and your family

The helpline operator will guide you through the following protections available and help to identify which options are appropriate to your circumstance.



Restrict access by others

When there is a threat to life, health or safety, the helpline can restrict access to a My Health Record. This option can also be used to prevent the creation of a record for a child under 14 years old. Healthcare providers can still access the record and upload information.



Suspend a My Health Record

The helpline can suspend a My Health Record for up to 30 days or until the threat has been resolved. It can still be accessed by healthcare providers in the event of an emergency.



Cancel a My Health Record

You can also permanently cancel your record at any time.



See who has accessed your record

You can set up notifications to notify you when your or your child's record is accessed and who accessed it. The helpline can assist you to remove a person's access if they are not eligible.



Set access codes

You can set access codes to restrict new healthcare providers having access to your My Health Record or to specific documents within it. The record can still be accessed by healthcare providers in the event of an emergency.



Remove documents

You can remove documents at any time.



In immediate danger?
Call 000 now

To restrict access to
a My Health Record
call the helpline
on **1800 723 471**

For more information visit
**MyHealthRecord.gov.au/
family-safety**

For other languages call
TIS National on 131 450

If you have a hearing or
speech impairment visit
relayservice.gov.au

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My Health Record family safety information

Are you concerned about your family's safety due to information in a My Health Record?



There are protections we can quickly put in place to protect your family's safety.

Call the 24/7 My Health Record
helpline for assistance 1800 723 471



Australian Government
Australian Digital Health Agency



My Health Record

My Health Record is an online summary of your health information

It brings together health information from you and your healthcare providers as well as Medicare claims information from doctor visits and dispensed medicines.

To access My Health Record, visit the myGov website. You may wish to consider updating the password to your myGov so it is unique and more secure.

Call the My Health
Record helpline on
1800 723 471
to find out how we can
protect your information



If any information below concerns you,
call the 24/7 helpline on 1800 723 471.

Family safety: What you need to know

Access to a child's record

Parents can access their child's record as authorised representatives until the child turns 14. If either parent opted their child out of My Health Record or cancelled their child's record, another authorised representative, such as the child's other parent, may be able to register the child for a record.

- **Address information**

Remember, some clinical documents may contain address, location or contact details. It may also include your healthcare provider organisation's address or location.

Access by authorised representatives

An authorised representative is a person, such as a parent or legal guardian, who is authorised to act on behalf of another person, such as a child under the age of 14. There can be more than one authorised representative with access to a My Health Record.

Medicare information

Medicare claims from doctor visits, tests, medicines and immunisations are automatically added to your record. You can stop automatic uploads by accessing your record via myGov or by contacting the helpline. In some instances, both parents can have the child on their Medicare card. If Medicare information has been included in a child's My Health Record, then both parents may be able to view all the Medicare information for their child.

Being on the same Medicare card does not entitle your partner to have access to your record.



**Call the 24/7 My Health Record
helpline for assistance 1800 723 471**