Statistics and Insights

JULY 2020

The Australian Digital Health Agency publishes a range of statistics about how My Health Record is being used by healthcare provider organisations and patients. The statistics include information about registrations, document uploads and prescription/dispense documents.
Key Insight

There has been an increase of more than 28% of all records with data in them since March. A recent survey showed that for 25% of healthcare providers using the system it prevented a medicine error.
**How are people using it?**

**Nearly** 15 million people had their Immunisation Register uploaded

More than a 50% increase since March due to a bulk upload of these important documents.

**Over** 1.5 million people had their Organ Donor Register uploaded

"We rely on My Health Record to keep us updated on patient pathology, imaging, medication, dispensing and history records. We can see what other doctors have requested and performed, overcoming the delays waiting for records requested from other practices. We can also see what scripts were dispensed. This helped us a lot with the recent COVID-19 test results, where it was quicker to see the result on the patient’s My Health Record than to join the phone queue to get the result."

**What are the top 3 documents Australians are adding?**

1. **206,846** Health Summaries
2. **60,621** Health Notes
3. **28,685** Advance Care Directive Custodian Reports

**Australians have uploaded over 322,000 documents in total**

**What do people view the most?**

- More people are looking at their Pathology reports in their record, with nearly 200,000 views

**More than a 25% increase since June**

**What about security and privacy?**

- Almost 38,000 Australians have placed advanced access controls on their records

Remember, you can decide which healthcare providers can view or update your record. You can also choose what information you’d like to share.

**Key Insight**

It’s important to remember not to put your health on hold. Doctors, nurses and mental health professionals can now deliver Medicare-subsidised services, including mental health support, via telehealth to all Australians.
How are healthcare providers using it?

99% of pharmacies are now registered and 83% are using My Health Record. That’s another 2% increase in July.

93% of GPs are now registered and 83% are using My Health Record.

95% of public hospitals are now registered and 91% are using My Health Record.

How many documents are in the system now?

- There are nearly 8 million Diagnostic Imaging Reports.
- There are more than 86 million Dispense Records.
- There are more than 7 million Discharge Summaries.
- There are more than 56 million Pathology Reports. That’s more than a 3.5 million increase in July.

How do healthcare providers view each others documents?

- Public Hospitals uploaded 355,000 documents viewed by others and viewed 305,000 documents uploaded by others.
- General Practitioners uploaded 209,000 documents viewed by others and viewed 457,000 documents uploaded by others.

Key Insight
Retail pharmacies and Public Hospitals were the biggest contributors of documents to the system in July. Medicines view is the highest total view type by GPs and Public Hospitals.