Statistics and Insights

AUGUST 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?

“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.”

Dr Yolande Knight,
Senior Medical Officer,
Wirraka Maya Health Service Aboriginal Corporation

What are the top 3 documents Australians have added themselves?

1. Health Summaries
   - 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.
   - 210,786 views

2. Health Notes
   - 61,221 Health Notes

3. Advance Care Directive Custodian Reports
   - 29,071 views
   - That’s more than a 10% increase since July

What about security and privacy?

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

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

What do people view the most?

Pathology reports in their record, with more than 220,000 views.

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 using My Health Record.

85% of GP are now registered and using My Health Record.

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

How many documents are in the system now?

- There are more than 61 million Pathology Reports.
- There are nearly 9 million Diagnostic Imaging Reports.
- There are more than 91 million Dispense Records.
- There are more than 8 million Discharge Summaries.

How do healthcare providers view each others documents?

- Public Hospitals uploaded 385,000 documents viewed by others.
- General Practitioners uploaded 233,000 documents viewed by others.
- General Practitioners viewed 486,000 documents uploaded by others.

Key Insight

Retail pharmacies and Public Hospitals were again the biggest contributors of documents to the system in August. Public Hospital Medicine views and Pathology Report uploads surged more than 30% in August.