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.
The Big Picture

22.78M Total My Health Records

When you have a My Health Record your health information can be viewed securely online from anywhere, at any time - even if you move or travel interstate. You and your healthcare providers can also access your health information from any computer or device that’s connected to the internet.

An increase of 230,000 records since July 2019.

What’s inside?

2.09B Documents uploaded to My Health Record

From medical histories to the latest blood tests, from pathology reports to advanced care plans, more vital health information is now securely stored and available when needed.

There are 220M documents in the system that have been uploaded by consumers or healthcare providers.

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.
“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. Health Summaries
   - More than 201,200 views
2. Health Notes
   - Over 60,020 views
3. Advance Care Directive Custodian Reports
   - Over 28,190 views

What about security and privacy?

More than 37,000 Australians have placed advanced access controls on their records.

More people are looking at their Pathology reports in their record, with more than 160,000 views.

Statistical Insight

JUNE 2020

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

What are people using it for?

Nearly 15 million people had their Immunisation Register uploaded.

Over 1.5 million people had their Organ Donor Register uploaded.

Over 315,000 documents have been uploaded in total.

What do people view the most?

1. Health Summaries
2. Health Notes
3. Advance Care Directive Custodian Reports

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

How are people using it?

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
81% are using My Health Record

93% of GPs are now registered
82% are using My Health Record

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

How many documents are in the system now?

- There are more than 53 million Pathology Reports
- There are more than 8 million Diagnostic Imaging Reports
- There are more than 82 million Dispense Records
- There are more than 7 million Discharge Summaries

That's nearly a 3.5 million increase in June
That's a 2% increase since May
That's another 3% increase in June

How have healthcare provider views and uploads changed over time?

Public Hospitals
- uploaded 338,000 documents viewed by others
- viewed 285,000 documents uploaded by others

General Practitioners
- uploaded 199,000 documents viewed by others
- viewed 444,000 documents uploaded by others

Key Insight
Retail pharmacies and GP’s are the biggest healthcare provider contributors of documents to the system but public hospitals are catching up quickly and their viewing activity has overtaken GP’s since the start of March.