Statistics and Insights
MAY 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.
22.77M 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 250,000 records since July 2019.

What’s inside?

2.05B 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 207M documents in the system that have been uploaded by consumers or healthcare providers.

Over 70M Clinical Documents
Documents uploaded by a healthcare provider like hospitals, pathologists and radiologists.

Over 136M Medicine Documents
Documents uploaded by healthcare providers like pharmacies and GPs.

Over 1.83B Medicare Documents
Documents uploaded by government agencies like Services Australia and Veterans’ Affairs.

Over 310K Consumer Documents
Documents uploaded by people

Key Insight
There has been an increase of more than 23% of all records with data in them from April to May. 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?

- Health Summaries (197,420)
- Health Notes (59,590)
- Advance Care Directive Custodian Reports (27,820)

What are the top 3 documents Australians have uploaded over 310,000 documents in total?

- Health Summaries (197,420)
- Health Notes (59,590)
- Advance Care Directive Custodian Reports (27,820)

What do people view the most?

- More people are looking at their Pathology reports in their record, with more than 175,000 views.

What about security and privacy?

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

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 via telehealth to all Australians.
How are healthcare providers using it?

97% of pharmacies are now registered and using My Health Record.

92% of GPs 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 nearly 50 million Pathology Reports.
- There are nearly 8 million Diagnostic Imaging Reports.
- There are nearly 78 million Dispense Records.
- There are more than 7 million Discharge Summaries.

How have healthcare provider views and uploads changed over time?

General Practitioners:
- Uploaded 187,000 documents viewed by others.
- Viewed 420,000 documents uploaded by others.

Public Hospitals:
- Uploaded 319,000 documents viewed by others.
- Viewed 264,000 documents uploaded by others.

Key Insight:
Retail pharmacies and GPs are still the biggest healthcare provider contributors of documents to the system but public hospitals are catching up quickly.