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.
The Big Picture

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 230,000 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.

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?

1. **Health Summaries**: 197,420 views
2. **Health Notes**: 59,590 views
3. **Advance Care Directive Custodian Reports**: 27,820 views

What do people view the most?

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

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

What about security and privacy?

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

97% of pharmacies are now registered and 78% are using My Health Record.

92% of GPs are now registered and 82% 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 50 million Pathology Reports, an 10% increase in May alone.
- There are nearly 8 million Diagnostic Imaging Reports.
- There are nearly 78 million Dispense Records, an 8% increase since April.
- There are more than 7 million Discharge Summaries, a 9% increase in May alone.

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.