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.
Since January 2020 the volume of records with data in them has increased by more than 50% from 13.2 million to more than 20 million.

**The Big Picture**

**22.86M 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 310,000 records since July 2019.

**What’s inside?**

**2.46B 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 more than 290M documents in the system that have been uploaded by consumers or healthcare providers.

**Number of Records with data over time**

- **Jan 2019**: 5.39M
- **Jan 2020**: 19.53M
- **July 2020**: 13.2M
- **Nov 2020**: 20.04M

88% of all records now have data in them.

**Number of My Health Records by state**

- **2.4M**
- **1.6M**
- **7.2M**
- **5.7M**
- **4.8M**
- **220K**
- **390K**
- **490K**

**Key Insight**

Since January 2020 the volume of records with data in them has increased by more than 50% from 13.2 million to more than 20 million.
How are people using it?

Nearly 15 million people had their Immunisation Register uploaded. More than 1.6 million people had their Organ Donor Register uploaded.

What are the top 3 documents people have added themselves?

1. **Health Summaries**: 219,092 views
2. **Health Notes**: 62,759 views
3. **Advance Care Directive Custodian Reports**: 29,876 views

Australians have uploaded over 339,000 documents in total.

What do people view the most?

People are looking at the Pathology reports in their record the most in November, with more than 233,000 views.

That is nearly 260% increase since November 2019 and more than 30% since last month.

What about security and privacy?

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

Statistics and Insights

NOVEMBER 2020

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.

“"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.”

Almost 40,000 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.
How are healthcare providers using it?

- **99%** of pharmacies are now registered and **89%** are using My Health Record.
- **95%** of GPs are now registered and **85%** are using My Health Record.
- **96%** of public hospitals are now registered and **94%** are using My Health Record.

How many documents are in the system now?

- **75 million** Pathology Reports
- **11 million** Diagnostic Imaging Reports
- **107 million** Dispense Records
- **9 million** Discharge Summaries

How do healthcare providers view each others documents?

- **Public Hospitals**
  - **uploaded 455,000** documents viewed by others since November 2019
  - **viewed 452,000** documents uploaded by others since November 2019

- **General Practitioners**
  - **uploaded 290,000** documents viewed by others since November 2019
  - **viewed 541,000** documents uploaded by others since November 2019

Key Insight

Public Hospitals have viewed more than 2.5 million medicine documents and uploaded more than 3.2 million discharge summaries since November 2019.