



## Recommended My Health Record Training

Healthcare provider organisations must provide staff with My Health Record training *before* they are authorised to use the system. The training is required to cover:

- How to use the system accurately and responsibly
- Legal obligations of the healthcare provider organisation and people who access the system on behalf of the organisation
- Consequences of breaching those obligations

Details of training provided to staff should be set out in the organisation's [My Health Record security and access policy](#). Healthcare organisations may be required to provide evidence of how they comply with these obligations, and it is recommended that a training register is maintained. It is recommended that training is provided to staff on a regular and ongoing basis.

### Available Training

Staff can access a range of free online eLearning modules about My Health Record [here](#). At a minimum, staff should complete the My Health Record security, privacy and access [eLearning module](#).

Staff may be directed to attend a training session or webinar hosted by the Australian Digital Health Agency. A list of available events can be found [here](#).

A range of [podcasts](#) are available to support staff training.

### Other training options

Organisations are also able to conduct internal training covering the below topics (1-7).

- 1. [What is in a record](#)
- 2. [Understand when you can view and upload information](#)
- 3. [Appropriate and lawful use of the Emergency Access \('break glass'\) function](#)
- 4. [Participation obligations](#)
- 5. [Penalties for misuse](#)
- 6. [Data breaches, and how to manage them](#)
- 7. [Clinical incidents, and how to report them](#)

It is not appropriate to use a staff member or a patient's My Health Record for training purposes.

### Request training

To arrange a tailored training session for your staff please email [education@digitalhealth.gov.au](mailto:education@digitalhealth.gov.au).