



## Media release

25 November 2019

### THE AUSTRALIAN NATIONAL AUDIT OFFICE FINDINGS ON THE IMPLEMENTATION OF MY HEALTH RECORD WELCOMED

The Australian Digital Health Agency (Agency) welcomes the findings in the report and agrees with all recommendations made by the Australian National Audit Office (ANAO).

The ANAO's conclusion that the implementation of the My Health Record was largely effective, and that planning, governance and communication was appropriate will provide the community with an important perspective on the competence of the public sector to implement a system of this scale and nature.

CEO Tim Kelsey said "The Agency supports the sharing of learnings as key messages to other government entities. We hope that our experience implementing this major program will contribute to the capability of the public service to deliver major technological and change programs into the future."

The Agency will continue to work with Commonwealth entities, State and Territory Governments, healthcare providers and professionals, the technology industry and consumer groups to implement the recommendations.

The Agency acknowledges that the My Health Record system operates within an environment of controls such as professional standards, national and State/Territory privacy laws, and risk systems that reduce exposure to adverse events. The Agency will have regard to this complex environment when working with stakeholders to raise standards in health information management, with a view to lift the capability of the health sector to continue to meet increasing community expectations on privacy and the security of health information.

"The Agency will continue to support the health and wellbeing of the Australian community through improved access to digital services" said Mr Kelsey.

Details of the report can be found [here](#).

#### KEY INFORMATION

- More than 22.6 million Australians have a record.
- Over 1.5 billion documents have already been uploaded.
- The Australian Digital Health Agency is working with healthcare provider organisations across the country to connect healthcare professionals to the My Health Record system and improve the information available to consumers who have a My Health Record.
- The more information that is available in a patient's My Health Record, the more information healthcare providers have available to make complex decisions about a patient's health and treatment options.

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## **About the Australian Digital Health Agency**

The Agency is tasked with improving health outcomes for all Australians through the delivery of digital healthcare systems, and implementing [Australia's National Digital Health Strategy](#) – Safe, Seamless, and Secure: evolving health and care to meet the needs of modern Australia in collaboration with partners across the community. The Agency is the System Operator of [My Health Record](#), and provides leadership, coordination, and delivery of a collaborative and innovative approach to utilising technology to support and enhance a clinically safe and connected national health system. These improvements will give individuals more control of their health and their health information, and support healthcare providers to deliver informed healthcare through access to current clinical and treatment information. Further information: [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au).