My Health Record Emergency Access

These steps assume that your software is connected to the My Health Record system, the patient has a My Health Record and their individual healthcare identifier (IHI) has been validated in your system.

In certain circumstances (under Section 64 of the *My Health Records Act 2012*), a clinician can use the emergency access function in the My Health Record system to temporarily override any access controls that may be in place on an individual's My Health Record. All use of the emergency access provision **is monitored** by the Australian Digital Health Agency, as System Operator of the My Health Record system.

The emergency access provision may **only be used if** the healthcare provider reasonably believes:

- it is necessary to lessen or prevent a serious threat to the life, health or safety of an individual; **AND**
- it is unreasonable or impracticable to obtain the consent of the healthcare recipient whose My health Record is to be accessed

OR

- access to the record is necessary to lessen or prevent a serious threat to public health or public safety.

This document outlines two scenarios where emergency access could apply:

1) Where an individual has restricted access to their entire record
2) Where access to certain documents has been restricted.
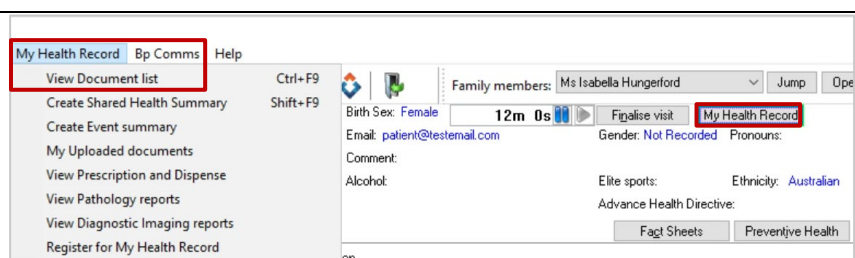
Using emergency access where an individual has restricted access to their entire My Health Record with a Record Access Code
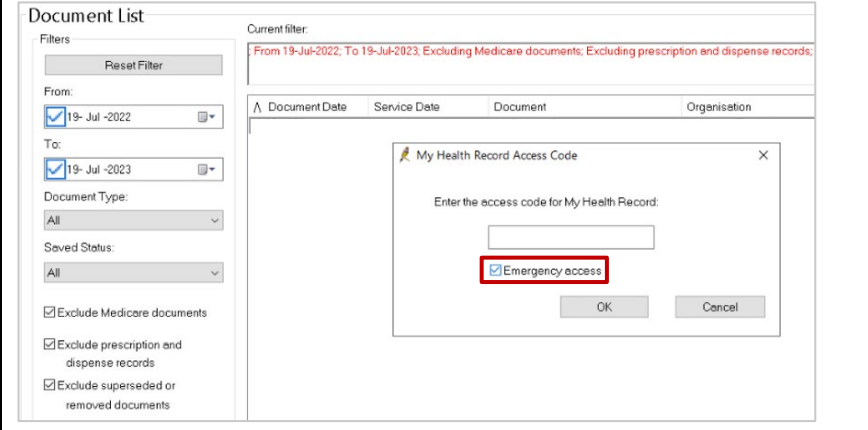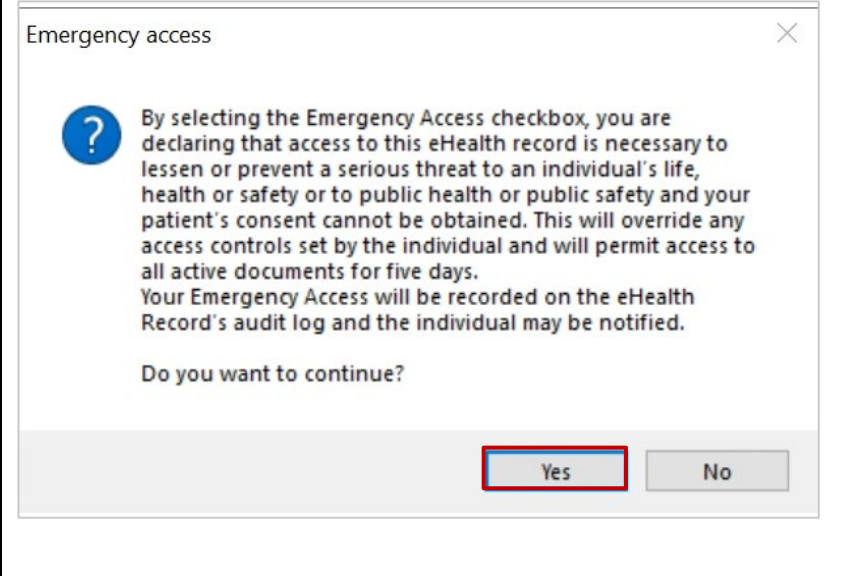
Using emergency access will allow a clinician to view an individual's My Health Record, including any restricted information or documents (except for deleted information, hidden documents and personal health notes). When a clinician uses the emergency access function, their organisation will be granted access for 5 days. Once this period ends, all access to the individual's My Health Record reverts to their previous settings.

STEP 1:	
To gain access to the patient's My Health Record, either: - Select **My Health Record** tab, then choose **View Document List** from the drop-down menu; or - Click on the **My Health Record** button.	

STEP 2: The document list window will appear with a **My Health Record Access Code** pop-up. If you believe the circumstances meet the requirements for emergency access, tick the **Emergency access** checkbox and click **OK** (otherwise, enter the Record Access Code, if provided by the individual).	
STEP 3: The **Emergency access** window will appear. Read the information in the window carefully to ensure you understand the declaration you are about to make. To confirm the emergency access request, click **Yes**. Once the data is retrieved, you will now have full access to the individual's My Health Record for 5 days (except for deleted information, hidden documents and personal health notes).	

Using emergency access where an individual has restricted access to certain documents in their My Health Record

An individual may restrict access to certain documents in their My Health Record. Where an individual has restricted access to certain documents (and not provided the clinician with an access code), the clinician can use general access to view the unrestricted content of the individual's My Health Record. There is no indication in the My Health Record to alert a clinician to the existence of any restricted documents.

When a clinician is already viewing an individual's My Health Record (general access) they may only use the emergency access function to temporarily override any access controls that may be in place to view restricted documents, if:
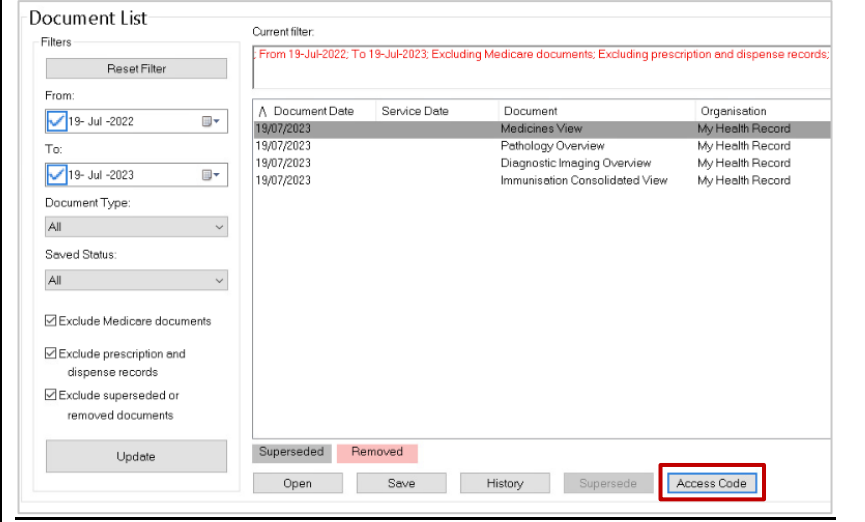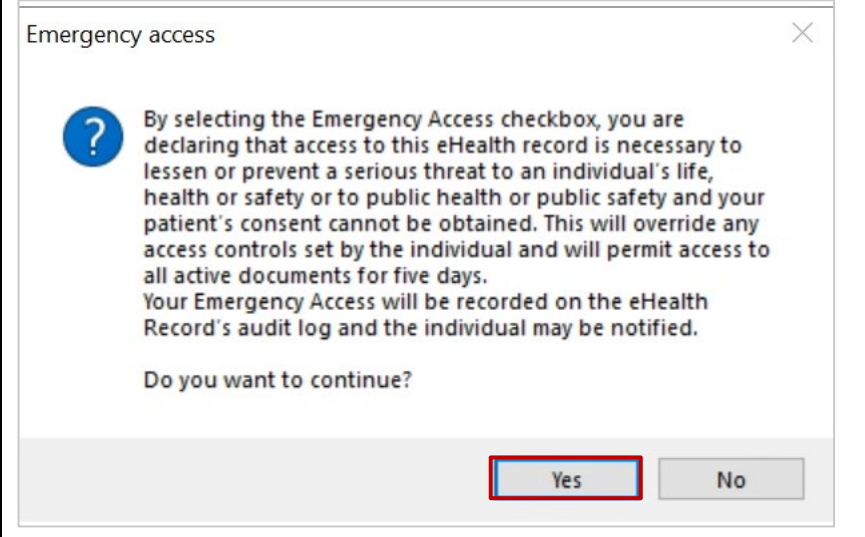
> The healthcare provider reasonably believes:
> - it is necessary to lessen or prevent a serious threat to the life, health or safety of an individual; **AND**
> - it is unreasonable or impracticable to obtain the consent of the healthcare recipient whose My health Record is to be accessed
>
> **OR**
> - access to the record is necessary to lessen or prevent a serious threat to public health or public safety.

If the clinician reasonably believes overriding any access controls that may be in place on restricted documents is necessary for the reasons set out above, they may use the emergency access function. Using the emergency access function in these circumstances will allow the clinician to view restricted documents within an individual's My Health Record for 5 days, along with all other information normally visible under 'general access'.

Emergency access function where general access has already been gained

STEP 1: If you are already viewing the individual's My Health Record and you believe the circumstances meet the requirements for emergency access to be used to view any restricted documents in the individual's record, click **Access Code** button in the document list window.	
STEP 2: The **Emergency access** window will appear. Read the information in the window carefully to ensure you understand the declaration you are about to make. To confirm the emergency access request, click **Yes**.	

STEP 3:

If the individual has restricted access to certain documents in their My Health Record, these documents will now be displayed. You will now have full access to all documents in the individual's My Health Record for 5 days (except for deleted information, hidden documents and personal health notes).

If the individual does not have restricted documents in their My Health Record, no further documents will be displayed.

My Health Record - Ms Isabella Hungerford

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the ind

View Latest Shared Health Summary

Document List

Filters

Reset Filter

From: ☑ 17- Jul -2009

To: ☑ 17- Jul -2023

Document Type: All

Saved Status: All

☑ Exclude Medicare documents

☑ Exclude prescription and dispense records

☑ Exclude superseded or removed documents

Update

Current filter:
From 17-Jul-2009; To 17-Jul-2023; Excluding superseded or removed records

⋀ Document Date	Service Date	Document	Organisation
17/07/2023		Medicines View	My Health Record
17/07/2023		Pathology Overview	My Health Record
17/07/2023		Diagnostic Imaging Overview	My Health Record
17/07/2023		Immunisation Consolidated View	My Health Record
25/02/2019		Shared Health Summary	West End Medical Practice
03/04/2017		Shared Health Summary	Medical Center
03/04/2017		Discharge Summary	Medical Center

Superseded   Removed

Open   Save   History   Supersede   Access Code

For more information on emergency access, visit the Australian Digital Health Agency website:
https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#emergency-access

For upcoming training opportunities, visit Events and Webinars:
https://www.digitalhealth.gov.au/newsroom/events-and-webinars

Please note:
- The Australian Digital Health Agency monitors all use of the emergency access function.
- Healthcare provider organisations may be contacted and asked to review instances of emergency access.
- Data breach reporting obligations may apply if unauthorised access occurs.

For assistance contact the My Health Record helpline on 1800 723 471 or email help@digitalhealth.gov.au

Australian Government
Australian Digital Health Agency

My Health Record