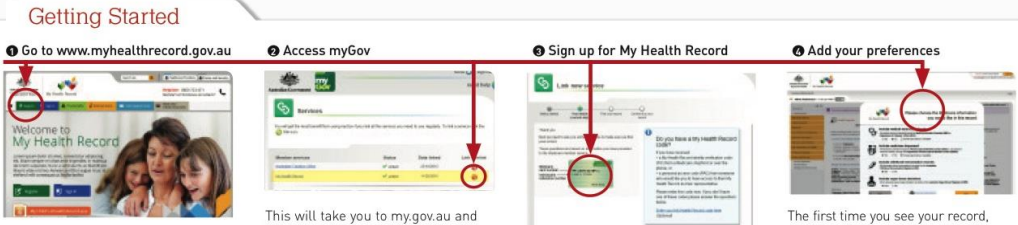# *Frequently Asked Questions from Patients*

Your patients may ask you what *My Health Record* means for them. You can also direct your patients to myhealthrecord.gov.au or provide them with information brochures which will be distributed to your practice soon.

Should I get a *My Health Record*? I'm healthy!	• *My Health Record* isn't just for people with ongoing medical problems. It includes useful health information like immunisations, allergies and adverse reactions that give healthcare providers like GPs and hospitals the information they need to help you in an emergency. • If you move or travel interstate, the information can be viewed securely from anywhere, anytime online by other treating healthcare providers. • It means you won't need to worry about having to remember and repeat your health history like medicines and conditions if you see another healthcare provider.
Should I get a record? My doctor already has one!	• *My Health Record* doesn't replace the clinical records that your doctor has in their medical practice, but when you see a different doctor, get a new prescription or visit a specialist, or have a period in hospital, information can be added to your *My Health Record*. • Over time, this will build a clearer picture of your health, which will help you and your healthcare providers when treating you.
Is my data safe?	• *My Health Record* is secure and protected, just like online banking. • It is for use by you, your carers and your treating healthcare providers. • You can receive notifications any time your record has been accessed, see who has accessed it (the person or the organisation) and what was seen, added or changed.
Do I have to have one?	• My Health Record is currently a self-register system, meaning that you need to choose to have your record created. You can do this by going to myhealthrecord.gov.au. • Two locations have been selected to trial automatic creation for My Health Records. This means that everyone living in these areas will have a My Health Record automatically created for them, unless they tell us they don't want one by opting out. • These locations are the Nepean Blue Mountains region in New South Wales and Northern Queensland. • Because you do not live in either of these areas, you will not have a record automatically created for you. You will need to register if you would like to get one.
What if I'm a parent or carer?	• If you want to, you can manage the records of your dependants or individuals for whom you are a nominated carer. To do this, you need to identify yourself as a parent or nominated carer. You will need to provide identification so we can verify your identity. • Parents can do this at myhealthrecord.gov.au, calling **1800 723 471** or visiting a Medicare Service Centre. • Carers and authorised representatives can do this by visiting a Medicare Service Centre.
What steps do I need to follow to get a record?	