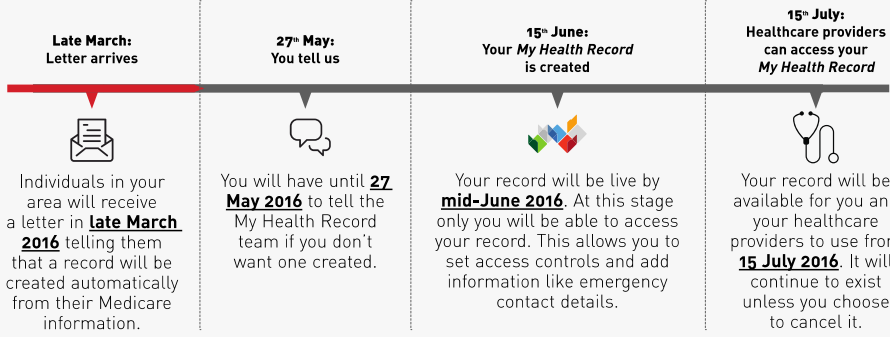


Frequently Asked Questions from Customers

You can also direct your customers to myhealthrecord.gov.au or provide them with information brochures which will be distributed to your organisation soon.

Do I need a <i>My Health Record</i> ? I'm healthy!	<ul style="list-style-type: none"> <i>My Health Record</i> 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.
Do I need a record? My doctor already has one!	<ul style="list-style-type: none"> <i>My Health Record</i> 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 <i>My Health Record</i>. 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?	<ul style="list-style-type: none"> <i>My Health Record</i> 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?	<ul style="list-style-type: none"> Our area has been chosen to trial new approaches for how people can benefit from <i>My Health Record</i>. This means that in mid June 2016, everyone in our area who hasn't had a <i>My Health Record</i> before will have one automatically created. If you don't want one automatically created for you, you need to tell the <i>My Health Record</i> team by 27 May 2016. To do this, go to myhealthrecord.gov.au, call the Help line on 1800 723 471 or visit a Medicare Service Centre. From mid-June 2016 onwards your <i>My Health Record</i> will be there for you to use unless you choose to cancel it. Your healthcare providers will be able to see it and add to it from mid-July 2016 onwards.
What if I'm a parent or carer?	<ul style="list-style-type: none"> 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 are the timeframes for my record being live?	 <p>The timeline consists of four key milestones marked by a horizontal line with vertical dashed lines extending down to descriptive text boxes:</p> <ul style="list-style-type: none"> Late March: Letter arrives. Individuals in your area will receive a letter in late March 2016 telling them that a record will be created automatically from their Medicare information. 27th May: You tell us. You will have until 27 May 2016 to tell the <i>My Health Record</i> team if you don't want one created. 15th June: Your <i>My Health Record</i> is created. Your record will be live by mid-June 2016. At this stage only you will be able to access your record. This allows you to set access controls and add information like emergency contact details. 15th July: Healthcare providers can access your <i>My Health Record</i>. Your record will be available for you and your healthcare providers to use from 15 July 2016. It will continue to exist unless you choose to cancel it.