# **PWDA Webinar: My Health Record Privacy and Security Transcript**

CATHERINE: Great, thank you. And if you wouldn't mind starting recording and then I'll get started on our webinar. Okay, thank you everyone for joining us today. My name is Catherine Walsh. I am fair skinned. I'm wearing a yellow and blue and green sort of striped button up t-shirt.

And I also have short hair. I'm a proud person with disability and I'm representing People with Disability Australia here today. So today we are here to discuss the Australian Digital Health Agency's My Health Record and the privacy and security measures that are in place to keep everyone's digital health information safe. We also have representatives here from the Australian Digital Health Agency who will be able to address any concern and answer any questions.

You have to ensure you feel comfortable and confident using My Health Record. And I'll introduce them a little bit later.

But before we begin. I just want to cover some housekeeping for this webinar.

So for privacy, you'll notice that when you joined today's webinar, your camera and microphone are turned off by default. So today, only cameras of the presenters will be turned on.

And the webinar is being recorded and it'll also be published on the PWDA website. And we will also share a link to this after the webinar.

So some accessibility functions to be aware of today. To access the captions, please select closed captions button. And we also have Auslan interpreters available here today and they should be spotlighted right now and visible on your screen. If you're having any issues with these please Let us know.

CATHERINE:  So interacting with the webinar today. So there will be various opportunities to share your thoughts and join in the conversation. This can be done by text in the chat function so you can submit your question and by submitting your questions to the Q&A function. We'll also be using the poll function during the myth busting sections of today's webinar. So PWDA staff members will be keeping a very close eye on the chat and your questions and comments will be noted. We'll also be having a question time at the end. We'll also be having Zoom polls so when they are launched during a discussion a box should pop up on your screen and you'll have a few minutes to answer that poll and respond and you can also add your question to the polls in the chat and a PWDA staff member will share this with presenters. So how to send a message in the chat. Click the chat button to open the chat panel. Type in your message to the text box at the bottom of the panel and you can select to send a message to everyone or just the presenters and you press enter to send your message. So you can also ask questions and provide comments through the Q&A function. To do this click the Q&A button to open your window. Type your response to the question in the text field. If you want to make your question anonymous click the button send anonymous and then click send. We'll do our best to answer all the questions but if you are unable to answer any questions we'll follow up after the presentation. Finally, if you need any technical support while participating in today's discussion or webinar then you'll see there's a user named PWDA technical support, you can let them know in the chat box or you can call them on 0492 8 47 551. That person's name is Tracie. If you can unmute and say your name for everyone.

TRACIE : Hi everyone. This is my voice

CATHERINE:  I'd like to acknowledge the lands we're all meeting on today. I'm meeting on the lands of the Gadigal people of the Eora nation and I pay my respects to its people, their Elders past and present and extend this respect to any Aboriginal and Torres Strait Islander people present today. So a brief overview of what we'll be discussing today. So we're going to start with a brief recap of what the ADHA is all about. What the digital health technologies webinar series is about and a quick overview of what My Health Record is including viewing and adding information to the My Health Record and what the app is and look at the privacy and security and access settings. We'll also look at the My Health Record security and legislation access. Lastly we'll share resources and have time for Q&A. I'd like to introduce Dr Kathy Rainbird and Koen from the Australian Digital Health Agency. If you'd like to introduce yourselves and unmute.

DR RAINBIRD:  Hi, my name is Kathy Rainbird. I'm the...pleasure to be joining you in the webinar today. Aim middle aged woman with long brown hair with glasses wearing a blue top and a red necklace.

KOEN:  Thank you, Kathy. My name is Koen Van Venetie. I'm also from the Australian Digital Health Agency. I'm a digital educator and I'm really happy to be here with you today. Just a little description, I am male. I am fair skinned, blue eyed, tiny little beard, wearing a black shirt today and - well, let's get started.

CATHERINE:  Thank you, Koen and Kathy. So let's start with exactly what the Australian Digital Health Agency is. So the Australian Digital Health Agency is a government organisation that enables all Australians to access the health information online. Key services include the My Health Records which provides a summary of your health information, the my health app, which is allowing you to access your My Health Records on your phone or tablet, and additionally electronic prescriptions offer - sorry. Additionally electronic prescriptions offer digital prescriptions for your medications. While we won't cover electronic prescriptions today we do have links on electronic prescriptions and how you can use them on the PWDA website. These links will be shared with you after the webinar. On to the next slide. PWDA has been working with the agency to make the Australian digital health services more accessible for people with disability. One of the things we've been doing is creating these webinar series. So this is the second of two and so the first webinar was more of a general introduction into the My Health Records and my health app. You can access this webinar recording on the PWDA website and we will share this link after the webinar. Other content from these sessions can also be accessed on the agency's online learning modules and we will share these links. So as a starter we'll have an ice breaker poll. Koen, I'll hand over to you to do this. Thank you.

KOEN:  Thank you, Catherine. All right. So as Catherine already mentioned we will do a little ice breaker. This is just to get you warmed up about the topic of today and I'm going to ask Tracie to launch the poll. You'll get a little pop up on the screen if everything goes okay. It has a question there. It is a poll. So there's no right or wrong answer. The answers you can give to the polls are practically yes, no, maybe. Over time we'll do a couple over the session. A couple of myth busters. Same answer settings, yes, no or maybe. In all these cases - I might repeat this again - there is no right or wrong answer. We're just interested in hearing from you. So time for the first question from the ice breaker poll. While I read it out to you, you are actually able to give your answer straight away and after the answer I will give you about 10 seconds to have a little think about it before we show the answers. Okay. Let's do it. First question: Do you think My Health Record keeps your information secure?  Answers are yes, no, maybe. All right. And we'll get the answers in a second. Yes. There we are. That's a very interesting spread, I must say. It's good to see that not everybody said no, which is a very good start. So for the people who say yes, you will get some more insights today. I really hope to get a better understanding of how - what we do as an agency to keep your health information secure. We're going to go into a couple more details of not only what we do but how you can make it more secure for yourself. There's also - 35% of you answered yes to that question. No answered by 26%. I think you're in the right place for this. So we're going to talk about all the legislation, all the protective measures we have in place technically but also by humans who protect your data. As I said, we'll give you some very hands on tips on how to make your My Health Records safer. Maybe it was answered by 39%. That's all right. Just hang on. You might pick up something new and we have a couple of videos as well and some more of these polls. It should be a little bit interactive. Fun to do. Before we start there's one more poll I'd like you to have a think about and answer it after the presentation continues. Yes, there we go. Can we have the poll up for that?  Thank you. You can answer while I talk to you. Did you know you can set privacy and access control over your My Health Record?  The answers are yes, no or maybe. Whatever you think is right. In 10 seconds we'll show the results. Okay. There we are. Thank you, everyone. 63% say yes, 22% say no and 16% say maybe. I'm glad to hear that privacy access controls is known to the majority of you. For the people who said maybe or no, there will be great new insights for you here today as well. Maybe there are a couple of controls that people in the 63% that said yes, you might learn something new. Yes. Thanks, everyone, for joining again. We'll kick it off with Catherine now.

CATHERINE:  Thank you. Okay. Continuing on. So now I'm going to talk about My Health Record. So what is My Health Record?  My Health Record provides an online summary of a person's health information, including medical history, doctor's appointments, current medication, test results and more. It is controlled by the person which is a key element of the system. What this means is that an individual has a say as to whether they have a My Health Record, what gets uploaded, what stays in your record and who can see your record. My Health Record is part of a national system, meaning it travels with the individual wherever they go. For example, if you have a GP in Western Australia and you see a GP in QLD they can access your My Health Record. Your My Health Record is always available to you and your authorised representatives and healthcare providers involved in your care. Your record can be viewed and updated, subject to access controls set by you. And, finally, My Health Record is protected and safe, and importantly, your record is protected by legislation, primarily the My Health Record app and we'll discuss the security measures as well later in the webinar. Moving on to the next slide, how do you view and add information to your My Health Record?  So the main way to get access to your My Health Record is through myGov. You can log into myGov on your laptop or your phone with an internet connection. MyGov is a government website where information about you is kept. If you don't have a myGov account you can create one. When you sign into myGov you can click, link a service and then click My Health Record. You can then view and add information to your My Health Record on both your phone and your laptop. So on the screen we have a kind of visual representation of what it looks like on your mobile device and a visual representation of what it looks like on a laptop and in both of them you can view and add information. I will now show an example of how you can do this in the My Health Record and the app. On the screen on the left-hand side I've got a picture of what the my health app looks like on your phone. Here you can access your pathology reports in both the my health app and on the laptop version of My Health Record. In the app you just simply click, scans and tests. Then all available pathology reports will be there. On the My Health Record on the laptop version, which is a visual representation of that on the right-hand side of the screen, you start by clicking on the documents tab up the top which will then open up your clinical records page and there you can click pathology reports. All your pathology reports will be available there. You can also click diagnostic imaging reports and there all your diagnostic imaging reports will be found. So moving on to the next part. We're going to talk a little bit about what my health app is. It's the mobile version of your My Health Record. In it you can download documents, add emergency contacts, add and edit and remove allergens and medicines from your information and you can now store your electronic prescriptions within the app. You can also share documents from the app. So here are some helpful tips that will make your my health app more secure. So make sure you create a unique pin. This is especially important if other people have access to your device. Log out of the app after each use and be careful and double check information when sharing from within the app. Okay. Now moving on to the next section which is privacy, security and access. So the slide that's on the screen right now it shows an overview of all the different safeguards that are in place to protect your information in My Health Record. The security of your information is maintained through a combination of people, processes, technologies and legislation. We'll go over these all in more depth throughout the webinar but I'll just give a quick overview of each one. So, firstly, your settings. You have control over the privacy settings within the system and determining who can access your information. People. The Cyber Security Centre within the Australian Digital Health Agency monitors the My Health Record system and all personnel undergo security checks. Technology. The system uses a layered security model with multiple controls to protect the confidentiality, integrity and privacy of your healthcare information and all data is secured safely in Australia. Processes. Various security processes limit access to the system. External software, including healthcare providers, software and mobile applications are all tested for security and safety before being allowed to connect. And, finally, legislation. Your rights and the My Health Record system are protected by law. The primary purpose of your My Health Record is to support your healthcare. No-one can ask you to disclose information from your My Health Record for insurance or employment purposes and information cannot be released to law enforcement or government agencies without your consent or a court order. Your health data cannot be sold or used for commercial purposes and it is a criminal offence for someone to misuse your health information. So moving on to privacy and access control. So here I'll talk about what controls you can use to manage and see who has access to your My Health Record and how this can impact your security. So we're just going to start with a quick video.

(Video played)

SPEAKER:  Have you heard about My Health Record?  It's a safe and secure system that brings together your key health information and you're in control of it. You decide what's in it and who can view it by using your privacy and access settings. You can limit which healthcare organisations can view your record and specific documents within it. And if you don't want your document to be included you can tell your healthcare provider not to upload it. You can view your record's access history and set up SMS or email notifications so you know when your record has been viewed or updated. If you like you can give family members or other people you trust access to your record. You can also choose what they can see and do. Your health information is safe, secure and in your control with My Health Record. My Health Record, your health in your hands.

CATHERINE:  Sorry. Just to go over some of the key points in the video. So you can control your access. Control who can access your My Health Record by adjusting the privacy settings. So you can choose which healthcare organisations can see your record and one of the ways you can restrict access is by creating a limited document access code or LDAC. This is where you can create a code to restrict access to specific documents. You can share this code to healthcare providers you trust and I will show you how you can specifically do this in one of the following sections. Another way is by using a regard access code or RAC. This is a set code to limit access to your entire record. Then only those with that code can access - can view your record. I'll also show you how to do this in one of the next sections. You can also ask healthcare providers not to upload certain information and delete information that has already been uploaded to your My Health Records. And in emergencies healthcare providers can use a break glass function to access your record. These instances are monitored and logged. Another privacy control feature is the SMS or email alert feature which alerts you to when a new healthcare provider accesses your record or uploads a document. Remember, healthcare providers are not legally required to use the My Health Record system and they'll use it based on their clinical judgment. And so if you haven't already you need to make sure your My Health Record is linked to your myGov. Verify your identity by using a range of information and documents. Then once this is done you can set up your My Health Record. So going into that limited document access code and how you can do it. So on the screen shows an example of what the My Health Record looks like on the desktop version and right now we've got the documents page open and we're looking at all the available pathology reports. So we can see that one of the available reports is a serum chemistry test. Me as a user I've decided that I want to limit the people that can see this report. So to do that I'm going to click, manage access. That will then pop up another screen which has four different options of what I can do with that document. So I can allow general access, which just means that all your healthcare providers and your representatives can view this document. We can also click restricted access which is what we'll be talking about in setting this code. Another two options that we have is hide document and remove document. So if you remove it, it will be permanently removed from your record and you also won't be able to see or access it. If you hide it you and your healthcare team won't be able to see it, however you can go back and unhide it later if you choose to. But talking more about the restrict access, so if you would like to make sure that only certain people can see this document then you can create the limited document access code by clicking the restricted access section. We'll then click save. And that will pop up on to another screen where we can then edit what will happen with that document. So we'll go to the privacy and access page. We'll click manage my document access. And here on this screen we can see an overview of how many documents are in My Health Record. So this person has 141 documents and we can see that one document has been set to have restricted access and that's what we just did in the step before. So to ensure that people that you want to see this document can we need to set a code. So we're going to click set limited document access code and it's going to pop up to this screen where we can choose the code that we want to set. So in this example we've used the code 2 131 and it's got two places for you to type it in and confirm that they match and we're going to click save. It's going to pop up and say that you've updated the limited access code. We go okay. Now we can see at the bottom we've got our code. We have two options if we want to. We can update and remove the code later but now if I go to see a new specialist and I want them to see that serum test that I have I can let them know that I got that test done and I can give them this code that I just set, the 2 131 and they will then have access to it. So next we're going to talk about the record access code which is the RAC. That means that only people with this code will see and access your entire record. So to do that we're going to go to the privacy and access tab at the top of My Health Record. We're going to click the my healthcare organisations. It's going to pop up another screen which you can see on the screen here. We're going to click manage access. Again, similar to the one we just did before we're going to set a code so for this example we've put the code 43 21. We're going to click save. It's going to tell us, you've set a Record Access Code. We're going to click okay. And then it's going to show you this overview page where it's telling you, you set the Record Access Code. We also have the option to remove or update the code later if we choose to. So if you've done this and you had to go to hospital and the doctors wanted to look at your My Health Record they would get a prompt that says that you have a code over your record. You can then decide in that moment whether you're happy or not to give them access to that record and if you are then you can give that code, they'll input it in and they'll have access but without that code they won't have the ability to see it. So moving on to record access history. So for piece of mind you can check your record access history at any time for information about access that has happened to your record. The information on a patient's record can be found here and it will tell you things like time and date of access, which healthcare provider organisations or authorised person accessed your record and what they did and the details of the access. Only you or your nominated representative with full access can see it. Again I'm going to show a click through of what this looks like on my desktop version of what it looks like. We're going to go to the privacy and access tab at the top. We're going to go to access history. On the screen we've got an example of what that page looks like. We can see at the top the action, time and date, who accessed it, the action performed, the action type. So if they either updated it or read it and the details of that case. So this is a really great way to monitor and see who has been looking at your record and if you have any concerns you can go here to check. So now we've got our first myth busting section so I'll hand over to Koen again to take us through that.

KOEN:  Thank you, Catherine. All right. So this is a little bit different. This will be some questions - it will have to do with the content we just covered and it's just a little moment to reflect on what we've been doing. It's kind of a true or false kind of question set up or statement set up. Tracie, if you would be so kind to launch the poll. You'll give both myths a go. I'll give you about 15 seconds to answer them. No right or wrong answers. I'll go through the answers for you. So first statement, feel free to start answering straight away. I do not want to have my latest blood test shown in My Health Record. I can hide this in My Health Record. That's yes, true. No, not true or I'm unsure. The second question is: I do not want some of my healthcare providers to access My Health Record. Is that possible?  Again, yes, true. No, not true. Or I'm unsure. I'll give you about 15 seconds to answer those and we'll have a look at the results together. Okay. I think we're close now. Okay. Good. So for the first one, 89% said I don't want to have my blood test shown. I can hide this in My Health Record. That is indeed correct, everyone....of you said no and 7% I'm unsure. Just to give you the full picture you can indeed hide it with the hide function in your My Health Record. There is another way, you can completely remove the document that you have in front of you. However, if you do that you will not be able to get it back in your My Health Record. Of course, it might still be stored at the clinic where you've had your blood test done. Further, can you choose to restrict access to specific documents in My Health Record?  As we've just discussed you can establish a local document access code, for example as Catherine has already mentioned, which you can give to organisations that you wish to have access to those restricted documents for. Right. Second myth, myth or true. I do not want some of my healthcare providers to access my healthcare records. Is that possible?  83% said yes. 4% said no. 13% said I'm unsure. So that is indeed the case. Yes, you can restrict access to your complete record by establishing a Record Access Code. That will mean only organisations given the code will be able to access your My Health Record. I see a lot of people saying, I want to find a way to completely delete my record. This would be an alternative. If you delete your record you will actually lose that completely. Putting an RAC in place or Record Access Code will give you a chance to give it to the people you really trust with it. Okay. Thank you. That's it from me for now and we're going to go back to Catherine for the rest.

KOEN:  Thank you, Koen. So moving on to My Health Record security. So again we're going to start with a quick video. I'll just get that shared.

(Video played)

SPEAKER:  My Health Record is a safe and secure place to keep your key health information available to you and your healthcare providers anytime, including in an emergency. The my health app is a secure and convenient way to access My Health Record on your mobile devices. Set yourself up to access your My Health Record securely. Access your account from a device that is running the latest operating system software and an up to date web browser. Secure your device with a pass code or by a metric pin to stop any unauthorised access to your device. Avoid using free and unsecured wifi networks to access your My Health Record. Instead, use your mobile data or encrypted wifi networks. Set a strong pass phrase and secret question to access My Health Record. A pass phrase uses four or more random words as your password. For example, crystal onion clay pretzel. Or red house sky train. The longer the pass phrase, the harder it is to crack. To create a strong pass phrase you should consider making it long, unpredictable and unique. You should also add complexity to your pass phrases including symbols, capital letters and numbers. Regularly review your My Health Record access log and report any misuse. Log off your session and close your browser when you are done. Cyber criminals often pretend to be from official government organisations to gain access to your personal information for their financial gain. This scam is known as fishing. Note that the digital health agency will never request sign or email information over the phone or telephone. If you receive an email that you're unsure of contact the organisation directly using details that you have sourced independently and not from the suspicious email or text message. Four more tips on protecting yourself from phishing scams, visit the Australian centre for cyber security website.

CATHERINE:  Okay. So there are many safeguards that are in place to protect My Health Record systems. These include encryption. So encryption is if you imagine you want to send a secret message to another person. Encryption is like putting that message in a locked box that only that person has a key to. It ensures that even if someone intercepts or gets this message they can't read it without that key. Firewalls. So think of a firewall as a security data for your computer network. It monitors incoming and outgoing traffic and decides whether or not to allow or block specific traffic based off security rules. This helps keep unwanted visitors like hackers out. So secure log in processes. This is like having a strong lock on your door and ensures only authorised users can access your accounts. And audit logging. So audit logging is like imagine keeping a diary of everything that happens inside of your house. So audit logging is similar to that but for a computer system it records who did what and when and helps in tracking activities and identifying any suspicious behaviour. So the agency Cyber Security Centre monitors the system. All of this information is protected by legislation and significant penalties apply for misuse. All of the data of the My Health Record is stored securely within Australia and external software goes through a conformance process before it is allowed to connect. So the My Health Record legislation. So the My Health Record system is supported by a legislative framework that sets controls around who can access the system and the information contained within. So relevant acts and instruments related to this include the Privacy Act of 1988, My Health Records Act of 2012, the My Health Record regulations of 2012, My Health Record rules of 2016, the healthcare identifiers act of 2010 and the Sharing by Default Bill of 2024. So there are significant fines and penalties if someone is found to access your health information within My Health Record without permission and they can face serious fines or penalties for that. Healthcare providers. So they can use My Health Record to provide healthcare but only if the following access controls set by the individual allow them. And unauthorised emergency access. So using the emergency access without permission is against the My Health Record Act of 2012 and it may also be in violation of the Privacy Act of 1988. So back to Koen for another myth busting section.

KOEN:  All right, everyone. Yeah. So myth busters part 2. Tracie, can I have the poll up. We're going to going to start it now. I'm going to read it out for you. Two poll questions. The answers in both cases are yes, no or I'm unsure. Again, we are just interested in your thoughts about this. There's no right or wrong answer. Right. Let's start with question number 1, and I'll give you about 15 seconds again after until we publish the results. Feel free to put your answers in while I read them out. Question 1, my health information is now stored all over the world. The answer could be yes, no or I am unsure. While you think about that one the second question is: Any healthcare provider can now access all my health information and do with it what they like. Answer is yes, no or I'm unsure. Please tell us. We'll give you about 10 to 15 seconds now.

Tracie: Tracie speaking. Just confirming the poll has now closed

KOEN:  Thank you, Tracie. Here are the answers for you. My health information is now stored all over the world was the first statement. 4% says yes. 85% says no and 12% of you says I'm unsure. So the right answer is indeed no. That's not the case. So your healthcare information is only stored in Australia and My Health Record is governed or controlled by a legislative framework which Catherine has already covered and the links to all that nitty-gritty you can find in the links we will share afterwards. The framework specifies who can access the My Health Record and the use of that information within that system. Participating organisations and healthcare providers must comply with this legislation. The second one, and it kind of extends a bit on the first one, any healthcare provider can now access all my health information and do with it what they like. 8% says yes, 79% says no and 13% says I'm unsure. The people who said no, that is indeed correct. A healthcare provider is required to meet a whole set of requirements to be able to access your records lawfully. They must be given permission by their place of work to start with. And that could be organisations like medical practices, hospitals, pharmacies. They must be given permission to use My Health Record specifically. The second thing is that uploading can only be done for the purpose of providing you with care. Just going through a little browse of someone's records is not an option. Not allowed. It's illegal. Following any access controls that you may have put in place, that's another way for healthcare providers to prevent from having access to all your information. And important to add to that, misuse of My Health Record has very heavy fines or imprisonment put on that. I hope this gives everybody a bit more background as to what we're talking about here. So I'm going to hand back to Catherine and we'll wrap this up in a second before we go to the Q&A. Thank you.

CATHERINE:  Great. Thank you, Koen. So just moving on to what resources we have that will all be shared with you after today's webinar. So there will be further reading shared with you if you're interested on those relevant Acts and instruments. So that's the Privacy Act of 1988, the My Health Record Act 2012, My Health Record regulation of 2012, My Health Record rules of 2016 and Healthcare Identifiers Act of 2010. We will share links to those Acts and regulations. We will also be sharing links to some further learning opportunities. So there's an eLearning course that was put together by the Australian Digital Health Agency which is also available with Auslan. So one of them that's particularly interesting is the introduction to My Health Records. So we'll provide the specific link to that one. We'll also be providing a link for the whole series and it covers many, many different topics so if you're interested in learning more, that's a great place to look. We'll also be sharing the links if you do want to download the my health app for the Google play store and the Apple app store. There are also QR codes on the screen right now if you want to download them right away but we can also send the link if you are interested. So now we have time for Q&A. So there will be about 15 minutes for this. So I'll hand over to Kathy and Koen to facilitate that. Thank you very much. If you have any questions you would like to add, you can add them to the Q&A function so you click that Q&A button. It will open up a window. You can add your question in there. You can do this anonymously as well. You can also put your question in the chat function. Thank you very much.

KOEN:  All right. Thank you very much, Catherine. So I'll be asking some questions that have come through via the chat and the Q&A. I will attempt to get everyone's question answered but as Catherine already said, and I'm sorry for this, if we cannot answer your question we will do that afterwards. So let's start with a couple who actually sent them in ahead of time. It might be interesting for some other people who are not attending today are asking. I've got two questions, Kathy, if you can please answer these from me. I chose to opt out of this My Health Record for numerous reasons, including privacy and accuracy concerns. How can I ascertain whether one has been created anyway. I've heard that opt out option means continuously stated I don't want this information put in the system. Is this true?  I don't want to interact with other health services. I've seen the opting out a little bit lately. Maybe you can add to that, Kathy.

DR RAINBIRD:  That's a multipronged question. I'll try and cover it all. Hopefully what you've heard today has helped allay some of your concerns and shown some of the controls you can put in place for your record and I think in the chat I've seen people having quite a strong discussion about whether or not they want to have a My Health Record. It is your choice. You can choose - you always have the choice. If you don't want to have one now you can choose to cancel your record altogether. If you chose to opt out during that opt out period, which was way back in 2019 then you would not have had a My Health Record created. It doesn't exist. So you don't need to keep saying to people that you don't want information added to your record because it's not there. If you want to check that it's not there, probably the best thing to do is to log in to myGov and click on the My Health Record link and there won't be anything because you haven't got one. The other option is to call our helpline and they can hopefully assist in ascertaining whether there is one but for should not be and if you have had one created and you don't want to have one and you've decided now that you don't want to then, as I said, you have that choice to cancel your record. If you do that all of that information in that record will be permanently deleted and won't be recovered. Any of your healthcare providers won't be able to do that...hopefully the information that Catherine and Koen have provided today have given you information you can do to protect your My Health Record and you can weigh up whether it is useful to have that information available when you want it to be available. You might choose instead of cancelling your record to put an access code over your record and then it's only those healthcare providers that you give that code to that can access and see that information. So I'll pop a link into the chat pane for the option hopefully not too many of you want to do this but if you do you have that choice to actually cancel your record if you do want to do that.

KOEN:  I might actually add the phone number of our helpline to that, if that's okay, if anyone has any questions before they go ahead.

DR RAINBIRD:  Thank you. This sort of ties into a question that we had about how healthcare providers have access to My Health Record without consent. Basically that's covered in the legislation that covers the use of My Health Record. So under the legislation healthcare providers who are involved in your healthcare are authorised - have the authority to look at and use your My Health Record without necessarily having to ask you every time. But if you do want to have that option to say - give them that access or not that's when you would put that Record Access Code in place. That would give you that control to say, okay. Only those people I give access to would be able to look at it.

KOEN:  Okay. Thank you, Kathy. That's very good. So there was from the same person a related question, maybe I'll first go and address some of the questions that were asked in this session and we'll get to that in a minute. So one of the big ones that I heard - let's just go from the top here. So there's a question here, on what grounds can it be determined that a patient over the age of 14 isn't able to be in charge of their own record?  If this has occurred how can you find out if it hasn't been shared with you. So can you - do you understand the question, Kathy, or do you want me to try and rephrase that for you?

DR RAINBIRD:  I'm not sure if I understand the question but I can attempt to answer it and if you've got further insights please add, Koen.

KOEN:  No, I don't have further -

DR RAINBIRD:  No, no, no. I'll try and answer first. As it is at the moment My Health Record is when you're under 14 years of age your parent has access as an authorised parental person to manage and help with your My Health Record so that you're a dependent. They have control over your record. Once you turn 14 the young person then has the option to take control of the record and their parents will no longer be able to see that information or have that authorised representative status. What can then happen is that the individual can be - either choose to have their parent put back on. So if you've got a support person in your life who you want to have help with your My Health Record, doesn't matter if you've just turned 14 or older, whatever age you are if you have someone in your life you'd like to have helping you with your record, some sort of support person, then you can put them up as what's called a nominated representative. That's usually a trusted family member or a friend who can help you with your My Health Record. If you have someone who has power of guardianship over you then they can become - if they have that legal authority to help make decisions on behalf of your healthcare then they can become what's called an authorised representative. So there's the two different types of representatives that can be linked to your record but I'm not sure if I've actually answered the whole question there. Koen, can you let me know if there's anything further that I needs to cover.

KOEN:  No, that's all I got. Clare, can you put in the chat if you feel that has answered your question.

DR RAINBIRD:  And I'll just pop in the chat again some links. There's a link for the - how you set up a nominated representative and authorised representatives.

KOEN:  Thank you. All right. Next question, so - yeah. This is a question from Emma. I think we've got it quite covered a little bit here. She asks us, can you please address issues how a person becomes a representative for My Health Record?  Can you please answer for both, when a person has capacity to have consent and also when a person with a disability has been deemed to not have a capacity. This is for someone who has a disability and doesn't have a guardianship order but for informal decision-making. I feel the question would be very much around how to become an authorised representative. Emma - yeah. Could you maybe have a look at this one, Kathy?  We sent the links to the different types of representatives and what's required for them.

DR RAINBIRD:  Yeah. I've just posted those two links into the chat. So as I said the nominated representative, so if you don't have that person who has that legal authority then you can put someone forward as your nominated representative and they can help you with managing your My Health Record if you wish.

KOEN:  Thank you. All right. Then we have a question from Clare, if you give permission to a health professional can they download and keep the healthcare information - I presume - and keep it even after you block permission for them?

DR RAINBIRD:  So if you are - I think as I mentioned before, healthcare providers if you have a general open access record and you haven't put any of those access codes over your record then they can view the information in your My Health Record, the same as they can view information that gets sent to them from a hospital or from a specialist. They can view that information. And they can keep it, store it in their local records. Yes, if you then decide you don't want them to have permission to use your My Health Record, if they have downloaded and stored a copy of that information then you can't retract that automatically from them because they've already done that. But there is a point around the legislation from My Health Record is that information should only be used for providing healthcare for you.

KOEN:  Thank you. I think that's good. That's a good question which you have answered. Thank you. I have another question here, if you give permission to a particular health professional can anyone from the clinic see it or just that health professional?  And the way I read it is if you give, for example, a record access code to a clinician, will everyone then be able to see it in the whole practice?  Please correct me if I'm wrong in the chat, anonymous attendee.

DR RAINBIRD:  So if you have put a record access code over your record and you go to a particular practice and say you see a particular doctor at that practice and you give them that code, so you're giving them permission to look at the record, that code will apply to the whole organisation. The whole practice, the healthcare providers in that practice will be able to look at that record if they're providing care to you, for the purposes of providing care to you. It is not generally open access to other staff within the practice, so reception or admin staff would not have access to that information, unless they have for some reason been set as authorised people within the organisation to be able to access that information. So there are a few things and nuances to be aware of. If you do give that code then it does mean that that is accessible by that organisation. If you then decide you don't want that practice to have access you can actually go in and change your code. So once you change your code they wouldn't have access anymore.

KOEN:  All right. That's a very comprehensive answer. Thank you. Now, I have one here. I'll just have a look for whatever else. We're running out of time I realise. Let me see one. Okay. There's a good question - there's actually two questions here from Henrik and I'll try to go with the first one and see how we go with the second one. So what about when travelling overseas?  Can you print out the documents?

DR RAINBIRD:  You certainly can. If you have access to your own My Health Record, great idea. You can print the documents. Or if you've got online access or the app you can pull up your My Health Record and share that information. The healthcare providers working overseas won't be able to look at your My Health Record through their computer systems because it is an Australian-based system. It doesn't go for doctors working overseas, working overseas. It's just healthcare providers within Australia who can access it through their computer systems but if you have access to your own My Health Record then, yes, you can certainly share that information when you're travelling and a good idea to take a print out because sometimes you may not have internet access or be able to get through to the app because you've got to get codes or whatever. So probably a good idea if you want to have documents with you to print them.

KOEN:  I have one left. I'll do one last one. It's actually coming from the chat. Anybody in the Q&A who hasn't had the question answered, we'll answer them afterwards. This one might be interesting to hear your voice about, Kathy. From Peter Willcox, if you do nothing will you end up with a My Health Record?  I think the answer to that would be yes. However, will a My Health Record be a condition to receive government funded services and this is one I'm maybe putting you on the spot but what's your view on this, Kathy?

DR RAINBIRD:  The first part as you said if you have done nothing then you probably have a My Health Record. It's probably already been created for you. After we went through that opt out period if you hadn't said anything one would be created and it would be sitting there. As you interact with the healthcare system information would be flowing into it. Second part of the question - sorry, can you repeat it again, Koen, very quickly?

KOEN:  Yes. Then following that, will a My Health Record become a condition to receive government fund services?

DR RAINBIRD:  No. So there is specific legislation that whether or not you have a My Health Record should not impact the care that you receive. So you will still be able to receive medical care in Australia, that's a standard thing across the country. That you will receive care regardless of whether you have a My Health Record or not. That's explicitly in the legislation that you should not be discriminated based on whether you have a My Health Record or not.

KOEN:  Thank you. That's good to know. Saves everyone looking through the enormous piece of paperwork that it is so I was hoping you could answer that one and you did. Wonderful. Thank you. So I realise we're running out of time. Catherine, I think it's time to close this off. I'll hand it over back to you. Thank you, Kathy, for answering.

CATHERINE:  Thank you, Kathy and Koen for that. For all the unanswered questions we've taken note of them and we'll aim to get them answered for you. We have a survey feedback on the screen. There's a QR code you can scan to get access to that link. We'll also share the link with you after today's webinar finishes. Thank you all for coming and participating and sharing your questions. I hope you found it useful. All right. And thank you so much for joining. That's it for today. Goodbye, everyone.