



My Health Record

MHR COVID-19 Readiness (Part 1)

- Enhanced Use of Immunisation Records



MHR COVID-19 Readiness (Part 1): Business Driver & Benefit

BUSINESS DRIVER:

The COVID-19 readiness taskforce aims to provide a better user experience when immunisation record is accessed through My Health Record system and improve the overall user experience when managing privacy and access controls to meet accessibility standards, improve understanding and comprehension of controls available and increased consumers confidence and trust in the system.





MHR COVID-19 Readiness (Part 1): Business Driver & Benefit

BENEFITS:

- **Promotes active management of immunisation record** – healthcare recipients and healthcare providers are informed of immunisation record update particularly the COVID-19 vaccine into a different channel such as on-screen alert, an option to receive a notification (SMS or email) and an easy pathway to access the immunisation record. Noting that SMS or email notification only applies to healthcare recipients.
- **Easy access to immunisation record** – healthcare recipients and healthcare providers can access all immunisation information uploaded to Australian Immunisation Register (AIR), Shared Health Summary & Event Summary on the new consolidated immunisation view page accessible through a more apparent access navigation flow.
- **Comprehensible privacy and access controls** – healthcare recipients will have better understanding of how to use or why to use the privacy and access controls.

Scope Summary to MHR COVID-19 Readiness (Part 1)

Package	Summary Description
Enhanced Use of Immunisation Records	<p>National Consumer Portal (NCP), Admin Portal (AP), Care Agency Employee (CAE) & National Provider Portal (NPP):</p> <ul style="list-style-type: none">• New consolidated immunisation view which contains information from Australian Immunisation Register (AIR), Shared Health Summary and Event Summary• New direct navigation flow to access the immunisation view• New alert, reminder and notification framework to inform changes to immunisation, uploads of some clinical documents and call to action to keep their profile settings up to date.• Update to current immunisation link to the new immunisation view page in the Childhood Development page• Update carousel content and links to inform healthcare recipient to update profile settings.• Update links in Sitemap• Removed AIR from Medicare Overview page <p>NCP, AP & CAE:</p> <ul style="list-style-type: none">• New notification settings UI design and additional notification preference for immunisation update (e.g., when there is update to immunisation record)

Scope Summary to MHR COVID-19 Readiness (Part 1)

Package	Summary Description
Consumer Privacy and Access Controls	<p>National Consumer Portal (NCP), Admin Portal (AP), Care Agency Employee (CAE)</p> <ul style="list-style-type: none">• Separate the privacy and access controls functions on different pages<ul style="list-style-type: none">• My Representatives• My Healthcare Organisations• Manage My Document Access• My Record Access History• New index page to easily access the privacy and access control functions• Update on content details, to adjust the level of comprehension for social inclusion to understand how to use or why to use the privacy and access control functions.

High-level User Journey

National Consumer Portal (NCP) and Care Agency Employee (CAE) Portal



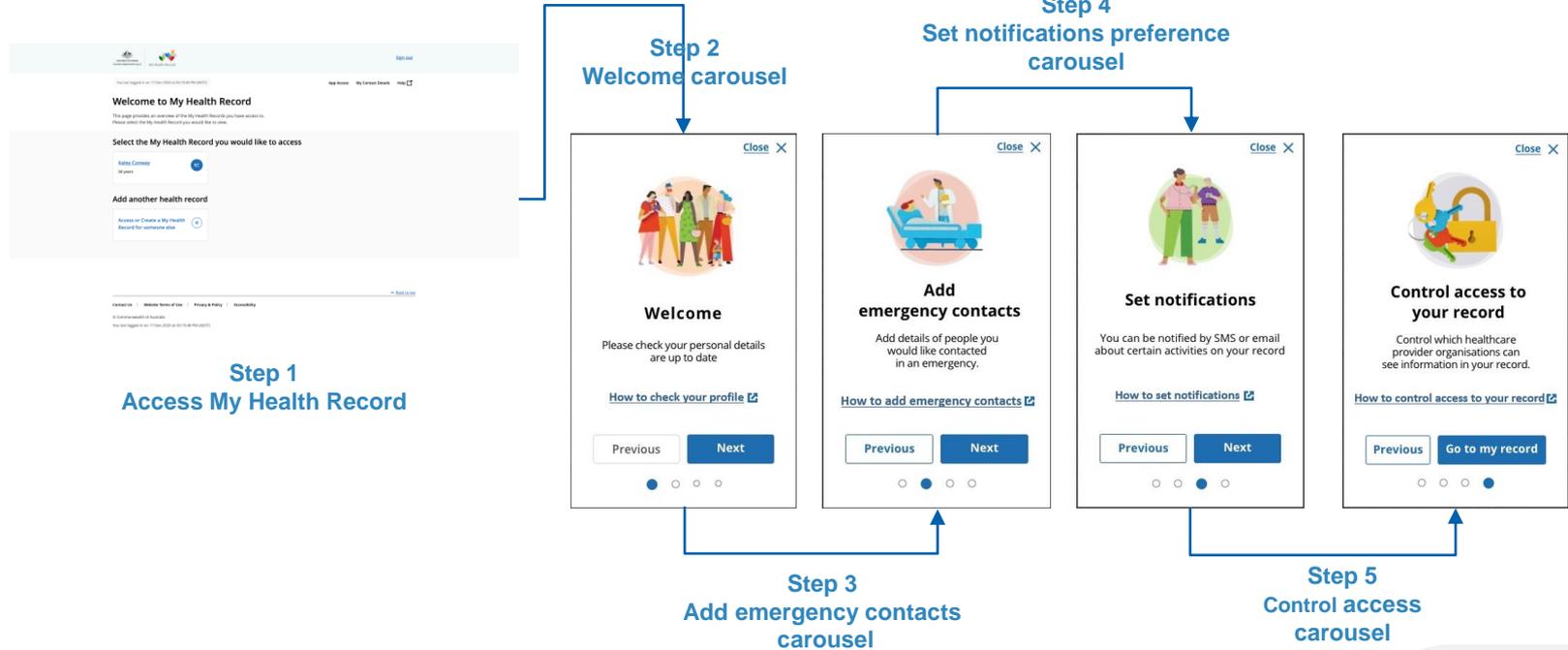
Australian Government
Australian Digital Health Agency



My Health Record

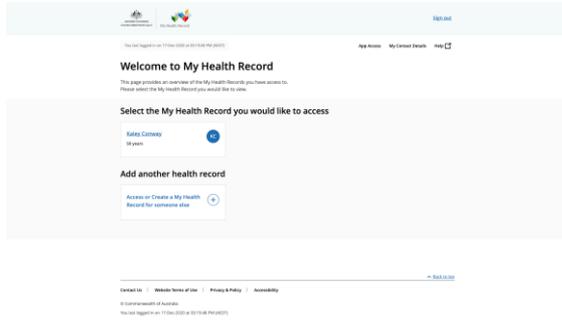
User Journey 1 – Scenario 1

As an NCP or CAE user, I want to be reminded of reviewing and updating my emergency contact details, so that my contact and preference information is up-to-date.

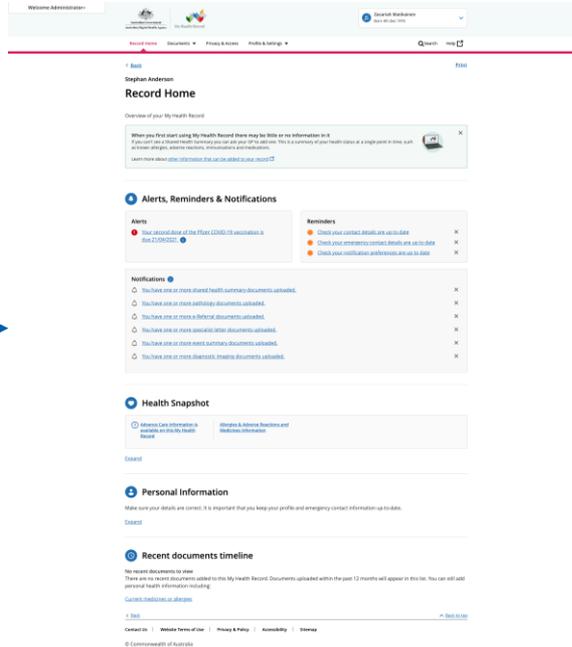


User Journey 1 – Scenario 2

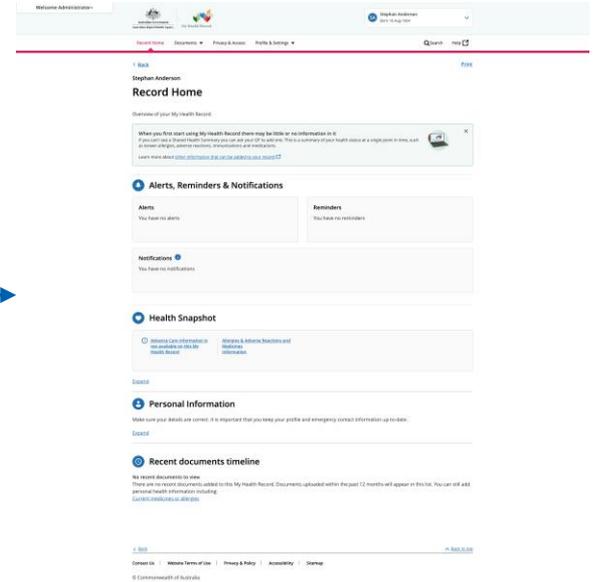
As a NCP or CAE user, I want to see or dismiss a notification or a reminder so that it will not appear again in my Record Home.



Step 1
Assess My Health Record



Step 2
View Record Home Page

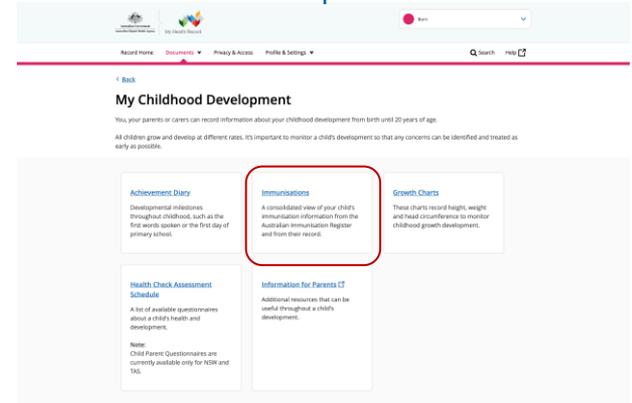
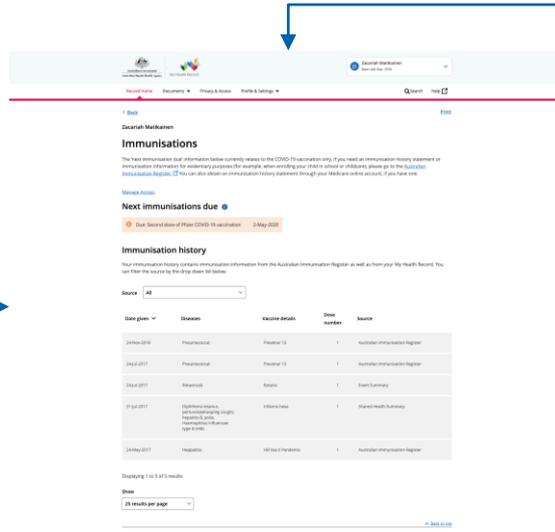
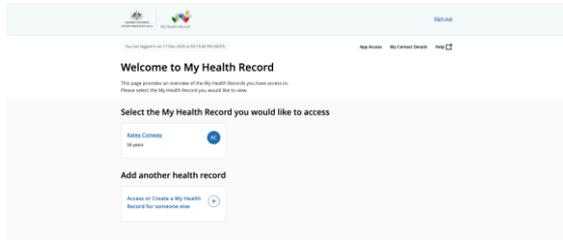


Step 3
Dismiss message from
Record Home Page

User Journey 1 – Scenario 3

As NCP or CAE user, I want to view all my immunisation information in one place, so that I can view all relevant information quickly and easily.

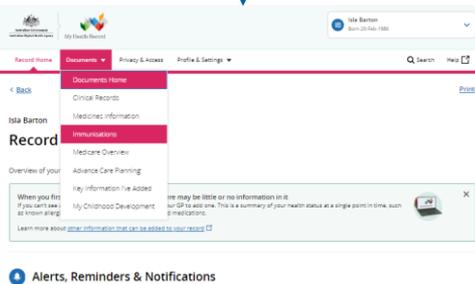
Step 1 Assess My Health Record



Step 3 Access Immunisations page

Step 2a Documents > Immunisation

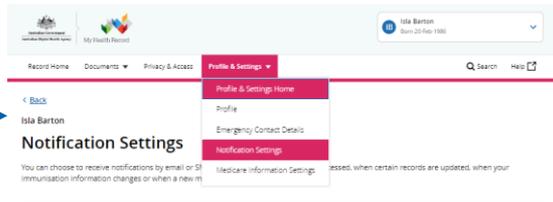
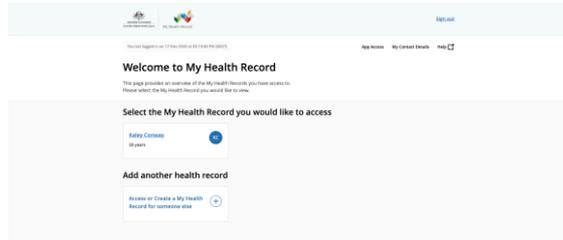
Step 2b My Childhood Development Immunisations



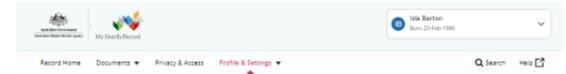
User Journey 1 – Scenario 4

As NCP or CAE user, I want to change my Email & SMS Notification Preferences, so that I can manage how and what I want to be notified when changes happen.

Step 1 Assess My Health Record



Step 2 Profile & Settings > Notification Settings



[Back](#)

Isla Barton

Notification Settings

You can choose to receive notifications by email or SMS when your My Health Record is accessed, when certain records are updated, when your immunisation information changes or when a new myGov account is linked to your records.

Step 1: Enter and verify your notification contact details

Please enter either an email and / or mobile number to verify contact details

Email address

Mobile number

Step 2: Set notification preferences

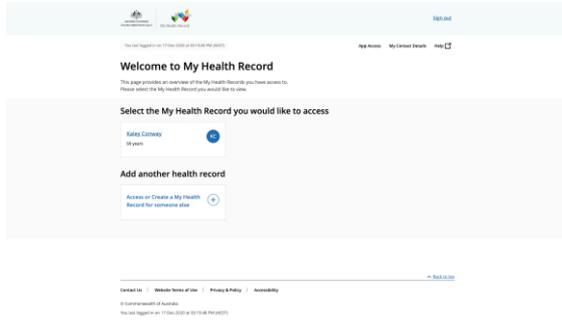
Notify me when...

This record is opened by:	Email	SMS
A healthcare provider organisation for the first time (for example a hospital or medical practice)	<input type="checkbox"/>	<input type="checkbox"/>
A healthcare provider in an emergency	<input type="checkbox"/>	<input type="checkbox"/>
A nominated representative (for example someone you have permitted to access this My Health Record)	<input type="checkbox"/>	<input type="checkbox"/>
One of these documents is uploaded or changed in this record:		
A new shared health summary	<input type="checkbox"/>	<input type="checkbox"/>
Advance care planning document or goals of care document	<input type="checkbox"/>	<input type="checkbox"/>

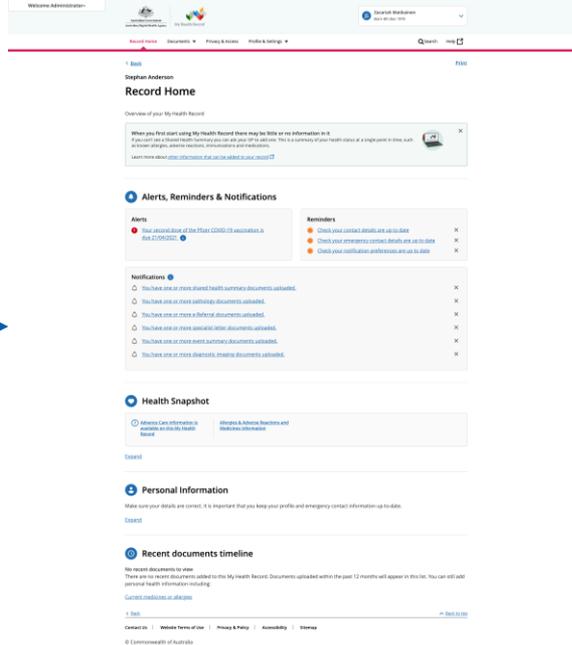
Step 3 Notification Settings

User Journey 1 – Scenario 5

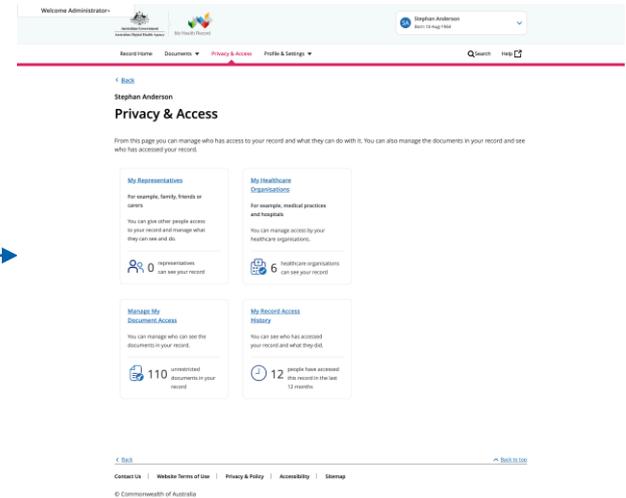
As a NCP or CAE user, I want to view my privacy and access settings all in one page, so that I can manage my privacy and access settings easily



Step 1
Assess My Health Record



Step 2
View Record Home Page



Step 3
View Privacy & Access page

User Journey 1 – Scenario 6

As NCP or CAE user, I want to manage my nominated representatives, so that I can control who has access to my unrestricted/restricted/ hidden documents.

Step 1 View Privacy & Access page

The screenshot shows the 'Privacy & Access' page for a user named Stephan Anderson. The page title is 'Privacy & Access'. Below the title, there is a brief introduction: 'From this page you can manage who has access to your record and what they can do with it. You can also manage the documents in your record and see who has accessed your record.' There are four main sections: 'My Representatives' (3 representatives can see your record), 'My HealthCare Organisation' (6 healthcare organisations can see your record), 'Manage My Document Access' (110 unrestricted documents in your record), and 'My Record Access History' (12 people have accessed your record in the last 12 months). At the bottom, there are navigation links: 'Contact Us', 'Website Terms of Use', 'Privacy & Policy', 'Accessibility', and 'Sitemap'. The footer includes '© Commonwealth of Australia'.



The screenshot shows the 'Manage My Representatives' page for a user named Stephan Anderson. The page title is 'Manage My Representatives'. Below the title, there is a brief introduction: 'You can invite other people, such as family members, friends or carers, to access and manage your record. You can decide what they can access and manage.' There are three summary cards: '3 people can view my record', '2 people can access restricted documents', and '1 person can manage my record'. Below these cards is an 'Invite someone' button. There is a table with columns for 'Name', 'This person can view your General Documents', 'This person can view your Restricted Documents', and 'This person can view all documents and edit your record'. The table contains three rows: 'Matthew Merriweather' (Engly Authorized Representative), 'Sarah Merriweather', and 'Jimmy Hutchinson' (Invitation yet to be accepted). At the bottom, there is a warning: 'Warning: Regenerating a code will override any previous Personal Access Code generated for this Nominated Representative.' Below the warning, there is a link: 'If you have questions about the level of access of any representatives you have, see My Health Record System Help site Information and our Privacy Statement'. At the bottom, there are navigation links: 'Contact Us', 'Website Terms of Use', 'Privacy & Policy', 'Accessibility', and 'Sitemap'. The footer includes '© Commonwealth of Australia'.

Step 2 View Manage My Representatives



Australian Government
Australian Digital Health Agency



My Health Record

User Journey 1 – Scenario 7

As NCP or CAE user, I want to manage my healthcare organisation access list, so that I can control which healthcare organisation can access my record and set access levels.

Step 1 View Privacy & Access page

Welcome Administrator - Stephan Anderson
Record Home Documents Privacy & Access Profile & Settings

Stephan Anderson Privacy & Access

From this page you can manage who has access to your record and what they can do with it. You can also manage the documents in your record and see who has accessed your record.

- My Representatives**
For example, family, friends or carers.
You can give other people access to your record and manage what they can see and do.
3 representatives can see your record.
- My Healthcare Organisation**
For example, medical practices and hospitals.
You can manage access to your healthcare organisations.
6 healthcare organisations can see your record.
- Manage My Document Access**
You can manage who can see the documents in your record.
110 unsubmitted documents in your record.
- My Record Access History**
You can see who has accessed your record and when they did.
12 people have accessed the record in the last 12 months.

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Welcome Administrator - Stephan Anderson
Record Home Documents Privacy & Access Profile & Settings

Stephan Anderson Privacy & Access

My Healthcare Organisations

All healthcare providers in the organisations listed here, for example healthcare providers in medical centres, hospitals and so on, can currently access your record.

If you want to restrict which healthcare organisations can access your record, you need to:

- Review your Healthcare Organisation Access List and remove any organisations you don't want to have access to your record.
- Set a Record Access Code to restrict access. If you set a code, new healthcare providers cannot access your record unless you give them the code.

Note that the Record Access Code applies to the healthcare organisation, rather than the individual healthcare provider.

Your record may include documents with details of your medicines and visits to healthcare providers. If you want to restrict who can view a document, you can set a Limited Document Access Code.

Recent access code: Healthcare providers need code to access this record.
V2TSGH

Remove code Update code

Healthcare Provider Access List

	Provider can access my record	Provider also has access to Restricted Documents	Documents that this provider can see	
Mentis Health & Medical	✓	✓	Restricted Documents	Manage Access
Royal Flying Doctors Service of Australia	✓	✗	General Documents	Manage Access
Victoria GP network Access Granted	✗	✗	General Documents	Manage Access

All Other Healthcare Providers
All healthcare providers involved in your care can access this record. Advanced Settings Manage Access

If you have questions about the level of access of any representative you have, see [My Health Record System Help Site](#) for information and our [Privacy Statement](#).

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Step 2 View My Healthcare Organisations

User Journey 1 – Scenario 8

As NCP or CAE user, I want to view my health record access history, so that I know who has accessed and viewed my record in the last 12 months.

Step 1 View Privacy & Access page

Welcome Administration | Stephan Anderson | My Health Record | Record Home | Documents | Privacy & Access | Profile & Settings | Search | Help

Stephan Anderson

Privacy & Access

From this page you can manage who has access to your record and what they can do with it. You can also manage the documents in your record and see who has accessed your record.

- My Representatives**
For example, family, friends or carers.
You can give other people access to your record and manage what they can see and do.
10 representatives can see your record.
- My HealthCare Organisation**
For example, medical practices and hospitals.
You can manage access to your health care organisations.
6 health care organisations can see your record.
- Manage My Document Access**
You can manage who can see the documents in your record.
110 unaccessed documents in your record.
- My Record Access History**
You can see who has accessed your record and what they did.
12 people have accessed the records in the last 12 months.

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Welcome Administration | Stephan Anderson | My Health Record | Record Home | Documents | Privacy & Access | Profile & Settings | Search | Help

Stephan Anderson

Privacy & Access

My Record Access History

Access history is a record of who has opened this record and what they did. It does not include document uploads. If you have any enquiries about what appears on your access history, please contact My Health Record.

Filter Access History

Date From: Day (DD), Month (MM), Year (YYYY)

Date To: Day (DD), Month (MM), Year (YYYY)

User type: All users, Healthcare Providers, My Representatives, Health Service Officers

Options: Exclude actions that performed

Apply Filter

Information on Access History

Access Date & Time	Who Accessed	Action Performed	Action Type	Details
21st November 2019 12:35 pm	Self	Review Document	Review	
21st November 2019 12:38 pm	Service Officer - 104 7th St/Staff of 200 employees	Manage Access to this Record	Update	104 7th St
21st November 2019 12:39 pm	General Practitioner (working hospital)	Review Document	Review	
21st November 2019 12:39 pm	General Practitioner (working hospital)	Review Document	Review	
21st November 2019 12:39 pm	Self	Review Document	Review	104 7th St
21st November 2019 12:39 pm	Self	Review Document	Review	
21st November 2019 12:39 pm	Self	Manage Document Access	Update	104 7th St/Staff of 200 employees
21st November 2019 12:41 pm	Self	Manage Document Access	Update	104 7th St/Staff of 200 employees
19th November 2019 12:46 pm	Self	Review Document	Update	104 7th St/Staff of 200 employees

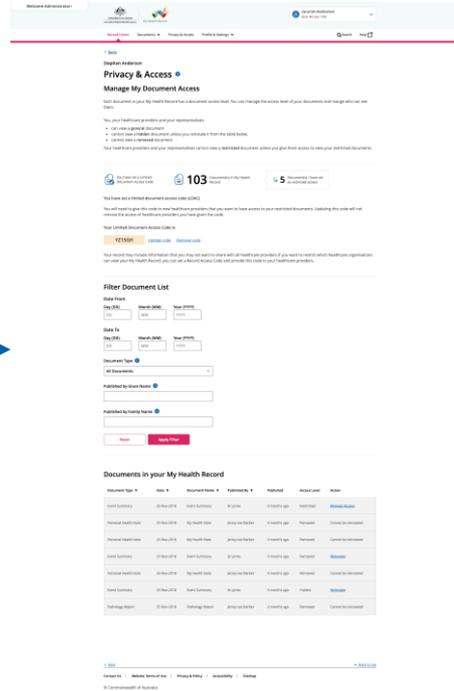
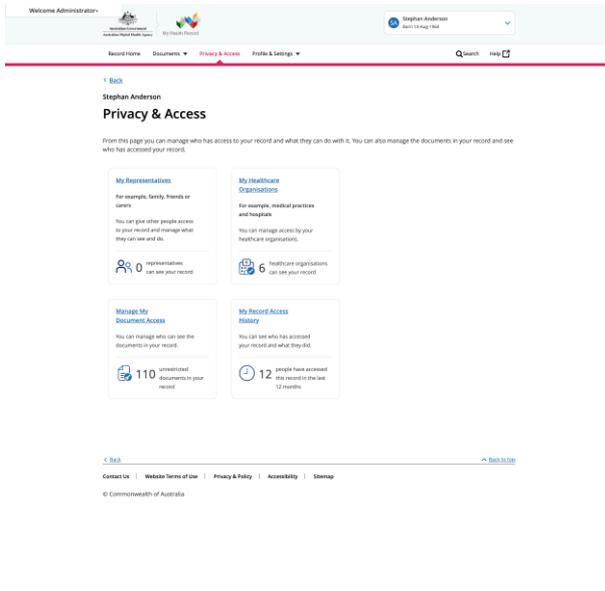
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Step 2 View My Record Access History

User Journey 1 – Scenario 9

As NCP or CAE user, I want to view and be able to filter all of my healthcare documents, so that I can search for a specific

Step 1 View Privacy & Access page



Manage document access level

If you find incorrect information in a document please contact the Help line as soon as possible on 1800 723 471 (option 1).

All your medical information is important for healthcare providers. If you choose to restrict, hide or remove a document, it may impact healthcare providers' clinical decision making.

Select document access level

- General Access**
Allow healthcare providers and your representatives to view this document.
- Restricted Access**
Allow healthcare providers and your representatives with restricted access to view this document.
- Hide Document**
Your healthcare providers and your representatives will not be able to view this document in future, you or your representatives will need to reinstate it in [Manage My Document Access](#) in the [Privacy & Access](#) section.
- Remove Document**
You, your healthcare providers and your representatives will not be able to view this document. This is a permanent removal. Once the document is removed there is no way to reinstate it in your record. You can see a list of documents you have removed in [Manage My Document Access](#) in the [Privacy & Access](#) section.

Step 2 Manage document access level page

Step 2 View Manage My Document access

High-level User Journey

National Provider Portal (NPP)



Australian Government
Australian Digital Health Agency



My Health Record

