



My Health Record Opt Out Q&As

When will the My Health Record opt out phase start?

- It will commence on 16 July 2018 and conclude on 31 January 2019.

How will people know when opt-out starts and how to opt out?

- There will be a public information campaign commencing at the beginning of opt-out that will clearly communicate that every Australian will get a My Health Record, unless they inform us they don't want one.
- This communication will display the two primary ways to opt-out. The myhealthrecord.gov.au website and the Call Centre on 1800 723 471.

When will the Records be created?

- Following the end of the opt out window; there will be a 30-day reconciliation period for the processing of paper forms arriving by mail.
- Records will then be created for all Australians with a Medicare card or DVA card who have not informed us they don't want one, and who do not already have a My Health Record.
- There will be no change for people with an existing My Health Record.

What is in a My Health Record when it is created?

- There is no health information in a person's My Health Record when it is created.
- Before information can be added to a My Health Record it must be activated. This can occur by an individual logging into their own My Health Record, or when healthcare providers access records in treating their patients.
- Once a record is activated two years of Medicare and PBS data will be added to the Record. Individuals can choose to remove this information from their Record by logging in via MyGov.
- Medical history, such as previous tests and scan reports, will not be available within the Record when it is created. Over time, documents will be added by health care providers and can also be added by individuals themselves.

Can consumers choose not to have information loaded into their record?

- Individuals can ask their healthcare provider not to add specific test reports and other medical information to their My Health Record.
- Individuals can restrict access to specific information in their My Health Record by applying a Limited Access Code to that that specific document – or by applying a Personal Access Code to the entire record.
- Additionally, a person can hide or remove specific documents from their My Health Record.



Background information

- The Australian Government announced in the 2017 Budget the creation of a My Health Record for every Australian by the end of 2018. [Read more about the budget announcement.](#)