



A healthcare provider organisation can assist you to register for a My Health Record and must follow certain rules in doing so. This is called assisted registration. The person assisting you is not acting as an agent, or on behalf, of the My Health Record System Operator (the Secretary of the Department of Health).

Before you complete the assisted registration application form, please read the below information to find out how you can manage your My Health Record, and the Privacy Collection Notice to find out how we (the My Health Record System Operator) handle your personal information that we collect in the assisted registration process.

Managing your My Health Record

Once you have completed the assisted registration process and you have been registered for a My Health Record you will be able to decide who can access your personal information.

In rare cases, there may be information about your health that you don't want available on your My Health Record. If so, you can:

- ask your healthcare provider not to add it to your record, and they must comply with your request; or
- remove specific health information from your record.

If you limit access to your My Health Record or a document within it, emergency access rules permit registered healthcare provider organisations to get access for a limited time in a medical emergency.

You can also control who has access to your My Health Record by setting access controls, if you wish. You can set access controls for your My Health Record by:

- limiting access to the whole of the My Health Record; or
- limiting access to a specific document in a My Health Record.

If you do not set access controls, healthcare providers who treat you and who are registered with the My Health Record system will be able to view documents that have been uploaded by your other healthcare providers.

For more information on how you can manage your My Health Record, please visit www.myhealthrecord.gov.au.



Privacy Collection Notice

1. This Privacy Collection Notice applies if your healthcare provider is assisting you and, if relevant your child who is under 18 and for whom you have parental responsibility, to register for a My Health Record. In this notice, unless otherwise indicated:
 - references to “you” include references to your child, if relevant; and
 - references to “your My Health Record” and “your personal information” include references to your child’s My Health Record and your child’s personal information respectively, if relevant.
2. We will collect, use and disclose personal information about you for the following purposes:
 - a. to ensure that we accurately identify you;
 - b. to check whether a My Health Record already exists for you;
 - c. to create a My Health Record for you;
 - d. to include Medicare information in your My Health Record if you wish to have that information included in your My Health Record or if you live in a ‘opt-out’ trial area (currently Northern Queensland and Nepean/Blue Mountains). Where held by Medicare, this may include Medicare Benefits (MBS), Pharmaceutical Benefits (PBS), Australian Organ Donor Register and immunisation information (Medicare information); and
 - e. to include health information uploaded by you and treating healthcare providers, to your My Health Record.
3. We will collect personal information about you, including your name, address, date of birth, gender, and Medicare number, Department of Veterans’ Affairs (DVA) file number (if relevant) or, if you know it, your Individual Healthcare Identifier (IHI).
4. We collect this information from you (where you provide it on the application form), the healthcare provider that is assisting you to register, Medicare, DVA (if relevant), and the Healthcare Identifiers Service (operated by the Chief Executive Medicare). Without the information we will not be able to create a My Health Record for you.
5. As part of verifying identities and creating a My Health Record for you, we disclose personal information to Medicare, DVA (if relevant) and the Healthcare Identifiers Service.
6. If a healthcare provider is assisting you to register your child, we will also collect from you, or the healthcare provider assisting you to register, the number on your Medicare card associated with your child and will disclose that number to Medicare to confirm your relationship with your child. We will also collect from your healthcare provider a declaration that supports your assertion that you have parental responsibility of the relevant child.
7. If the assisted registration application is successful we will use the contact details you provided to contact you with an Identity Verification Code (IVC), which you can use to prove your identity and access your My Health Record online. You will only need to enter this code once. We will only use your contact details, that you provide for the purpose of getting an IVC, for this purpose. Without these contact details we will not be able to send you the IVC.
8. When you want to apply for online access, if you don’t have an IVC at that time you will need to prove your identity. To prove your identity and give you online access, we will ask you a series of

identity questions, e.g. the date of birth of people on your Medicare card or information relating to your Medicare or DVA claims history. We will collect your answers and disclose this information to Medicare or DVA (if relevant) to confirm your identity. Once we have verified your identity, we will be able to link your new My Health Record to a myGov account. Without your answers, we will not be able to link you to a myGov account and you will not be able to access your new My Health Record online. The information we collect to verify your identity is not retained after we link a myGov account to your My Health Record, and we do not disclose this information to anyone else.

9. If you consent, or you live in an ‘opt-out’ trial area and don’t tell us otherwise, we will include up to two years of past Medicare information in your My Health Record. We will also include new Medicare information in your My Health Record from time-to-time as it becomes available to Medicare. Please note that Medicare information could indicate diagnosed conditions or genetic information. You can control who has access to this information by setting access controls, if you wish. If you do not set access controls, any healthcare provider who treats you and who is registered with the My Health Record system will be able to view your Medicare information. You can change your mind at any time and stop, or restart, the flow of Medicare information into your My Health Record. If your Medicare information is not included in your My Health Record, the information will not be available to healthcare providers who are treating you.
10. Once your My Health Record has been created, treating healthcare providers may upload health and related personal information about you to your My Health Record. We will collect, use and disclose this information as part of operating the My Health Record system. If you do not want a particular document uploaded, tell your healthcare provider – they must comply with your wishes. You can control who has access to your My Health Record by setting access controls, if you wish. If you do not set access controls, healthcare providers who treat you and who are registered with the My Health Record system will be able to view documents that have been uploaded by your other healthcare providers.
11. The collection, use and disclosure of your personal information to verify your identity and create a My Health Record is authorised under the *My Health Records Act 2012*, *Healthcare Identifiers Act 2010* and *Privacy Act 1988*.
12. We will not disclose health or other personal information about you overseas (although you and your healthcare provider can securely access your My Health Record while overseas, if necessary).

Further Information

13. For more information or to find out how you can access and correct personal information, complain about a breach of privacy or for further details about how we manage your health and other personal information, please see our privacy policy at **www.myhealthrecord.gov.au/privacy**.
14. We can be contacted:
 - a. By telephone: 1800 723 471 (select option 1);
 - b. In person: by visiting the nearest Medicare service centre; or
 - c. In writing:
Privacy Officer
My Health Record system
GPO Box 9942
(In Your Capital City)



Australian Government
Department of Health



My Health Record

For healthcare
providers

My Health Record

Readiness checklist





The following checklist provides a summary of the key steps to prepare for Assisted Registration.

☐ **Eligibility to provide Assisted Registration**

To provide Assisted Registration, your organisation must be registered as a healthcare provider organisation with the My Health Record system. For more information about participating in the My Health Record system, visit www.myhealthrecord.gov.au or email myhealthrecord.AssistedReg@health.gov.au.

☐ **Resources and training**

Assess what resources might be required to offer Assisted Registration to your patients. The time and resources required will depend on your organisation's approach to patients to whom you provide Assisted Registration, such as whether your organisation will target particular cohorts or patients in general, or whether you will have staff dedicated to providing this service or performing it among other duties. You must authorise and provide training for employees who will provide Assisted Registration on behalf of your organisation.

☐ **Policies**

Your organisation must develop and implement a written policy to support the provision of Assisted Registration. Legislation requires your organisation to have a policy in place that reasonably addresses how it will authorise employees to provide Assisted Registration, the training that will be provided before an employee is authorised, how your organisation will record individual consent and how individuals will be identified for Assisted Registration.

☐ **Privacy**

Your organisation must be aware of its privacy obligations under the Commonwealth's Privacy Act 1988 or the privacy law of your state or territory. You will need to comply with the obligations when you provide Assisted Registration.

☐ **Forms and information**

Ensure Essential Information and Assisted Registration application forms are available for your patients. Go to <http://www.myhealthrecord.gov.au> to obtain these forms.

☐ **Software**

Your organisation will need to have the Assisted Registration Tool or equivalent software which supports Assisted Registration.

☐ **Advice**

You may want to seek independent legal advice if you have questions about your obligations.

If you have completed each of the steps described above and you understand your organisation's role and obligations in providing Assisted Registration, you are ready to begin providing Assisted Registration to individuals.

For more information about participating in the My Health Record system and Assisted Registration, visit www.myhealthrecord.gov.au, phone **1800 723 471** or email myhealthrecord.AssistedReg@health.gov.au.



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My Health Record

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Identification framework





PART A: KNOWN CUSTOMER MODEL ¹	POINTS
<ol style="list-style-type: none">1. The individual has presented at the healthcare provider organisation on at least three occasions (inclusive of presentation at which Assisted Registration is being provided) and the individual's Medicare or DVA card (with the individual's name) has been sighted OR2. The individual is attending a hospital with a clinical referral in the individual's name, at which time Assisted Registration is being provided and the individual's Medicare or DVA card (with the individual's name) has been sighted OR3. The individual is attending an emergency department, at which time Assisted Registration is being provided, and the individual's photographic identification and Medicare or DVA card (with the individual's name) has been sighted OR4. The individual has had at least three prescriptions in their name filled at the pharmacy on three separate occasions within the last 12 months (inclusive of the occasion on which Assisted Registration is being provided) and the individual's Medicare or DVA card (with the individual's name) has been sighted OR5. The individual is enrolled with an Aboriginal Medical Service and Assisted Registration is occurring in conjunction with a consultation at the facility, and the individual's Medicare or DVA card (with the individual's name) has been sighted OR6. The individual has presented at a healthcare service on at least three occasions (inclusive of presentation at which Assisted Registration is being provided) and the individual is enrolled in the My eHealth Record program OR7. The individual is a resident of an aged care facility at which the Assisted Registration is being provided and the individual's Medicare or DVA card (with the individual's name) has been sighted OR8. The individual is a customer or patient of the healthcare provider organisation and has undergone a 100 point documentary check (see Part B) with the organisation, either as part of becoming a patient or customer or as part of the Assisted Registration process OR9. The individual is supported by a referee in accordance with the process used by the My eHealth Record (as operated by the Northern Territory Department of Health) OR10. Another method approved by the System Operator.	100

¹ The documents listed above in the Known Customer Model need to be sighted by the assisting healthcare provider organisation. This may occur at the time the organisation is assisting the individual to apply to register or on a previous visit to the organisation. The organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by the organisation's system and as included in the individual's application. The organisation should sight the relevant documents but should not take copies of the documents or record the document numbers unless it is necessary for another purpose.



PART B: DOCUMENTARY EVIDENCE OF IDENTITY ²		POINTS
Primary Documents – you can use no more than one of these		
Birth Certificate		70
Birth Card issued by a Registry of Births, Deaths and Marriages		70
Australian Citizenship Certificate		70
Current Australian Passport		70
Current Foreign Passport or Travel Document with a Valid Visa		70
Expired passport which has not been cancelled and was current in the preceding two years		70
Other document of identity equivalent to a passport including diplomatic documents and some documents issued to refugees		70
Australian armed service papers		70
Secondary documents		
<p>The following must contain a photograph and a name. Additional documents from this category are awarded 35 points.</p> <p><input type="checkbox"/> Driver licence issued by an Australian state or territory</p> <p><input type="checkbox"/> Licence or permit issued under a law of the Commonwealth, or state or territory government - (e.g. a boat licence)</p> <p><input type="checkbox"/> Identification card issued to a public employee</p> <p><input type="checkbox"/> Identification card issued by the Commonwealth, or state or territory government as evidence of the person's entitlement to a financial benefit</p>		70
<p>The following must have name and address:</p> <p><input type="checkbox"/> A mortgage or other instrument of security held by a financial body</p> <p><input type="checkbox"/> Local government (council) land tax or rates notice</p> <p><input type="checkbox"/> Land Titles Office record</p>		40
<p>The following must have name and signature:</p> <div> <input type="checkbox"/> Marriage certificate (for maiden name only) <input type="checkbox"/> Identification card issued to a student at a tertiary education institution </div> <div> <input type="checkbox"/> Credit card <input type="checkbox"/> Membership to a registered club </div> <div> <input type="checkbox"/> Foreign driver licence <input type="checkbox"/> NRMA or equivalent membership </div> <div> <input type="checkbox"/> Medicare card (signature not required on Medicare card) <input type="checkbox"/> EFTPOS card </div> <div> <input type="checkbox"/> DVA treatment card (signature not required on DVA card) </div>		35
<p>Only one from each document type may be used - must have name and address on:</p> <p><input type="checkbox"/> Records of a public utility - phone, water, gas or electricity bill</p> <p><input type="checkbox"/> Records of a financial institution</p> <p><input type="checkbox"/> Lease/rent agreement</p>		35
<p>The following must have name and date of birth:</p> <p><input type="checkbox"/> Record of a primary, secondary or tertiary educational institution attended by the applicant within the last 10 years</p> <p><input type="checkbox"/> Record of professional or trade association of which the applicant is a member</p>		25

² The healthcare provider organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by the organisation's system and as included in the individual's application. The organisation should sight the relevant documents but generally should not take copies of the documents or record the document numbers unless it is necessary for another purpose.

ASSISTED REGISTRATION: Application to Register for a My Health Record

Purpose of this form

This is an application for assisted registration under the *My Health Records Act 2012*. Registration for a My Health Record is voluntary.

You can also register free of charge online at www.myhealthrecord.gov.au, by phoning 1800 723 471, by mail using a different form, or in a Medicare Service Centre.

Important: You need to read the Essential Information before you fill out this application.

Note: Giving false or misleading information is a serious offence.

Application for yourself

Please provide the following information about yourself

1. Family name

First given name

2. Gender: M ☐ F ☐

3. Date of birth (day, month, year)

/ /

4. Please provide **ONE** of the following:

Your Medicare Number

-- **OR**

Your DVA File Number

-

Please read this before answering question 5

Question 5 is optional. This information will assist in the planning and provision of appropriate and improved healthcare and services. If you do not answer, your My Health Record will show 'not stated'.

5. Are you of Aboriginal or Torres Strait Islander origin?

- ☐ No ☐ Yes, Aboriginal ☐ Yes, Torres Strait
☐ Yes, both Aboriginal and Torres Strait Islander

Please read this before answering question 6

Upon the success of your application, we will provide you with an Identity Verification Code (IVC) to access your My Health Record online.

6. How do you wish to receive your Identity Verification Code?

☐ By email to:

☐ By SMS to

☐ Through the healthcare provider organisation

7. Please indicate which Medicare information, if any, you would like included in your My Health Record.

Medicare Information	YES	NO
Details of all future claims made for Medicare benefits when you receive a healthcare service that is covered under the Medicare Benefits Schedule (MBS)*	<input type="checkbox"/>	<input type="checkbox"/>
Details of any past claims for Medicare benefits, if available* (This option is only available if you select 'Yes' for 'all future claims' for MBS above)	<input type="checkbox"/>	<input type="checkbox"/>
Details of all future claims made for Pharmaceutical benefits when you receive medication that is covered under the Pharmaceutical Benefits Scheme (PBS)**	<input type="checkbox"/>	<input type="checkbox"/>
Details of any past claims for Pharmaceutical benefits, if available** (This option is only available if you select 'Yes' for 'all future claims' for PBS above)	<input type="checkbox"/>	<input type="checkbox"/>
Your organ and/or tissue donation decision(s), which are sourced from the Australian Organ Donor Register	<input type="checkbox"/>	<input type="checkbox"/>
Details of immunisations , which are sourced from the Australian Childhood Immunisation Register	<input type="checkbox"/>	<input type="checkbox"/>

Please note:

* includes claims successfully processed on behalf of the Department of Veterans' Affairs (DVA), in accordance with eligibility entitlements provided by DVA.

** includes claims successfully processed on behalf of DVA under the Repatriation Pharmaceutical Benefits.

Important: By completing this form you are consenting to records containing your health information being uploaded to the My Health Record system by registered healthcare provider organisations involved in your care, subject to any express advice you give to your healthcare providers not to upload a particular record, a specified class of records, or any records.

Applicant's signature

Date / /

ASSISTED REGISTRATION: Application to Register for a My Health Record – Child

Purpose of this form

This is an application for assisted registration for a dependant under the age of 18 years under the *My Health Records Act 2012*.

Registration for a My Health Record is voluntary.

Questions 1 – 4 **must** be completed by the person with parental responsibility for this dependant.

You can also register free of charge online at www.myhealthrecord.gov.au, by phoning 1800 723 471, by mail using a different form, or in a Medicare Service Centre.

Important: You need to read the Essential Information before you fill out this application.

Note: Giving false or misleading information is a serious offence.

About yourself

Please provide the following information about yourself

1. Family name

First given name

2. Gender: M ☐ F ☐

3. Date of birth (day, month, year)

/ /

4. Please provide your Medicare number:

--

Application for a child

5. Family name

First given name

6. Gender: M ☐ F ☐

7. Date of birth (day, month, year)

/ /

Only complete question 8 if the child is not on your Medicare card. Your assertion of parental responsibility must be supported by the healthcare provider organisation assisting you register

8. Please provide your child's Medicare number:

--

Question 9 is optional. This information will assist in the planning and provision of appropriate and improved healthcare and services. If you do not answer, your My Health Record will show 'not stated'.

9. Are you of Aboriginal or Torres Strait Islander origin?

- ☐ No ☐ Yes, Aboriginal ☐ Yes, Torres Strait
☐ Yes, both Aboriginal and Torres Strait Islander

Only complete question 10 if you have **NOT** created your own My Health Record.

10. How do you wish to receive your Identity Verification Code?

☐ By email to:

☐ By SMS to

☐ Through the healthcare provider organisation

11. Please indicate which Medicare information, if any, you would like included in your child's My Health Record.

Medicare Information	YES	NO
Details of all future claims made for Medicare benefits when your child receives a healthcare service that is covered under the Medicare Benefits Schedule (MBS)*	<input type="checkbox"/>	<input type="checkbox"/>
Details of any past claims for Medicare benefits, if available* (This option is only available if you select 'Yes' for 'all future claims' for MBS above)	<input type="checkbox"/>	<input type="checkbox"/>
Details of all future claims made for Pharmaceutical benefits when your child receives medication that is covered under the Pharmaceutical Benefits Scheme (PBS)**	<input type="checkbox"/>	<input type="checkbox"/>
Details of any past claims for Pharmaceutical benefits, if available** (This option is only available if you select 'Yes' for 'all future claims' for PBS above)	<input type="checkbox"/>	<input type="checkbox"/>
Your child's organ and/or tissue donation decision(s), which are sourced from the Australian Organ Donor Register	<input type="checkbox"/>	<input type="checkbox"/>
Details of your child's immunisations , which are sourced from the Australian Childhood Immunisation Register	<input type="checkbox"/>	<input type="checkbox"/>

Please note:

* includes claims successfully processed on behalf of the Department of Veterans' Affairs (DVA), in accordance with eligibility entitlements provided by DVA.

** includes claims successfully processed on behalf of DVA under the Repatriation Pharmaceutical Benefits.

Important: By completing this form you are consenting to records containing your child's health information being uploaded to the My Health Record system by registered healthcare provider organisations involved in your care, subject to any express advice you give to your healthcare providers not to upload a particular record, a specified class of records, or any records.

Applicant's signature

Date / /



Australian Government
Department of Health



My Health Record

For healthcare
providers

My Health Record

Assisted Registration: [A guide for
Healthcare Provider Organisations](#)





Introduction

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Purpose

This guide is for Healthcare provider organisations participating in the My Health Record system that wish to assist patients to register for a My Health Record.

Assisted Registration

Assisted Registration is a way for you to help individuals register for a My Health Record. You do this by submitting their details to the My Health Record System Operator (System Operator) using compatible software. When you do this you are also confirming that you have checked their identity and obtained their consent to being registered and having their health information uploaded to their My Health Record. If successful, the individual will be registered almost immediately and you will be able to upload clinical information about the individual to their My Health Record straight away.

A healthcare provider organisation providing Assisted Registration does not do so as an agent of the System Operator.

Any person who is 14 years or older who wants to register themselves and/or their child under 18 years old can register through Assisted Registration. An adult who does not have capacity cannot be registered through Assisted Registration (this means that a person acting on behalf of someone over 18 who does not have capacity cannot register them through Assisted Registration).

Individuals can register through these other channels:

- **online** – www.myhealthrecord.gov.au
- **by phone** – 1800 723 471
- through a **Medicare Service Centre**
- **by mail** – application forms are available from Medicare Service Centres and online at www.myhealthrecord.gov.au

Benefits of Assisted Registration

Assisted Registration was developed so that individuals could register for a My Health Record with support from healthcare provider organisations involved in their care and whose guidance they trust. By providing Assisted Registration in a point-of-care setting you can help your patients sign up for a My Health Record before they leave your practice, and your organisation will be able to immediately begin uploading health information to their My Health Record. Assisted Registration can also be provided at non-point of-care settings and, as a registered healthcare provider organisation, you can help individuals register for a My Health Record despite not being directly involved in their care.

To learn more about the benefits of the My Health Record system for individuals and healthcare providers, please visit www.myhealthrecord.gov.au/benefits or call the help line on **1800 723 471**.



The legal obligations involved in providing Assisted Registration are set out in the *My Health Records Rule 2016*, available at <https://www.legislation.gov.au/Details/F2016L00095>, and the *My Health Records (Assisted Registration) Rule 2015*, available at <https://www.legislation.gov.au/Details/F2015L02055>. This guide provides information on how to comply with these rules.

In addition to this guide there is:

- A readiness checklist
- Identification framework
- Application to register forms
 - Adult
 - Child
- Essential information

Note on terminology

This guide refers to a **patient** and an **individual** interchangeably. They have the same meaning, which is an individual who has received, is receiving or may receive healthcare. The term **individual** is also used to refer to a parent applying to register a child for a My Health Record.

Any reference in this guide to **parent** refers to a person who has parental responsibility for a child.

Note on privacy

It is important that you are aware of your organisation's privacy obligations under the *Privacy Act 1988* or the privacy law of your state or territory, depending on the nature of your organisation. If your organisation chooses to provide Assisted Registration, it must do so in a manner that complies with its privacy obligations. If your organisation contracts another organisation to provide Assisted Registration on its behalf, it must take steps (such as contractual measures) to ensure that the other organisation handles personal information consistently with your organisation's privacy obligations.



STEPS FOR GETTING READY TO PROVIDE ASSISTED REGISTRATION TO YOUR PATIENTS

This section outlines the steps your organisation needs to take before it can begin providing Assisted Registration to individuals.

Prerequisites

To offer Assisted Registration your organisation must:

- be registered to participate in the My Health Record system;
- install Assisted Registration software;
- develop and implement Assisted Registration policies as required under the My Health Records Rule 2016 (paragraph 42(4)(f) refers);
- have internet connectivity.

Registration

Healthcare provider organisations need to register with the System Operator in order to participate. If you are unsure about the registration requirements for your organisation, refer to *Participating in the Personally Controlled Electronic Health Record system: a registration guide for healthcare organisations*, available at www.myhealthrecord.gov.au. You can also call the help line on **1800 723 471**.

Software

Assisted Registration software is available in two forms:

1. embedded in practice software, or
2. a stand alone Assisted Registration Tool.

Since early 2013 practice software vendors have been updating their products to include Assisted Registration functionality. This has the benefit of integration with local systems so that time used in transcription of patients' details can be reduced. Contact your software provider for information.

To obtain the Assisted Registration Tool your organisation's Organisation Maintenance Officer (OMO) or Responsible Officer (RO) needs to send an email to **Myhealthrecord.AssistedReg@health.gov.au** and provide their full name, email address, contact phone number and the organisation's name and HPI-O certificate details.



Privacy Collection Notice

1. If you are an Organisation Maintenance Officer (OMO) or Responsible Officer (RO) and you contact us to obtain the Assisted Registration Tool for your organisation, we will collect your personal information from you, including your name and contact details. We will also collect from you your organisation's name and Healthcare Provider Identifier-Organisation (HPI-O) certificate details, which may contain personal information such as an individual's name.
2. We will collect, use and disclose this personal information for the purposes of verifying you as an OMO or a RO of the relevant organisation and to confirm that the organisation is registered to participate in the My Health Record System.
3. Without this information your organisation will not be able to obtain the Assisted Registration Tool.
4. As part of verifying your identity and your organisation, we will disclose the personal information to the Healthcare Identifiers Service Operator.
5. The collection, use and disclosure of this personal information to provide your organisation with the Assisted Registration Tool is authorised under the *My Health Records Act 2012*, *Healthcare Identifiers Act 2010* and *Privacy Act 1988*.
6. We will not disclose personal information about you or others in your organisation overseas.
7. For more information or to find out how you can access and correct personal information, complain about a breach of privacy or for further details about how we manage your personal information, please see our privacy policy at www.myhealthrecord.gov.au/privacy.
8. We can be contacted, by calling **1800 723 471** (select option 1), by visiting your nearest Medicare service centre and by writing [Privacy Officer, My Health Record system, GPO Box 9942, (In Your Capital City)].

Policies

All registered healthcare provider organisations must develop, maintain and enforce a My Health Record system policy that addresses matters specified in rule 42 of the *My Health Records Rule 2016*, such as security mechanisms and access to individuals' My Health Record.

Organisations that choose to provide Assisted Registration must also develop, maintain and enforce an Assisted Registration policy that addresses the four matters specified in subrule 42(4) of the *My Health Records Rule 2016*. These are set out in detail below.

The policy must be in writing and drafted in a way that it can be used (by your organisation and potentially by the System Operator) to determine whether your organisation has followed that policy. It is recommended that the policy reference other policies or processes of your organisation if they are relevant to its compliance with privacy or security requirements.

Your organisation must keep its policy up to date and review it at least once a year. This review must take account of any new risks or incidents that are identified, or changes to the system.



Each version of the policy must be identifiable and must be retained by your organisation. The System Operator may, at any time, request a copy of a particular policy from your organisation. If the System Operator considers that your policy does not reasonably address the matters specified in the *My Health Records Rule 2016*, it may affect your registration.

The policy must address the following four themes.

1. How your organisation will authorise its employees to provide Assisted Registration

The policy must describe how employees will be selected and authorised to provide Assisted Registration, and who is responsible for this selection and authorisation. This includes specifying the person who is responsible for making these decisions, and how they record that decision. It should also specify how and in what circumstances they will decide to suspend or cancel the authorisation of an employee, and how that decision will be recorded.

It is recommended that your policy describe eligibility requirements for an employee to be authorised to provide Assisted Registration to a patient, including specific training (see 2) and security clearance.

You may consider authorising employees to undertake very specific tasks in relation to Assisted Registration which are tailored to their roles. For example, you might authorise front-of-house staff to provide Assisted Registration information to patients and verify patients' identities, and you might authorise clinicians to submit the applications.

The term **employee** recognises contractors and other persons who provide services to an organisation regardless of whether they are remunerated for those services including medical students and volunteer workers.

2. What training will be provided before an employee is authorised to provide Assisted Registration

The policy must describe the nature of training that an employee must undergo before being authorised to provide Assisted Registration to individuals. It should also specify who is responsible for providing training, and how training will be provided.

Training must be provided on the following matters:

- **process** – providing the necessary material to the individual and how your organisation will approach and treat patients, including vulnerable patients, patients who may need culturally appropriate approaches and patients who speak English as a second language;
- **information** – (before the application process begins) providing information to patients about Assisted Registration, the My Health Record system and how their personal information will be used. It should include steps to ensure the individual has sufficient time to understand and ask questions and to complete the application form (if your organisation is using one), and ensuring that the patient's consent is fully informed;
- **software** – how to use the Assisted Registration Tool or equivalent software;



- **privacy and security** – the handling of the applications during the process and once processing is complete, in particular how the forms are secured (if your organisation is using them) and how the patient's personal information is protected;
- **handling of records** – whether the organisation will store signed forms or alternative records of consent, and why, instead of disposing of them;
- **Identity Verification Code (IVC)** – the handling of IVCs, in particular whether your organisation will provide patients with the option of receiving these through your organisation, or have it sent directly to their email or mobile phone (if they choose);
- **identification** – your organisation's policy for identifying an individual and exercising reasonable care in identifying the individual, in particular which process/es must be used and if there is a particular employee who has the authority to deal with unexpected identification questions (see 4).

You should also consider providing some form of training in respect of your organisation's privacy obligations, legislative obligations and security obligations.

In developing this policy you should consider the setting/s in which your organisation will provide Assisted Registration (such as in the clinic or offsite), how applications will be processed (such as submitted immediately or within a certain number of days), and tailor the training as necessary. Consideration should also be given to how these arrangements may affect the risk of compromising your organisation's security measures.

It is not sufficient to train an employee only in the use of the Assisted Registration Tool or equivalent software.

3. How your organisation will confirm consent of an individual

Your organisation is required to obtain the individual's consent. Consent is for:

- your organisation to assist the individual in making the application; and
- healthcare provider organisations to upload to the My Health Record system any record that includes health information about the individual.

As required by the *My Health Records Rule 2016*, if your organisation decides to use the paper form, the policy must describe whether;

- your organisation will immediately and securely dispose of the paper once the information is uploaded; or
- your organisation will securely store the paper form, in line with your organisation's record retention policy.

Please note, disposal does not only relate to paper forms. Any electronic records of consent, e.g. PDF of form, must also be disposed of if not otherwise required.



4. How authorised employees will identify an individual for the purposes of Assisted Registration

It is essential that the individual is correctly identified. Your organisation could do this by one of the following:

- individual presents for a consultation and has presented on at least three occasions (inclusive of the presentation at which Assisted Registration is being provided) and the Medicare or DVA card is sighted;
- by meeting another of the 'Known Customer Models' (the 'Known Customer Model' can be found here); or
- by providing 100 points of Documentary Evidence of Identity.

Your organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by your organisation's system. You should sight the relevant documents, and note in the local records which documents were sighted, but should not take copies of the documents or record the document numbers.

The authorised employee who is conducting Assisted Registration is not to register an individual if the employee is not satisfied about the identity of the individual.

Privacy obligations

If your organisation chooses to provide Assisted Registration it must do so in a manner that complies with your privacy obligations. In order to do this you must be aware of your organisation's privacy obligations under the Commonwealth's *Privacy Act 1988* or the privacy law of your state or territory, depending on the nature of your organisation (i.e. whether it is a private or public organisation). If your organisation contracts another organisation to provide Assisted Registration on your behalf, you must take steps (such as contractual measures) to ensure that the other organisation handles personal information consistently with your organisation's privacy obligations.

If you're uncertain of your privacy obligations, you can find helpful guidance on the Office of Australian Information Commissioner's website here: <https://www.oaic.gov.au/privacy-law/rights-and-responsibilities> and here: <https://www.oaic.gov.au/agencies-and-organisations/faqs-for-agencies-orgs/health-service-providers/>.

If your organisation chooses to collect personal information from an individual other than that specified in the Assisted Registration application form, you will have to explain to them (in accordance with your privacy obligations) why the information is being collected and how it will be used.

Your organisation must also be mindful of the special privacy needs of individuals who may be regarded as particularly vulnerable, such as older persons, persons in aged care settings, persons attending a hospital, persons with a physical or mental disability, or persons requiring culturally appropriate approaches to advising them about Assisted Registration, such as those attending Aboriginal community controlled health organisations and those who speak English as a second language.



HOW TO PROVIDE ASSISTED REGISTRATION TO YOUR PATIENTS

Application and consent

When an authorised employee approaches a patient for Assisted Registration, the authorised employee needs to comply with their privacy obligations. The organisation's privacy obligations will depend on the type of organisation it is – for example, a private sector healthcare provider organisation will be subject to the Australian Privacy Principles (under the *Privacy Act 1988* (Cth)). If you're unsure of your organisation's privacy obligations, go to <https://www.oaic.gov.au/privacy/who-is-covered-by-privacy> and <https://www.oaic.gov.au/privacy/other-privacy-jurisdictions/other-privacy-jurisdictions>.

Your organisation must:

- give the individual a copy of the Essential Information document to read. This document provides information the individual needs to know before they give their consent to being registered and, where necessary, consent to having their health information uploaded to their My Health Record.
- obtain the individual's consent of the individual by either:
 - using the application form *Assisted Registration: Application to register for a My Health Record*, if your organisation has decided to use forms; or
 - seeking verbal agreement.

Your organisation is required by the *My Health Records (Assisted Registration) Rule 2015* to inform the individual that they may apply to register for a My Health Record through other channels: at a Medicare office Service Centre, by telephone, in writing or online.

You should also give the individual some guidance about:

- how long they have to consider the information you have provided to them;
- how long they have to provide the information required to apply;
- the time your organisation will take to submit their application.

It is important when an individual applies that you obtain their **informed consent**. This means that the individual understands why their personal information will be collected by you and how this information will be used. They must know they will be registered for a My Health Record as a result of this process and that registered healthcare provider organisations will be permitted to upload the individual's health information to the individual's My Health Record. This consent must be given voluntarily and can only be given by an individual with the capacity to understand and communicate their consent. If the individual has any questions and your organisation is unable to answer them, the Assisted Registration must not proceed because consent obtained in this circumstance may not be regarded as informed consent.

Personal information and consent can only be collected using 'fair means'. This means you cannot intimidate or deceive the individual or be unreasonably intrusive to obtain the individual's



personal information and consent for Assisted Registration purposes. For example, you should not collect personal information and consent:

- from an individual who is vulnerable (such as someone who appears stressed or distracted), traumatised or intoxicated;
- in a manner that disrespects the individual's culture; or
- by misrepresenting the purpose of the collection or the consequences of not providing the information.

You must also be mindful of the unique privacy needs of certain individuals who may be regarded as particularly vulnerable, such as older persons, persons in aged care settings, persons attending a hospital (such as the emergency department), persons with a physical or mental disability, or persons requiring culturally appropriate approaches to advising them, Aboriginal and Torres Strait Islanders and those who speak English as a second language.

If your organisation chooses not to process the application while the individual is present, you need to consider how your organisation will contact the individual if their application is unsuccessful. If, for example, you want to collect the individual's telephone number for this purpose, you must inform them of the reasons so they can make an informed decision as to whether or not to give that information to you.

Eligibility

Assisted Registration cannot be offered to everyone. An individual can only apply through Assisted Registration if:

- the individual is at least 14 years old and is applying to register themselves; or
- the individual is applying to register a child (under 18 years) for whom the individual has parental responsibility.

Assisted Registration cannot be used to register:

- another person for whom an individual has legal authority (for example, an adult without capacity); or
- an individual who wants to register using another name (i.e. a name that differs from the name on their Medicare card such as a de facto surname or preferred given name) or pseudonym (i.e. a different identity for which they have been issued a Pseudonymous Individual Healthcare Identifier by the Healthcare Identifiers Service Operator).

Patient identification

Once the individual has indicated they want to be registered for a My Health Record, the authorised employee will need to verify the identity of the individual.



The authorised employee must first ensure the individual is eligible to apply through Assisted Registration.

Next, the authorised employee must determine whether the individual is a known customer of your organisation in accordance with your organisation's policy. The authorised employee must take reasonable care in identifying the individual and be satisfied that the individual is the person whose identity is to be asserted to the System Operator.

When checking the identification of the individual, the authorised employee must ensure that the personal details provided by the individual match the individual's details as recorded by your organisation. These details include the patient's surname, first name, sex, date of birth, and Medicare number. The authorised employee must also check that the individual's name matches that on their Medicare card (i.e. spelling of name).

Your organisation should sight the relevant documents but should not take copies or record the document number unless it is necessary for another purpose of your organisation.

If the authorised employee is not satisfied as to the identity of the individual, regardless of whether the individual meets any prescribed criteria, the employee should not proceed with the Assisted Registration process.

Relationship identification

An individual with parental responsibility for a child under 18 years can register the child through assisted registration. The individual making the application must assert they have parental responsibility for the child and:

- the child must be listed on the Medicare card of the individual applying; or
- the healthcare organisation must support the person's assertion of parental responsibility. (Note this functionality is not available in the Assisted Registration Tool and is only available in some versions of software vendor products.)

The organisation may choose to support an assertion of parental responsibility if the parent and child are not listed on the same Medicare card. Support from a healthcare provider organisation about the individual's parental responsibility recognises that healthcare provider organisations have established relationships with patients and, as part of providing treatment to a child, make decisions about a person's authority to act on behalf of a child.

Support for a person's assertion of parental responsibility is voluntary. The length and type of relationship healthcare providers have with their patient may affect whether or not they choose to provide this assertion. For example an organisation which has had a relationship with a family over a number of years may consider they can support an individual's assertion of parental responsibility, but may not be confident in providing this assertion for someone presenting for the first time.

The child does not need to be present for the Assisted Registration process.



Recording details

The authorised employee must enter the required information about the individual (and in relation to an application for a child, the required information about the child) into the Assisted Registration Tool or equivalent software. Once entered, the authorised employee will need to assert that they are satisfied as to the identity of the individual. This will be transmitted to the System Operator who will decide whether to register the individual.

After

AFTER CARE STEPS OF ASSISTED REGISTRATION WITH YOUR PATIENTS

Registration response

The My Health Record system will send a message back to you via the Assisted Registration Tool or equivalent software advising if the registration has been successful.

If the application is successful, the System Operator will send the individual's Identity Verification Code (IVC) in the manner elected by the individual (text message, email or through your organisation). This should happen almost immediately. If the individual has elected to receive their IVC through your organisation, the authorised employee will need to print this out for the individual, along with instructions on how the individual can access their My Health Record online. These instructions will be provided by the System Operator with the IVC.

If the application is unsuccessful, the individual may apply through other registration channels, such as online at www.myhealthrecord.gov.au or by phone on **1800 723 471**.

Note: If the software reports that it cannot identify the individual's healthcare identifier, the most likely reason is that the information submitted does not match the records held by the Medicare. If the authorised employee has confirmed that there are no data entry errors, the individual should be advised that they may need to confirm their details with Medicare.

Identity Verification Code

When an individual registers for a My Health Record (other than online), the individual is given an IVC to allow them to set up online access to their record online.



In Assisted Registration, the individual can elect to receive their IVC by:

1. text message – to the mobile phone number elected by the individual;
2. email – to the address elected by the individual; or
3. through your organisation – in this case the System Operator will send the IVC directly to your organisation via the software, and the authorised employee must provide it to the individual.

Your organisation may choose not to offer option 3, in which case you must clearly provide other options to the individual.

Regardless of the option chosen, if an application is successful an IVC will be provided by the System Operator almost immediately after the authorised employee has completed the Assisted Registration process.

If a parent already has an IVC or online access to their own or another person's My Health Record, the parent does not need to request an IVC in a child's application. This is because the parent will be able to create a link to the child's record using the IVC or online access they already have.

An IVC is valid for 30 days after it has been issued. If it expires before the individual uses it, or if the individual elected not to receive an IVC and has changed their mind, the individual can request a new IVC by calling the help line on **1800 723 471** or visiting a Medicare Service Centre.

An individual may choose not to receive an IVC if they don't want online access.

Audit and compliance

The System Operator may, with reasonable notice to the organisation, request assistance in relation to any inquiry, investigation or complaint regarding the My Health Record system.

The System Operator will conduct random audits to monitor whether organisations are complying with the requirement to implement certain policies and whether organisations are acting in accordance with their policies. The System Operator will also consider the suitability of organisations' policies.