Can carers see your eHealth record?

Yes, if you give them permission. You can choose a trusted person, such as a carer, family member or healthcare professional to see your eHealth record and help you manage it. They can then help you enter and update information.

Why choose to have an eHealth record?

Being in control of your general and mental health information puts you at the centre of your care and recovery journey.

If you have a mental health issue, having an eHealth record can make getting the right treatment and ongoing physical and mental health care easier, safer and better coordinated.

- **Easier** - you will not have to remember the details of all healthcare professionals you have seen or your medications.
- **Safer** - healthcare professionals can view your important healthcare information including allergies, medication, treatment you have received, and who is involved in your mental health care.
- **Better coordinated care** - other healthcare professionals will be able to know who is doing what to support your general health and your mental health recovery journey.

You can now register for an eHealth record.

- **Online** – visit www.ehealth.gov.au
- **Over the phone** – call 1800 723 471 and selecting option 1
- **In person** – visit a Department of Human Services Service Centre offering Medicare services
- **In writing** – complete a registration application form, available from a service centre offering Medicare services or from www.ehealth.gov.au, and post it to:

  Personally Controlled eHealth Record Program
  GPPO Box 9942
  In your Capital City

For more information or to receive regular updates

visit:

> www.ehealth.gov.au

or call the Helpline on:

> 1800 723 471

All information in this publication is correct as of September 2012.

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Your eHealth journey begins when you register for an eHealth record

What is an eHealth record?

A personally controlled electronic health (eHealth) record is a summary of your health information. You and your chosen health services can access your eHealth record via the internet whenever you need, from wherever you are.

An eHealth record will not replace your doctor’s or mental healthcare professional’s written or electronic clinical records. It will:

- Contain summary electronic documents and information that you decide are important for your health.
- Store these documents in an easily accessible, electronic format.
- Keep health information such as your medical conditions, mental health history, medications, allergies and immunisations.

Your eHealth record will build up over time and eventually hold information about your prescriptions, test results, outcomes from inpatient hospital stays, interactions with GPs, community-based health and mental health organisations and specialist letters.

No more retelling your whole health story

Have you ever wished that you did not have to repeat your mental health story to every health service you visit?

Your eHealth record means that you will not have to repeat your whole story because it can travel with you everywhere. As more healthcare organisations participate in the eHealth record system, your physical and mental health information will be accessible in your eHealth record and you can decide which healthcare organisations can access your eHealth record.

You will be able to move between health services without worrying about things being forgotten, having medical tests repeated, or having to tell your whole mental health story to every new healthcare professional.

Are eHealth records safe and secure?

The eHealth record system is protected by existing and new legislation. You will have a login and password to access your eHealth record, and control over which organisations can view your information.

How do you access your eHealth record?

You will set up a login and password when you register for an eHealth record. Then you will be able to see your record online at www.ehealth.gov.au whenever you want.

It is your eHealth record and you have control

An eHealth record will give you more control over your information than you have at the moment.

You can:

- Choose if you want an eHealth record and which healthcare organisations can see particular documents.
- Make decisions about which documents are included and set controls as to which healthcare organisations can see them.
- Choose a nominated representative to help you with summarising, accessing and monitoring your eHealth record.
- View your eHealth record online, and if you think information has been uploaded incorrectly, ask for it to be changed.
- Have your own personal notes section, for your own personal and private use [like a health diary], that healthcare organisations and professionals cannot see.