My Health Record FAQ

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This FAQ explains how patients can manage their My Health Record (MHR) information and what happens when providers access that information in Zedmed.

Key considerations

- Staff members authorised by a healthcare organisation can access and view a patient's clinical record for the purpose of providing healthcare.
- When a patient is opened in Clinical Records, MHR is accessed by the Zedmed application, even if you have not started an encounter.
- Patients who have enabled MHR notifications (in the MyGov portal), will receive an email or SMS if a healthcare organisation accesses their MHR for the first time or have not accessed their MHR for 3 years.

⊕ **When is MHR created for a child and how is access managed?**

⊕ **How can patients review who accessed their MHR?**

⊕ **What notifications can patients set up in MHR?**

⊕ **What activities in Zedmed can result in MHR being accessed?**

⊕ **How can patients restrict access to MHR?**

⊕ **What happens if a patient cancels their MHR?**

⊕ **How can provider organisations manage their access to MHR?**

⊕ **How does emergency access to a patient's MHR work?**