1. **Statement**

This standard describes the mandatory steps for filing of My Health Record documents printed from The Viewer undertaken on behalf of the Department of Health.

A My Health Record healthcare recipient controls the information that can be accessed in their My Health Record by an authorised user. At any point in time the My Health Record may not include the same information, as this information may have been removed by the healthcare recipient. When providing healthcare to a healthcare recipient, an authorised user may wish to print the My Health Record documents accessed from The Viewer. The printed My Health Record documents shall be filed as part of the organisation’s local health record.

2. **Scope**

Compliance with this standard is mandatory.

This standard applies to all employees, contractors and consultants within the Department of Health divisions and commercialised business units.

This standard may be adopted by Hospital and Health Services (HHS) and re-branded as a local HHS standard, or used as a base for a local HHS specific standard.

3. **Requirements**

3.1 **Process for printing of My Health Record documents from The Viewer**

3.1.1. The Viewer permits authorised users to view and/or print any My Health Record documents (health information about a registered My Health Record healthcare recipient for example healthcare recipient-entered health summary, discharge summary or shared health summary). Users shall only print My Health Record documents from The Viewer if such printing is required by the duties of their role and for the provision of health care.

3.1.2. Users shall only print information required to support the delivery of the healthcare recipient’s care or to ensure that medico-legal integrity requirements are addressed.

3.1.3. Once information has been printed, it becomes subject to the organisation’s local health information management policies and legislative and regulatory requirements applicable to the organisation.

3.1.4. The onus of following these instructions is on the individual printing and it is a breach of code of conduct if not followed.

3.1.5. All printed My Health Record documents shall clearly identify the My Health Record healthcare recipient’s full legal name, date of birth, sex and healthcare recipient identifier for the organisation’s local health record (for example Unit Record Number). It shall be sufficient to attach a healthcare recipient’s identification label on the printed My Health Record document. This identifying information must be visible on every page printed.1

3.1.6. All printed My Health Record documents shall be handled with consideration on the maintenance of the healthcare recipient’s privacy and confidentiality.

3.1.7. Complete and accurate health records are fundamental to the delivery of safe, high quality health care.2

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1 Australian Standard AS 2828.1-2012 Health records
4. Related legislation and documents

Supporting documents
- My Health Record System Participation Policy
- My Health Record System Participation Standard

Related documents
- Australian Commission on Safety and Quality in Healthcare – National Safety and Quality Health Service Standards
- Australian Curriculum Framework for Junior Doctors
- Australian Standard 2828.1-2012 Health Records – Paper-based health records
- Department of Health
  - Data Management Policy
  - Information Security Policy
  - Recordkeeping Policy
  - Managing Paper Records Standard
  - Clinical Records Management Policy
  - Retention and Disposal of Clinical Records Implementation Standard
  - Requirements for Reporting Corrupt conduct HR Policy E9
  - Use of ICT Services Policy
- Good clinical documentation – Its importance from a legal perspective – Factsheet
- Health Service Directive
  - Enterprise Architecture
- Queensland Government Enterprise Architecture (QGEA), Department of Science, Information Technology and Innovation:
  - Information Access and Use Policy (IS33)
  - Information Security Information Standard (IS18)
  - Recordkeeping Information Standard (IS40)
  - Retention and Disposal of Public Records Information Standard (IS31)

Legislation
- My Health Records Act 2012 (Cth)
- My Health Records Regulation 2012 (Cth)
- My Health Records Rule 2016 (Cth)
- Healthcare Identifiers Act 2010 (Cth)
- Health Practitioner’s (Professional Standards) Act 1999 (Qld)
- Hospital and Health Boards Act 2011 (Qld)
- Information Privacy Act 2009 (Qld)
- Public Records Act 2002 (Qld)
- Right to Information Act 2009 (Qld)
### 5. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access flag</td>
<td>An information technology mechanism made available by the My Health Record System Operator to define access to a healthcare recipient’s My Health Record.</td>
<td>My Health Records Rule 2016</td>
</tr>
<tr>
<td>Access list</td>
<td>The record associated with a healthcare recipient’s My Health Record that specifies registered healthcare provider organisations that are permitted to access a healthcare recipient’s My Health Record.</td>
<td>My Health Records Rule 2016</td>
</tr>
<tr>
<td>Document code</td>
<td>A code which may be used to restrict access to individual records within a healthcare recipient’s My Health Record.</td>
<td>My Health Records Rule 2016</td>
</tr>
<tr>
<td>Healthcare identifier</td>
<td>A number assigned by an authorised service operator that is used to uniquely identify a healthcare provider or a healthcare recipient.</td>
<td>Adapted from Healthcare Identifiers Act 2010</td>
</tr>
<tr>
<td>Healthcare provider organisation</td>
<td>An entity or part of an entity that has conducted, conducts, or will conduct, an enterprise that provides healthcare (including healthcare provided free of charge).</td>
<td>Healthcare Identifiers Act 2010</td>
</tr>
<tr>
<td>HI Service Operator</td>
<td>Chief Executive Medicare</td>
<td>Healthcare Identifiers Act 2010</td>
</tr>
<tr>
<td>Responsible Officer</td>
<td>A person with authority to act on behalf of a healthcare organisation with respect to the HI service, as defined in the Healthcare Identifiers Act 2010.</td>
<td>Healthcare Identifiers Act 2010</td>
</tr>
</tbody>
</table>

**Additional information:**

- **Network hierarchy:** Operating in the My Health Record consists of one seed organisation and one or more network organisations.
- **Network organisation:** A subordinate organisation to the seed organisation that is linked to, and provides services to the seed organisation, and can be a separate legal entity from the seed organisation. HHSs are network organisations within Queensland Health.
- **Organisation Maintenance Officer (OMO):** The role within an organisation responsible for maintaining information about the organisation within the Healthcare Identifiers Service, as defined in the Healthcare Identifiers Act 2010.
<table>
<thead>
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<th>Definition</th>
<th>Source</th>
</tr>
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<tbody>
<tr>
<td>Seed organisation</td>
<td>National healthcare systems (such as the Healthcare Identifiers Service and the My Health Record system) use this term to describe the principal legal entity which provides or controls the delivery of healthcare services. Department of Health is the seed organisation for Queensland Health.</td>
<td>Adapted from the <em>Healthcare Identifiers Act 2010</em></td>
</tr>
</tbody>
</table>

**Version Control**

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Comments</th>
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<tbody>
<tr>
<td>1.0</td>
<td>12/09/2013</td>
<td>New standard.</td>
</tr>
<tr>
<td>1.1</td>
<td>09/04/2015</td>
<td>Transferred information to new template and reviewed by NeHICU.</td>
</tr>
<tr>
<td>2.0</td>
<td>17/05/2016</td>
<td>Updated to align with the <em>My Health Records Act 2012</em> and <em>My Health Records Rule 2016</em> and a general review.</td>
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<tr>
<td>2.1</td>
<td>06/09/2017</td>
<td>Transferred information to new template and updated to reflect change of System operator and general review. Approved by the Architecture and Standards Committee</td>
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Appendix 1 – Legal Obligations and Responsibilities

Misuse of a person’s health information is a serious matter. The potential for damage (whether personal damage to an individual or reputational damage to a healthcare provider organisation) is significant and this is reflected in current professional and legal obligations on persons such as healthcare providers to protect patient information.

Several obligations that were previously part of the participation agreements have been incorporated into the My Health Records Rule 2016 including:

- ensuring that any record uploaded is accurate, up-to-date and not defamatory or misleading;
- notifying the My Health Record System Operator of non-clinical errors; and
- providing assistance to the My Health Record System Operator in relation to inquiries or investigations.

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibility</th>
<th>Audit criteria</th>
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<tbody>
<tr>
<td>Director-General – Responsible Officer (RO)</td>
<td>Is authorised to act on behalf of the Department of Health—seed organisation—and the Hospital and Health Services (HHS)—network organisations—in dealing with the My Health Records System Operator. Communicate the My Health Records policy to all its employees and healthcare provider organisations. Provide a copy of the My Health Records policy to the System Operator if requested within seven days of receiving the request.</td>
<td>Department of Health records maintained in HI service</td>
</tr>
<tr>
<td>Organisation Maintenance Officer (OMO)</td>
<td>eHealth Queensland will be the OMOs for the Department of Health. Responsible for maintaining information about the Department within the Healthcare Identifiers Service (HI service) as defined in the Healthcare Identifiers Act 2010; required for accessing the My Health Records system. Establish and maintain with the Service Operator accurate and up-to-date record of the linkages between the organisations within the network hierarchy. Coordinate OMO activities with HHSs (network organisations). Review and adjust access flags as required.</td>
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