

Providing feedback on the My Health Record – a quick guide for patients

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Provide feedback to the local Queensland Health facility

If you would like to provide feedback in relation to how Queensland Health has handled your My Health Record please contact your local Queensland Health facility.

You may be referred to the Hospital and Health Service (HHS) complaints coordinator, who reviews feedback for all the facilities in their area.

To access local contact details refer to:

www.health.qld.gov.au/services

How will Queensland Health handle my feedback?

Once received by a Queensland Health facility, your feedback will be handled by the HHS who will:

- provide acknowledgement within five working days
- review your feedback
- contact you with possible options
- explain what will happen next.

Your feedback will be dealt with in a confidential manner and will only be discussed with the people directly involved. Your feedback will not be kept on your medical record.

To assist in any investigation relating to the My Health Record system the HHS may review the audit logs of the relevant systems used to access and contribute information to the My Health Record system within Queensland Health.

What is a My Health Record?

The My Health Record system is an Australian Government initiative. It is a national digital health record system, and means important health information like allergies, medical conditions and treatments, medicine details, advance care planning documents, test or scan reports can be digitally available in one place. Healthcare providers (such as doctors, specialists or hospital clinicians) may be able to see a My Health Record online from anywhere at any time.

The information in the My Health Record system is secure and protected by strict rules and regulations on who can see or use it. The My Health Record system is operated by the System Operator—the Australian Digital Health Agency.

Provide feedback to the My Health Record System Operator

If your feedback relating to the My Health Record system does not involve Queensland Health directly, you are encouraged to lodge the feedback with the My Health Record System Operator:

By phone: 1800 723 471 (select option 1) free call – 24 hours, seven days a week (call charges apply from mobile phones)

In writing: My Health Record
GPO Box 9942
Sydney NSW 2000

In person: for My Health Record services in person, find your nearest Medicare Service Centre.

Online: complete the online form available at www.myhealthrecord.gov.au/online-form

Escalation of feedback

In general, the agency or person handling your feedback (either at the Queensland Health facility or the System Operator) should provide you with further information on escalation options should you be dissatisfied with the outcome.

Key contacts

My Health Record – general information

www.myhealthrecord.gov.au

My Health Record System Operator

- Phone: 1800 723 471
- Visit a Medicare Service Centre:
www.findus.humanservices.gov.au
- In writing: My Health Record
GPO Box 9942
Sydney NSW 2000
- Online: Complete the online form available at
www.myhealthrecord.gov.au/online-form

Hospital and Health Services contact information

www.health.qld.gov.au/services

Refer to www.qld.gov.au/health/contacts/complaints for general advice on complaints and compliments about health services.