

Security in **My Health Record**

**My Health Record is a
secure place to store your
health information online.**

This includes health information like:

- Pathology and diagnostic imaging reports (x-rays, MRIs and CT scans)
- Discharge summaries
- Other important medical documents

You can take simple steps to keep your My Health Record safe and private.

This is the fourth guide from the Consumers Health Forum of Australia (CHF) and the Australian Digital Health Agency. We want to help all Australians feel confident about using My Health Record safely.

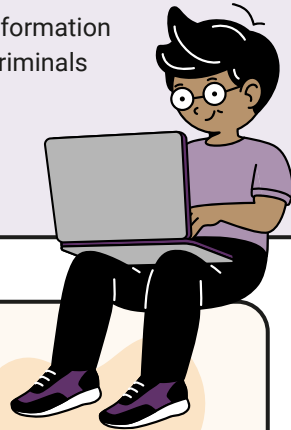
Download CHF's resources on
Building Australians' Digital Health Literacy



Protecting your digital life

My Health Record enables consumers to take personal control for the storage of their health information. This will assist you to make informed health decisions in one secure and convenient place. But like other online services, it can be a target for cyber criminals.

Did you know that your health information can be more valuable to cyber criminals than your financial information?



The good news: You can protect yourself by following some easy steps.

1. Regularly update your phone, tablet, and computer.
2. Only share health information with people you trust.
3. Only upload health information to platforms you trust (such as My Health Record).
4. Regularly check access to your health information (My Health Record Access History).
5. **Set up notifications about access to your information.**

Know how to spot scams

My Health Record is a secure platform. But scammers can still try to trick you with fake emails or messages. These are called phishing attacks.

Phishing Attacks

A phishing attack is a type of cyber-attack where fraudsters impersonate legitimate companies and/or people to steal sensitive information like usernames, passwords, and credit card details. One in three people admit to taking risky actions when faced with a phishing threat. A phishing scam might:

- Come from an email address that doesn't look right
- Start with a general greeting like "Dear Customer"
- Be unexpected or seem too good to be true
- Contain bad spelling or odd formatting
- Include links or attachments that steal your information

Before clicking on any links or attachments or sharing personal details, ask yourself:

- Are my emotions heightened?
- Did this message come from a legitimate sender?
- Did someone I know send this message to me?
- Is this the correct website?
- Does this offer sound too good to be true?
- Are there attachments or links?
- Can this person prove their identity?

If something does not feel totally right — do not click.

Access your My Health Record on your mobile device

The **my health** app is a secure and convenient way to access My Health Record on your mobile device.

my health app lets you view key health information that you, your healthcare providers or representatives have uploaded to My Health Record. It also gives you access to electronic prescriptions and your Active Script List and has other great features like find and book a health service, and much more.

Through **my health** app you can:

- View your medical history.
- Check pathology results.
- Manage vaccinations and immunisations.
- View hospital discharge summaries.
- Keep track of care planning documents, and more.

All you need to get started is to create or sign in to a myGov account that is linked to My Health Record. **Learn more about getting started with my health app.**

