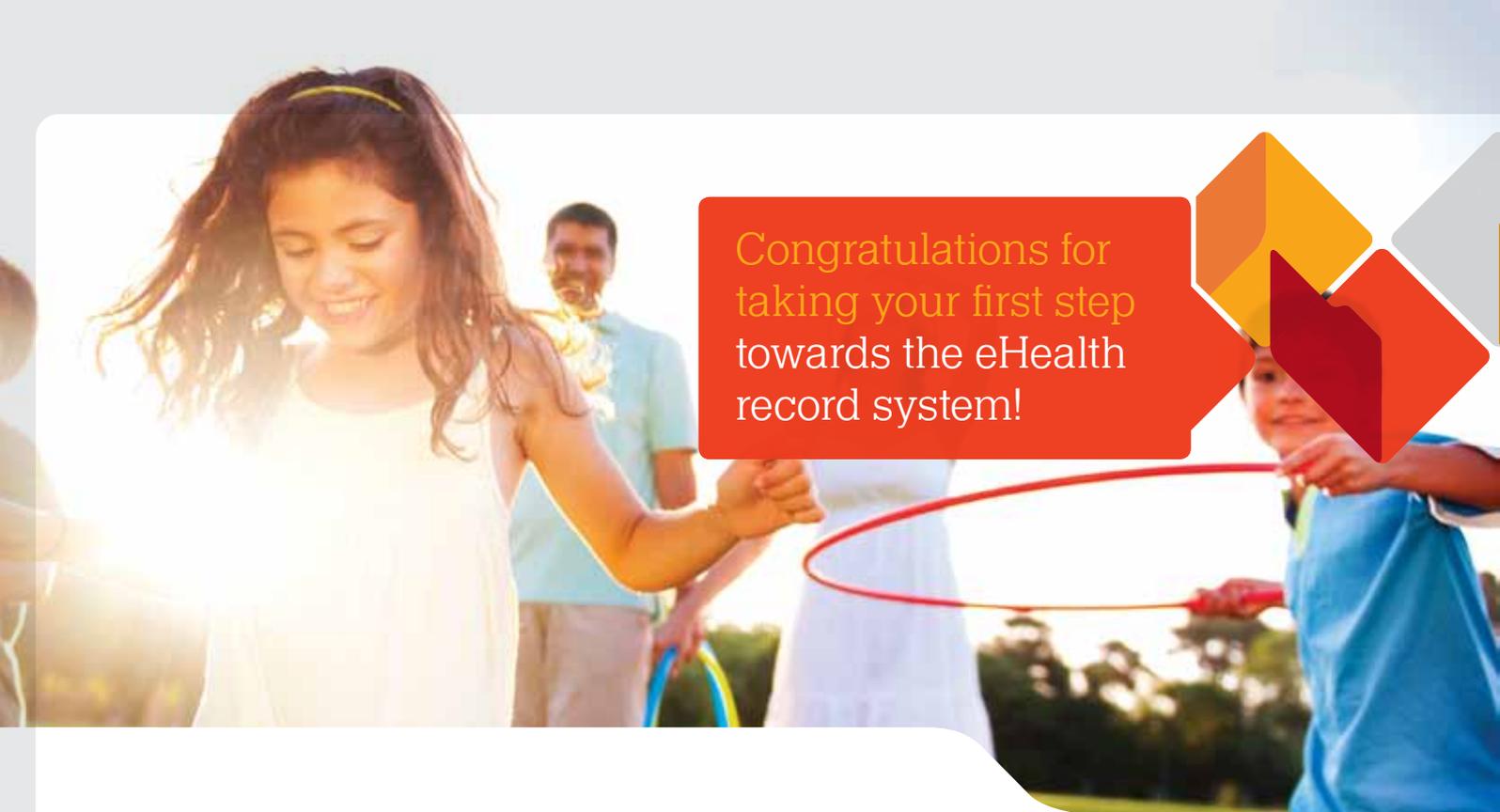




Connecting your healthcare: a guide to registering for an eHealth record





Congratulations for taking your first step towards the eHealth record system!

Personally Controlled Electronic Health Records

Technology is a part of daily life for most Australians. We use it for banking, shopping and connecting with family and friends.

It can also help deliver better healthcare by building a safer and more efficient health system for Australia. That's why the Australian Government has developed a personally controlled electronic health (eHealth) record system that puts you at the centre of your healthcare. The ability to personally control your eHealth record and for you and your healthcare providers to securely access your health information are central to the system. The *Personally Controlled Electronic Health Records Act 2012* provides the legal framework for the operation of the eHealth record system.

What is an eHealth record?

An eHealth record is a secure electronic summary of your health information.

Having an eHealth record means you, and any doctors or other healthcare professionals involved in your care can, subject to your access controls, quickly access a summary of your important health information, helping them to make better, safer decisions about your care.

Once you have been registered for an eHealth record, participating doctors, nurses and other healthcare professionals involved in your care will, with your consent, have access to a summary of your information – including medications, allergies and immunisations. This will contribute to better, safer and more efficient care for you.

Registering for an eHealth record is voluntary. Whether you choose to register has no effect on your entitlement to medical treatment or Medicare benefits.

What do you need before you apply for an eHealth record?

To register for an eHealth record, you will need to have a verified Individual Healthcare Identifier (IHI). **If you are listed on a Medicare card or have a Department of Veterans' Affairs (DVA) file number, you already will have been allocated a verified IHI.** An IHI ensures that your eHealth record can link with the details that your healthcare providers hold about you in their systems.

If you need to confirm whether you already have an IHI, call 1300 361 457. If you don't have a DVA file number or are not listed on a Medicare card then you will need to apply for an IHI before completing this application. To apply for an IHI, you will need to complete an **Application to create, verify or merge an Individual Healthcare Identifier.** You can find this application form online by visiting www.ehealth.gov.au

How to use this booklet

This registration booklet accompanies the application form to register for an eHealth record. It's important that you read and understand the information in this booklet before you apply to register.

The information in this booklet explains some of the terminology used in the application process, the key participants in the eHealth record system, your privacy safeguards, your choices around how your information is handled, where you can apply to register and where you can find more information.

This booklet contains colour-coded and letter-coded sections to help you understand how to make your application for an eHealth record. These sections will also help you decide what type of application you will be making.

- 1 Read the grey section: Essential Information; see pages 4-9
- 2 Read the sections list to the right to determine the type of application you should make
- 3 Apply to register for an eHealth record



Registering yourself?

Section A

If you wish to apply to register for your own eHealth record, please read **grey** Essential Information and **red** Section A.

Registering someone else?

Section B

If you wish to apply to register someone under the age of 18 for whom you have parental responsibility please read **grey** Essential Information and **blue** Section B. Please refer to the definition of 'parental responsibility' in blue Section B if you are unsure whether this applies to you.

Section C

If you wish to apply to register someone under the age of 18 and you are authorised by law or are otherwise an appropriate person to act on their behalf, please read **grey** Essential Information and **green** Section C.

Section D

If you wish to apply to register someone aged 18 and over who is not capable of making their own decisions, and you are authorised by law or are otherwise an appropriate person to act on their behalf, please read **grey** Essential Information and **orange** Section D.

Essential Information

YOU: Participating in the eHealth record system is voluntary.

By doing so, you will have access to a secure, online summary of your key healthcare information, and can choose which healthcare provider organisations can access your information, anywhere in Australia.

Key participants

This section explains the roles of key organisations and individuals who participate in the eHealth record system.

The System Operator: This is the person with responsibility for establishing and operating the eHealth record system. From the start of the eHealth record system, this person is the Secretary of the Department of Health and Ageing. Customer service officers from the Department of Human Services will undertake some of the eHealth record system's day-to-day tasks on behalf of the System Operator.

Healthcare provider organisations: These are organisations that provide healthcare, such as hospitals, clinics and pharmacies. To protect the security and

privacy of your information, healthcare provider organisations and their employees need to comply with strict rules governing how and why they access your records.

Authorised representative: An authorised representative is a person whom the System Operator recognises as being able to act on behalf of another person (referred to here as a dependant) for the purposes of the eHealth record system. An authorised representative can make decisions about how their dependant's eHealth record is managed and how information in their dependant's eHealth record is accessed. An authorised representative must act in the best interests of their dependant. Multiple people can be registered as an authorised representative for a single record. For example, both a child's parents can be authorised representatives.



Nominated representative: Nominated representatives are individuals you choose to access your (or your dependant's) eHealth record on your behalf, such as a trusted family member or carer. You don't have to have a nominated representative but if you choose to you can nominate anyone you trust to access your health information. Nominated representatives must act in the best interests of the person whose eHealth record they are accessing.

Repository operators: A repository operator holds documents in storage for the eHealth record system and makes them available when they are requested through the eHealth record system. Repository operators must be in Australia and be registered to participate in the eHealth record system. The Chief Executive Medicare will be one repository operator. The repository operated by the Chief Executive Medicare will include Medicare and Pharmaceutical Benefits Scheme (PBS) claiming information, Australian Organ Donor Register information, Australian Childhood

Immunisation Register information and claiming information held on behalf of the Australian Government Department of Veterans' Affairs. This information will only be made available where you consent to it being included in your, or your dependant's, eHealth record. Other public and private sector organisations can also apply to be repository operators.

Portal operators: You, or a registered healthcare provider organisation, may be able to access information in your (and/or your dependant's) eHealth record using an internet portal. Portal operators are the entities responsible for operating these internet portals. Portal operators must be in Australia and be registered to participate in the eHealth record system.

Contracted service providers: These are firms that provide information technology (IT) related services to healthcare provider organisations. Contracted service providers must register to participate in the eHealth record system.

Healthcare Identifiers service operator: Chief Executive Medicare is the Healthcare Identifiers service operator and is responsible for issuing and administering Healthcare Identifiers under the *Healthcare Identifiers Act 2010*. A Healthcare Identifier is a unique 16-digit number which helps to identify people and organisations involved in healthcare across Australia. These identifiers ensure that health information is linked to the correct person and help identify healthcare providers involved in your care.

Chief Executive Medicare: Chief Executive Medicare holds information about you in relation to the Medicare program, that is provided to the System Operator to identify you for the purpose of registering you or your dependants for an eHealth record and to enable the System Operator to make a decision about registration applications.

Essential Information

How your information is handled

You will have many choices about how your and/or your dependant's health information is handled in an eHealth record. This includes whether certain information is included in the eHealth record and whether healthcare provider organisations may access the eHealth record.

Clinical information

The eHealth record system will allow the sharing of health information created by your healthcare providers, subject to any access controls you set.

If you believe that information in your and/or your dependant's eHealth record contains incorrect information, you should ask the relevant healthcare provider to correct it. You can also choose to restrict access specific documentation within an eHealth record (other than a shared health summary), or stop it from being viewed in your or your dependant's eHealth record. You can also choose to restrict access to the whole of an eHealth record.

Information held by DHS-Medicare

The Chief Executive Medicare may hold information that, with your consent, can be included in your or your dependant's eHealth record. You can choose which of the following information, if any, you want included in your eHealth record:

- Details of all claims you or a doctor make for Medicare benefits in the future, whenever you (or for your dependant's eHealth record, whenever they) receive a healthcare service that is covered under the Medicare Benefits Schedule (**MBS**)*^

- Details of any claims that have been made in the past, if available.
- Details of all claims made for pharmaceutical benefits in the future, whenever you (or for your dependant's eHealth record, whenever they) receive medication that is covered under the Pharmaceutical Benefits Scheme (**PBS**)^
- Details of any claims that have been made in the past, if available.
- Organ and/or tissue donation decisions, which are sourced from the Australian Organ Donor Register (**AODR**).
- Immunisations administered to you up until the age of 7, which are sourced from the Australian Childhood Immunisation Register (**ACIR**).

Important – this information may include details that disclose specific medical conditions you (or a dependant) have had or may continue to have. If you do not want to have such details visible in the eHealth record, you should not consent to the inclusion of this information.

For more information visit
www.ehealth.gov.au

Or call: 1800 723 471

*This includes claims that are processed by the Department of Human Services on behalf of the Department of Veterans Affairs (DVA), in accordance with eligibility entitlements provided by DVA

^This includes Department of Veterans Affairs claims under the Repatriation Pharmaceutical Benefits Scheme (RPBS) that are processed by the Department of Human Services.

Information is only included where the claim for a benefit has been successful

If you consent to the Chief Executive Medicare providing information to the System Operator, the Chief Executive Medicare will provide a list of the available records to the System Operator to include in your eHealth record and then update that list as new records become available. As required from time to time, the Chief Executive Medicare will send the actual records in that list to the System Operator. It is possible for you to withdraw your consent to this transfer of information at any time. If you do, the Chief Executive Medicare will not notify the System Operator about any new records and the System Operator will not be able to access such records. However, MBS and PBS records transferred to the System Operator before the time you withdraw your consent will remain visible on your eHealth record. Importantly, MBS and PBS records that were listed before your consent is withdrawn may be transferred to the System Operator after the date your consent is withdrawn. This type of transfer is regarded as occurring with your consent. If you do not wish to provide this type of consent, the Chief Executive Medicare will not be able to provide any information to the System Operator to include in your eHealth record.

If you are an authorised representative, you can consent to the information mentioned above being included in a dependant's eHealth record. However, as a matter of policy, where an authorised representative who has parental responsibility provides consent in relation to a dependant, the Chief Executive Medicare will only supply Medicare and PBS claiming information relating to the Medicare card number that the authorised representative and the dependant share. Additionally, also as a matter of policy, once a dependant has turned 14 years old, the Chief Executive Medicare will not provide any new claiming information to the system operator, even though an authorised representative who has parental responsibility has provided consent. Claiming information will only be made available once the dependant assumes control of their own eHealth record and provides the necessary consent themselves. It is important to

note that, once claiming information is made available on a dependant's eHealth record, anyone who is authorised to access the record will be able to view that information. If the Medicare card arrangements for you or your dependants change (for example, you ask to be moved to a new Medicare card and you obtain a new Medicare card number), it is important that you review the consents relating to the eHealth records for you and your dependants to ensure that these remain appropriate.

Managing information

Most people are likely to allow any healthcare provider organisation involved in their care to access their eHealth record. This is the default access control setting that will apply to all eHealth records from registration. However, you can set access controls for your and/or your dependant's eHealth record by:

- limiting access to the whole of the eHealth record – if you do this you will need to provide an access code to those healthcare providers you wish to access the eHealth record; or
- limiting access to a specific document in the eHealth record – if you do this, you will need to give a healthcare provider an access code before they can see that specific document.

If you do not want a particular record to be uploaded to the eHealth record system, you need to clearly tell your healthcare provider (or, if relevant, your dependant's healthcare provider) and they must comply. If you realise that you do not want a specific document to be available in the eHealth record after it has been uploaded, you are still able to "effectively remove" it from view.

Where a specific document has been "effectively removed" from view, it will not be available to either you or healthcare provider organisations, including in an emergency.

Withholding information

As it presently stands, if you withhold information from, or give inaccurate information to, a healthcare provider who is treating you, this may affect the quality of the decisions made about your care.

The same situation applies under the eHealth record system. Limiting access to your eHealth record or telling a healthcare provider not to upload a specific document to your eHealth record will prevent other healthcare providers from accessing this information using the eHealth record system.

Storing your information

Information that is uploaded to the eHealth record system will be stored in repositories. These repositories will be operated by a range of public and private sector operators who have been registered to participate in the eHealth record system and who must comply with strict rules to protect the security and privacy of information. However, some of your key health information will be stored by the System Operator in the National Repositories Service (**NRS**) – for example, if you have a shared health summary or if you have uploaded information on allergies, these will be stored in the NRS. If your information is uploaded to the NRS, that information will be retained until at least 30 years after the date of your death, or if the system operator does not know this date 130 years after the information was uploaded.

Access to information without your consent

There are some circumstances where the *Personally Controlled Electronic Health Records Act 2012* authorises the collection, use and disclosure of health information without consent. The main circumstance where this occurs is likely to be where there is a serious threat to the life, health or safety of an individual and the person is unable to consent to their information being accessed and used. Other circumstances are set out in the *Personally Controlled Electronic Health Records Act 2012*.

Essential Information

Your privacy

We understand the importance of ensuring that your personal and health information is kept secure, and the eHealth record system has been designed to make sure this happens. There are strict rules in the *Personally Controlled Electronic Health Records Act 2012* and the *Privacy Act 1988* that govern how your information will be dealt with and protected in the eHealth record system.

What information is collected?

When you register to participate in the eHealth record system, the System Operator (in this *Your privacy* section, 'we', 'us', 'our') will collect information about you, and if you are an authorised representative, information about your dependant. In some cases, the System Operator will collect this information directly from you. In other cases, the system operator will collect information about you from others.

As part of the registration process, the System Operator collects information on behalf of others – for example, the Chief Executive Medicare (within the Department of Human Services) or the Department of Veterans' Affairs. The collection of this information is authorised by the *Personally Controlled Electronic Health Records Act 2012* and is for the purpose of the Chief Executive Medicare carrying out functions as a registered repository operator under that Act.

The kinds of information collected directly from you include:

- details that allow us to identify and contact you;
- details about medical conditions you have or that a dependant has which you decided to upload to and publish in the eHealth record;
- details about your health or a dependant's health which you enter in the confidential health diary facility we offer to you;
- information about how you want to manage your and/or your dependant's eHealth record, including who you want to have access to your and/or your dependant's record and other access controls; and
- information about your access to your and/or your dependant's eHealth record.

We will also collect health records about you and/or your dependant(s) from healthcare provider organisations that have registered to participate in the eHealth record system. If you decide that you want to include them in your and/or

your dependant's eHealth record, then the System Operator will also collect health-related records from other Commonwealth agencies – see "**Information held by DHS-Medicare**" on page 6 for further details.

What uses and disclosures of information may occur?

We will use the personal information we collect from you and others for registration, administration, maintenance, monitoring and population of your and/or your dependant's eHealth record. We will also use your and/or your dependant's personal information for the purpose of administering the eHealth record system more broadly. This would include, for example, monitoring the security, integrity and efficiency of the system.

We use private sector firms to assist us to deliver the eHealth record system and they will see, use and disclose, and in some cases store, your and/or your dependant's personal information as part of this work. These firms are required to treat your and your dependant's information with the same level of respect, privacy and security that you are entitled to from us.

We will disclose information about you and/or your dependant(s) to the Healthcare Identifiers service operator, to verify your and/or your dependant's identity when you apply for registration, and to obtain updates of your and/or your dependant's demographic and contact information over time, so that our records about you remain current.



We will disclose information about you and/or your dependant(s) to the Department of Human Services and the Department of Veterans' Affairs, in order to verify the accuracy of information you supply with your application. This includes information necessary to verify your identity and your consent to include information held by Chief Executive Medicare in your and/or your dependant's eHealth record.

We will disclose your eHealth record to healthcare provider organisations involved in your care that are registered with the eHealth record system, in accordance with the access controls for your eHealth record, or in a medical emergency. A medical emergency is where the information is necessary to lessen or prevent a serious threat to the life or health of a person, and it is not possible or practical to contact you and get your permission to disclose your information first, or where there is a serious threat to public health or public safety. If you are an authorised representative, the same disclosure will apply for your dependant's record.

Healthcare provider organisations sometimes use private sector firms to help them with computer and IT-related services ('contracted service providers'). If a registered contracted service provider is authorised by a healthcare provider organisation to connect to the eHealth record system on its behalf, then we will disclose your and/or your dependant's information to the contracted service provider (if the healthcare provider organisation is authorised by you to access this information). A contracted service

provider may only register with the eHealth record system if it agrees to meet proper security and privacy standards when connecting to the eHealth record system.

You, or a registered healthcare provider organisation, or a representative on your behalf may be able to access information in your and/or your dependant's eHealth record using an internet portal. If you (or an entity authorised to access your and/or your dependant's information) use a portal to connect to the eHealth record system, then we will disclose information about you and/or your dependant(s) to the portal operator.

We will disclose your and/or your dependant's information to repository operators for the purpose of storing, indexing and calling for records about you and/or your dependant(s) which form part of your and/or your dependant's eHealth record.

We will disclose information about you and/or your dependant(s) to a healthcare provider organisation, contracted service provider, portal operator, or repository operator if we need to in order to investigate or resolve a technical, security, or privacy matter that has arisen with the eHealth record system. This might include, for example, talking with a healthcare provider organisation about why it has been accessing your and/or your dependant's eHealth record, if our monitoring of the system discloses that there has been an unusual pattern of access.

There are limited other circumstances where your and/or your dependant's information may be collected, used or

disclosed under the *Personally Controlled Electronic Health Records Act 2012* or as authorised by or under the law. These circumstances include the provision of indemnity cover for a healthcare provider, and disclosure to courts and tribunals and for the purposes of coroner's investigations.

Chief Executive Medicare

The Chief Executive Medicare (as the service operator under the *Healthcare Identifiers Act 2010* and, separately, the holder of Medicare and PBS records) may disclose information to the System Operator about you and your dependant(s) to assist the System Operator to make decisions about registration and authorised representatives under the *Personally Controlled Electronic Health Record (PCEHR) Act*. These disclosures are authorised by the *Healthcare Identifiers Act 2010* and the *Personally Controlled Electronic Health Records (PCEHR) Act*.

You can find the full
Privacy Statement for
the eHealth record system
at www.ehealth.gov.au

Or you can request a copy
by calling: 1800 723 471

Section A

Read this section if you wish to apply to register for your own eHealth record.

Who can make this application?

If you are 14 or over you are eligible to apply to register for your own eHealth record.[^]

How can this application be made?

You can apply for your own eHealth record in the following ways:



Online – by visiting www.ehealth.gov.au



In writing – by completing the registration application form that accompanies this booklet.



Over the phone – by calling 1800 723 471 and selecting option 1.



In person – by visiting a Service Centre offering Medicare services.

For the details of your nearest Service Centre, visit <http://humanservices.findnearest.com.au>

What information needs to be supplied?

When making this application, you will need to provide:

- Information that we need to register you for your eHealth record, including your name, gender, date of birth and either a Medicare card number, DVA file number or your IHI number.
- Information that we need to verify your identity:
 - If you apply online, over the phone or in person, with your consent the Chief Executive Medicare or other employees of the Department of Human Services may ask you questions about your Medicare records to confirm your identity. If you answer these questions correctly, the Chief Executive Medicare will be able to confirm your identity to the System Operator, so that your application can be processed.
 - If you apply in writing, you need to attach certified copies of acceptable identity documentation (see the **Submitting your evidence** section on page 18 for further details). If you do not have acceptable identity documentation, you may be able to prove your identity in other ways. Please contact 1800 723 471 for more information.

[^]If you are under the age of 14 you can still apply to register for your own eHealth record, provided you can demonstrate to the eHealth record system operator's satisfaction that you have the maturity to manage your own eHealth record. Applications by people younger than 14 can only be made in person, by visiting a Department of Human Services Service Centre offering Medicare services.



What happens next?

You will be notified of the progress of your application.

Unless your application is made online, it will be processed by the Department of Human Services, which will generally notify you by phone whether your application has been successful. If you can't be contacted on the daytime phone number you've provided in your application, we will write to you. When we notify you of the success of your application we will provide you with an Identity Verification Code (IVC), which you can use to access your eHealth record online.

You will be able to start controlling your record.

Once registered, you can set access controls for your eHealth record. These controls will allow you to choose which healthcare provider organisations can view your eHealth record. You will also be able to control access to the information that is included in your eHealth record. This includes being able to change your preferences for the inclusion of information held by Chief Executive Medicare (see the **Department of Human Services – Medicare Information Fact Sheet** on www.ehealth.gov.au for further details).

Visit www.ehealth.gov.au

Or call: 1800 723 471
for more information.

Section B

Read this section if you wish to apply to register someone under the age of 18 and you have parental responsibility for that person.

Who can make this application?

You can apply to register a person under 18 years of age for an eHealth record where you have parental responsibility for them.

What does parental responsibility mean?

Parental responsibility means that:

- you are the child's parent (including a person who is presumed to be the child's parent because of a presumption [other than in section 69Q] in Subdivision D of Division 12 of Part VII of the *Family Law Act 1975*) and you have not ceased having parental responsibility because of an order made under the *Family Law Act 1975* or a law of a State or Territory; or
- you are subject to a parenting order within the *Family Law Act 1975* which provides that the child is to live with you, the child is to spend time with you, or you are responsible for the child's long-term or day-to-day care, welfare and development; or
- you are entitled to guardianship or custody of, or access to, the child under a law of the Commonwealth, a State or a Territory.

How can this application be made?

If you are applying to register someone under the age of 18 and you have parental responsibility for them, you can apply in the following ways:

Circumstance 1 - If the child you are registering is **listed on your Medicare card**, you can register in the following ways:

-  **Online** – by visiting www.ehealth.gov.au
-  **In writing** – by completing the registration application form that accompanies this booklet.
-  **Over the phone** – by calling 1800 723 471 and selecting option 1.
-  **In person** – by visiting a Service Centre offering Medicare services.

Circumstance 2 - If the child you are registering is **not listed on your Medicare card**, you can register in the following ways:

-  **In writing** – by completing the registration application form that accompanies this booklet.
-  **In person** – by visiting a Service Centre offering Medicare services.

For the details of your nearest Service Centre, visit <http://humanservices.findnearest.com.au>

What information needs to be supplied?

When applying you will need to provide:

- **Information that we need about the child** to register them for an eHealth record, including their name, gender, date of birth and either a Medicare card number, DVA file number or their IHI number.
- **Information that we need about you**, including your name, gender, date of birth and either a Medicare card number, DVA file number or your IHI number.
- **Information that we need to verify your identity:**
 - If you apply online, over the phone or in person, with your consent the Chief Executive Medicare or other employees of the Department of Human Services may ask you questions about your Medicare records to confirm your identity. If you answer these questions correctly, the Chief Executive Medicare will be able to confirm your identity to the system operator, so that your application can be processed.
 - If you apply in writing, you need to attach certified copies of acceptable identity documentation (see the **Submitting your evidence** section on page 18 for further details). If you do not have acceptable identity documentation, you may be able to prove your identity in other ways. Please contact 1800 723 471 for more information.



- **Information that we need to verify that you have for parental responsibility:**

- If you are listed on the same Medicare card as the child and have previously established to Medicare that you are the child's parent, you can use your Medicare card to support your declaration that you have parental responsibility for the child.
- In all other circumstances, you will need to supply evidence of parental responsibility. The type of evidence will depend on your particular situation, but will usually include documents such as a birth certificate, your parenting order or guardianship order, or your adoption papers. Please see the **Submitting your evidence** section on page 18 of this booklet for your options when submitting evidence as part of your application.

What happens next?

You will be notified of the progress of your application.

Unless your application is made online, it will be processed by the Department of Human Services, who will generally notify you by phone whether your application has been successful. If you can't be contacted on the daytime phone number you've provided in your application, we will write to you. When we notify you of the success of your application we will provide you with an Identity Verification Code (**IVC**), which you can use to access your dependant's eHealth record online.

You will be able to start controlling your dependant's record.

Once registered, you can set access controls for the child's eHealth record. These controls will allow you to choose which healthcare provider organisations can view the child's eHealth record. You will also be able to control access to the information that is included in the child's eHealth record. This includes being able to change your preferences for the inclusion of information held by Chief Executive

Medicare (see the **Department of Human Services – Medicare Information Fact Sheet** on www.ehealth.gov.au for further details).

Another eligible person (for example, your spouse) can also apply to access and manage the child's eHealth record as the child's authorised representative. They can apply online or in writing using the **Application to add Authorised Representative** form.

An authorised representative must act in the best interests of their dependant.

Visit www.ehealth.gov.au

Or call: 1800 723 471
for more information

Section C

Read this section if you wish to apply to register someone under the age of 18 and you are authorised by law or are otherwise an appropriate person to act on their behalf.

Who can make this application?

In special circumstances, you may be eligible to register a person under the age of 18 even if you do not have parental responsibility for them. These circumstances are if:

- you are authorised to act on your dependant's behalf under the law of the Commonwealth or a State or Territory or by a decision of an Australian court or tribunal (Circumstance 1); or
- you are considered by the System Operator to be an appropriate person because of your relationship with the dependant (Circumstance 2).

You will only be eligible to be an authorised representative in these circumstances if nobody has parental responsibility for the dependant (see **blue Section B** for a description of what is meant by 'parental responsibility'). An 'appropriate person' can only be an authorised representative if there is nobody who is authorised by law to act on the dependant's behalf.

How can this application be made?

If you are applying to register someone under the age of 18 and you are authorised by law or are otherwise an appropriate person to act on their behalf, you apply in the following ways:



In writing – by completing the registration application form that accompanies this booklet.



In person – by visiting a Service Centre offering Medicare services.

For the details of your nearest Service Centre, visit <http://humanservices.findnearest.com.au>

What information needs to be supplied?

When applying, you will need to provide:

- **Information that we need about your dependant** to register them for an eHealth record, including their name, gender, date of birth and either a Medicare card number, DVA file number or their IHI number.
- **Information that we need about you**, including your name, gender, date of birth and either a Medicare card number, DVA file number or your IHI number.

• Information that we need to verify your identity:

- If you apply in person, with your consent the Chief Executive Medicare or other employees of the Department of Human Services may ask you questions about your Medicare records to confirm your identity. If you answer these questions correctly, the Chief Executive Medicare will be able to confirm your identity to the System Operator, so that your application can be processed.
- If you apply in writing, you need to attach certified copies of acceptable identity documentation (see the **Submitting your evidence** section on page 18 for further details).

• Information that we need to verify that you are the authorised representative of the dependant:

Circumstance 1 - If you are applying on the basis that you are **authorised to act** on a child's behalf under the law of the Commonwealth or a State or Territory or by a decision of an Australian court or tribunal, you will need to submit evidence of this. While the type of evidence will depend upon your specific situation, typical types of evidence include a power of attorney, or a court order. Please see the **Submitting your evidence** section on page 18 of this booklet for your options when submitting evidence as part of your application.



Circumstance 2 - If you are applying on the basis that you are an **appropriate person** to be the dependant's authorised representative, you must provide a statutory declaration which specifies the following information:

- a description of your relationship with the dependant (for example, you are their sister or full-time carer);
- that, to the best of your knowledge, there is nobody who has parental responsibility for the dependant or is authorised by law to act on the dependant's behalf; and
- an explanation of why you are an appropriate person to be the dependant's authorised representative.

You can access a template statutory declaration at www.ehealth.gov.au

What happens next?

You will be notified of the progress of your application.

Your application will be processed by the Department of Human Services, who will generally notify you by phone whether your application has been successful. If you can't be contacted on the daytime phone number you've provided in your application, we will write to you. When we notify you of the success of your application we will provide you with an Identity Verification Code (**IVC**), which you can use to access your dependant's eHealth record online.

You will be able to start controlling your dependant's record.

Once registered, you can set access controls for your dependant's eHealth record. These controls will allow you to choose which healthcare provider organisations can view your dependant's eHealth record. You will also be able to control access to the clinical and

administrative information that is included in your dependant's eHealth record. This includes being able to change your preferences for the inclusion of information held by Chief Executive Medicare (see the **Department of Human Services – Medicare Information Fact Sheet** on www.ehealth.gov.au for further details).

An authorised representative must act in the best interests of their dependant.

Visit www.ehealth.gov.au

Or call: 1800 723 471
for more information.

Section D

Read this section if you wish to apply to register someone age 18 or over who is not capable of making their own decisions and you are authorised by law or are an appropriate person to act on their behalf

Who can make this application?

Where an adult is not capable of making decisions for himself or herself (**adult dependant**) the system operator will permit a representative to apply for an eHealth record on the adult dependant's behalf. You may be eligible to apply if:

- you are authorised by law to act on an adult dependant's behalf under the law of the Commonwealth or a State or Territory or by a decision of an Australian court or tribunal (Circumstance 1); or
- you are considered by the system operator to be an appropriate person because of your relationship with the adult dependant (Circumstance 2).

An 'appropriate person' will only be permitted to be an authorised representative if nobody is authorised by law to act on the adult dependant's behalf.

How can this application be made?

If you are applying to register someone aged 18 or over who is not capable of making their own decisions and you are authorised by law or are otherwise an appropriate person to act on their behalf, you can apply in the following ways:



In writing – by completing the registration application form that accompanies this booklet.



In person – by visiting a Service Centre offering Medicare services.

For the details of your nearest Service Centre, visit <http://humanservices.findnearest.com.au>

What information needs to be supplied?

When making this application, you will need to provide:

- **Information that we need about your adult dependant** to register them for an eHealth record, including their name, gender, date of birth and either a Medicare card number, DVA file number or their IHI number.
- **Information that we need about you**, including your name, gender, date of birth and either a Medicare card number, DVA file number or your IHI number.
- **Information that we need to verify your identity:**
 - If you apply in person, with your consent the Chief Executive Medicare or other employees of the Department of Human Services may ask you questions about your Medicare records to confirm your identity. If you answer these questions correctly, the Chief Executive Medicare will be able to confirm your identity to the system operator, so that your application can be processed.
 - If you apply in writing, you need to attach certified copies of acceptable identity documentation (see the **Submitting your evidence** section on page 18 for further details).
- **Information that we need to verify that your adult dependant is not capable of making their own decisions:**
 - You must provide evidence to the system operator that clearly establishes that the adult dependant in question is not capable of making decisions for themselves. Acceptable evidence may include evidence from a medical practitioner or a court.

Please see the **Submitting your evidence** section on page 18 of this booklet for your options when submitting evidence to the System Operator.

- **Information that we need to verify that you are the authorised representative of the adult dependant:**

Circumstance 1 - If you are applying on behalf of an adult dependant on the basis that you are authorised to act on their behalf under the law of the Commonwealth or a State or Territory or by a decision of an Australian court or tribunal, you will need to submit evidence of this. While the type of evidence will depend upon your specific situation, typical types of evidence include a power of attorney, or a court order. Please see the **Submitting your evidence** section on page 18 of this booklet for your options when submitting evidence to the system operator.

Circumstance 2 - In some cases, there will be no person with legal authority to act on behalf of an adult dependant. In these cases, the system operator can permit a person who is otherwise an appropriate person to apply for an eHealth record for the adult dependant. To help the system operator reach a determination as to whether you are an 'appropriate person', you must provide a statutory declaration which specifies the following information:



What happens next?

- a description of your relationship with the adult dependant (for example, you are their sister or full-time carer);
- that to the best of your knowledge, there is nobody who is authorised by law to act on the adult dependant's behalf; and
- an explanation of why you are an appropriate person to be the adult dependant's authorised representative.

You can access a template statutory declaration at www.ehealth.gov.au

You will be notified of the progress of your application.

Your application will be processed by the Department of Human Services, who will generally notify you by phone whether your application has been successful. If you can't be contacted on the daytime phone number you've provided in your application, we will write to you. When we notify you of the success of your application we will provide you with an Identity Verification Code (**IVC**), which you can use to access your adult dependant's eHealth record online.

You will be able to start controlling your adult dependant's record.

Once registered, you can set access controls for your adult dependant's eHealth record. These controls will allow you to choose which healthcare provider

organisations can view your adult dependant's record. You will also be able to control access to the information that is included in your adult dependant's eHealth record. This includes being able to change your preferences for the inclusion of information held by Chief Executive Medicare (see the **Department of Human Services – Medicare Information Fact Sheet** on www.ehealth.gov.au for further details).

An authorised representative must act in the best interests of their adult dependant.

Visit www.ehealth.gov.au

Or call: 1800 723 471
for more information

Submitting your evidence

Documents to confirm identity

To establish your identity as part of an application submitted by post, you will need to attach to your completed application certified copies of either:

- one 'primary document'; OR
- two 'secondary documents'.

Acceptable primary documents are:

- Passport.
- Birth certificate or birth certificate extract.
- Australian armed service papers.
- Foreign passport or travel document with valid visa.
- Original letter from Department of Immigration and Citizenship (must also provide photographic ID such as drivers license or employment identification).

Acceptable secondary documents are:

- Centrelink card.
- Drivers licence.
- Electricity account.
- Employment contract.
- Financial institution card with signature.
- Firearm licence.
- Gas account.
- Health insurance contribution book or card.
- Statutory declaration.
- Rates notice.
- Rental or lease agreement.
- Telephone account.
- Vehicle registration papers .

Documents to confirm you are an authorised representative

To enable the system operator to consider whether you are the authorised

representative of a dependant on whose behalf you have applied, you must submit evidence of your relationship with the dependant, as outlined in the section of this booklet that relates to your type of application.

- If you are submitting your application by post, you will need to attach a certified copy of your evidence to your application.
- If you are submitting your application in person, you will need to produce either:
 - a certified copy of your evidence which we can keep; OR
 - an original copy of your evidence together with a photocopy of your evidence which we can keep.

What does 'certified copy' mean?

A 'certified copy' of a document is a photocopy of an original document which has been endorsed by an appropriate person as being a true copy of the original. The certification must state that the appropriate person has sighted the original document and believes the copy to be a true copy of that document. The person making the endorsing statement must sign the actual copy being submitted as part of your application. This signature cannot be photocopied. The person certifying your copies must set out their full name, address, contact phone number and their qualification (from the list below) on any document that they certify for you.

The appropriate persons who can certify a document to be submitted to the system operator are:

1. A person who is currently licensed or registered under a law to practise in one of the following occupations:

- Chiropractor.
- Dentist.
- Legal practitioner.
- Medical practitioner.

- Nurse.
- Optometrist.
- Patent attorney.
- Pharmacist.
- Physiotherapist.
- Psychologist.
- Trade marks attorney.
- Veterinary surgeon.

2. A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described).

3. A person who is in the following list:

- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public.
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955).
- Bailiff.
- Bank officer with five or more continuous years of service.
- Building society officer with five or more years of continuous service.
- Chief executive officer of a Commonwealth court.
- Clerk of a court.
- Commissioner for Affidavits.
- Commissioner for Declarations.
- Credit union officer with five or more years of continuous service.
- Employee of the Australian Trade Commission who is:
 - in a country or place outside Australia; and
 - authorised under paragraph 3(d) of the Consular Fees Act 1955; and
 - exercising his or her function in that place.
- Employee of the Commonwealth who is:
 - in a country or place outside Australia; and

- authorised under paragraph 3(c) of the Consular Fees Act 1955; and
- exercising his or her function in that place.
- Fellow of the National Tax Accountants' Association.
- Finance company officer with five or more years of continuous service.
- Holder of a statutory office not specified in another item in this list.
- Judge of a court.
- Justice of the Peace.
- Magistrate.
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961.
- Master of a court.
- Member of Chartered Secretaries Australia.
- Member of Engineers Australia, other than at the grade of student.
- Member of the Association of Taxation and Management Accountants.
- Member of the Australasian Institute of Mining and Metallurgy.
- Member of the Australian Defence Force who is:
 - an officer; or
 - a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with five or more years of continuous service; or
 - a warrant officer within the meaning of that Act.
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants.
- Member of:
 - the Parliament of the

- Commonwealth; or
- the Parliament of a State; or
- a Territory legislature; or
- a local government authority of a State or Territory.
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961.
- Notary public.
- Permanent employee of the Australian Postal Corporation with five or more years of continuous service who is employed in an office supplying postal services to the public.
- Permanent employee of:
 - the Commonwealth or a Commonwealth authority; or
 - a State or Territory or a State or Territory authority; or
 - a local government authority;
- with five or more years of continuous service who is not specified in another item in this list.
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made.
- Police officer.
- Registrar, or Deputy Registrar, of a court.
- Senior Executive Service employee of:
 - the Commonwealth or a Commonwealth authority; or
 - a State or Territory or a State or Territory authority.
- Sheriff.
- Sheriff's officer.
- Teacher employed on a full-time basis at a school or tertiary education institution.



Australian Government

Department of Health and Ageing

For more information

visit:
› ehealth.gov.au

or call:
› 1800 723 471

To make Australia's health system work better for you, register for an eHealth record from July 2012.

July 2012 is just the starting point for eHealth records. The system will grow — as will the benefits — as more individuals and healthcare professionals get connected.

All information in this publication is correct as of July 2012

D0816 (1207) July 2012

 National Health Reform



The Personally
Controlled eHealth
Record System

