

Session Plan: Privacy, security and access

Delivery mode:

Face to face or virtual delivery

Session overview:

This session will take learners on a tour of the 'Privacy, security and access' features of My Health Record. It will provide learners with the knowledge to manage their own record and what information can be seen by health professionals or other people they have nominated.

Learning objectives:

To increase learners' knowledge and confidence in setting up their My Health Record so that only the information they want to be seen will only be visible to members of their health care team and nominated persons.

Suggested session length:

This session should run for approximately 120 minutes. The facilitator to schedule breaks as required.

Prior knowledge:

Discuss with the learners prior to them attending to make sure they are familiar with the following: \

- Email - session plan available here: <http://bit.ly/emailsessionplan>
- MyGov - session plan available here: <http://bit.ly/mygovsessionplan>
- Filling in online forms - session plan available here: <http://bit.ly/formsessionplan>
- Introduction to My Health Record - [session plan available here](#)

Tip:

1. The My Health Record online learning modules can all be accessed via:
<https://learning.goodthingsfoundation.org.au/subjects/digital-health>
2. Use the following information to log into the My Health Record training platform
<https://onlinetraining.digitalhealth.gov.au/portal/webclient/#/home>
 - Username: OnDemandTrainingUser
 - Password: TrainMe
 - Click on Consumer Portal ODT
 - Double click on the Google Chrome Consumer Portal

Session Plan:

Topic	Timing	Activity	Assessment	Resources
Introduction & welcome	10 mins	Facilitator to: <ul style="list-style-type: none"> ● introduce themselves ● learners to introduce themselves / or facilitator can run an icebreaker activity. ● confirm all learners are set up online ● discuss how the session will run 	All learners engage	Refreshments Laptop / PC Notepad / Pens Whiteboard / marker pens Link to Topic 2: Privacy, security and access. https://training.digitalhealth.gov.au/course/view.php?id=52

Topic	Timing	Activity	Assessment	Resources
Learning Objectives	5 mins	<p>Discuss learning objectives.</p> <ul style="list-style-type: none"> ● Increase learners' knowledge and confidence in setting up their My Health Record. ● Information the learner wants accessible will only be visible to members of their health care team and nominated persons. 	This will help to make sure you're aiming your session at the right level.	Laptop / PC Notepad / Pens Whiteboard / marker pens
Activity	10 mins	<p>Activity - Busting the myths of My Health Record</p> <p>Hand out the resource and ask the learners to answer True / False to the list of questions. Use the answer sheet to lead a discussion and dispel myths.</p> <p>If delivering virtually via Zoom you may like to;</p> <ul style="list-style-type: none"> ● create a poll for each question ● read out each question and ask learners to use a thumbs up emoticon for True / thumbs down emoticon for False. 	Learners complete activity and engage in discussion.	Printable versions of Busting the Myths of My Health Record Question and Answer sheets.

Topic	Timing	Activity	Assessment	Resources
Online module: Privacy, security and access	30 mins	<p>Confirm learners can access, Topic 2: Privacy, security and access</p> <p>Activity - Online Module</p> <p>Encourage learners to begin the module working their way through the material at their own pace.</p> <p>Ask the learners to make notes of key points for discussion.</p> <p>Remind learners they can talk to you if they have any questions about the material.</p> <p>Consider walking round the room asking learners how they are getting on as they may need reassurance or want to ask questions.</p>	<p>Learners engage at their own pace.</p> <p>Watching videos Online quiz questions Taking notes</p>	<p>Topic 2: Privacy, security and access https://training.digitalhealth.gov.au/course/view.php?id=52</p> <p>Laptop / PC Notepad / pen</p>
Break	10 mins	Encourage learners to have a break, stretch their legs and have a drink if needed.		

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Privacy, security and access Recap	10 mins	<p>Activity - Shared learning & recap</p> <p>Ask the learners if they have any questions about the online module.</p> <p>Recap the key points on privacy and access.</p> <p>Ask - Who can see the information in My Health Record?</p>	<p>All learners participate</p> <p>Asking questions will demonstrate understanding of the material.</p>	<p>Laptop / PC</p> <p>Marker pens</p>
Privacy, security and access tour	20 mins	<p>Log onto the My Health Record training platform, select a consumer record and navigate to the Privacy and access tab. Ask the learners to do the same and follow along. Take the learners on a tour of the Privacy tab, including</p> <p>Manage access by individuals See who can access My Health Record.</p> <ul style="list-style-type: none"> • How to invite people to view or add to My Health Record - Nominated or authorised representative. • Parents of children under 14yrs of age are authorised representatives as per the 2018 My Health Records Amendment (Strengthening Privacy) Bill. 	<p>During the tour, ask questions about the tabs you are showing to check the group's understanding.</p> <p>Check groups' understanding of the terms nominated and authorised representative.</p>	<p>Training platform https://onlinetraining.digitalhealth.gov.au/portal/webclient/#/home</p> <p>Username: OnDemandTrainingUser Password: TrainMe</p> <p>https://www.myhealthrecord.gov.au/news-and-media/my-health-record-stories/legislation-strengthens-privacy</p>

Topic	Timing	Activity	Assessment	Resources
Privacy, security and access tour - continued		<p>Manage access by healthcare providers</p> <ul style="list-style-type: none"> • Show list of organisations that have access to My Health Record. • How to remove an organisation’s access to My Health Record. • How to restrict access to My Health Record by a provider by setting up a Record Access Code (RAC). Select manage access link to set a RAC. • How to restrict access to specific documents by creating a Limited Document Access Code (LDAC) ie - My Health Record can be accessed but not the documents unless you gain access to the code. • If consumers forget their RAC they can reset it themselves or call the helpline. <p>Document access settings</p> <ul style="list-style-type: none"> • How to restrict access or remove a document on My Health Record (go to any document in the ‘Documents’ section and click on ‘Manage access’) • Show where restricted documents would appear in the Privacy and Access tab. <p>Profile and Settings tab - notifications</p> <ul style="list-style-type: none"> • Show how to set up SMS or email notifications for when their My Health 	<p>Ask the learners to think of a scenario where they may wish to restrict access to a My Health Record or to a document.</p> <p>NB: a consumer can restrict or remove but not edit a document added by a provider.</p> <p>If removed, a warning will appear reminding the consumer this may impact upon the care they receive.</p> <p>The healthcare provider who added the document will be sent a notification of the changes you made and is identified within the document list.</p>	My Health Record Helpline number 1800 723 471

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		<p>Record is accessed by a healthcare provider, nominated or authorised representative.</p> <ul style="list-style-type: none"> • Notifications appear in real time. 		
Privacy, security and access tour - continued		<p>Profile and Settings tab - cancel My Health Record</p> <ul style="list-style-type: none"> • Found at the end of the Profile and Settings tab. • If selected records are permanently deleted. • Can be reactivated at any time by re-registering for My Health Record. <p>Discuss - Break glass function in My Health Record.</p> <ul style="list-style-type: none"> • In the event of an emergency, it grants clinicians permission to bypass the Limited Document Access Code (LDAC) to access a person's My Health Record to provide urgent and individualised medical care. • Or, if a person cannot provide their Record Access Code (RAC) to treating clinicians. • If this function is activated, the Australian Digital Health Agency (ADHA) will conduct an audit to ensure access was for a legitimate purpose. 	<p>Confirm learner understanding by asking the following questions</p> <p>What does cancelling My Health Record mean?</p> <p>How would you recreate My Health Record? “</p> <p>In what type of circumstances would a person be unable to provide their RAC to emergency clinicians?</p> <p>(Answer: unconscious, stroke, severe head trauma, delirium)</p>	

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		<ul style="list-style-type: none"> Once activated the consumer will be notified. Consumers will be able to view the audit log. 		
Privacy, security and access - activity	15 mins	<p>Using the My Health Record training platform ask the learners to complete the following tasks</p> <ul style="list-style-type: none"> Invite someone to view My Health Record Remove a healthcare provider organisation Create a Record Access Code (RAC) Set up notifications 		<p>Training platform https://onlinetraining.digitalhealth.gov.au/portal/webclient/#/home</p> <p>Username: OnDemandTrainingUser Password: TrainMe</p>
Evaluation and close	10 mins	<p>Discussion</p> <p>Confirm with learners they understand and feel more confident in using the privacy settings in My Health Record.</p> <p>Recap learning objectives, check they have been met.</p>	Learners feel more confident in controlling who accesses and views their My Health Record.	

Other courses to help you keep learning about how to use My Health Record

- Topic 3 – Immunisation and COVID-19 related health information
- Topic 4 – Accessing clinical documents
- Topic 5 – Adding personal information
- Topic 6 – Viewing medicines information