
Session Plan: Introduction to My Health Record – Privacy and Access

Session overview:

This session will educate learners about the ‘Privacy and Access’ section of My Health Record and give them the ability to manage what information can be seen by health professionals or other people they have nominated.

Learning objectives:

To increase people’s confidence in setting up their My Health Record so that only information they want to be seen will be visible to other people.

Suggested session length:

90 minutes

Prior knowledge:

Before you hold a session on the ‘Privacy and Access’ section of My Health Record, have a chat to learners booked into your session and make sure they are familiar with the following:

- Filling in online forms
- Email
- My Health Record basic navigation
- MyGov

There are session plans available in the resources section of the Be Connected Network Partner site (<https://www.beconnectednetwork.org.au/training-resources/session-plans>) for the first two topics and in the Health My Way resources area for the other two (<https://www.beconnectednetwork.org.au/training-resources/healthmyway-resources>).

Tip: Use the following information to log into the [My Health Record training platform](https://bit.ly/2m4bFCL) (bit.ly/2m4bFCL):

Username: OnDemandTrainingUser

Password: TrainMe

Section	Timing	Activity	Assessment
Beginning of the session	5 minutes	<p>Discuss learning objectives and have a group discussion:</p> <p>Question suggestion: "Who can see the information on your My Health Record?"</p>	<p>See how much learners can tell you about the privacy of My Health Record. This is also a chance for you to dispel any myths around privacy and access.</p>
Privacy and access demonstration	30 minutes	<p>Log into the My Health Record training platform and navigate to the 'Privacy and Access' section. Now show learners:</p> <ul style="list-style-type: none"> - Access by individuals: <ul style="list-style-type: none"> - How to see who can access a My Health Record - How to invite people to view a My Health Record - Access by healthcare professionals: <ul style="list-style-type: none"> - Where organisations will appear that have access to a My Health Record - How to remove an organisation's access to a My Health Record - How to restrict access to a My Health Record by all other healthcare organisations by setting up a Record Access Code - Document access settings <ul style="list-style-type: none"> - How to restrict access to or remove a particular document on a My Health Record (go to any document in the 	<p>Learners should understand that most aspects of My Health Record can be restricted from view or hidden completely.</p> <p>Asking learners questions as you go through each step, and thinking of scenarios where you might want to restrict access to a record or document, will help learners get to grips with these settings.</p> <p>Thinking of some situational questions to ask at the end will provide evidence of the information learners have retained e.g. "What would you do if you didn't want hospital staff knowing you'd been prescribed a certain medication by your GP?"</p>

		<p>'Documents' section and click on 'Manage access')</p> <ul style="list-style-type: none"> - Demonstrate where restricted documents would appear <p>Navigate to the 'Notifications Settings' section of the 'Profile and Settings' tab.</p> <p>Show learners how to set up notifications for when a new healthcare organisation accesses their My Health Record. Remind learners that you shouldn't receive a notification that you aren't expecting; healthcare organisations can face hefty fines if they access someone's My Health Record without reason or permission.</p> <p>This is a good time to mention the 'break glass' function in a My Health Record. This allows emergency services the ability to access a person's My Health Record if they are in a life-threatening situation and cannot give the Record Access Code to the healthcare professionals. Whenever this function is activated, a report has to be filled in explaining why and is only valid for 5 days.</p>	
Break	5 minutes	Allow learners some time to get a drink/stretch their legs. This also allows time for an informal chat about My Health Record and understand learners' impressions of it.	
Practical activity	30 minutes	<p>Log learners into the My Health Record training platform and have them perform the following tasks:</p> <ul style="list-style-type: none"> - Invite someone to view the My Health Record they're logged in to. 	<p>Learners should be able to successfully complete the tasks.</p> <p>As they are completing them, go</p>

		<ul style="list-style-type: none"> - Set a Record Access Code on the My Health Record - Remove access to a healthcare organisation - Restrict access to a document so only they can see it 	around the room, check their understanding and ask if they have any questions.
Cancelling a My Health Record demonstration	10 minutes	<p>Bring learners back together and demonstrate how to cancel a My Health Record. This is at the bottom of the 'Profile' section of the 'Profile and Settings' tab.</p> <p>Inform learners that should they wish to reactivate their My Health Record at any time they can do so by re-registering as though it was their first time accessing it.</p>	<p>Learners should understand what to do and the implications if they wish to cancel a My Health Record. Check understanding by asking questions such as:</p> <p>"What does cancelling a My Health Record mean?"</p> <p>"How would you recreate a My Health Record?"</p> <p>"Who can access a My Health Record when it's cancelled?"</p>
Session review	10 minutes	Group discussion. Ask open questions about the privacy aspect of My Health Record. Learners should feel comfortable giving/restricting access to whomever they feel like, and understand what it means to cancel a My Health Record.	Reiterate learning objectives and ensure everyone agrees they have been achieved. Offer the opportunity to give any further clarification.

Suggested next steps:

- Link their My Health Record to their MyGov account
- Apply privacy and restriction settings
- Start adding information into their My Health Record