

My Health Record

The My Health Record system is now an opt-out arrangement instead of opt-in. The [Australian Digital Health Agency](#) (ADHA) is the responsible agency for the My Health Record system.

People who do not want a My Health Record have until **31 January 2019** to opt-out.

How to Opt-out

Step 1: You need to verify your identity when you opt-out, so you'll need:

- your Medicare card or Department of Veteran's Affairs card
- one of the following forms of identification:
 - driver's license
 - passport
 - ImmiCard.

If you do not have the above information, you can answer questions to establish your identity.

Step 2: Opt-out of the My Health Record system by:

- completing the [online form](#)
- calling 1800 723 471 (available 24/7)
- Australia Post may have paper forms in regional or remote areas.

If you do not opt out by 31 January 2019, a My Health Record will automatically be created for you.

If you have problems opting-out using the online form, you can get help by calling the ADHA Help Line on **1800 723 471** and follow the prompts.

ADHA [publishes its call wait times](#) and updates it throughout the day, so you can see how long you are likely to wait to speak to someone on the Help Line.

Making a complaint

If you haven't complained to ADHA you should do this first.

We are more likely to investigate a complaint if you have tried to resolve the problem with ADHA first. You can complain to ADHA by:

- Calling **1800 723 471** and following the prompts.
- Completing the online contact form found [here](#). Make sure you select **Complaint** in the drop down menu under **Category**.

If you are not satisfied with ADHA's response to your complaint, you can [lodge a complaint with us](#).

Privacy complaints

If ADHA cannot resolve your privacy complaint you can complain to the [Office of the Australian Information Commissioner](#). The Commissioner can investigate complaints about the mishandling of health information in a My Health Record and has published information [here](#). You can find information about making a privacy complaint [here](#).