



Sharing My Aged Care support plans to My Health Record

Fact sheet for assessors

Purpose

To provide assessors with an overview of a change made to the aged care assessment process from 9 December 2024:

- Client support plans can be shared to My Health Record.
- During aged care assessments you will need to ask the client if they authorise (consent) to sharing their support plan to My Health Record.

Background

The Minister for Health and Aged Care has committed to the integration of My Aged Care with My Health Record. The integration responds to recommendations from the Royal Commission into Aged Care Quality and Safety for developing IT systems to enable better services for older people. It also aligns with the Aged Care Data and Digital Strategy 2024-2029.

The Department of Health and Aged Care is working closely with the Australian Digital Health Agency and Services Australia to integrate My Aged Care with My Health Record.

The first outcome of the integration is to make a client's support plan available from My Aged Care to healthcare professionals via My Health Record, provided the client gives their consent. Clients can provide or withdraw their consent at any time.

Key conditions

The client's My Aged Care support plan will only be visible in My Health Record:

- 1) if the client has **consented to their support plan being shared with My Health Record** (consent is obtained at the end of the assessment process OR by **the client** contacting the My Aged Care contact centre on **1800 200 422**) AND
- 2) for new or updated assessments **conducted from 9 December 2024**. Support plans created before this date cannot be made available on My Health Record.

Assessor responsibility

At the end of the assessment process, it is the responsibility of the **assessor to ask for the client's consent** to share their support plan to My Health Record.

Client consent is recorded after the Integrated Assessment Tool is completed.

System error script

Where there is a system error that requires escalation to the Department of Health and Aged Care, please read the following script to the client:

- *Unfortunately, I have been unable to share your support plan with My Health Record due to a system error.*
- *I will escalate for investigation and resolution – this may take up to 4 weeks.*
- *The Department of Health and Aged Care will contact you if more information is required.*

This script will also be used by the contact centre to ensure a consistent client experience.

More information

More information is provided in the assessor training for Release 31 including training materials.

Support and technical assistance for assessors

- From 9 December assessors can call the **My Aged Care service provider and assessor help line: 1800 836 799**. The help line is available Monday to Friday, 8 am to 8 pm, and Saturday, 10 am to 2 pm, local time across Australia.

Support and technical assistance for clients

- From 9 December clients and their representatives should call the **My Aged Care Contact Centre: 1800 200 422** for support and technical assistance - available Monday to Friday, 8 am to 8 pm, and Saturday, 10 am to 2 pm, local time across Australia.
- For all My Health Record enquiries (including to see if they have one or to set one up), clients and their representatives should call the **My Health Record help line: 1800 723 471** (option 1) - available 24 hours a day, 7 days a week.

Resources for assessors

- Sharing My Aged Care support plans to My Health Record: health.gov.au/our-work/sharing-my-aged-care-support-plans-with-my-health-record.
- My Aged Care assessor portal resources: health.gov.au/resources/collections/my-aged-care-assessor-portal-resources.
 - My Aged Care Assessment Manual: health.gov.au/resources/publications/my-aged-care-assessment-manual.
 - Frequently asked questions for assessors: health.gov.au/resources/publications/sharing-my-aged-care-support-plans-to-my-health-record-frequently-asked-questions-for-assessors.
 - Fact sheet for older people (print this for clients): health.gov.au/resources/publications/sharing-my-aged-care-support-plans-to-my-health-record-fact-sheet-for-older-people.
- Aged Care Assessor App: health.gov.au/resources/apps-and-tools/aged-care-assessor-app – please ensure the app is updated on your device from 14 October 2024 before your next assessment.
 - Aged Care Assessor App User Guide: health.gov.au/resources/publications/aged-care-assessor-application-user-guide.