



Sharing My Aged Care support plans to My Health Record: Frequently asked questions for assessors

From 9 December 2024, client support plans can be shared with healthcare providers through My Health Record.

During assessments, you will need to ask the client if they authorise (consent) to sharing their support plan with My Health Record.

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

My Health Record

What is My Health Record?

My Health Record is a secure online summary of a person's key health information. It may include clinical documents (such as allergies, medications and test results) and Medicare information (including Medicare claim history). Having all this information in one place helps the client and their healthcare providers make informed decisions about health management.

What aged care information will be visible in My Health Record?

For new or updated assessments from 9 December 2024, a client's support plan will be visible in My Health Record if:

- they provided consent for it to be shared during their aged care assessment, **AND**
- they have a My Health Record.

Who can see a client's support plan in My Health Record?

Doctors and other authorised healthcare professionals (with the client's consent), clients and their representatives can see the support plan in My Health Record.

What if the client doesn't have or doesn't know if they have a My Health Record?

To confirm if they have a My Health Record, the client should contact the **My Health Record help line: 1800 723 471** (option 1), available 24 hours a day, 7 days a week to see if they have a My Health Record.

What is the benefit of sharing the client's support plan in My Aged Care to My Health Record?

Sharing the client's support plan to My Health Record will give healthcare professionals a better view of their patient's current aged care needs and help them to provide more appropriate care.

When will the client's support plan be available in My Health Record?

If the client consented to having their support plan shared and they have a My Health Record, it will be available as soon as the support plan process is fully completed. For ACAT assessments, this is after the delegate has approved it.

If you are offline or not connected to the Aged Care Assessor App or Assessor Portal at the time of recording consent, the support plan will be available in My Health Record when you are next connected to the app or portal.

The client's Individual Healthcare Identifier will need to have been retrieved successfully and they need to have a My Health Record in place.

Can the support plan be printed from My Health Record?

Yes.

Consent

How is consent established with the client?

From 9 December 2024, consent can be established with the client in 2 ways:

- At the end of an assessment you will need to ask the client if they consent to sharing their support plan with My Health Record. You will need to record consent at the end of the aged care assessment.
- At any time after an assessment, the client can call the My Aged Care contact centre to provide or withdraw consent.

How do I record consent in the Assessor Portal and Aged Care Assessor App?

You can record consent in the Assessor Portal and the Aged Care Assessor App at the end of the assessment by answering “Yes” to the following question:

- “Does the client consent to share their support plan to My Health Record?”

The recorded consent will display in the Client details tab.

The client can also call the My Aged Care contact centre if they change their mind about providing or withdrawing consent.

Individual Health Identifier (IHI)

What is an IHI?

An IHI is a unique number used to identify an individual for health care purposes. It helps ensure health professionals are confident that the right information is associated with the right individual at the point of care.

A client will have an IHI if any of the following apply:

- they have a Medicare card/are enrolled in Medicare
- they have a DVA card
- they have previously applied for and received an IHI from Services Australia.

To enable data to be shared to My Health Record, the client’s IHI is retrieved from Services Australia and stored with the client’s My Aged Care record. This requires the client’s identity to be matched against IHI data stored and any errors remediated prior to sharing the support plan to My Health Record.

Assessor Portal errors

I am receiving an error when confirming consent in the Assessor Portal.

If you receive the following errors in the Assessor Portal, please advise the client to call the **My Health Record help line: 1800 723 471** (option 1):

- No client My Health Record.
- Unable to share data as the system could not find an active My Health Record.

You should call the **My Aged Care service provider and assessor help line: 1800 836 799** if you experience any IHI errors.

Please use this script to advise 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.

Aged Care Assessor App

Aged Care Assessor Portal and App

There will be a planned outage for the weekend of 7-8 December. The portals will be taken offline at 5:15pm on Saturday, 7 December, and are scheduled to be back online by 12:20pm on Sunday, 8 December.

Will consent be recorded if the Aged Care Assessor App is offline?

You can still record consent in the app if you are offline. The outcome of that consent (i.e. the notification of the support plan having been shared to My Health Record) won't display until you are online or connected to wi-fi.

Will I be notified of errors while using the app offline?

Any errors with the retrieval of client information will not appear during the assessment **if you are using the app offline**. Errors will only be displayed when you are online or connected to wi-fi.

The assessment process, including any resolution of errors, will need to be finalised in the Assessor Portal. It cannot be finalised in the app. This is the current process.

You can contact the **My Aged Care service provider and assessor help line: 1800 836 799** for support.

Other

Why are My Aged Care support plans being made available in My Health Record?

The Royal Commission into Aged Care Quality and Safety made recommendations for developing information technology systems to enable better services for older people. In response, the Minister for Health and Aged Care launched the Aged Care Data and Digital Strategy 2024-2029 in July 2024. This includes the integration of My Aged Care with My Health Record.

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.

If the client has general questions about Aged Care Assessments?

Guide the client to the My Aged Care website for answers to their questions:

myagedcare.gov.au/frequently-asked-questions/assessments-applying-aged-care.

What is the difference between a support plan and a care plan?

The support plan records and identifies the client's:

- areas of concern regarding care
- goals to address these concerns
- any recommendations for services or actions to achieve the identified goals.

A care plan outlines:

- a person's home care needs
- the services they will receive to meet those needs
- who will provide the services and when.

The support plan (not the care plan) is what will be shared to My Health Record, with the client's consent.

For assistance (assessors)

- **My Aged Care service provider and assessor help line:** 1800 836 799

For assistance (older people)

- **My Health Record help line:** 1800 723 471 (option 1)
- **My Aged Care contact centre:** 1800 200 422

Useful links

- Fact sheet for assessors: health.gov.au/resources/publications/sharing-my-aged-care-support-plans-to-my-health-record-fact-sheet-for-assessors.
- Sharing My Aged Care support plans to My Health Record resources: health.gov.au/resources/collections/sharing-my-aged-care-support-plans-to-my-health-record-resources.
- My Aged Care assessor portal: health.gov.au/resources/apps-and-tools/my-aged-care-assessor-portal.
- My Aged Care assessor portal resources: health.gov.au/our-work/aged-care-assessment-programs/guidance-for-aged-care-assessors#my-aged-care-assessor-portal-resources
- My Aged Care Assessment Manual: health.gov.au/resources/publications/my-aged-care-assessment-manual.
- Aged Care Assessor App: health.gov.au/resources/apps-and-tools/aged-care-assessor-app.
- Aged Care Assessor App User Guide: health.gov.au/resources/publications/aged-care-assessor-application-user-guide.
- My Aged Care website: myagedcare.gov.au.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrs.call.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.