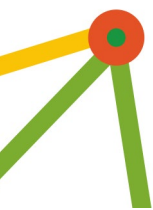


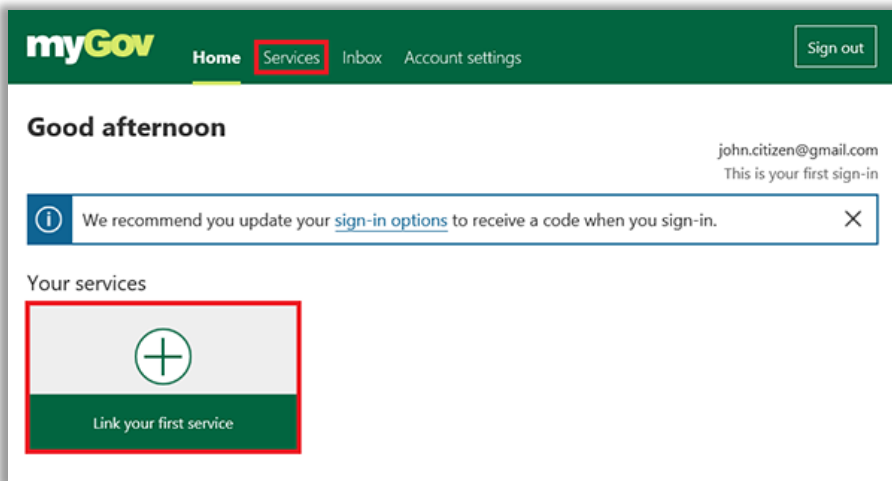
My Health Record

# Linking your myHealth Record



# MyGov - Linking myHealth Record

## Sign in to myGov



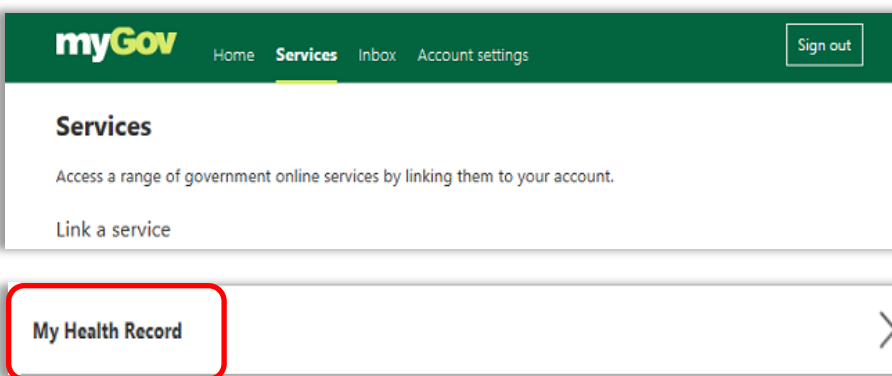
1. Go to [www.my.gov.au](http://www.my.gov.au) and sign in.

2. Select:

- 'Link your first service' or
- 'Services'

From the menu bar.

## Link My Health Record



3. Select 'My Health Record' from this list.

myGov Home Services Inbox Account settings Sign out

### Storing your personal information

To link this service to your myGov account, myGov will store the legal name and date of birth you have recorded with that service.

Cancel I agree


4. myGov will ask you to agree to storing your personal information. This will happen if you are linking to Medicare, the Australian Taxation Office or Centrelink for the first

5. Select 'I agree' to accept myGov storing your personal information.

## Verify your identity

### Verify your identity to access My Health Record


Choose how you would like to verify your identity:

 Use my Medicare record

Choose this option if:

You have a **Medicare card**. You will be asked some questions about your record with Medicare and **any recent visits to the doctor**.

Use my Medicare card

 I have been given an access code

Choose this option if:

You have been given an **Identity Verification Code (IVC)** from us or your Healthcare Provider or a **Personal Access Code (PAC)** from someone you know.

Use my access code

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6. If you have already verified your identity to access Medicare online you may not need to provide this information (**skip to 11**). If you have not verified your identity with Medicare online, you will now be asked to verify your identity. You can verify your identity by:

- Providing your Medicare details or,
- Using an access code from the Australian Digital Health Agency, from your Healthcare Provider or from someone you know (**skip to 9**)

## Verify your identity through Medicare

### Link your My Health Record to your myGov account

#### Your Medicare card details

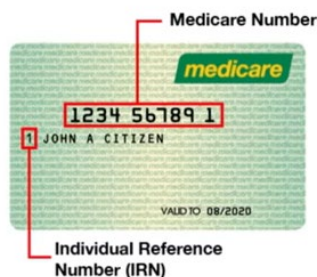
Please make sure that the information entered below is exactly as you have recorded it with Medicare.

What is your Medicare Card number? [Help](#) ▾

Enter your number with no spaces.

For example: Example card number 1234567891.

What is your Individual Reference Number (IRN)? [Help](#) ▾



#### Your personal details

What is your name as you have recorded it with Medicare?

This is your first name and last name as displayed on any recent letters from Medicare. If you only have one name please record this in the last name and leave the first/given name blank.

7. After clicking on the Medicare option to verify your identity you will need to enter your:

- Medicare Card number
- Individual Reference Number
- First and last name
- Date of birth
- Address (that is recorded with Medicare)

### Link your My Health Record to your myGov account

#### Your Medicare card

When is your Medicare Card valid to? [Help](#) ▾

Enter month and year

MM YYYY

 / 


8. After filling in your personal details you may be asked to provide one or all of the following:

- The expiry date on your Medicare Card
- The BSB and account number that your Medicare refund is paid into
- The postcode or address of your last appointment with a doctor or general practice

#### Your last appointment with a doctor at a general practice

What is the postcode of the doctor's practise that you last visited? [Help](#) ▾


(you can look up postcodes using [Australia Post](#))

For example: 1234

## Verify your identity through – through an Access Code

### Verify your identity to access My Health Record


Choose how you would like to verify your identity:

 Use my Medicare record

Choose this option if:

You have a **Medicare card**. You will be asked some questions about your record with Medicare and **any recent visits to the doctor**.

Use my Medicare card

 I have been given an access code

Choose this option if:

You have been given an **Identity Verification Code (IVC)** from us or your Healthcare Provider or a **Personal Access Code (PAC)** from someone you know.

Use my access code

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9. If you need help verifying your identity, you can call the My Health Record helpline on 1800 723 471. They will give you an access code sent to your mobile that you can enter to help you verify your identity.

### Enter an Identity Verification Code or Personal Access Code


If you have already verified your identity and have received an **Identity Verification Code (IVC)**, please enter this below, along with your family name and date of birth.

If you have been given a **Personal Access Code (PAC)** by a My Health Record holder to allow you access to their record as a Nominated Representative, please enter this below.

If you have both you should enter the IVC first.

#### Enter your code

You must complete all information, unless indicated otherwise.

Identity Verification Code or Personal Access Code 

Pv2K3tY

Alternatively, if you have been given an **Identity Verification Code (IVC)** from your Healthcare Provider or a **Personal Access Code (PAC)** from someone you know you can enter that instead.


10. You will then be asked to enter:

- Your family name
- Date of birth
- Medicare Card or Department of Veterans Affairs Card number and Individual Reference Number

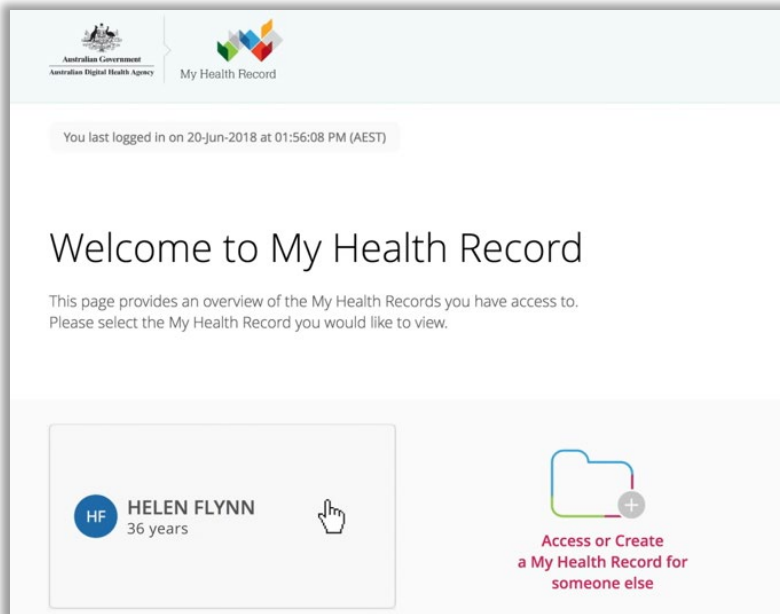
### Enter code

We sent a code to your mobile.

Code

[I did not receive my code](#) 

## Navigating you're my Health Record



**11.** Once you have entered in your details the home page of your My Health Record will appear. You are now ready to start managing your health information online.

The first time you access your My Health Record there might be little or no information in it. Watch the My Health Record videos or visit the website to learn more about how to use your My Health Record.

<https://www.myhealthrecord.gov.au/>

### **Need help with your My Health Record?**

Call the Helpline on 1800 723 471, open 24/7.

<https://www.myhealthrecord.gov.au/>

### **Need help with your MyGov account?**

Call the myGov helpdesk on 13 23 07. The myGov helpdesk is open from:

- 7:00am – 10:00pm, Monday – Friday and,
- 10:00am – 5:00pm, Saturday – Sunday.

<https://my.gov.au>

### **Need an interpreter?**

The My Health Record phone line (1800 723 471) can provide you with an interpreter. Alternatively, please call the Translating and Interpreting Services (TIS) on 131 450.

<https://www.tisnational.gov.au>