

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 May 2017

Ref No: SQ17-000919

OUTCOME: 1 - Health System Policy, Design and Innovation

Topic: My Health Record

Type of Question: Written Question on Notice

Senator: Griff, Stirling

Question:

What will be the primary management portal?

a) If it is MyGov, what is the department doing to ensure the issues identified in the Evaluation report – of people having difficulties with the call centres and myGov website - will be fixed by the start date?

Answer:

Access to the My Health Record system for individuals will continue to be through myGov.

The Department of Health has provided the Evaluation Report to the Digital Transformation Agency and the Department of Human Services (DHS) to be considered in future myGov improvements, some of which have already been addressed in myGov 2.0.

The Department has provided the Evaluation Report to the Australian Digital Health Agency (the Agency) so that feedback regarding call centre issues can be considered as part of the transition of activities from DHS to the Agency.