Rainbow Families

This resource aims to help families where one or more parents are from LGBTIQ+ communities make informed decisions about your family's healthcare in relation to digital health tools in Australia.

Quick Q&As

Q: What digital health tools are available for my family?

- My Health Record
- E-prescriptions
- Telehealth appointments
- my health app

Q: Can I trust these tools?

- A lot has changed since My Health Record was launched
- You now have access to a lot of privacy and access controls
- You can think of it like a digital filing cabinet with locks and a shredder
- Many rainbow families love telehealth and e-scripts in particular

Q: How can these tools help my family?

- Keep all your family health information in one place
- Choose how you share information between different healthcare providers
- Track vaccinations and medications

- Manage appointments with multiple providers
- Share information between co-parents and carers by adding them to the record
- Reduce travel time for appointment or getting prescriptions

Managing your family's healthcare

My Health Record for families

Your record includes both **information uploaded by healthcare providers**, like specialist letters, prescription records, scans and pathology reports, and **information you have entered yourself**, like personal health notes and advance care planning documents.

My Health Record can help by:
- Storing vaccination records
- Tracking allergies and conditions
- Keeping test results
- Recording medications
- Sharing information with approved healthcare providers

Rainbow Families

Important privacy controls

You, as the consumer, are in control of your family's My Health Record. Using the privacy and access controls you can:

- Choose what information is included
- Control who sees your family's information
- Remove or hide sensitive information
- Get notifications when records are accessed
- Set different access levels for different providers

Want more detailed information on the privacy and access controls in My Health Record?

CLICK HERE to see our full guide on My Health Record for LGBTIQ+ communities.

My Health Record for parents and carers

Who can set up and access children's records?

Set up and access rights are based on how parenthood is defined and this can vary by state or territory and family situation.

For current information about your specific situation you can:

- Check the My Health Record website
- Contact a community legal centre or other legal service
- Speak with your healthcare provider

Tips for managing children's records with multiple carers

- Keep a list of who has access to health records
- Decide together what information to share
- Set clear boundaries about information sharing
- Keep track of who can make healthcare decisions
- Document any agreed arrangements

Practical uses of digital health tools for rainbow families

Vaccination Management

- Keep track of all children's vaccinations
- Share records between co-parents
- Have vaccination information available when needed to update or inform schools
  - **Note:** schools cannot access your child's My Health Record directly

Rainbow Families

- Update information as needed
- Share records with new healthcare providers

Managing medications

- Keep track of prescriptions
- Share medication lists between carers
- Set up e-prescriptions for easier access
- Record any allergies or reactions
- Share information with emergency contacts

Privacy and safety tips

Protecting your family's information

- Set up separate records for each family member
- Use strong passwords
- Don't share access codes
- Regularly check who has accessed your records
- Keep important documents backed up

Managing sensitive information

- Choose what information to include
- Control who can see what
- Know your privacy rights
- Understand how information is shared
- Ask for help if needed

If you want to find out more about how your family's personal information is managed, you can find the My Health Record privacy policy here: https://www.digitalhealth.gov.au/about-us/policies-privacy-and-reporting/privacy-policy#mhr-privacy-policy

While we have provided a summary here, see **this guide** for detailed information on Privacy and Access Controls in My Health Record

Where to get help

If you want more information about using My Health Record or other digital health tools for your family you can:

- Go to the Australian Digital Health Agency website
- Contact the My Health Record Helpline on **1800 723 471**
- Talk to your regular healthcare providers
- Contact community health centres
- Contact family advocacy services

Helpful questions to ask healthcare providers and other support people

- "Who can access my child's records?"
- "How do I set up access for multiple carers?"
- "What are my privacy rights?"
- "How do I manage information sharing?"
- "What should I do if something goes wrong?"

Note: for specific legal information about access rights and responsibilities in your state/territory, please consult relevant authorities or legal services.

Was this helpful?

Scan the QR code or head to:
lgbtiqhealth.org.au/digital_health

Remember: digital health tools should make managing your family's healthcare easier. If something isn't working for your family, you can always ask for help to find better solutions.