



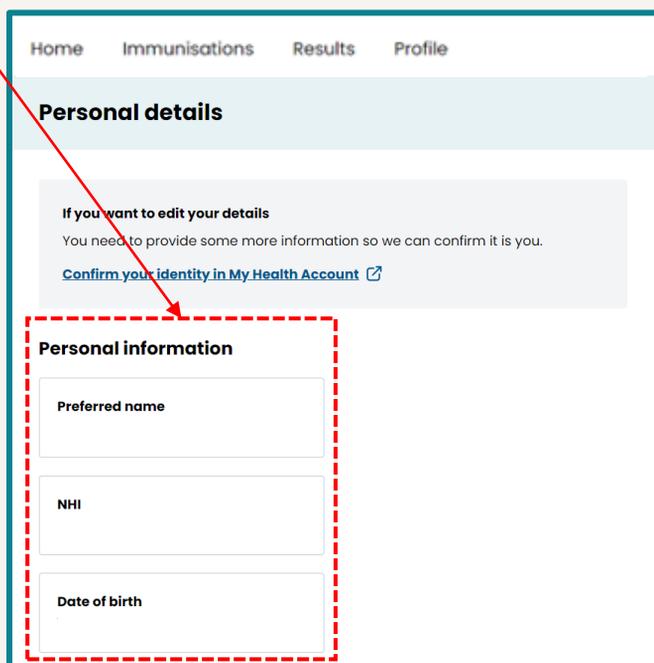
# My Health Record User guide

My Health Record Profile Page

# My Health Record Profile Page – Identification Level ‘Basic’

## Viewing your NHI details

With basic access you will have a **limited view** of My Health Record features. On your profile page you will be able to see your **preferred name, NHI number and date of birth**.

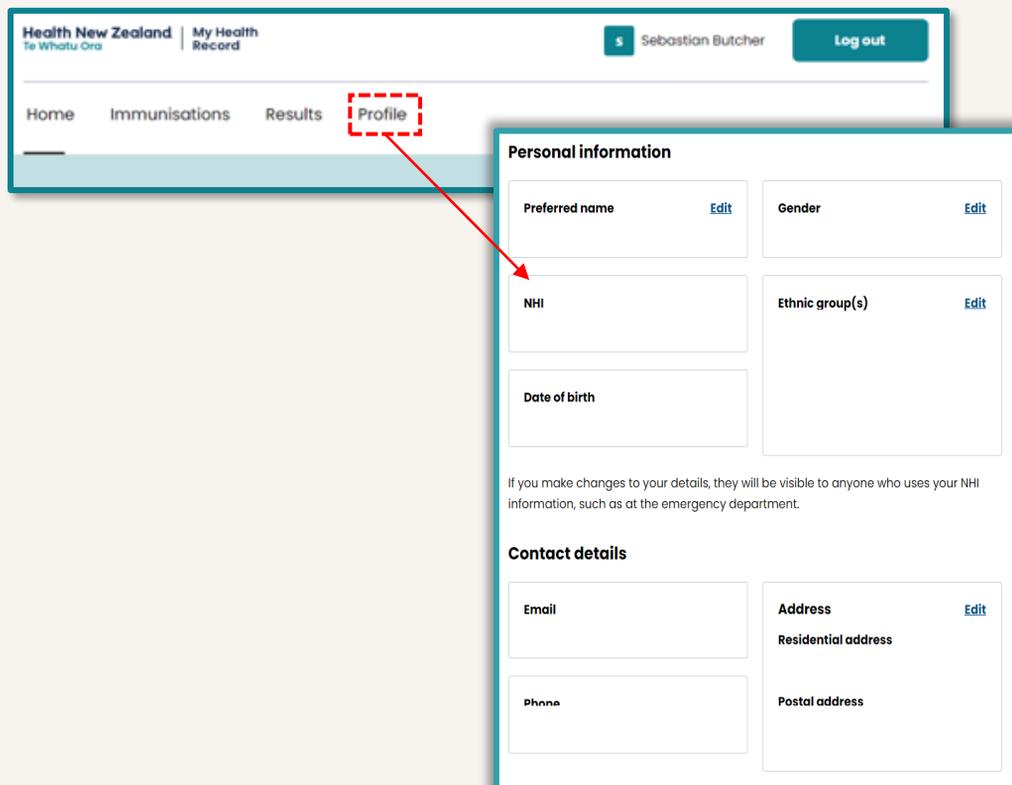


# My Health Record Profile Page – Identification level ‘complete’

## Viewing your NHI details

With complete access you will have a **full view** of My Health Record features. On your profile page you will be able to see your **preferred name, NHI number, date of birth, gender, ethnicity and contact details.**

You can also **update your preferred name, address, gender, and ethnicity.**



# My Health Record Profile Page – Identification level ‘complete’

## Updating your personal NHI details

If you have upgraded your My Health Account to ‘Complete’ you **can update your preferred name, address, gender, and ethnicity**. Updates made to these in your My Health Record will then be visible to anyone who uses your NHI information, for example the emergency department or your GP.

## Updating ‘Preferred Name’ and ‘Gender’:

**Personal information**

**Preferred name** [Edit](#)

**Gender** [Edit](#)

**NHI**

**Ethnicity**

**Date of birth**

**Personal Details**

Name

Select name

Mary Anne Monroe

Cancel Save

**Gender**

Female

Male

Another gender

**Please state** Optional

Maximum of 25 characters

Cancel Save

If you make changes to your details, they will be visible to anyone who uses your NHI information, such as at the emergency department.

**Contact details**

**Email**

**Address** [Edit](#)

**Residential address**

**Postal address**

**Phone**

# My Health Record Profile Page – Identification level ‘complete’

## Updating your personal NHI details

If you have upgraded your My Health Account to ‘Complete’ you **can update your preferred name, address, gender, and ethnicity**. Updates made to these in your My Health Record will then be visible to anyone who uses your NHI information, for example the emergency department or your GP.

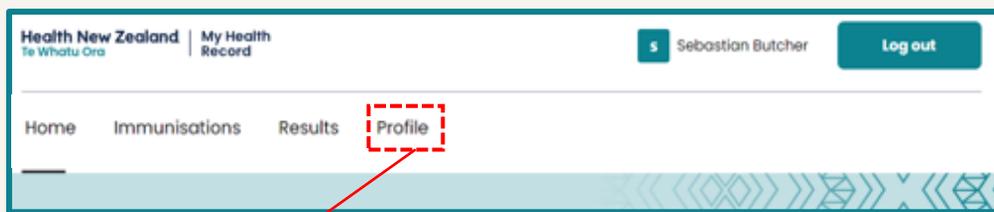
## Updating ‘Ethnic group(s)’ and ‘Address’:

The image shows a composite of two screenshots from the My Health Record profile page. The top screenshot displays the 'Ethnic group(s)' section. It includes a list of ethnic groups with checkboxes: New Zealand European, Māori, Samoan, Cook Islands Maori, Tongan, Niuean, Chinese, Indian, and Other (checked). Below this is a search box for 'Ethnic group(s)' and a scrollable list of other groups including Afghan, African American, African nec, African nfd, Afrikaner, and Albanian. A callout box points to the 'Edit' button next to the 'Ethnic group(s)' label, stating: "By selecting the 'Edit' button next to your ethnic group(s), you can change your ethnicity. You can do this by selecting up to **six different ethnic groups**." The bottom screenshot displays the 'Contact details' section. It has a sub-section for 'Address' with fields for 'Residential address' (11A Maurice Street, Lincoln 7808, NZ) and 'Postal address' (12 Ha Crescent, Wiri, Auckland 2104, NZ). There are radio buttons for 'Same as residential address' and 'Use a different postal address' (selected). A callout box points to the 'Edit' button next to the 'Address' label, stating: "By selecting the 'Edit' button next to your contact details, **you can change your residential and postal address**. You cannot delete your residential address."

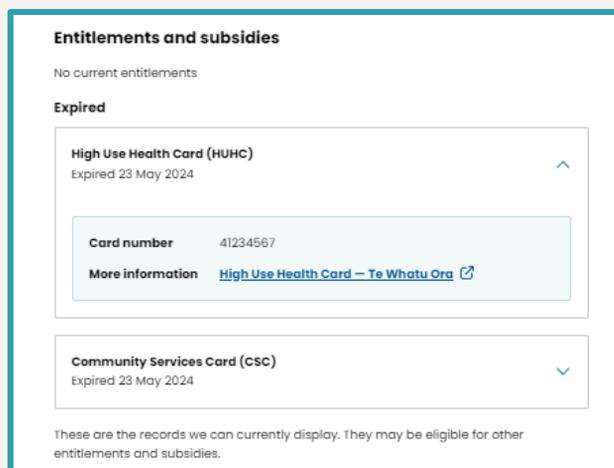
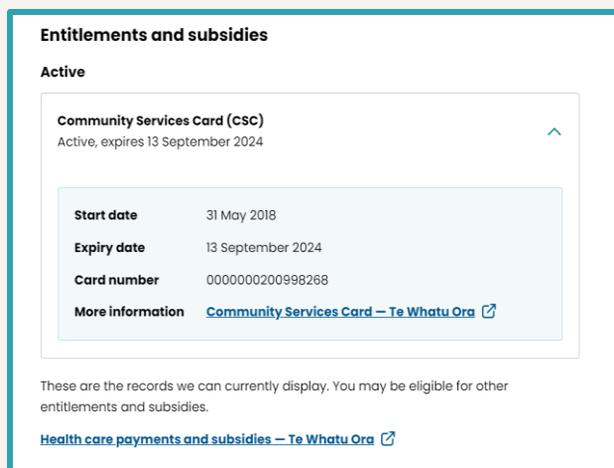
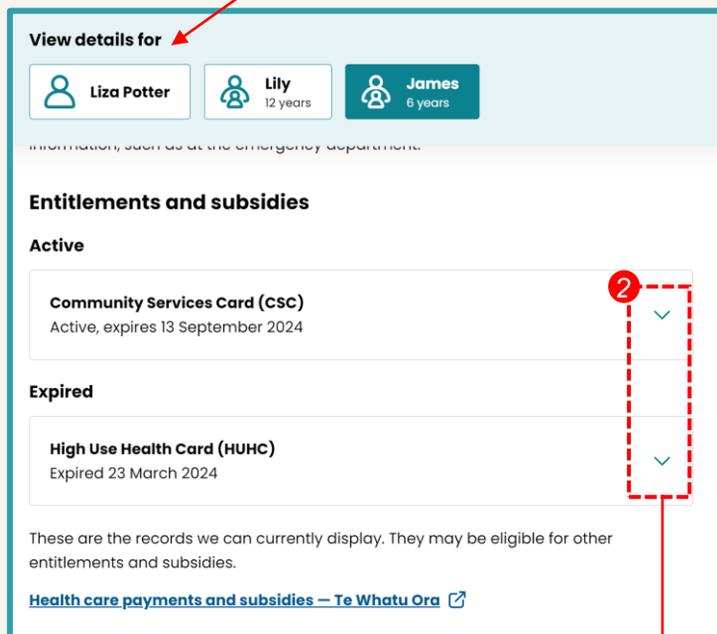
# My Health Record Profile Page – Identification level ‘complete’

## Viewing your entitlements

1) The ‘Profile’ page also shows any entitlements people may have with active Community Services Cards (CSC) and/or High Use Health Cards (HUHC).



2) Select the drop-down arrow to view more information about your entitlements.



# My Health Record Profile Page – getting help

## For help updating your My Health Account

If you need help upgrading your My Health Account, you can:

- email [support@identity.health.nz](mailto:support@identity.health.nz)
- call the Health New Zealand Contact Centre on 0800 222 478, Monday to Friday, 8am to 5pm

Answers to common questions about the My Health Account health identity system can be found on the [My Health Account](#) website.

## For help viewing and editing your health information

If you need help viewing or editing your information on My Health Record, you can:

- [fill in the general enquiry form\(external link\)](#)<sup>↗</sup>
- email [help@my.health.nz](mailto:help@my.health.nz)
- call [0800 222 478](tel:0800222478)