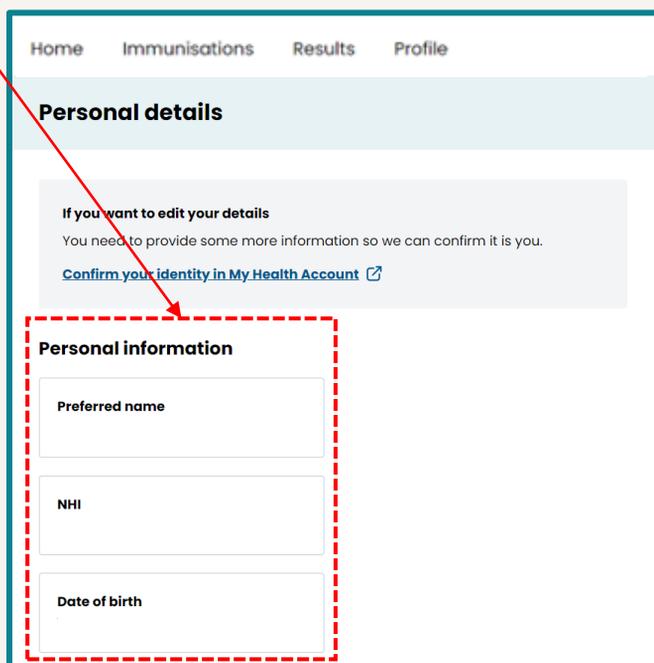# My Health Record
User guide

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**.
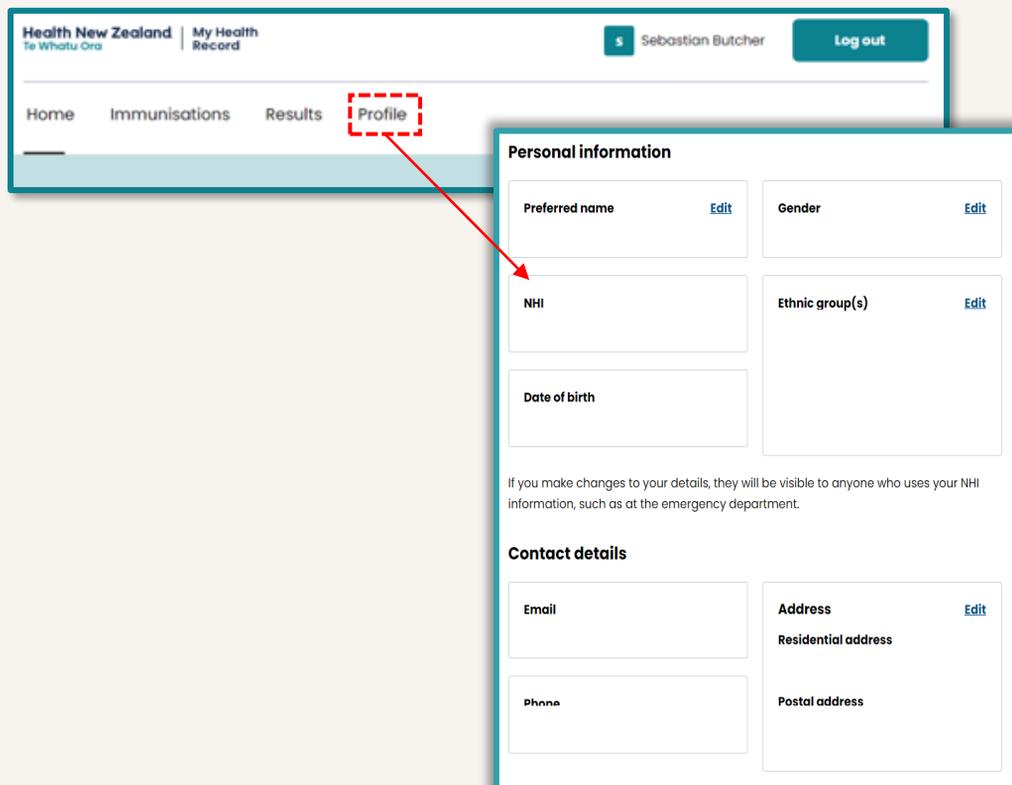
My Health Record Profile Page – Identification level 'complete'

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

NHI

Date of

By selecting the '**Edit**' button next to your name, **you can change your name**.

Personal Details

Name
Select name

Mary Anne Monroe

Cancel   Save

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

Gender   Edit

Ethnic

By selecting the '**Edit**' button next to your gender, you can change your gender to '**male**', '**female**' or you can select '**another gender**'.

Gender
○ Female
○ Male
● Another gender

Please state   Optional
Maximum of 25 characters

Cancel   Save

Contact details

Email

Phone

Address   Edit

Residential address

Postal address

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':

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**.

By selecting the '**Edit**' button next to your contact details, **you can change your residential and postal address**. You cannot delete your residential address.
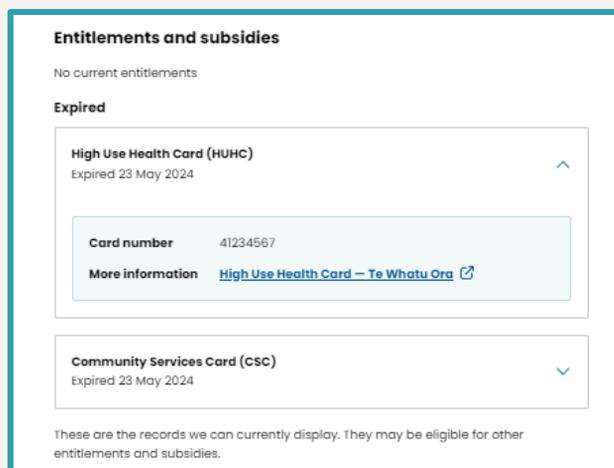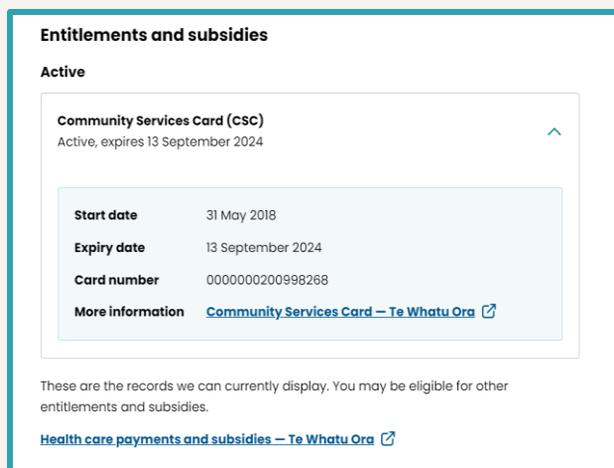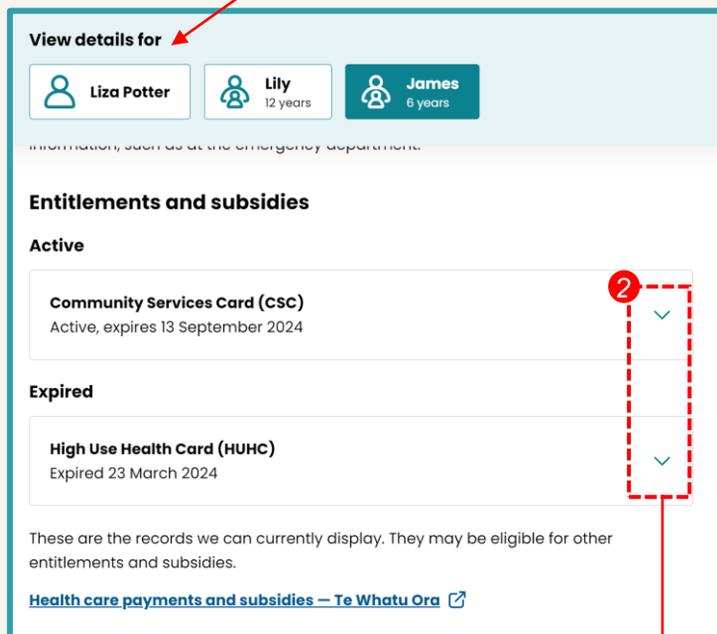
My Health Record Profile Page – Identification level 'complete'

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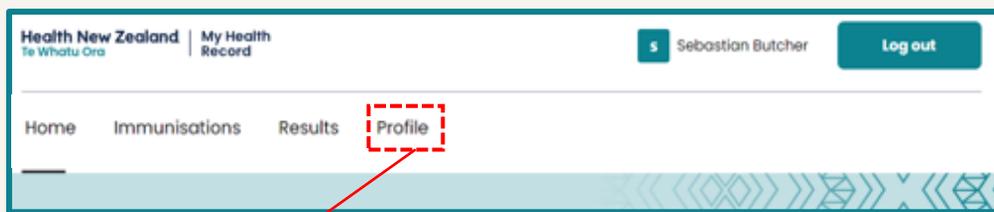
2) Select the drop-down arrow to view more information about your entitlements.

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
- 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)↗
- email help@my.health.nz
- call 0800 222 478