My Health Record User guide

My Health Record Profile Page

Te Kāwanatanga o Aotearoa New Zealand Government Health New Zealand Te Whatu Ora

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**.

Home Immunisations Results Profile Home Immunisations Results Profile Personal details	Logout	s Sebastian Butcher	Ith New Zealand My Health Record	Health New 2 Te Whatu Ora
Home Immunisations Results Profile Personal details		Profile	me Immunisations Results	Home In
Home Immunisations Results Profile Personal details			_	
If you cant to edit your details You need to provide some more information so we can confirm it is you. Confirm your identity in My Health Account (?) Personal information Preferred name NHI Date of birth	Results Profile s re information so we can confirm it is you. ealth Account (?)	Home Immunisations Personal details If you want to edit your detail You need to provide some ma Confirm your identity in My H Personal information Preferred name NHI Late of birth		

2

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.**

Health New Zealand My Health Te Whatu Ora	s Sebastian Butc	her Log out
Home Immunisations Results Prot	Personal information	
	Preferred name Edit	Gender <u>Edit</u>
	NHI	Ethnic group(s) Edit
	Date of birth	
	If you make changes to your details, they information, such as at the emergency de	will be visible to anyone who uses your NHI partment.
	Contact details	
	Email	Address <u>Edit</u> Residential address
	Phone	Postal address

3

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				
Preferre	ed name	Gende	er <u>Edit</u>	
NHI	By selecting the ' Edit ' button next to your name, you can change your name .	Ethnic	By selecting the ' Edit ' button next to your gender, you can change your gender to 'male' ,	
Date of If you mak informatio	Personal Details Name Select name Mary Anne Monroe Cancel Save	vill be visible partment.	female' or you can select 'another gender'.	
Contac Email	t details	Addr Resid	ess <u>Edit</u> ential address	
Phone		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':

New Zealand European Māori		
Samoan Cook Islands Maori Tongan	Gender	<u>Edit</u>
Niuean Chinese Indian Other Ethnic group(c)	Ethnic group(s)	Edit
Dr Afghan African American African nec African nfd Afrikaner Albanian	By selecting th button next to yo group(s), you can your ethnicity. Yo this by selecting different ethnic	ne ' Edit ' our ethnic n change ou can do up to six g roups .
Address Residential address IIA Maurice Street, Lincoln 7608, NZ	Address Residential address	Edit

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).

Health New Zealand My Health Te Whatu Ora	s Sebast	ian Butcher Log out
Home Immunisations Results Profile		
View details for Lity Lity are been been been been been been been be	2	2) Select the drop-down arrow to view more information about your entitlements.
Entitlements and subsidies Active	E	ntitlements and subsidies
Community Services Card (CSC) Active, expires 13 September 2024	Đ	High Use Health Card (HUHC) Expired 23 May 2024
Start date 31 May 2018 Expiry date 13 September 2024 Card number 000000200998268 More information Community Services Card – Te Whatu Ora 💈		Card number 41234567 More information High Use Health Card – Te Whatu Ora
These are the records we can currently display. You may be eligible for other entitlements and subsidies.		Community Services Card (CSC) Expired 23 May 2024
Health care payments and subsidies — Te Whatu Ora 🕜	Ther	ese are the records we can currently display. They may be eligible for other tittlements and subsidies.

6

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 <u>My Health Account</u> 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 <u>help@my.health.nz</u>
- call <u>0800 222 478</u>