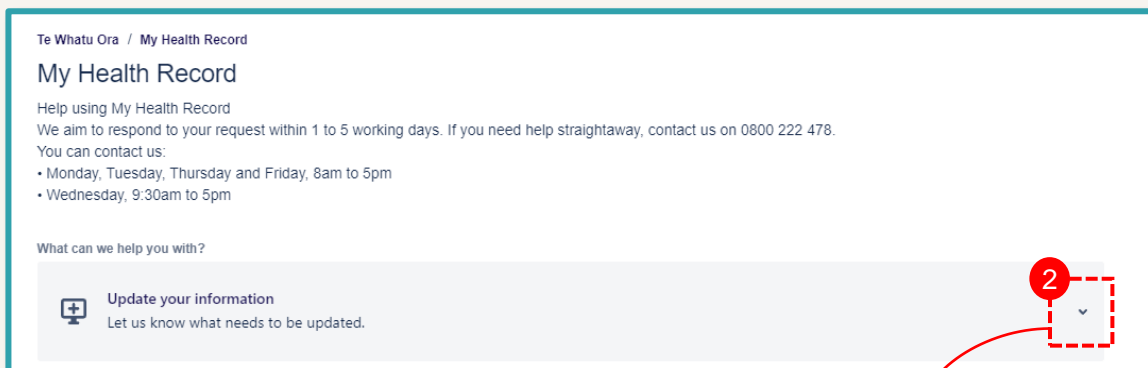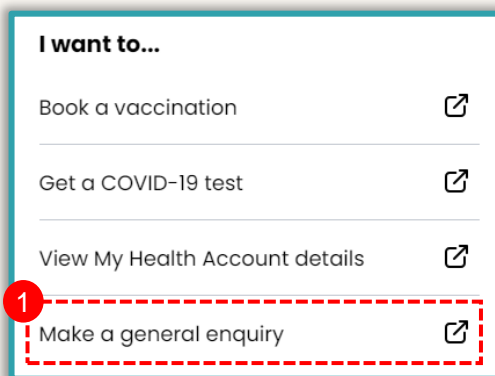# My Health Record

Written User Guide

My Health Record General Enquiry Form

You can submit a form to request an update to your details or the details of another person who has provided consent, make a general enquiry and to provide feedback about My Health Record.

Making a general enquiry or submitting feedback

1) To access the My Health Record online general enquiry form, go to the home page and select "**Make a general enquiry**" from the "I want to..." menu.


2) In the drop-down menu you can select to **'Make a general enquiry' or 'Provide Feedback'** you will then be asked to fill out the appropriate fields for your selection
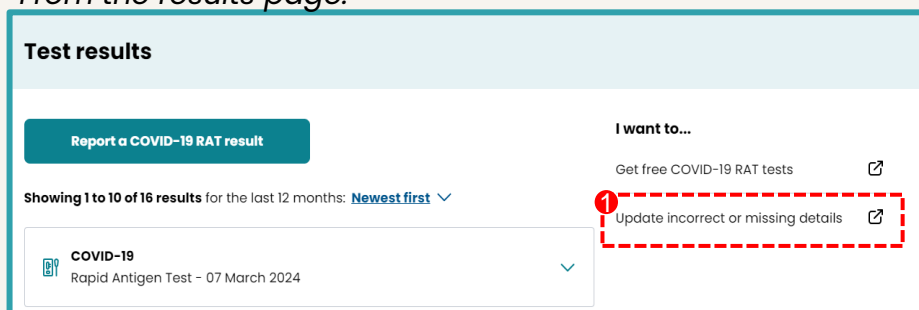
My Health Record General Enquiry Form (cont.)

Request to update incorrect or missing information

1) If you notice an issue with your record, you can also use this form to request a correction by **selecting "Update incorrect or missing details"** in the "I want to…" menu **on the immunisations and results pages** of your My Health Record.
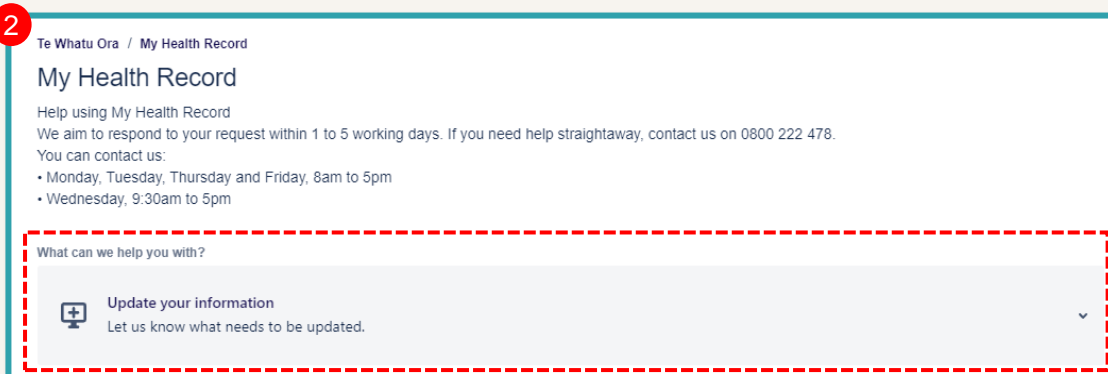
From the immunisations page:
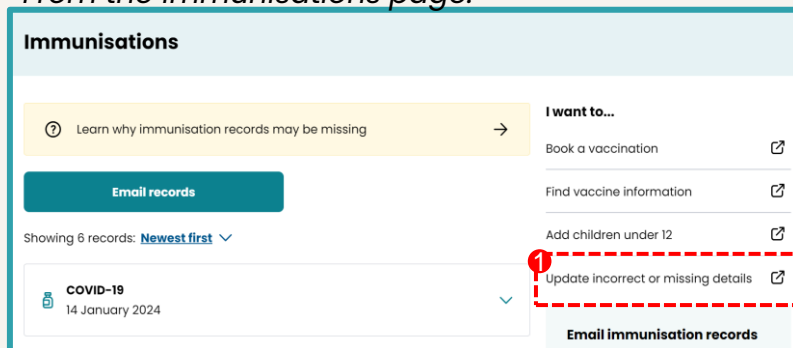
From the results page:

2) After selecting 'Update incorrect or missing details' you will be re-directed to the My Health Record enquiry form. The '**What can we help you with?**' drop-down will be pre-selected to 'Update your information'.

My Health Record General Enquiry Form (cont.)

Updating incorrect or missing information in your My Health Record (cont.)

You can complete a form on behalf of someone else. **You must confirm** to us at the time you submit the form that you have **the consent of the other person to share their details** with us.

We may share your personal information internally with those involved in resolving submitted enquiries. Any information you provide to us will only be shared as set out in this privacy statement.

Te Whatu Ora / My Health Record

My Health Record

Help using My Health Record
We aim to respond to your request within 1 to 5 working days. If you need help straightaway, contact us on 0800 222 478.
You can contact us:
• Monday, Tuesday, Thursday and Friday, 8am to 5pm
• Wednesday, 9:30am to 5pm

What can we help you with?

> ⊞ Update your information
> Let us know what needs to be updated. ⌄

Email confirmation to *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Who are you filling this form out for?
○ Myself
○ Someone else (with their consent)

Privacy

Let us know what information you need to update. We will store your information securely and only use it to:

- find your current information and immunisation records
- process your request
- contact you if we need to.

Read My Health Record privacy statement

I have read the privacy statement and understand how the information I provide will be used. *
☐ Accept and continue

Personal details

We need this information to find your records.

First name *

Middle name

Family name

Date of birth *

e.g. 24/06/2024 📅

If you need support completing the form you can email help@my.health.nz or call our help desk on **0800 222 478.**