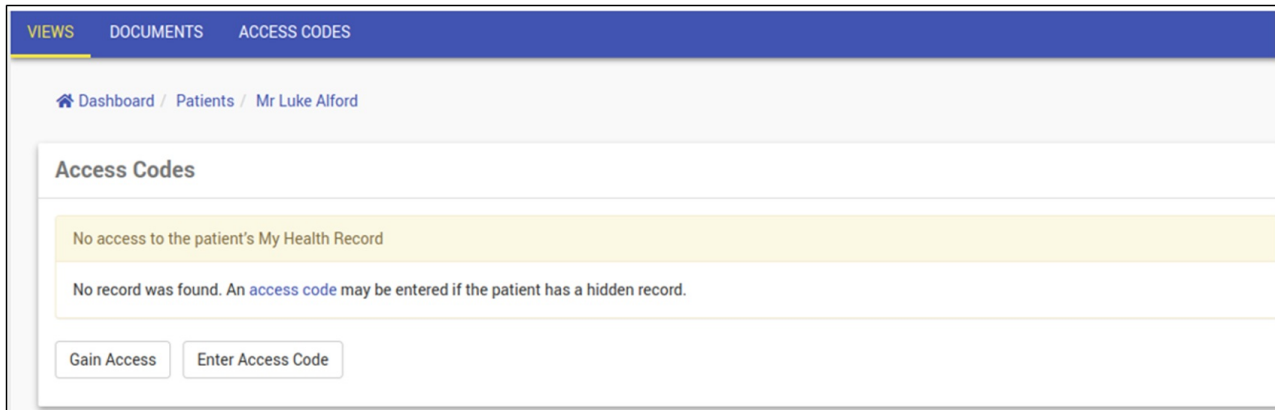


Access required to Patient's My Health Record

Last Modified on 07/10/2022 4:33 pm ACDT

Where the system cannot automatically look up the details, you may be presented with a number of options.



The screenshot shows a web interface with a blue header bar containing 'VIEWS', 'DOCUMENTS', and 'ACCESS CODES'. Below the header is a breadcrumb trail: 'Dashboard / Patients / Mr Luke Alford'. The main content area is titled 'Access Codes' and contains a yellow warning box with the text: 'No access to the patient's My Health Record' and 'No record was found. An [access code](#) may be entered if the patient has a hidden record.' At the bottom of the section are two buttons: 'Gain Access' and 'Enter Access Code'.

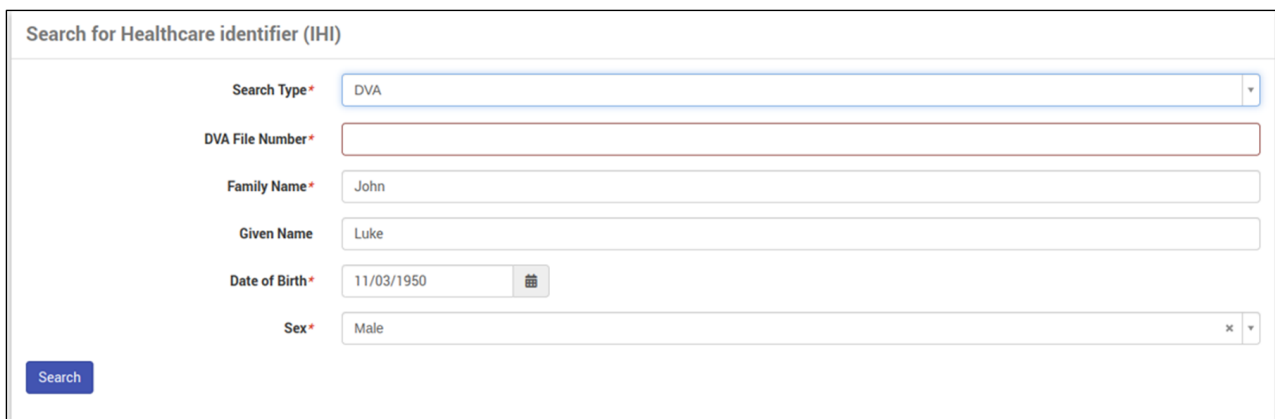
Option: Gain access (and search)

If the Gain Access feature is not automatically working; check:

- You have entered accurate given and family name details
- You have entered an accurate date of birth
- You have entered an accurate Medicare or DVA Card number
- You have entered an accurate address

Where necessarily, visit the Health Identifier section to perform a detailed lookup.

Example: *Search by DVA details.*



The screenshot shows a form titled 'Search for Healthcare identifier (IHI)'. It contains several input fields: 'Search Type*' with a dropdown menu showing 'DVA'; 'DVA File Number*' with an empty text box; 'Family Name*' with the text 'John'; 'Given Name' with the text 'Luke'; 'Date of Birth*' with the text '11/03/1950' and a calendar icon; and 'Sex*' with a dropdown menu showing 'Male'. A blue 'Search' button is located at the bottom left of the form.

Search options include:

- Medicare
- Healthcare Identifier
- DVA
- Postal Address
- Street Address

- IHI Number
-