



Frequently Asked Questions

Digital medical record

What is a digital medical record?

A digital medical record replaces patients' paper medical record (often a manila folder) and can be viewed on a computer screen, including a desktop, laptop or tablet. The digital medical record system will allow clinicians real time access to patient information all in one place. A digital medical record will assist clinicians to make safe and informed clinical decisions.

View [more information about a digital medical record on the healthywa website](#)

What information is stored in a digital medical record?

Patient notes, assessments, medical histories, diagnostic test results, outpatient letters and other relevant patient information are stored in a digital medical record.

Will I need to do anything different if I am admitted to a public hospital?

No. The hospital or health service will create a digital medical record once you are admitted to a public hospital or health service.

Can I access my digital medical record?

There is no login feature for patients to access the digital medical record.

However, if you would like to request access to your medical record you need to directly contact the hospital or health service provider where you were a patient.

More information about how to [access your WA Health medical record is available at the healthywa website](#).

Can my GP or private hospital or private health provider access my digital medical record?

No, not currently. The digital medical record system is currently used across the public health system (WA Health) in Western Australia.

How is My Health Record different from a digital medical record?

My Health Record is a national online summary of your health information. It brings together health information from you, your healthcare providers such as your GP or private specialists and Medicare. WA Health sends documents such as discharge summaries, prescription records, pathology and imaging reports that you and your clinician can access.

The My Health Record links to the WA Health digital medical record system so clinicians involved in your care can view My Health Record information.

Read more about [My Health Record \(healthywa.wa.gov.au\)](http://healthywa.wa.gov.au)

Who can access my digital medical record?

The clinical information in your digital medical record can only be accessed by your health care team.

The information in your digital medical record is encrypted and stored in accordance with WA Health information privacy and security policies in state of the art data centres. All activity (e.g. writing to the record or viewing the record) is logged and audited.

Can I opt out of a digital medical record?

If you are a patient admitted to a public hospital or health service in Western Australia, then you cannot opt out of a digital medical record. It's the same process of having a paper medical record where you cannot opt out.

Why do we need to have a digital medical record?

The time involved in moving all of WA Health to an [Electronic Medical Record](#) is significant. Therefore, a phased and prioritised approach starts with virtual care by implementing a digital medical record system, expanding on existing assets and leveraging existing systems to improve digital equity and provide a foundation for the electronic medical record journey.

Taking steps from paper to digital whilst planning for the electronic medical record will enable the health system to improve our digital maturity as a system. This approach means we will upgrade our technology to be more capable of achieving digital equity sooner providing early benefits for patients and our workforce.

Does every hospital or health service provider across the WA health system have a digital medical record system?

In 2023, view the following [hospitals and health service regions that have a digital medical record](#) system. The Department of Health will continue to work with Government to seek funding for the remaining WA public hospitals and health service regions with a goal of having systemwide digital medical record by the end of 2024.

I have further questions – who can I contact?

You can contact your local health service provider and ask to speak with the digital medical record project team.