

Frequently asked questions

Why have you changed to an electronic system?

We're always looking for ways to use technology to improve patient experience and the quality of care we provide. Our electronic medical records enable us to do this by ensuring information is accessible, up-to-date and secure.

Is this the same as My Health Record?

No. My Health Record is the federal government's online summary of your child's key health information.

How do I know my child's information is secure?

Keeping your child's information safe and secure is a priority for us. The way we store information is regulated by the Australian government. We have strict security measures in place to ensure your child's medical information remains safe and their privacy is respected. As per your child's paper records, only Monash Health employees involved in your child's care have access to their information.

Can I access my child's electronic medical record?

Just like your child's paper records, access to their electronic medical records can be made via a Freedom of Information request.

For more information, please visit:

www.monashhealth.org/patients-visitors/access-my-records

How do I get a summary of my stay?

When your child leaves the hospital, you will receive a summary of their stay. Our team will send a digital copy, with greater detail, to your general practitioner and other relevant care providers, with your consent.



For more information, please speak to one of our friendly team members or visit:

www.monashchildrenshospital.org/EMR

Monash Children's Hospital
(03) 8572 3000
246 Clayton Road, Clayton 3168



Please ask one of our team members how to access this information in your preferred language.

Consumer reviewed

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Introducing Electronic Medical Records

 **Monash
Health**



We've introduced Electronic Medical Records at Monash Health

As part of our commitment to providing safe, high quality and timely care, we now create and store medical records in our secure, electronic medical record system.

This means that your treating team will have access to your child's up-to-date medical information in one place.

How it works

Your child's treating team, including nurses, doctors and allied health, will enter information into a secure, electronic record.

When your child is admitted to the hospital, they will be given a wristband with a digital barcode printed on it. We'll use this as one of the ways we confirm their identity, adding an extra layer of safety to the way we manage their records, and provide personalised care.

Only approved Monash Health employees will have access to your child's electronic medical records.

Benefits for you

Using electronic medical records will ensure your child's clinical information is in one place and help us to provide the best care for them.

Information about your child's relevant history, medications, test results and assessments will be easily available for our team to make informed decisions about your child's treatment and care.

Important information about your child, such as allergies, will be securely stored and readily available for all their hospital admissions, meaning you won't have to repeatedly provide this information.

With your consent, we'll also be able to send your general practitioner an electronic summary of your child's stay, ensuring a seamless transfer of care.