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Australian Government
Australian Digital Health Agency

# My Health Record
# App Vendor Guide to the Connection Process

15 October 2026 v1.5

Approved for external use

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***Note:*** This document must be read in conjunction with the Portal Operator Registration Agreement (PORA)

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# Document information

## Key information

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| 1.0 | | Initial release |
| 1.1 | | Second release |
| 1.2 | | Third release |
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| 1.4 | | This document has been updated to reflect rebranding from Developer Portal to Implementer Hub, including updates to referenced URL's. |
| 1.5 | | This document is being updated to reflect changes to references of the MHR Rule 2016 to MHR Rule 2026. |

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# 1 Introduction

## 1.1 Purpose

This document describes the process of developing an application (app) that connects with the My Health Record system.

For the purpose of this document:

- Registered portal operators are referred to as “developers”
- The Agency is referred to as the System Operator (SO) for the purposes of the My Health Record Act 2012 (Cth).
- References to “Consumer” may refer to a Registered Healthcare Recipient, Authorised Representative or Nominated Representative who may use the portal.

## 1.2 Intended audience

The intended audience for this document is registered portal operators (including software developers) planning to create mobile applications (apps) that connect with the My Health Record system.

## 1.3 Scope

This document is limited to discussing software connections to the My Health Record system. It covers:

- an overview of the My Health Record system
- app developer opportunities
- key resources
- steps to connect to the My Health Record system
- key support contacts.

# 2 My Health Record

## 2.1 Overview

The My Health Record system gives individuals, their representatives and their healthcare providers the ability to view their digital health record in one central online location.

The primary purpose of the My Health Record system is to support the provision of healthcare through faster, safer and more efficient communication of health information. Founded in 2012 as the Personally Controlled Electronic Health Record (PCEHR), the My Health Record system has undergone expansions to the services it provides to individuals and healthcare providers alike.

## 2.2 Enabling apps to connect with My Health Record

A key objective of the My Health Record system is to drive meaningful use of stored information by opening data to app developers with innovative health solutions. App developers have the opportunity to access the wealth of data in the My Health Record system to create compelling and unique apps for individuals.

The aim is to drive meaningful use by promoting the engagement and empowerment of individuals through improved access and use of My Health Record data via apps that give individuals better access to health information.

The My Health Record strategy includes collaborating with app developers to construct Application Programming Interfaces (APIs) that they find valuable, fostering app and solution innovation while ensuring privacy and security compliance across app solutions and refining and expanding data architecture and standards to maximise meaningful use.

A set of APIs constructed using the HL7 developed Fast Healthcare Interoperability Resources (FHIR) standard, allows app developers to access and upload My Health Record data of consenting patients. The My Health Record system holds a variety of health information that is accessible for use in apps, including:

### 2.2.1 Clinical records

- Shared Health Summary
- e-Referral
- Specialist Letter
- Discharge Summary
- Event Summary
- Diagnostic Imaging Report
- Pathology Report

### 2.2.2 Medicine records

- eHealth Prescription Record
- eHealth Dispense Record
- Pharmacist Shared Medicines List

### 2.2.3 Personal health information

- Personal Health Note (Consumer apps only)

- Personal health summary

### 2.2.4 Advance care planning

- Advance Care Directive Custodian Record (also referred to as Advance Care Document Custodian)
- Advance Care Planning Document
- Goals of Care Document

### 2.2.5 Childhood development information

- Consumer Entered Achievements (Consumer apps only)
- Consumer Entered Measurements
- Child Parent Questionnaire

### 2.2.6 Medicare records

- Medicare/DVA Benefits Report
- Pharmaceutical Benefits Report
- Australian Organ Donor Register
- Australian Immunisation Register

### 2.2.7 Complete immunisation history statement COVID-19 and influenza (flu) immunisation history statement XML Views

- Pathology View
- Diagnostic Imaging View
- Medical Conditions View
- MyMedicare

The set of API's will evolve as the My Health Record system matures and is prioritised by app developer demand. App developers will be notified when an API is updated or added so that there is time to make any necessary or desired changes to their app. Refer to the *FHIR Gateway API Specification* [FHIRGAS] in the Implementer Hub[1] for detailed information about available API's.

[1] https://implementer.digitalhealth.gov.au/

## 2.3 Choosing how to connect with My Health Record

There are many ways to develop an app that can connect with the My Health Record system API's, including the following app types:

1 **Mobile applications** are developed to run natively on a specific mobile device or platform (e.g. iOS, Android).

2 **Web applications** are powered by a web browser (e.g. Chrome, Firefox, Safari, etc.) through the internet. Web applications are typically built using HTML, CSS and JavaScript and served through a mobile or desktop browser. Web applications can be built to look and feel just like a native application but will always run through a visible browser.

3 **Hybrid applications** are usually coded in HTML, CSS, and JavaScript. They run through an invisible browser which has been packaged into a native application. This enables the application to have the look, feel, and functionality of a native application. Hybrid applications allow developers to minimise development time as minimal work is required to target various mobile operating systems. An additional benefit of using a hybrid application framework includes allowing developers to access Native API calls which can be used to enable binary security mechanisms from the device itself. Hybrid Applications can also be distributed through native application stores (allowing for additional vetting).

4 **Progressive web applications** can appear and behave as native applications on mobile devices but do not require installation of the application on the device.

The type of app and how data will be transmitted, will determine the model for interacting with the My Health Record system. For example, an app may connect directly to the My Health Record system via the My Health Record FHIR® Gateway, or via an intermediary server managed by the app developer.

The two interaction models available are **consumer/self-care**, and **consumer connection via platform**.

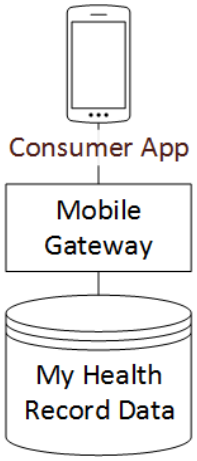



*Figure 1 - Consumer/self-care*

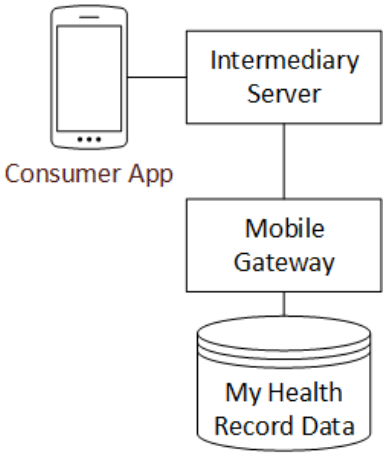



*Figure 2 - Consumer connection via platform*

# 3 App developer requirements

The System Operator takes the security of an individual's health and other personal information very seriously. The Agency takes robust precautions to protect personal information it holds from misuse and loss, and from unauthorised access or disclosure. It is important to understand the obligations that need to be adhered to before registering to connect an app with the My Health Record system.

It is mandatory to comply with Rule 27 of the MHR Rule 2026 with regard to the Security and Access pPolicy requirements. A policy must me in place and a copy of this policy provided to the SO on application for registration. This policy covers many things, including (but not limited to): Processes to authorise and suspend uses access to MHR, User account management practices and training to be provided to users. My Health Records Rules 2026 - Federal Register of Legislation

Specifically, Rule 27 (3) of the Rule states that:  For the purposes of paragraph (2)(b), the training is training in relation to the following:

(a) how to use the My Health Record system accurately and responsibly;

(b) the legal obligations of repository operators or portal operators (as applicable) and users using the My Health Record system;

(c) the consequences of breaching those legal obligations.

Specifically, Rule 53 of the MHR Rule 2026 states that a record of each iteration of the Security and Access policy must be retained for 5 years starting on the day the iteration comes into effect.

An app developer connecting with the My Health Record system is required to comply with a range of obligations set out under the following legislation:

- *My Health Records Act 2012* [MHRA2012]
- *My Health Records Regulation 2012* [MHRR2012]
- My Health Records Rule 2026 [MHRR2026].

The full set of obligations and requirements are set out in the *Portal Operator Registration Agreement (PORA),* and interoperability requirements publications on the Implementor Hub namely:

- *Consent Requirements and Guidelines*
- *Operations Requirements and Guidelines*
- *Presentation Requirements and Guidelines*
- *Security Requirements and Guidelines*.

Below is a sample of the requirements an app developer will need to meet before being considered eligible to access the My Health Record system production environment.

- The app developer must have a head office and be registered in Australia.
- My Health Record data cannot leave Australia and cannot be accessed, backed up, or managed by service providers from overseas (for example, onshore technical support only).
- There must be a clear mechanism in place for obtaining informed consent from consumers to collect, use or disclose their My Health Record data. This should be in a simple and user-friendly reading format.

- A copy of the Security and Access Policy must be provided to the System Operator.
- The app must be for the purpose of healthcare.
- If not already applicable, the app developer must opt-in to being subject to the Privacy Act, and therefore be required to adhere to the rules relating to, for example, data privacy and informed consent.
- The app must utilise strong cryptography to secure My Health Record data at rest, and when in transit.

# 4 Key Resources

## 4.1 Joining the developer community

4.2 An online community is available for app developers, who may be new or established in the app space, to connect and collaboratively source information about integrating apps into the My Health Record system. The Implementer Hub ( https://implementer.digitalhealth.gov.au) hosts a wide range of helpful resources for app developers, including technical documentation and frequently asked questions to assist with app development and testing. Using the Implementer Hub resources

To assist with the connection process, the following key resources are available on the Implementer Hub ( Digital Health Implementer Hub

*Table 1 – Implementer Hub*

| **Stage** | **Resources** |
|---|---|
| Registration | *Portal Operator Registration Form* |
| App development | • *Operations Requirements and Guidelines*<br>• *Consent Requirements and Guidelines*<br>• *Security Requirements and Guidelines*<br>• *Presentation Requirements and Guidelines*<br>• *API Release Notes and API Specifications*<br>• *API Data and Error Mapping*<br>• *Risk Assessment Questionnaire* |
| Seeking production environment access | • *Production Environment Access Request* (PEAR) form<br>• *Portal Operator Registration Agreement* (PORA) |
| After production access | *Managing Your App in Production* outlines the process for notifying the My Health Record System Operator (System Operator) about incidents and other events, such as changes and upgrades to apps that connect to the My Health Record system. |

# 5 Steps to connect to My Health Record

Below you will find the steps to connect with the My Health Record system, including information about registering your organisation and app, development and testing, and what you need to know about declaring your app's conformance to mandatory requirements. A My Health Record system support team member will reach out to you to help guide you through the connection process.

## 5.1 Vendor onboarding process overview

Figure 3 summarises the steps necessary to test your product prior to connecting to the My Health Record system. Section 5.2 describes these steps in more detail.

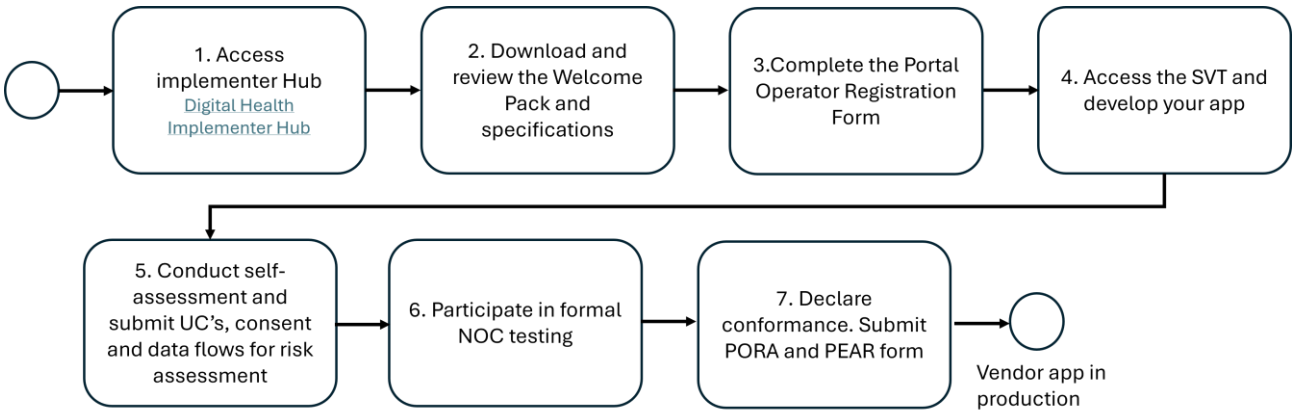



*Figure 3 - Vendor onboarding process*

## 5.2 Vendor conformance process description

Table 2 provides a description of vendor actions required for each step of the vendor conformance process.

The step numbers correlate to the numbers within the process flow described in Figure 3.

*Table 2 - Required vendor actions*

| Step | Stage | Vendor action | Result |
|---|---|---|---|
| 1 | 1 Access Implementor Hub | Digital Health Implementer Hub<br>Get started \| Digital Health Implementer Hub | • Access to Digital Health Implementor Hub |
| 2 | Review key documents | Read through the materials on the Implementer Hub website https://implementer.digitalhealth.gov.au/resources/my-health-record-mobile-integration:<br>• *Portal Operator Registration Agreement*<br>• *Operations Requirements and Guidelines*<br>• *Consent Requirements and Guidelines*<br>• *Security Requirements and Guidelines*<br>• *Presentation Requirements and Guidelines*<br>• *API Release Notes and API Specifications*<br>• *API Data and Error Mapping*<br>• *App Vendor Guide to the Connection Process (this document)*<br>• *Portal Operator Registration Form*<br>• *Managing Your App in Production*.<br>Refer to link on how to develop a Security and Access policy<br>My Health Record participation obligations | • Overview of the process and the requirements that must be satisfied to connect your app to the My Health Record system. |
| 3 | (Interaction Model 4 only)<br>Obtain test certificate | Obtain a certificate for the intermediary server<br>Please refer to the following website for more information on Gatekeeper certification<br>https://www.dta.gov.au/our-projects/digital-identity/gatekeeper-public-key-infrastructure-framework<br>a You may contact the My Health Record team via email or phone for assistance with this process:<br>Email: help@digitalhealth.gov.au<br>Phone: 1300 901 001 | • Certificate issued |
| 4 | Register your software | Register by completing the *Portal Operator Registration Form*; you will need to provide details about your organisation and proposed app, such as the app's intended purpose and the way it will interact with the My Health Record system. | • Test kit: test cases, test data and unique credentials for accessing the My Health Record test environment. |

| Step | Stage | Vendor action | Result |
|---|---|---|---|
| 5 | Commence software product development and enhancement | a Now that you can access the test environment, you can start developing your app so that it can connect with the My Health Record system, using the *API Mapping, API Specifications* and *API Release Notes* provided on the Implementer Hub.<br>b You may contact the My Health Record team via email or phone for assistance with this process:<br>Email: help@digitalhealth.gov.au<br>Phone: 1300 901 001 | • Product is developed.<br>• System Operator provides technical support for software design, development and testing. |
| 6 | Self-assessment testing | a Once you have successfully integrated your app with the My Health Record system in the test environment, contact the My Health Record team:<br>Email: help@digitalhealth.gov.au<br>Phone: 1300 901 001<br>b A team member will guide you through the next steps, which include:<br>i testing your app using the test cases and test data provided in your test kit and providing the results to the My Health Record team for review<br>ii a review of use cases, consent and data flows. | • Vendor has a history of successfully completed test cases and results.<br>**Note:** The System Operator may wish to view these results as part of quality assurance activities that may be undertaken in the future. |
| 7 | Formal NOC testing | Conduct formal NOC testing observed by Gateway Operator: Attend a virtual session to test your app. This is to demonstrate that your app is functioning according to the API specifications. We refer to this as Notice of Connection (NOC) testing. | • Gateway Operator observes the formal testing and extracts log files and screen shots for verification of test case results.<br>• When NOC testing is successful, you will receive a copy of the *Declaration of Notice of Connection.* |
| 8 | (Interaction Model 4 only)<br>Obtain certificate | Obtain a certificate for the intermediary server<br>Please refer to the following website for more information on Gatekeeper certification<br>https://www.dta.gov.au/standard/design-guides/authentication-frameworks/gatekeeper-public-key-infrastructure-framework/ | • Certificate issued |

| Step | Stage | Vendor action | Result |
|---|---|---|---|
| 9 | Declare conformance | After having successfully tested your app, to gain production access to the My Health Record system, complete and submit:<br>i. *Production Environment Access Request* (PEAR) form<br>ii. *Portal Operator Registration Agreement* (PORA). | • You will be granted authorisation to access the My Health Record Production Environment when the My Health Record System Operator is satisfied that NOC testing has been successfully completed, you have declared that your app conforms to the mandatory requirements and you agree to the terms as outlined in the PORA. |
| End | | | |

# 6 Support contacts

6.1 Registration, developer community and general enquires

**My Health Record Team**

help@digitalhealth.gov.au

6.2 For technical and testing support in the test environment

**Gateway Operator**

healthapigatewaysvt@deloitte.com.au

6.3 For production incident management and app changes

**Enterprise Operations**

MyHealthRecord.Operations@digitalhealth.gov.au

# Acronyms

| Acronym | Description |
|---|---|
| CDA | Clinical Document Architecture |
| CDC | Covid Digital Certificate |
| CIS | clinical information system |
| FHIR | Fast Healthcare Interoperability Resources |
| FHIRGAS | FHIR Gateway API Specification |
| NOC | Notice of Connection |
| NPP | (My Health Record) National Provider Portal |
| PCEHR | Personally Controlled Electronic Health Record (This name has been replaced with My Health Record system.) |
| PEAR | Production Environment Access Request |
| PORA | Portal Operator Registration Agreement |
| SVT | Software Vendor Test |
| TEAR | Test Environment Access Request |

# Glossary

| Term | Meaning |
|---|---|
| Accenture | Accenture is the business area responsible for providing and managing the My Health Record system on behalf of the System Operator. |
| Application Programming Interface (API) | An application programming interface (API) is a particular set of rules and specifications that software programs can follow to communicate with each other. It serves as an interface between different software programs and facilitates their interaction, similar to the way the user interface facilitates interaction between humans and computers. |
| application (app) | A type of application software that for the purposes of this document, can connect to the My Health Record APIs. The types of applications that can connect to the My Health Record APIs are:<br>• **Mobile applications** are developed to run natively on a specific mobile device or platform (e.g. iOS, Android).<br>• **Web applications** are powered by a web browser (e.g. Chrome, Firefox, Safari, etc.) through the internet. Web applications are typically built using HTML, CSS, and JavaScript and served through a mobile or desktop browser. Web applications can be built to look and feel just like a native application but will always runs through a visible browser.<br>• **Hybrid applications** are usually coded in HTML, CSS, and JavaScript. They are run through an invisible browser which has been packaged into a native application. This enables the application to have the look, feel and functionality of a native application. Hybrid applications allow developers to minimise development time as minimal work is required to target various mobile operating systems. An additional benefit of using a hybrid application framework includes allowing developers to access Native API calls which can be used to enable binary security mechanisms from the device itself. Hybrid Applications can also be distributed through native application stores (allowing for additional vetting).<br>• **Progressive web applications** can appear and behave as native applications on mobile devices but do not require installation of the application on the device. |
| Gateway Operator | The Gateway Operator is the business area responsible for providing and managing the My Health Record system on behalf of the System Operator. |
| Healthcare Recipient | Healthcare recipient has the same meaning as in the My Health Records Act 2012 (Cth). |

| Term | Meaning |
|---|---|
| interoperability requirements | Interoperability requirements means the requirements published by the System Operator from time to time specifying the technical and compliance prerequisites that entities must meet to connect and remain connected to the System:<br>• *Operations Requirements and Guidelines*<br>• *Consent Requirements and Guidelines*<br>• *Security Requirements and Guidelines*<br>• *Presentation Requirements and Guidelines.* |
| My Health Record system | Has the same meaning as in the My Health Records Act 2012 (Cth). |
| Notice of Connection (NOC) | A notice issued by the My Health Record System Operator indicating that a system is ready to connect to the My Health Record system.<br>NOC testing is the process of testing an app using test cases and test data provided by the System Operator. Tests are executed in the My Health Record Software Vendor Test (SVT) environment and are verified by the Gateway Operator. |
| Portal | An electronic interface that facilitates access to the System by Representatives and Registered Healthcare Recipients and has the functionality set out in the Portal Operator Registration Agreement (PORA). |
| Production Environment Access Request (PEAR) form | Form for app developers to apply for Production Environment access by providing the specific details of their app and declaring that the app conforms to the mandatory conformance requirements. |
| Portal Operator Registration Form (PORF) | The purpose of this form is for developer organisations to register as Portal Operators. |
| Portal Operator Registration Agreement (PORA) | The conditions that the System Operator imposes on the registration of a Registered Portal Operator. |
| Registered portal operator (RPO) | Registered Portal Operator means “registered portal operator”, as defined in the My Health Records Act 2012 (Cth). |
| Representative | Representative means a Nominated Representative or an Authorised Representative. |
| Software vendor test environment (SVT) | The My Health Record System test environment managed by the Gateway Operator to facilitate functional and integration testing of developer apps in order to obtain a Notice of Connection (NOC). |
| System Operator | System Operator has the same meaning as in the My Health Records Act 2012 (Cth). |

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