



WA Health Electronic Medical Record Consumer Charter

The WA Health Electronic Medical Record Consumer Charter was developed by health consumers, carers and the community to reflect their priorities around a statewide Electronic Medical Record (EMR) system.



The WA EMR will enable person-centred health care, allowing clinicians to create and share information about a patient digitally without needing to wait for the transfer of paper-based records. The EMR Consumer Charter will be the foundation for new and innovative digital technologies that will underpin our future healthcare system.

The WA Electronic Medical Record (EMR) Program has been established to introduce a digital record of your care to improve patient safety and quality of care for all Western Australian's regardless of their location.

This Consumer Charter which was commissioned by WA Health EMR Program, will be used to ensure consumer voices are heard when developing WA EMR policies, programs and technology.



**HEALTH CONSUMERS'
COUNCIL**
YOUR VOICE ON HEALTH

What is an Electronic Medical Record

- Medical records, whether electronic or not, are a collection of healthcare information about a patient that are essential for their care.
- Most WA hospitals have relied on paper medical records. This means they can only be accessed in one place at a time, there can be delays in updating information and if you need care somewhere else, your care team may not be able to access your records.
- Holding your records digitally in an EMR system means your care team are able to access your health information in real time and in different locations.
- Your EMR system will be used by your healthcare team to record and access information to monitor, diagnose, treat, and manage illness, and support your health and wellbeing.
- This will enable better health outcomes and a better patient experience.
- Ultimately, an EMR is about you and improving your health care.

The WA Health EMR Program commits to use the EMR Consumer Charter to inform their understanding of consumer interests when developing EMR policies, programs and technologies.

Accuracy

- My health records are complete, accurate and up-to-date.
- I am supported by my healthcare team to update and correct my health information.

Security

- My health information is always safe and protected.
- I am notified if unauthorised access allows my identifiable data to be seen.

Transparency, choice and control

- I have the right to control my own health information.
- I have access to my real-time health information at no cost to me or my family.
- I am able to nominate parts of my health record as sensitive. This information can only be accessed with consent, or in a life-threatening situation.
- Only authorised individuals can access my Electronic Medical Record. There is a record of this access which can be made available to me on my request.

Safety and quality

- The Electronic Medical Record supports shared decision-making between me and my clinical team.
- My de-identified health information may be used to enhance the experience and outcomes of healthcare provision.
- With my consent, my health information can be accessed by out of hospital services, allied health, GP and aftercare services.

Equitable care

- I am supported to access my health information in a way, and in a language, that I can understand.
- My health records are available to my treating clinicians regardless of where I am being treated.

Consumer involvement

- Health consumers are partners in the design, development, implementation and evaluation of an Electronic Medical Record System.