



1800MEDICARE app

The 1800MEDICARE app is a secure and convenient way to access your health information.

You can view and share your electronic prescriptions and your Active Script List, and access other great features.

It's fast, easy, and secure – and available for mobile and tablet.

1800MEDICARE app features

- Store electronic prescriptions and check Active Script List
- See medical history in one place
- Access Medicare service information including medical and pharmaceutical services and links on how to enrol and claim
- Check test results as soon as they are uploaded, including most pathology results
- Manage privacy and access settings for My Health Record
- Give access to someone you trust to help manage your record
- Store emergency contacts
- View multiple records as a nominated or authorised representative
- Share vaccination and immunisation information
- Store allergies and reaction information
- Find and book health services
- Use the symptom checker and access trusted health information
- Connect to the 1800MEDICARE helpline

Get started

To use the app, you need a myGov account linked to My Health Record for secure authentication of your identity.

Note: *If you already have a myGov account, you don't need to create a new one.*

Step 1

Link My Health Record to myGov

- Sign in to myGov

If you don't have a myGov account, select Create account and follow the steps to create an account.

- Select view and link services.
- Select Link on the My Health Record tile.

Step 2

Verify your identity

My Health Record uses your Medicare details to verify your identity. Linking to My Health Record is easier if you've already linked Medicare to myGov. If Medicare is linked, it will be listed under **linked services**.

I have Medicare already linked to myGov

If your Medicare is linked to myGov, your Medicare details will be used to verify you.

Note: *If Medicare is already linked to your myGov account and you're still having trouble linking to My Health Record, unlink the My Health Record in myGov and then link it again. Alternatively, call the My Health Record helpline on 1800 723 471 and speak with a representative.*

I have not linked Medicare to myGov

You will be asked how you want to link My Health Record. You can choose to use information from Medicare.

You will need your Medicare card number and to answer some questions specific to you.

You will need to answer the questions correctly to pass the identity check. If you don't know the answer to a question, you can skip that question and try the next one.

If you prefer to speak to someone to help you link, call the My Health Record helpline on 1800 723 471.

Step 3

Download the 1800MEDICARE app

Once the linking and identity check is completed and successful you can download the 1800MEDICARE app.

Search for '1800MEDICARE' in the Apple App Store or Google Play Store to download.

Open the app, select *Get Started* and follow the prompts.

For more information visit:

www.digitalhealth.gov.au/1800MEDICAREapp

