

## **Digital Identity**

### ***How will 'My Health Account' work for children?***

- Children under 12 can be added to a parent account
- Children over 12 years of age can create their own My Health Account. A parent can also set up a My Health Account for a child aged 12 to 15 years, with that child's permission.
- More information can be found here: [Creating your account – Te Whatu Ora - Health New Zealand](#)

### ***How would this service be appropriate for communities where confirmation of information is limited, and literacy and numeracy skills are also limited?***

- We are working on several initiatives to support equal access to digital services. This includes support for those who may lack official evidence of identity documentation. We also have community engagement to help shape our solution design.

### ***I am a court appointed Welfare Guardian. From experience allowing guardians to access our clients' accounts will be quite problematic. Will you engage with Welfare Guardians Trust NZ to seek input?***

- Yes, we will engage with key stakeholders to ensure the solution is designed appropriately.

### ***Will 'My Health Account' be used across primary care nationwide?***

- 'My Health Account' for health consumers allows people access to their own health information and digital services.
- 'My Health Account Workforce' is the digital health identity service that could be used by health providers (external to Te Whatu Ora) to access health data to provide care in a transparent and trackable manner.

### ***How does My Health Account interact with RealMe at Dept of Internal Affairs?***

- Anyone with a RealMe verified account can use it to easily create a 'My Health Account' for use in accessing digital health services.

### ***How does 'My Health Account' differ from the HealthOne record used in the South Island?***

- HealthOne is a regional clinical portal for the South Island. That team are exploring opportunities to utilise 'My Health Account' as an identity authenticator.

***Will this initiative replace Manage My Health?***

- No. 'My Health Account' is not a patient portal.

***How will this interact with the incumbent practice management software systems such as MedTech, Indici, etc?***

- 'My Health Account Workforce' will facilitate Practice Management systems integration with the Hira programme.

***The amount of information in the health record sounds limited - how will patients/clinicians get a full view of their health data?***

- The Hira programme will deliver a Patient summary as an initial priority. The information available will be expanded over time.

***The CCCM system that we used over Covid to connect general practice, secondary care, public health, and social services to provide whanau and families co-ordinated health and wellbeing support - what has happened to that system?***

- The CCCM system is mainly being used by Pharmacies in the administration of therapeutics. The medium-term plan is to develop interoperable APIs for PMS vendors.