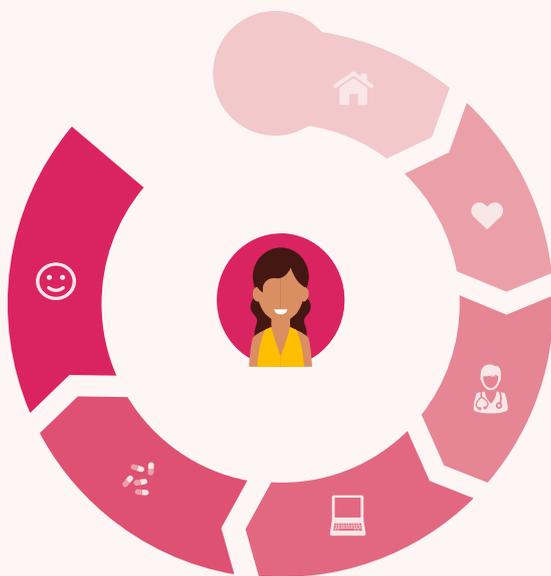


# Consumer journey maps

## Kirra's experience finding the appropriate support for her mental and social wellbeing

Kirra's consumer journey demonstrates that, to prevent having to relive her traumatic history, her treatment history is visible in her My Health Record – enabling her continuity of care. Her journey also demonstrates the importance of social and emotional wellbeing approaches in providing care to Aboriginal and Torres Strait Islander people.

**Kirra is a 24-year-old woman who works at the local bakery. She is studying at university and is close with her family. Kirra and her partner, Ben, live together and have a cat named Snowy.**



**Key**  My Health Record touchpoint

-  Kirra is grieving the loss of her youngest cousin who passed away 6 weeks ago.
-   Kirra is struggling to cope with her sadness and goes to see her GP, Julie. Julie is concerned for Kirra's mental and social wellbeing. She prescribes her antidepressants and asks if she can refer her onto a psychologist, and if she would like to connect with the local Aboriginal Community Liaison Officer (ACLO). Kirra expresses concerns that her My Health Record may be used to discriminate against her in the future because she knows depression can be stigmatising. Julie explains that it is up to Kirra what she would like uploaded, if anything, and explains how to set access controls so Kirra can decide who can see her clinical history. Feeling like she better understands it now, Kirra agrees that her clinical information can be uploaded to her My Health Record.
-   Kirra's psychologist, Sarah, reviews her referral letter via the My Health Record Provider Portal and asks if she'd like to explore a culturally-informed mental healthcare plan. Sarah also gives Kirra some numbers to call, like Lifeline, in case she would like to talk after hours or in between appointments.
-   Later, Kirra reviews her access controls and sets up a limited document access code (LDAC) which she will share between Julie, Sarah and her pharmacist, since she's commenced antidepressants and needs to collect these each month. Kirra is glad that her My Health Record shared health summary saves her from needing to retell her story and relive the pain every time she sees someone new.
-   Kirra's had some bad side effects to her first antidepressant so she and Julie decide to try a new one. Julie creates a care plan for Kirra to support her with this. Kirra's My Health Record helps ensure that she can manage her care plan with her healthcare providers, ensuring she has the optimal treatment.
-   Kirra has been working with Sarah on a care plan that she finds culturally meaningful for her. The local ACLO checks in on how Kirra is doing every couple of weeks. Kirra is feeling positive about her mental health and that she has the supports in place to manage her care in a way that works for her.

### Note the following

- > The circular diagram indicates that an individual's mental health journey is not linear, but rather often a continuous process.
- > It acknowledges the fear of discrimination that Aboriginal and Torres Strait Islander people can feel in certain clinical interactions, as identified in stakeholder interviews.
- > This journey is predicated on the importance of providing social and emotional wellbeing approaches to providing care.
- > It recognises the importance of that Aboriginal and Torres Strait Islander-led organisations and carers in an Aboriginal person's mental health journey.



Australian Government  
Australian Digital Health Agency



My Health Record

# Nadia's journey managing her eating disorder through finding culturally and linguistically sensitive care

Nadia's consumer journey demonstrates how, by relieving some of the frustrations caused by the language barriers, the My Health Record system empowers Nadia, at the age of 14, to engage with her health record and ensures that her information is only accessible by those organisations she wishes to grant access to.

Nadia is a 13-year-old girl who moved from Egypt to Australia with her family 2 years ago. Nadia feels her parents are overprotective but she understands they're traumatised from their migration experience and just trying to keep her and her little brother, Yassin, safe.



Key  My Health Record touchpoint

-  Since migrating to Australia, Nadia has had difficulty controlling her anxiety and has recently developed an eating disorder. Nadia's parents are having a hard time understanding how to navigate the healthcare system and she often needs to translate for them at different appointments.
-   Nadia's parents have found a GP they like and trust called Dr Lee. With her permission, Dr Lee discusses Nadia's mental health concerns and eating habits with her parents using a translator booked ahead of the appointment. Together, they develop a care plan and Dr Lee shows Nadia and her parents resources available to her, demonstrating how My Health Record can be used to control who can access her clinical information.
-   Dr Lee and Nadia also explore different digital health tools that can help her manage her anxiety and encourage her to follow a healthy eating habits plan. Nadia also starts seeing a psychologist recommended through a multicultural mental health agency.  
The psychologist explains that it is Nadia's choice if she wants her clinical documents uploaded to My Health Record but her Medicare claims will still be visible to her parents until she turns 14 next year.
-   When Nadia experiences some stressors related to school, her anxiety starts to increase and her food control habits return. Nadia and her parents return to Dr Lee who refers her to a dietitian and explains that it is her choice to upload clinical documents to her My Health Record.
-   When Nadia turns 14, her parents automatically lose access to her My Health Record. Nadia feels confident managing her own My Health Record and re-adds her parents as nominated representatives with 'read-only' access.
-  Nadia has formed a trusted network of care providers. Nadia's care team continues to support both her and her parents with culturally appropriate resources. Nadia is feeling more confident to engage with and manage her health information moving forward and her family is finding it easier to navigate the healthcare system in Australia as their digital health literacy skills grow.

## Note the following

- > The circular diagram indicates that an individual's mental health journey is not linear, but rather often a continuous process.
- > It recognises the ability for the My Health Record to empower young people to take control of their health.
- > It acknowledges the role that general practitioners have in managing many mental health episodes and informing patients about their My Health Record.
- > This journey is predicated on the importance of providing culturally, linguistically and trauma-informed care.

# Sam's experience managing his depression and other comorbidities

Sam's consumer journey demonstrates how his My Health Record enables greater continuity of care between multiple care providers and increases safety and confidence around his medication use.

**Sam is a 64-year-old man with chronic kidney disease. He is overweight and struggling to leave the house more than a few times a week. His older brother, Pete, visits him most days with groceries and the newspaper and helps take Sam's two dogs for a walk around the block now that Sam has developed gout.**



Key  My Health Record touchpoint

-  Sam has had ongoing depression related to his chronic illness. Sam's brother, Pete, takes him to his different health appointments and often makes Sam's health decisions for him.

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-  Sam's low mood has made it difficult for him to find the right combination of healthcare providers who can meet his complex needs. As a result, he has seen and used many different GPs and goes to different pharmacies if he feels he's been judged. Sam is on multiple prescriptions for his mood, kidney disease and gout. He is having a hard time remembering which tablets he has to take and when, and has stopped seeing a physiotherapist for his gout pain.

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-  Given his many care providers, Sam has found it difficult to provide his full history accurately each time. As a result, he found himself accidentally being co-prescribed two selective serotonin reuptake inhibitors (SSRIs).

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-  After picking up his medication from two different pharmacies one day, Sam goes to see his new GP, Dr June, and shows him all the tablets. Dr June notices Sam has been prescribed the same type of antidepressant twice and immediately discusses the risk of Sam taking both these medications at once.

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-  Sam is very upset and explains to Dr June he is scared this might happen again in the future. Dr June discusses the My Health Record with Sam and Pete, explaining privacy and access controls and the value of having all Sam's prescriptions available in the one place. Dr June answers Sam's and Pete's questions and shares some brochures and a link to the My Health Record website so they can consider it further when they get home.

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-  Later that night, Sam accesses his My Health Record for the first time. Sam feels relieved knowing that he can now have more control of his health outcomes in the future. Sam registers Pete as his nominated representative, allowing him access to his My Health Record and together they begin to feel more positive about Sam's next steps and consider booking in with a physiotherapist to help relieve some of Sam's gout pain. The My Health Record also enables Pete and Sam to make notes, such as to help them track how Sam is progressing or behaving, without worrying about provider organisations being able to view it. These serve as an aide-memoire, in case they want to raise something at the next appointment.

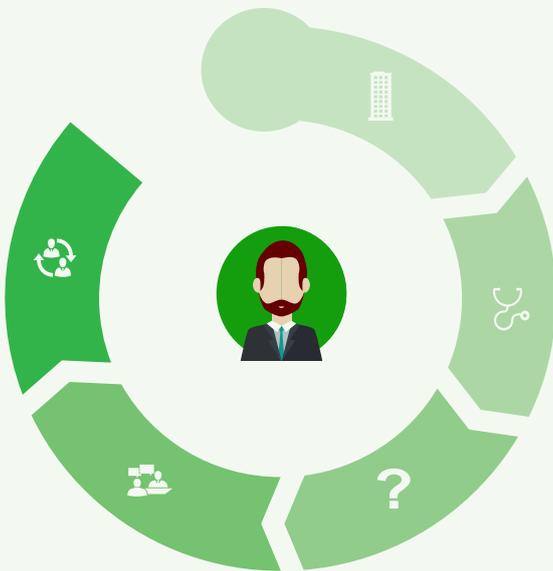
## Note the following

- > The circular diagram indicates that an individual's mental health journey is not linear, but rather often a continuous process.
- > It acknowledges the overwhelming nature of providing a full history accurately each time, as identified in stakeholder interviews.
- > This journey demonstrates the significant positive impact that My Health Record can have on a consumer with complex needs.

## Phil's experience managing his anxiety

This consumer journey demonstrates the importance of consumer awareness of My Health Record, who can access it and how it can be controlled. Initiating a dialogue about My Health Record can lead to benefits to both the consumer and the healthcare provider. For Phil, the My Health Record enables greater continuity of care in managing his mental illness, especially given his interstate move.

**Phil is an investment banker from Melbourne who has recently relocated to Sydney for a promotion opportunity. Phil has been thriving in his new role; however, with the additional responsibilities he is experiencing increasing anxiety.**



Key  My Health Record touchpoint

-  Phil previously grappled with anxiety when he first entered the workforce. Recently, his anxiety has returned given his interstate move and the recent lay-offs at work due to the pandemic.
-   Phil decides to make an appointment with a GP. During the consultation the GP refers to his My Health Record, identifying an event summary that indicates Phil has previously presented to a GP with severe anxiety.
-  Phil is surprised he has a My Health Record and that the GP can access this sort of information about him. He starts panicking about who else could have access to this information. Given the anxiety he is experiencing in relation to his work, Phil is specifically worried about his employers accessing this information and finding out about his mental health history.
-   The GP advises him that this information is not searchable on the internet and can only be accessed by provider organisations involved in managing his health. The GP recommends that Phil use the privacy and access controls. Alternatively Phil can cancel his My Health Record; however, his clinical information will no longer be available in that repository so he won't be able to access it in future. The GP demonstrates the specific access control capabilities of My Health Record.
-   The GP decides that Phil will benefit from seeing a psychologist to help him develop strategies to better manage his anxiety. After speaking to his GP, and better understanding My Health Record access, security and privacy capabilities, Phil feels more confident about having a My Health Record and having his information there for providers to understand what has worked in the past.

### Note the following

- > The circular diagram indicates that an individual's mental health journey is not linear, but rather often a continuous process.
- > It recognises the uncertainty some consumers have around My Health Record access and use.
- > It demonstrates the lack of awareness consumers can have about their My Health Record, who can access it and how it can be controlled. It demonstrates how this awareness and understanding can enhance a consumer's engagement with the My Health Record.

### Useful Resources



[Getting started with My Health Record](#)  
Video

