

Personal Health Record (Blue Book) – Process for ordering replacements

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Functional Sub group Clinical/ Patient Services - Baby and child

Summary This Information Bulletin is to inform staff of the process for ordering a Personal Health Record (PHR), also known as a 'blue book', for a child born outside NSW (including overseas) now living in NSW, or a replacement book where a child's PHR has been lost or damaged.

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Applies to Local Health Districts, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, Community Health Centres, Private Hospitals and Day Procedure Centres, Public Hospitals

Audience Early childhood health centres, Maternity Units, Paediatric services, Allied Health staff

Distributed to Public Health System, Divisions of General Practice, Government Medical Officers, Ministry of Health, Private Hospitals and Day Procedure Centres

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Policy Manual Not applicable

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PERSONAL HEALTH RECORD (BLUE BOOK) – PROCESS FOR ORDERING REPLACEMENTS FOR LOST BOOKS OR COPIES FOR CHILDREN BORN OUTSIDE NSW

PURPOSE

This Information Bulletin is to inform staff of the process for ordering a child Personal Health Record (PHR), also known as a 'blue book', for a child born outside NSW (including overseas) now living in NSW, or a replacement book where a child's PHR has been lost or damaged.

KEY INFORMATION

All children born in NSW are to be provided with a PHR at birth, prior to leaving hospital. Maternity Units have stocks of the PHR for distribution. For the distribution strategy for Maternity Units please refer to **IB2008_065 Personal Health Record (Blue Book) Distribution Strategy**.

Children born outside NSW, including those born overseas, who then come to reside in NSW are entitled to a free copy of the PHR. Parents should contact the Better Health Centre to order their copy.

The Better Health Centre is the NSW Ministry of Health's publications warehouse and distribution centre. Business hours are 6.30 am to 2.30 pm, Monday to Friday. Contact details for the Better Health Centre are:

Address: PO BOX 672, NORTH RYDE BC NSW 2113

Telephone: 9887 5450

Fax: 9887 5879

Email: nslhd-bhc@health.nsw.gov.au

If a new PHR is required to replace a PHR that has been lost or damaged, a replacement copy can be ordered from the Better Health Centre at a cost of \$10.00 (current cost at November 2013).

Parents or carers of children born outside NSW, or children requiring a replacement PHR, should be provided with the correct contact details for the Better Health Centre to order a copy directly.

For children in out-of-home care (OOHC) who require a replacement PHR, NSW Health provides replacement books directly to the Department of Family and Community Services: Community Services. Case Managers of children in OOHC should contact their local Community Services Centre to obtain a PHR.