



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Health

Reference: Digital Canberra

Hearing: 29 July 2026

In relation to: MyDHR Accessibility

Question received: 6 August 2026

Answer Due: 13 August 2026

A constituent recently reached out about their experience with the MyDHR system. They called the MyDHR helpline at 9:36am to change a 10:30am appointment. They spoke to someone at 10:36am, one hour after they called and six minutes after the appointment started.

While on hold, they were instructed to use the MyDHR website, where they struggled to find an appointment page. After finding the page, they realised it didn't have the capability to change or cancel appointments.

- 1) What is the average wait time on the MyDHR help line?
- 2) What are the efficiency benchmarks for the design of the MyDHR website?
- 3) Does the ACT use the '3 clicks away benchmark' and is MyDHR currently meeting this?

DR MARISA PATERSON MLA: The answer to the Member's question is as follows:

- 1) The highest average monthly wait time for the Digital Solutions Support helpline so far in 2026 was six minutes and 35 seconds, in February. This helpline is available to assist MyDHR patients with access and account enquiries.
- 2) MyDHR is ACT's branded version of Epic's patient portal, MyChart. Epic develops MyChart for patients to access their health records, connect with their care team, and navigate their health journey with confidence. The features in MyChart are designed with five core principles in mind for efficiency and accessibility:

- a) **Understandable By All.** Prioritise simplicity, so patients can take charge of their health regardless of ability or technical literacy.
 - b) **Familiar Patterns.** Use industry-standard patterns for a consistent experience.
 - c) **Know The Patient.** Anticipate patient needs and surface that information.
 - d) **Polish Creates Trust.** Build patient confidence in the technology through a clean, thoughtfully designed interface.
 - e) **Joy To Use.** Enhance the patient experience with beautiful visuals.
- 3) The ACT does not use a “3 clicks away” benchmark for MyDHR. Epic holds the features used by MyDHR to the Nielsen Norman 10 Usability Heuristics Benchmark before they are released to patients. For example, MyDHR displays certain notifications on the homepage when patients have an upcoming appointment, or when an appointment was just completed. This gives patients a one-click way to see the details of their appointment, and generally a two-click way to cancel before the appointment start-time.

Approved for circulation to the Select Committee on Estimates 2026–2027



Signature:

Date: 14/8/26

By the Minister for Health, Dr Marisa Paterson MLA