



Frequently Asked Questions

Why are you moving to a new medical records system?

Sydney Sexual Health Centre (SSHC) will be transitioning to the NSW statewide electronic medical records (eMR) system, effective as of 13th October 2025. This change is part of our ongoing commitment to improving the quality, safety, and efficiency of the care we provide to our clients.

This is the same system that is used by other Sexual Health services in our area (South Eastern Sydney Local Health District), including the Albion Centre, Short Street Centre and the Kirketon Road Centre.

What is different about the new medical records system? Who can see my information?

Your notes, test results, prescriptions and medicines are now stored in your electronic health record. This helps us keep your medical record accurate and up to date, so we can give you the best care possible.

If you go to other NSW Health services in our area, your medication list can be seen by those teams too. This helps make your care safer and more connected.

Your sexual health information and blood test results will only be seen by the other sexual health services. They will not be shared with other services. All NSW Health staff are trained to protect your privacy and keep your information safe.

eMR is connected to My Health Record and the Australian Immunisation Record, which will be automatically updated with results, medications, vaccinations and communication with your other health providers.

If you do not want this information to go into the national My Health Record system, you can opt out or change your security settings by following this link <https://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record/manage-your-record/profile-and-settings>

What will happen to my existing information from the old electronic record system?

Our old electronic medical record system will be made “read only”. This means that we still have your old records on file to refer to, but no new information can be added. As part of change to eMR, you will be provided with a new patient medical record number (MRN).

How will this affect my experience in the clinic?

Our staff will be receiving lots of training to make sure that they’re familiar with the new system, but whilst they get used to it you may notice that your appointment takes a little longer than it used to. We appreciate your patience with us during this time.

You may already be registered on eMR if you have been to other NSW health services in the area. However, if you are not then our reception team will need to register you the first time you attend after October 13th.

Who should I speak to if I have concerns or other questions?

If you ever feel unsure or have questions, please speak with a staff member.

If they cannot answer your concern, they will pass your detail to a manager who will contact you.

If you are still concerned you can contact the SESLHD Privacy Officer on 02 9382 7625 or email seslhd-legalservicesunit@health.nsw.gov.au