This checklist supports healthcare organisations to register and use My Health Record

About My Health Record

	What is My Health Record and what are the benefits?	My Health Record website, benefits for providers, YouTube case studies, webinars. Information on uploading, viewing and organisation registration.
	Online education about PRODA and HPOS	Provider Digital Access (PRODA) provides secure access to online government services. Access online PRODA education. Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with Services Australia. Access online HPOS education.

Information required to register an organisation for My Health Record

Business ABN/ACN		**Responsible officer (RO)**	
Trading name		**Organisation maintenance officer/s (OMO)**	
Street address **Postal address**		**Mobile phone** (to receive PIC code via SMS for NASH PKI Certificate)	
Email		**Organisation type** Check options on the Services Australia website	

Important numbers

	Healthcare Provider Identifier – Organisation (HPI-O)	The HPI-O identifies the healthcare provider organisation where healthcare is provided. It is available once the organisation has completed the online registration process for the Healthcare Identifiers Service (HI Service).
	Healthcare Provider Identifier – Individual (HPI-I)	An HPI-I identifies an individual healthcare provider. Ahpra-registered health professionals can locate their HPI-I by accessing their account via the Ahpra website or by calling HI Service (1300 419 495). Non-Ahpra registered health professionals can apply for a HPI-I online via Health Professional Online Service (HPOS).

Responsible officer (RO) and organisation maintenance officer (OMO)

	Healthcare Provider Identifier – Organisation (HPI-O)	Understand My Health Record roles and responsibilities including RO and OMO. The RO and OMO(s) are responsible for ensuring the steps in this document are reviewed for their organisation. Each organisation can have only one RO but can have multiple OMOs. Make a record of the individuals who are the RO and OMO(s) in the organisation's My Health Record security and access policy or other appropriate place. If a change in RO is required, submit application to replace the RO for an organisation with an existing HPI-O.
	OMO and/or RO registers for a PRODA account and selects HPOS	RO or OMO creates or signs into a PRODA account and clicks on Health Professional Online Services (HPOS) from the list of services.
	Nominating the OMO(s)	Once the organisation is registered for My Health Record, ensure the person responsible for the day-to-day administration of the organisation is nominated as an OMO in HPOS. OMOs can be added, removed or changed via HPOS as required.

Policies and education

	My Health Record security and access policy	It is a legislative requirement that a My Health Record security and access policy be implemented as described in the *My Health Records Rule 2016*. My Health Record policy templates are published by The Royal Australian College of General Practitioners (RACGP), the Pharmaceutical Society of Australia and on the My Health Record website. RO and OMO ensures that a process is in place for auditing when staff have accessed My Health Record in the event of a breach investigation.
	National Authentication Service for Health Certificate for Healthcare Provider Organisations Public Key Infrastructure (NASH PKI) Certificate Policy	Under the National Authentication Service for Health Public Key Infrastructure Certificate for Healthcare Provider Organisations Terms and Conditions of Use, healthcare organisations using a NASH PKI are required to have policies and procedures in place governing use of the NASH PKI Certificate. Full details are available on the Services Australia website. A template NASH PKI Policy is available on the My Health Record website.
	Recognise privacy and security obligations	Both the My Health Record website and the Australian Digital Health Agency Cyber Security Centre website hold information and resources to optimise privacy and security for My Health Record and other healthcare systems. Information regarding ongoing participation obligations are available on the My Health Record website.
	Staff completed My Health Record training	Internal My Health Record training is provided to organisation staff and a register of this training is maintained. See Recommended Training Checklist.

Registering the organisation via HPOS

	Register seed organisation for the Healthcare Identifiers Service (HI Service) and My Health Record via HPOS. A seed organisation is a legal entity that provides or controls the delivery of healthcare services within Australia.	My Health Record registration step by step guides are on the My Health Record website and the HPOS website. The RO completes the registration request by accessing HPOS via PRODA. Follow these steps if you have had a change of ownership. To amend organisation details including updating the personal details of an RO or OMO and to deactivate, reactivate and retire an HPI-O use HPOS or these forms. For further advice contact the HI Service on 1300 361 457.
	A network organisation is a sub-entity of a seed organisation that provides healthcare services. If required, register network organisations.	If your organisation decides to register one or more network organisations follow these steps to add organisation(s) to create a network organisation underneath the seed. You will be instantly provided with the new HPI-Os of the network organisations created. Then follow these steps to register these networks to access the My Health Record system. Each network organisation requests a separate NASH PKI certificate. Network organisations are asked to set access flags when registering the network organisation for My Health Record. There is more information about access flags on the My Health Record website and in Division 4 of the *My Health Records Rule 2016*. Access flags allow networks to either inherit their parent organisation's access (flag set to 'no') or have access separate from their parents organisation's access (flag set to 'yes'). A seed organisation is always set to 'yes'. For further support regarding network organisations, contact the HI Service.
	RO or OMO signs into their HPOS Messages	RO logs into HPOS and checks their HPOS Messages for the message that contains the HPI-O, details of the RO and OMO and how to apply for a NASH PKI Certificate when using conformant software to access My Health Record.
	Applying for a National Authentication Service for Health Public Key Infrastructure (NASH PKI) Certificate for Healthcare Provider Organisations for using conformant software to access My Health Record	RO or OMO logs into HPOS via PRODA and requests a NASH PKI Certificate. Ensure a mobile phone number is entered when prompted, to receive an SMS with the personal identification code (PIC) to download the NASH within 30 days. Once downloaded, the name of the NASH file is 'Site', which can be renamed 'NASH' once downloaded and the NASH PKI can be reused until it expires. RO and OMO should plan for applying for, and installing, a new NASH with the support of the software vendor at the expiry date. Certificates are valid for 2 years and your organisation will be notified 6 weeks prior to a certificate expiring. If you downloaded the certificate from HPOS, you can check the expiry date on the HI Service Certificates tab. If the NASH PKI has expired or cannot be accessed, revoke the previous NASH PKI Certificate first and then request a new NASH PKI Certificate via HPOS.
	Linking existing Medicare PKI Certificate, if required by software provider	Check with the software provider whether a Medicare PKI Site Certificate is required for the HI Service and My Health Record. RO or OMO logs into HPOS via PRODA and links existing Medicare PKI Certificate. If your organisation does not have a current Medicare PKI Site Certificate but will be using conformant software, request a Medicare PKI Certificate via HPOS or via the HW001 form.

	Linking HPI-Is to HPI-O in HPOS is required for National Provider Portal, and some software	It is a legislative requirement for organisations to maintain a list of employees authorised to access My Health Record. For those organisations using the National Provider Portal, the RO and/or OMO links all HPI-Is to the HPI-O via HPOS to allow appropriate individuals access to the HI Service and My Health Record. If using conformant software, check with the software provider whether this step is required.
	If using software using a contracted service provider (CSP) (e.g. Aquarius, MMEx) then link HPI-O to CSP Number	RO/OMO links HPI-O to CSP number, which is provided by the CSP software vendor, in both the CSP Links tab and added under Manage CSP Links in HPOS.
	Is your software My Health Record Conformant? If not, you can use the National Provider Portal.	Follow these step-by-step instructions to register the organisation and individuals for the National Provider Portal. Click here to access the National Provider Portal online or via PRODA.

Software configuration

	Check with the software vendor on whether a list of HPI-Is is required to be available for configuring the software. e.g. Most pharmacy software does not require this. Linking HPI-Is to HPI-O in HPOS is required for National Provider Portal, and some software.	The software vendor will support with configuring software. As part of this set-up, all HPI-Is of staff using My Health Record may be required to be entered into the software for setting up access. For those organisations using the National Provider Portal, the RO and/or OMO links all HPI-Is to the HPI-O by managing HPI-I authorisation links. If using conformant software, check with the software provider whether this step is required.
	NASH and Medicare PKI Certificates to be configured into software as required by the software vendor	Call your software vendor or IT Support to arrange configuration support.
	Confirm HPI-O and HPI-I numbers have been configured into software	Contact your software vendor or IT Support for configuration support. When staff leave, close their user accounts. Unlink HPI-Is from the organisation via HPOS as required.
	Software settings are updated to ensure permission for staff accessing My Health Record	Contact your software vendor or IT Support for My Health Record configuration support. Staff will require relevant viewing/uploading permissions enabled for My Health Record and Electronic Transfer of Prescriptions.
	Check if conformant software can access My Health Record	Contact software vendor if there are connection errors or Individual Healthcare Identifier (IHI) errors.
	Organisation has an electronic transfer of prescriptions product installed (*if required*)	Set up Electronic Transfer of Prescriptions eRx Script Exchange (1300 700 921) or MediSecure (1800 472 747)

Inform your patients

	Provide information to your patients	A range of information and brochures is available on the My Health Record website. Print on Demand resources such as brochures, counter cards and posters can also be ordered online at https://digitalhealth.immij.com/ with the password *digitalhealth* and the following usernames as applicable: • GP • Pharmacy • Hospital • PHN • Specialist
	Add information to your website and privacy policy	Inform consumers that your healthcare organisation uses My Health Record.

For further information and support

Helpline	Queries	Contact	Available
Healthcare Identifiers (HI) Service	Identifier queries and organisation registration	Phone **1300 361 457**	Mon–Fri 8.30am – 5.00pm AEST & AWST
PRODA Help	PRODA queries	Phone **1800 700 199**	Mon–Fri 8.00am – 5.00pm AWST
HPOS Help	HPOS queries	Phone **132 150**	Mon–Fri 8.00am – 5.00pm AWST
eBusiness Service Centre	Certificates, including Medicare PKI Site Certificates and NASH	Phone **1800 700 199**	Mon–Fri 8.00am – 5.00pm AEST & AWST
My Health Record Help Line	General enquiries and detailed support for individuals and healthcare providers	Phone **1800 723 471**	Open 24 hours, 7 days
Australian Digital Health Agency Help Centre	Complex queries, vendor enquiries, secure messaging delivery enquiries, and digital health education	Phone **1300 901 001** Email help@digitalhealth.gov.au	Mon–Fri 8.00am – 5.00pm AEST

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