

# Practice Manager Registration Guide

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My Health Record

**aapm**

Australian Association of  
Practice Management

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## About this guide

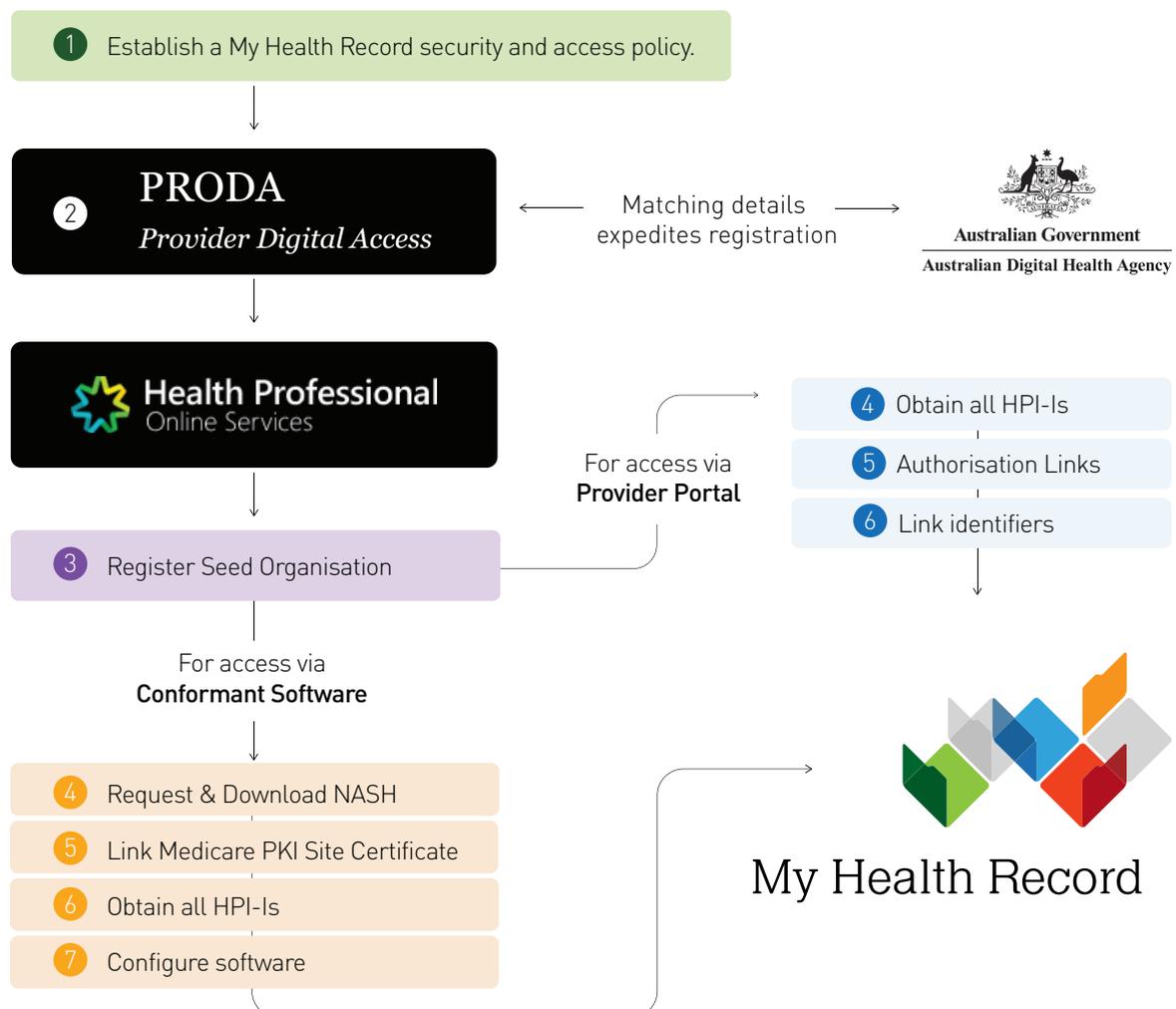
This guide supports the My Health Record Handbook for Practice Managers. It provides details of the specific steps involved in registering your organisation for digital health tools and services such as the Healthcare Identifiers Service and the My Health Record system.

This guide is supported with links to more detailed information, including a step-by-step checklist to take you through the process that is included in [Appendix A](#).

For an organisation that is new to using digital health tools and services, it is recommended that you commence with Step 1, Establish a My Health Record security and access policy.

If your organisation has completed some of the steps already, such as PRODA registration you would start at Step 5, [Connect to My Health Record](#).

## Diagram of Overview of Steps



## Need help?

If you need help at any time during the registration process, you can contact one of the help desks listed below.

### **My Health Record Support Centre**

Help Desk: 1800 723 471

### **Provider Digital Access (PRODA)**

Help Desk: 1800 700 199

### **Healthcare Identifiers Service (HI)**

Help Desk: 1300 361 457 for help registering an organisation in the My Health Record and the HI Service.

### **eBusiness Service Centre**

1800 700 199 for help relating to progress a NASH PKI Certificate request and for support with HPOS & PRODA enquiries

### **NASH PKI Operations Team**

1300 721 780

### **Online Technical Support**

for software vendors

# Glossary of terms

TERMS	DEFINITIONS
<b>conformant software</b>	Conformant software products have been assessed for conformance with national digital health requirements. This includes the ability to view a My Health Record, upload a shared health summary, upload prescriptions, provide assisted registration, and more.
<b>CSP</b> contracted service provider	A contracted service provider (CSP) in the My Health Record system is an organisation that provides technology services or health information management services relating to the My Health Record system to a healthcare provider organisation, under contract to that organisation.  CSPs must be registered with the Healthcare Identifiers Service
<b>EOI</b> evidence of identity	Evidence of identity is needed as part of the registration for a PRODA account.
<b>HI</b> healthcare identifier	A healthcare identifier is a unique number that has been assigned to individuals, and to healthcare providers and organisations that provide health services. The identifiers are assigned and administered through the HI Service which was established to undertake this task (see HPI-O and HPI-I).
<b>HPI-I</b> Healthcare Provider Identifier – Individual	This is the unique identifier number given to an individual healthcare provider. Any healthcare provider registered with Australian Health Practitioner Registration Authority (Ahpra) will have a number automatically issued to them. This number begins with 800361 and is 16 digits long. Health practitioners not registered by Ahpra can apply for a HPI-I from the Healthcare Identifiers Service.
<b>HPI-O</b> Healthcare Provider Identifier – Organisation	A healthcare provider identifier – organisation, is a number that is assigned to eligible healthcare organisations once they have registered with the HI Service, to support their unique identification. The HPI-O number begins with 800362, is 16 digits long and is required to register for the digital health record system.
<b>HPOS</b> Health Professionals Online Services	Health Professionals Online Services is a web-based service provided by Medicare that allows providers to send and retrieve various types of information to/from Medicare.
<b>IHI</b> individual healthcare identifier	An individual healthcare identifier is a 16-digit unique number used to identify individuals who receive care in the Australian healthcare system.
<b>NASH</b> National Authentication Service for Health	A NASH certificate is required by organisations seeking to interact with the My Health Record system using conformant software. It can also be used for secure messaging.

**TERMS****DEFINITIONS****network organisation**

Network organisations stem from the seed organisation. They commonly represent different departments or divisions within a larger complex organisation (e.g. a hospital or multi-disciplinary healthcare practice). They can be separate legal entities from the seed organisation, but do not need to be legal entities.

**OMO**

organisation maintenance officer

Organisation maintenance officer (OMO): the officer of an organisation who is registered with the HI Service and acts on behalf of a seed organisation and/or network organisations (if any) in its day-to-day administrative dealings with the HI Service and the My Health Record system. Healthcare organisations can have more than one OMO if they wish. In general practice, this role may be assigned to the practice manager and/or other senior staff who are familiar with the practice's clinical and administrative systems. Alternatively, the RO may take on the OMO role as well.

**PRODA**

Provider Digital Access

Provider Digital Access is an online authentication system used to securely access government online services. Using a two-step verification process, you only need a username and password to access multiple online services.

**RO**

responsible officer

Responsible officer (RO): the officer of an organisation who is registered with the HI Service and has authority to act on behalf of the seed organisation and relevant network organisations (if any) in its dealings with the System Operator of the My Health Record system. For large organisations, the RO may be the chief executive officer or chief operations officer. For small organisations (such as a general practice), the RO may be a practice manager or business owner.

**seed organisation**

Healthcare provider organisations participate in the My Health Record system either as a seed organisation only or as a network organisation that is part of a wider "network hierarchy" (under the responsibility of a seed organisation). A seed organisation is a legal entity that provides or controls the delivery of healthcare services. A seed organisation could be, for example, a local general practice, pharmacy or private medical specialist.

**Services Australia**

Services Australia is an executive agency of the Australian Government, responsible for services such as Centrelink and Medicare.

**System Operator**

The System Operator for the My Health Record system is the Australian Digital Health Agency

## Step 1: Compliance requirements

### Ongoing participation obligations

Set out below are a number of ongoing obligations on a participating healthcare organisation. Please note, this is not an exhaustive list of obligations. If in doubt of your organisation's obligations, you should contact the System Operator. The Information Security Guide for Small Healthcare Businesses can be downloaded [here](#).

To participate in the My Health Record system, your healthcare organisation must:

- Not discriminate against an individual because they do not have a digital health record or because of their My Health Record's access control settings;
  - Take reasonable steps to ensure that their employees exercise due care and skill so that any record uploaded to the My Health Record system is at the time it is uploaded, accurate, up to date, not misleading and not defamatory;
  - Not upload a clinical document to the My Health Record system where an individual has withdrawn consent to the uploading of that clinical document;
  - Only upload a clinical document to the My Health Record system that has been prepared by a person who is a registered healthcare provider (i.e. has an HPI-I) and whose registration is not conditional, suspended, cancelled or lapsed;
- Tell the System Operator as soon as practicable after becoming aware of a potential or actual [data breach](#), that is:
    - › There has been an unauthorised collection, use or disclosure of health information included in an individual's My Health Record; or
    - › An event has, or may have, occurred that compromises, or may compromise, the security or integrity of the My Health Record system;
  - Tell the System Operator, within two business days of becoming aware, of a non-clinical My Health Record system-related error in a record, when your organisation undergoes a material change;
  - Tell the System Operator within 14 days if your organisation has ceased to be eligible to be registered (for example, the organisation has cancelled its HPI-O);
  - Give the System Operator necessary assistance in relation to any inquiry, audit, review, assessment, investigation or complaint regarding the My Health Record system;
  - Develop, maintain, enforce and communicate to staff [written policies](#) relevant to the My Health Record system to ensure that interaction with the My Health Record system is secure, responsible and accountable, and to provide a copy of your policy to the System Operator on request.

## Establish policies

Organisations wishing to apply to participate in the My Health Record system are required to communicate and enforce a policy which underpins their use of the system.

Examples of My Health Record policy templates are available on the [RACGP](#) website, the [Pharmaceutical Society of Australia \(PSA\)](#) website and the [My Health Record website](#).

An additional policy is required for organisations accessing My Health Record through conformant software that requires a NASK PKI Certificate, you can find a sample in [Appendix B: Policies and procedures for the use of NASH PKI Certificate for Healthcare Organisations](#).

There is also [checklist](#) available which can be used as a guide to implementing security practices and policies in your organisation. It covers the requirements that must be incorporated in a My Health Record security and access policy, as outlined in the *My Health Records Rule 2016*, together with a number of sound privacy and security practices.

For more information on your obligations, [click here](#) to visit the My Health Record website.

## Ensure your information is current

You are required to make certain that the information about your organisation is always up to date.

Consider:

- When an RO leaves the organisation, it's important permissions are transferred to a new officer
- Remove HPI-I links either within your conformant software or through HPOS when a healthcare provider leaves your organisation
- The organisation's contact details are up to date
- If the organisation is no longer eligible to access the My Health Record.

Services Australia requires organisations to fill out an [application form](#) on the Services Australia website to replace the RO or remove an OMO for an existing seed organisation.

## Step 2: Preparing to register for a PRODA account

There are a few things you need to know before registering your healthcare organisation for My Health Record. Here is a list of advice and resources to assist you with the registration process:

### What is PRODA?

PRODA is an online authentication system for providers to securely access government online services such as My Health Record.

You can only register one PRODA account in your name and your PRODA account doesn't expire, even if you change where you work. You keep the same PRODA account because it belongs to you as an individual.

It is important to make certain that you use your own personal and contact information to set up your account as Services Australia need this to verify your identity. Once you are registered, keep your PRODA account details secure and never share your account details with anyone.

If your organisation is going to register for My Health Record access, it must have at least one registered healthcare provider with an HPI-I working there.

If there are no healthcare providers in your organisation who are registered with [Ahpra](#), at least one of the healthcare providers will need to apply for a Healthcare Provider Identifier (HPI-I) prior to your organisation registering for My Health Record.

They can apply [for a HPI-I through HPOS](#).

### Identifying the responsible officer for your organisation's My Health Record management

The applicant who registers your healthcare organisation for My Health Record access will become the responsible officer (RO).

The RO has primary responsibility for the organisation's compliance with participation requirements in the My Health Record system. These responsibilities can be viewed [here](#).

The RO should be the person who is responsible for the organisation (commonly the owner or CEO), or who has been given authority to act on behalf of the organisation. This person also needs to be the person who applies for a PRODA account and My Health Record access.

### Evidence requirements for acting on behalf of your organisation

The RO will need to provide evidence of their authority to act on behalf of the organisation unless their PRODA account details match details of the Public Officer for the organisation on the Australian Business Register.



#### TIME SAVER TIP:

Evidence will always be required if your organisation is a trust or uses a trading name.

## Evidence can include:

- ✓ Certificate of registration of a company issued by the Australian Securities and Investments Commission with the applicant's name listed as the Public Officer
- ✓ The notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, ABN and the applicant's name listed as the Public Officer
- ✓ The organisation's appointment as a trustee (if the legal structure is a trust) with the applicant as a stakeholder
- ✓ Contract for sale or purchase of business addressed to the applicant
- ✓ Lease agreement for the organisation's primary place of business addressed to the applicant
- ✓ Rates notice for the organisation's primary place of business addressed to the applicant
- ✓ Certificate of change of name for the organisation issued by the Australian Securities and Investments Commission and addressed to the applicant
- ✓ A document issued by the Australian Taxation Office with the organisation's name and tax file number and addressed to the applicant

If the RO is not listed on these documents, they can only apply if they prove that they are authorised to act on behalf of the organisation and will be required to upload one of the above documents with one of the following:

- ✓ An affidavit or statutory declaration sworn by a member of the board or executive of the organisation
- ✓ A deed of appointment
- ✓ Any other documentation which displays that they hold a position of authority to commit the business

## Step 3: Register the RO for a PRODA account

PRODA is an online authentication system for providers to securely access government online services and is your connection with My Health Record.



### TIME SAVER TIP:

To complete this step, the RO will need the following:

1. Access to a personal email address
2. Three forms of identification such as driver licence, Medicare card and passport.

It is recommended that the RO completes the following steps personally rather than delegating this task to someone else in the organisation.

On the [Services Australia PRODA page](#) select **Register now**.

Australian Government  
Services Australia

PRODA  
Provider Digital Access

Mary Smith

## Register now

There are three steps to create a new account.

- 1 Create account
- 2 Verify documents
- 3 Match existing services

Provide your details, create a username and password, and verify your email address.

Verify 3 different [identity documents](#).

Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

+ Your right to privacy

**Register now**

Already have a PRODA account? [Login here](#)



### TIME SAVER TIP:

Make sure you access PRODA directly through the Services Australia website and not via a search engine such as Google or Bing as this may result in a system error.

Enter your personal details. Make sure the personal details used to set up your account exactly match the details on your identity documents otherwise your registration will not be successful.

**1** Create your username and password. Your password must contain at least: one uppercase, one lowercase, and one numeric or special character.

**2** Provide and verify your personal email address. Make sure your email address is a personal and unique email address and not a shared email account.

*For example, don't use a shared email such as admin@business.com.au; use an individual account in your name that you access at work e.g. a.citizen@business.com.au; or a personal email account you can always access e.g. acitizen@gmail.com.*

**3** A code will be sent to your email address for you to enter the PRODA verification web page.

Once you have verified your email address, you will receive an email confirming your account has been created.

## Verify your identity

Once you have received your email confirming your account has been created, follow the links to continue to verify your identity.

You will need to enter three forms of identification. This will usually be your **driver licence, Medicare card and passport.**

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it says 'Australian Government Services Australia' and 'PRODA Provider Digital Access'. The user's name 'Mary Smith' is visible in the top right corner. The main heading is 'Verifying your identity'. Below this, it states: 'You have successfully completed Step 1 of the PRODA account creation process. You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.'

There are three numbered steps:

- 1 Create account**: Includes a form with fields for Title, Given name, and Family name. A green checkmark is shown next to the Given name field. Below the form, it says: 'Provide your details, create a username and password, and supply your email address.'
- 2 Verify documents**: Includes an icon of a passport, Medicare card, and driver licence. Below the icon, it says: 'Verify 3 different [identity documents](#)'.
- 3 Match existing services**: Includes an icon of a padlock, a person with a wheelchair, and a medical cross. Below the icon, it says: 'Complete matching process for your existing user services'.

At the bottom of the page, there is a blue 'Next' button. Below the main content area, there is a note: 'You will now begin to verify your identity documentation online using the documents from the link in Step 2 above. If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).'

If a document fails verification, this could be due to the name being different to the name you created your account in. Your account needs to be created in your name as it appears on the document.



#### TIME SAVER TIP:

Additional names need to exactly match the middle initial or name in the document. If the document continues to fail (you have three attempts) you will have an option to complete a [form](#) and send this to Services Australia to verify documents on your behalf.

## If your name does not match identifying documents

If the name you used to register your account is different to your identity documents, you need to verify the change of name details using a change of name certificate, an official marriage certificate or an amended Australian birth certificate.

An official change of name or marriage certificate is issued by state or territory Registry of Births, Deaths and Marriages.

A ceremonial marriage certificate can't be verified online. If you don't have the above identity documents, you'll need to submit another identity document to an operator for verification. Select the 'I don't have these documents' option at this stage of the verification process for help.

## Logging into PRODA

Each time you log in to PRODA you will be required to enter a verification code. A unique verification code is sent to you using the preferred method you selected, either SMS, email or the PRODA Code Generator app.

When you first log in to PRODA you will need to link to Healthcare Provider Online Service (HPOS).

Visit the [Services Australia website](#) to link HPOS to your PRODA account.

You will be prompted to elect an email address for HPOS notifications, including My Health Record registration notifications. Be sure to supply an email address which you access regularly.

Australian Government  
Services Australia

PRODA  
Provider Digital Access

Mary Smith

Profile | Services | Organisations | Logout

Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

Available services

- Aged Care Provider Portal
- CHILD CARE provider entry point
- Disability Medical Assessment Online Services



#### TIME SAVER TIP:

If you have any healthcare/administration identifiers, such as a HPI-I or an existing RO number, be sure to add them at this stage as this will expedite the My Health Record registration process.

## Linking HPOS

You will now need to link HPOS to PRODA to access a range of eligible services using only your PRODA log in.

You'll need to:

- log in to your [PRODA](#) account
- select Services from the PRODA header
- select the HPOS tile under Available services
- select 'Link identifiers' under the HPOS tile

If you don't have identifiers to link, select No and you can log in to HPOS and:

- access basic functions
- access HPOS delegations
- set up access to [Practice Incentives Program \(PIP\)](#) – you'll need to use your PRODA account and [link your registration authority \(RA\) number to your practice](#) in HPOS.

If you have identifiers to link such as for the responsible officer, organisation maintenance officer, HPI-I or HPI-O:

- select Yes to search and link your identifiers
- enter your Ahpra number or choose and enter another identifier type, then select Search.

Services Australia will check that your identifier records and your details match. If your identifiers do not match, select the check box to flag the identifier for help, enter a comment and select submit.

After you've linked HPOS to your services in PRODA:

- select Go To Service to access HPOS
- select Link identifiers if you did not complete the step before or want to link more identifiers.

## About HPOS delegations

Healthcare providers can set up delegations in HPOS to allow others, such as practice managers or administrative staff to undertake certain tasks on their behalf. You can act on behalf of multiple healthcare providers. Delegations will last for 12 months; an expiry warning notification will be sent to HPOS mailboxes.

More information about managing delegations is available [here](#).



### TIME SAVER TIP:

Delegates will need to have their own PRODA account to act on behalf of a healthcare provider. The registration process is the same as for a healthcare provider. Delegates will need to select the correct provider they intend to act on behalf of.

## Accessing HPOS My Mail

1. Login to PRODA
2. Click on Go to service
3. Go to Messages
4. On the HPOS homepage click on the Messages button.

Your PRODA account will then be linked to HPOS. You'll see the HPOS tile in My linked services. You can now link other services that your organisation uses to HPOS for easy access.

The screenshot shows the PRODA user interface. At the top, there is a navigation bar with the Australian Government logo, 'PRODA Provider Digital Access', and the user's name 'Mary Smith'. Below the navigation bar, there is a 'Privacy Notice' box. The main content area is titled 'My linked services' and contains a message: 'You have not added any services. Select a service from the Available services section below to begin the matching process.' Below this, there is a section titled 'Available services' which displays a grid of service tiles. The central tile is for 'Health Professional Online Services', while the other tiles are labeled 'OTHER SERVICES'.



### TIME SAVER TIP:

If, for any reason, you are unable to log on to your account, contact the PRODA helpline 1800 700 199 Monday to Friday, 8 am to 5 pm AWST

## Step 4: Register with the Healthcare Identifiers Service to access My Health Record

Now that you have successfully registered for a PRODA account, you can register to access the My Health Record system. If your organisation is not already registered with the Healthcare Identifiers (HI) Service, you will need to do this first.



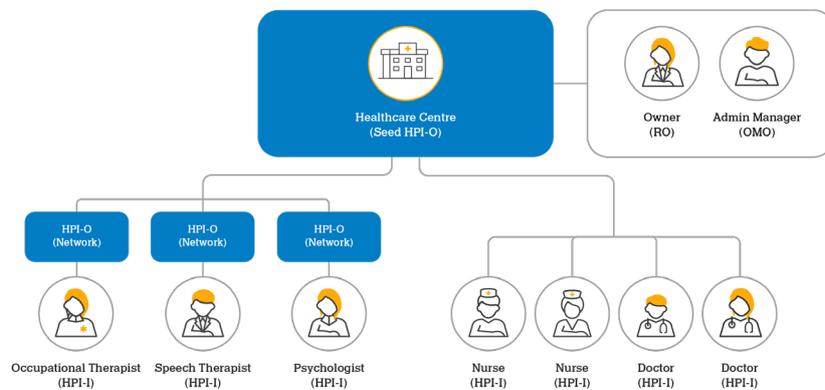
### TIME SAVER TIP:

Organisations need a PRODA account to gain access to the My Health Record system. If you need to do this refer to [Step 2: Preparing to register for a PRODA account](#)

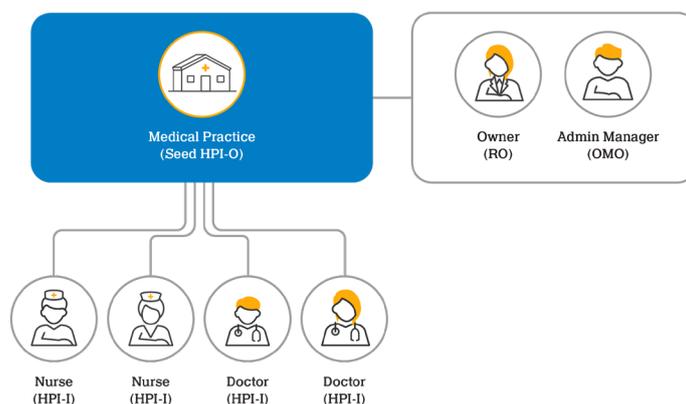
## Register with the HI Service

When an organisation is registered with the HI Service, it is necessary to determine the appropriate structure, either as a seed organisation or a network organisation (see below). Most practices will register as a seed organisation. If there is any uncertainty, it is always best to register first as a seed organisation and change to a network organisation if necessary.

### A Healthcare Centre - Example of Seed & Network Structure



### A Medical Practice - Example of a Seed Structure



A **seed organisation** is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a local GP practice, pharmacy or private medical specialist.

An example of a **network organisation** could be an individual department (e.g. pathology or radiology) within a wider metropolitan hospital. A network hierarchy operating in the My Health Record system consists of one seed organisation and one or more network organisations.

1. Log on to [PRODA](#)
2. Select the Health Professional Online Services (HPOS) tile.
3. Select My Programs.
4. Select Healthcare Identifiers and My Health Record tile
5. Select the Healthcare Identifiers - Register a Seed Organisation tile.
6. Read the important information before proceeding.
7. Enter your ABN or ACN.
8. Select **Apply now**. If the ABN/ACN is valid, the 'Organisation Details' tab will open.

You will now see a range of tabs. Follow the steps below to finalise your registration.



## Organisation Details tab

This tab shows [a complete list of organisation and service types](#) to assist with determining the 'Organisation type' information.

### To enter your organisation details:

- Select the organisation.
- Enter your organisation service type and the unit descriptions if applicable.
- Select Next. The Responsible Officer (RO) Details tab will open.



#### TIME SAVER TIP:

If you see some of your information on the page, it may have been populated by Australian Business Registry website.

## RO Details tab

As part of the registration process, the applicant will be automatically assigned as both the responsible officer (RO) and the organisation maintenance officer (OMO).

If you are already known to Medicare and or the HI Service, you will need to provide your identifier number:

- ✔ Ahpra registration number
- ✔ HPI-I
- ✔ RO/OMO number

1. Complete the required fields and select 'Next'. The Additional Organisation Maintenance Officer (OMO) Details tab will open.

2. Some information may be prepopulated using details you provided to PRODA.
3. Some fields may be hidden because you have already accessed the HI Service through PRODA.
4. Access Additional OMO Details tab

If your organisation requires multiple organisation maintenance officers (OMOs), this can also be done here as part of the registration process, or at a later stage.

To apply for multiple OMOs, select the checkbox **I would like to register an additional OMO with my organisation** and complete the necessary fields.



### TIME SAVER TIP:

OMOs can assist with downloading and linking certificates once your organisation is registered. Your organisation may find it useful to make someone in an administrative role an OMO.

## Documents tab

The Documents tab will only appear if you need to meet the evidence requirements for acting on behalf of your organisation.



### TIME SAVER TIP:

Ensure you have the documents you will use as evidence saved in an accessible place on your computer.

## To enter details in the Documents tab

- Review the [list of document options](#) presented (page 11). Select the Type dropdown option
- Select Choose File and select the file you wish to upload
- Select Upload File and click on Submit.

Healthcare Identifiers - Seed Organisation Application

Organisation Details | EO Details | Additional OMO Details | **Documents**

**Documents**

Evidence of your authority to act on behalf of the organisation can include:

- Certificate of registration of a company issued by the Australian Securities and Investments Commission and your name listed as the Public Officer
- the notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, Australian Business Number and your name listed as the Public Officer
- the organisation's appointment as a trustee (if the legal structure is a trust) with you as a stakeholder
- contract for sale or purchase of business addressed to you
- statement of transaction issued by a financial institution in the name of the company, addressed to you and less than 1 year old
- lease agreement for the organisation's primary place of business addressed to you
- rates notice for the organisation's primary place of business addressed to you
- certificate of change of name for the organisation issued by the Australian Securities and Investments Commission and addressed to you
- a document issued by the Australian Taxation Office with the organisation's name and tax file number and addressed to you.

If you are not listed on these documents you will also need to establish that you are authorised to act on behalf of the organisation and to commit the business. In addition to the documents listed above you may provide one of the following:

- an affidavit or statutory declaration sworn by a member of the board or executive of the Organisation
- a deed of appointment
- any other documentation which displays that you hold a position of authority to commit the business.

Type: Proof of Relationship

File: Choose File | No file chosen

Upload File | Reset

Please note: [file name, type and size restrictions apply.](#)

List of Documents  
There are no documents attached to this application.

← PREVIOUS | Cancel | Submit →

1. Select Type  
2. Choose file  
3. Click 'Upload File'

Click Submit

## Confirmation and declaration

A confirmation screen will appear with a summary of the application for review. Use the 'Back' button to update the details if they're incorrect.

Select **I Agree** then **Confirm** when you are satisfied with the information, privacy notice and declaration.

## Application submitted

Once the application is submitted, the status will show **Pending**.

Application confirmation or any further verification requirements will be sent through to [HPOS Messages](#).

## If you already have a registered organisation

If your organisation has previously registered and you want to connect with My Health Record, please contact the HI Service to determine who the RO or OMO are.

The RO or OMO can register for a PRODA account and manage the registration components of the organisation.

## Healthcare Provider Directory

When registering your seed organisation with the HI Service and the My Health Record system, your organisation will have the opportunity to consent to details being entered in the [National Health Services Directory \(NHSD\)](#). A NHSD record provides a means for healthcare organisations and individuals registered with the HI Service to search for contact details of other registered healthcare providers and organisations. You will need to give consent for this to happen so that your organisation can be searched for and found by other healthcare providers and organisations.

## Step 5: Connect to My Health Record

There are two main options for healthcare organisations to access their patients' My Health Records.

**Conformant Software:** Healthcare providers can choose to access their patient's My Health Record information through [conformant software](#) which allows healthcare providers to view, download and upload information to their patients' My Health Record.

**National Provider Portal (NPP):** For those who don't have conformant software, the [NPP](#) allows health professionals read-only access to view their patient's My Health Record information.

**Note:** Once you have completed the initial steps to register your organisation, you can now complete the remaining steps to enable access to My Health Record via your conformant software.



### TIME SAVER TIP:

If your organisation won't be accessing My Health Record through your current conformant software, see [the steps for those using the NPP](#).

## Register for a NASH certificate

Providers use the National Authentication Service for Health (NASH) to securely access and share health information between healthcare providers. A NASH Public Key Infrastructure (PKI) certificate is required to access the My Health Records system.

**Note:** If your organisation registered before the HPOS registration process became available and you need to request a NASH certificate, your RO/OMO will need to be [linked to your HPOS account](#). You can obtain this number by phoning the [Healthcare Identifiers Service](#) 1300 361 457.



### TIME SAVER TIP:

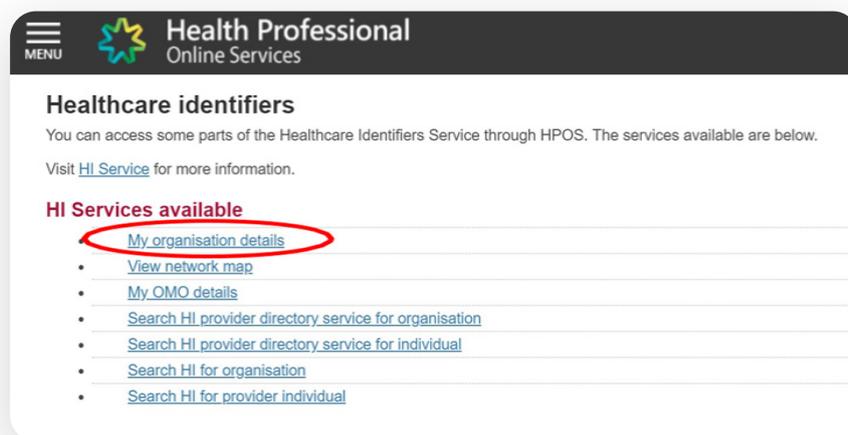
Organisations won't need to request a NASH PKI Certificate if the software is on the [Register of Conformity](#) as a contracted service provider (CSP).

Once your My Health Record registration application is approved you may request a NASH PKI Certificate.

- Log in to PRODA
- Select the HPOS tile
- Select My Programs
- Select Healthcare Identifiers & My Health Record
- Select Healthcare Identifiers - Manage existing records
- Select Organisation details
- Navigate to the Certificates tab
- Select the Request a NASH PKI site certificate

- Complete all mandatory fields, save changes and submit your application.
- An SMS notification will confirm the certificate is available to download from HPOS. This will be available for a period of 30 days. The SMS also includes the PIC (personal identification code).
- Go to the Certificates tab and download the certificate. This is your Site Certificate.

**Note:** Contact the [eBusiness Service Centre](#) on 1822 700 199 for questions about the progress of PKI requests. The certificate's file name is 'Site'.



## Link your certificates

You will need to link your existing Medicare PKI Site Certificate to your NASH Certificate. You can do this under the Certificates tab in HPOS and select the Link 'existing PKI Certificate' and follow the steps. Once your My Health Record registration application is approved you may request a NASH.

**Note:** Contact the [eBusiness Service Centre](#)



### TIME SAVER TIP:

If you do not have a Medicare PKI Site Certificate, you can apply by selecting **Request a Medicare PKI Site Certificate** under the **Certificates tab** in HPOS.

## Obtain all HPI-Is

You will need the HPI-Is of the healthcare providers in your organisation who will have access to My Health Record. If they are registered with [Ahpra](#) they will already have a HPI-I.

Health professionals that are employed in a profession not regulated by Ahpra will need to apply for a HPI-I. They can apply [for a HPI-I through HPOS](#).

## Finding HPI-Is

You may search for HPI-Is using HPOS.

- Select Healthcare Identifiers
- Search HI Provider Directory Service for Individual
- Select Identification Number Search and enter the provider's HPI-I number or Ahpra registration number and family name, or
- Select the demographic search and enter the **state and country of the individual** and at least **one other field**, such as Family Name, Given Name, Date of Birth, Sex or Address
- Select Search.



### TIME SAVER TIP:

You can find a healthcare provider by entering either their Ahpra user ID number with the prefix '800361' or RA number. Click on search, otherwise refer to Finding HPI-Is below.

If you don't know the Ahpra registration number, but you know the surname and profession of the person you can look it up on <https://www.Ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>.

## Configure your software

Now that you have your healthcare providers' HPI-Is, you can enter these into your software. This is usually in the area related to the configuration and permissions of the individual.

Then, with your HPI-O, HPI-Is and NASH Certificate linked your PKI Site Certificate, it is time to contact your software vendor to configure your software and make sure My Health Record permissions are enabled.

## Register another organisation

If you want to register another healthcare organisation for My Health Record, there are a few ways you can do it:

- Create a new seed organisation: add another organisation by simply going through the registration process again.
- Register subordinate organisations under your parent organisation: you may want to consider registering the other organisations as network organisations under the seed organisation you have just registered.

### Using a contracted service provider

You will need to contact your CSP software vendor for the CSP number and follow the instructions listed on the [website to register your organisation in PRODA](#). You will need to then enter the CSP number into the Authorisation Links section in your PRODA account. To find the authorisation links:

- Log into PRODA and select the HPOS tile
- Select My Programs
- Select My Health Record System –

Organisation Registration

- Select Manage Authorisation Links select Add/Update Links.
- Enter your CSP number.

### For pharmacy software

Make sure Electronic Transfer of Prescriptions is set up by phoning eRx 1300 700 921 or MediSecure 1800 472 747.

### For Aquarius software users

To ensure your software uploads dispense records, pharmacists will need to publish their details in the Healthcare Provider Directory (HPD) in the HPD Tab in HPOS or call 1300 361 457 for further information.

## Register for My Health Record Provider Portal

There are a few things you need to do before registering for the Provider Portal.

- **Obtain all HPI-Is:** You will also need the HPI-Is of the clinicians within your organisation who will use My Health Record. See [Obtain all HPI-Is](#) for more information.
- **Authorisation links:** Before you start using My Health Record through the Provider Portal, the RO/OMO for your healthcare organisation needs to authorise HPI-Is. To authorise HPI-Is, log in to PRODA and select click on the HPOS tile.
- Authorisation links can be deactivated by selecting **Deactivate link**



#### TIME SAVER TIP:

Healthcare providers who don't have a PRODA account will need to create one to access the National Provider Portal.

### Set up the My Health Record Provider Portal

Once your providers have registered for PRODA, they can set up My Health Record Provider Portal access. To set up:

- Log into PRODA.
- Navigate down to 'Available services' on the home page.
- Select 'My Health Record' tile.
- Inset your Ahpra number or your HPI-I when prompted.
- Select 'Save'.
- A message appears confirming the linking process is underway.

The next time they log in to PRODA, the My Health Record tile will appear under the Linked services section. They only need to complete linking once.

### Accessing My Health Record via the Provider Portal

Now that you have successfully set up Provider Portal access, healthcare providers can start viewing their patients' My Health Records for providing healthcare.

# Learn how to use My Health Record in your workplace

Organisations are required to ensure that staff accessing the My Health Record as part of their role within the organisation are trained. A number of training options are available:

1. Internal My Health Record training is provided to organisation staff.  
**Note:** It is important **not** to use a staff member's My Health Record for training as this would be a potential breach of the My Health Records Act. Healthcare providers are required to only access a person's My Health Record when they are involved in delivering healthcare for that person.
2. Access the Australian Digital Health Agency online [eLearning Modules](#).
3. Software training simulators and demonstrations with several of the most common clinical information systems. Access the On Demand software training [here](#). The user name is **OnDemandTrainingUser** (this is usually already entered) and the password is **TrainMe**.



## TIME SAVER TIP:

Using On Demand training is a safer way to learn how to use My Health Record than using your organisation's software. There are scenarios provided with step-by-step instructions.

4. Access software [summary sheets](#) or request My Health Record manuals from your software vendor.
5. Request an [Australian Digital Health Agency](#) educator presentation.

To see all the My Health Record training and resource options available for healthcare providers click [here](#).

# Appendix A: Readiness checklist

This checklist aims to support healthcare organisations get ready for using My Health Record. It contains hyperlinks for guidance and further information for each step.



Australian Government  
Australian Digital Health Agency



My Health Record

## Organisation Readiness Checklist

### 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 <a href="#">website</a> , <a href="#">benefits for providers</a> , <a href="#">YouTube case studies</a> , <a href="#">webinars</a> . Information on <a href="#">uploading</a> , <a href="#">viewing</a> and organisation <a href="#">registration</a> .
	Online education about PRODA and HPOS	Provider Digital Access (PRODA) provides secure access to online government services. Access <a href="#">online PRODA education</a> . Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with <a href="#">Services Australia</a> . Access <a href="#">online HPOS education</a> .

#### Information required to register an organisation for My Health Record

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

#### 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 <a href="#">Healthcare Identifiers Service (HI Service)</a> .
	<a href="#">Healthcare Provider Identifier – Individual (HPI-I)</a>	An HPI-I identifies an individual healthcare provider. Ahpra-registered health professionals can locate their HPI-I by accessing their account via the <a href="#">Ahpra website</a> or by calling HI Service (1300 419 495). Non-Ahpra registered health professionals can <a href="#">apply for a HPI-I online via Health Professional Online Service (HPOS)</a> .



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

	Healthcare Provider Identifier –Organisation (HPI-O)	Understand My Health Record <a href="#">roles and responsibilities</a> 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, <a href="#">submit application to replace the RO</a> 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 <a href="#">PRODA account</a> 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 <a href="#">added, removed or changed via HPOS</a> as required.

## Policies and education

	My Health Record security and access policy	It is a legislative requirement that a <a href="#">My Health Record security and access policy</a> be implemented as described in the <a href="#">My Health Records Rule 2016</a> .  My Health Record policy templates are published by The Royal Australian College of General Practitioners ( <a href="#">RACGP</a> ), the <a href="#">Pharmaceutical Society of Australia</a> and on the <a href="#">My Health Record website</a> .  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 <a href="#">Services Australia</a> website. A template NASH PKI Policy is available on the <a href="#">My Health Record</a> website.
	Recognise privacy and security obligations	Both the <a href="#">My Health Record website</a> and the <a href="#">Australian Digital Health Agency Cyber Security Centre</a> website hold information and resources to optimise privacy and security for My Health Record and other healthcare systems.  Information regarding <a href="#">ongoing participation obligations</a> are available on the <a href="#">My Health Record website</a> .
	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 <a href="#">Recommended Training Checklist</a> .



Registering the organisation via HPOS

	<p>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.</p>	<p>My Health Record registration step by step guides are on the <a href="#">My Health Record website</a> and the <a href="#">HPOS website</a>.</p> <p>The RO completes the registration request by accessing <a href="#">HPOS</a> via <a href="#">PRODA</a>.</p> <p>Follow <a href="#">these steps if you have had a change of ownership</a>.</p> <p>To amend organisation details including updating the personal details of an RO or OMO and to deactivate, reactivate and retire an HPI-O use <a href="#">HPOS</a> or <a href="#">these forms</a>.</p> <p>For further advice contact the HI Service on 1300 361 457.</p>
	<p>A network organisation is a sub-entity of a seed organisation that provides healthcare services. If required, register network organisations.</p>	<p>If your organisation decides to register one or more <a href="#">network organisations</a> follow <a href="#">these steps to add organisation(s)</a> 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 <a href="#">these steps</a> 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 <a href="#">My Health Record website</a> and in Division 4 of the <a href="#">My Health Records Rule 2016</a>. 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'.</p> <p>For further support regarding network organisations, contact the HI Service.</p>
	<p>RO or OMO signs into their HPOS Messages</p>	<p>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 <a href="#">NASH PKI Certificate</a> when using conformant software to access My Health Record.</p>
	<p>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</p>	<p>RO or OMO logs into HPOS via <a href="#">PRODA</a> and <a href="#">requests a NASH PKI Certificate</a>.</p> <p>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.</p> <p>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.</p> <p>RO and OMO should plan for applying for, and installing, a new NASH with the support of the software vendor at the expiry date. If you downloaded the certificate from HPOS, you can check the expiry date on the HI Service Certificates tab.</p> <p>If the NASH PKI has expired or cannot be accessed, <a href="#">revoke the previous NASH PKI Certificate</a> first and then request a new NASH PKI Certificate via HPOS.</p>
	<p>Linking existing Medicare PKI Certificate, if required by software provider</p>	<p>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 <a href="#">PRODA</a> and links existing Medicare PKI Certificate.</p> <p>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 <a href="#">HW001</a> form.</p>



	<p>Linking HPI-Is to HPI-O in HPOS</p> <p>is required for National Provider Portal, and some software</p>	<p>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 <a href="#">links all HPI-Is to the HPI-O</a> 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.</p>
	<p>If using software using a contracted service provider (CSP) (e.g. Aquarius, MMEx) then link HPI-O to CSP Number</p>	<p><a href="#">RO/OMO links HPI-O to CSP number</a>, which is provided by the CSP software vendor, in both the CSP Links tab and added under Manage CSP Links in HPOS.</p>
	<p><a href="#">Is your software My Health Record Conformant?</a> If not, you can use the National Provider Portal.</p>	<p>Follow these <a href="#">step-by-step instructions</a> to register the organisation and individuals for the National Provider Portal. Click here to access the <a href="#">National Provider Portal online</a> or via <a href="#">PRODA</a>.</p>

### Software configuration

	<p>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.</p> <p>Linking HPI-Is to HPI-O in HPOS is required for National Provider Portal, and some software.</p>	<p>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.</p> <p>For those organisations using the National Provider Portal, the RO and/or OMO links all HPI-Is to the HPI-O by <a href="#">managing HPI-I authorisation links</a>. If using conformant software, check with the software provider whether this step is required.</p>
	<p>NASH and Medicare PKI Certificates to be configured into software as required by the software vendor</p>	<p>Call your software vendor or IT Support to arrange configuration support.</p>
	<p>Confirm HPI-O and HPI-I numbers have been configured into software</p>	<p>Contact your software vendor or IT Support for configuration support.</p> <p>When staff leave, close their user accounts. Unlink HPI-Is from the organisation via HPOS as required.</p>
	<p>Software settings are updated to ensure permission for staff accessing My Health Record</p>	<p>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.</p>
	<p>Check if conformant software can access My Health Record</p>	<p>Contact software vendor if there are connection errors or <a href="#">Individual Healthcare Identifier (IHI)</a> errors.</p>
	<p>Organisation has an electronic transfer of prescriptions product installed (<i>if required</i>)</p>	<p>Set up <a href="#">Electronic Transfer of Prescriptions eRx Script Exchange</a> (1300 700 921) or <a href="#">MediSecure</a> (1800 472 747)</p>



### Inform your patients

	Provide information to your patients	<p>A range of information and brochures is available on the <a href="#">My Health Record website</a>.</p> <p>Print on Demand resources such as brochures, counter cards and posters can also be ordered online at <a href="https://digitalhealth.immij.com/">https://digitalhealth.immij.com/</a> with the password <i>digitalhealth</i> and the following usernames as applicable:</p> <ul style="list-style-type: none"> <li>• GP</li> <li>• Pharmacy</li> <li>• Hospital</li> <li>• PHN</li> <li>• Specialist</li> </ul>
	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
<b>Healthcare Identifiers (HI) Service</b>	Identifier queries and organisation registration	Phone <b>1300 361 457</b>	Mon–Fri 8.30am – 5.00pm AEST & AWST
<b>PRODA Help</b>	PRODA queries	Phone <b>1800 700 199</b>	Mon–Fri 8.00am – 5.00pm AWST
<b>HPOS Help</b>	HPOS queries	Phone <b>132 150</b>	Mon–Fri 8.00am – 5.00pm AWST
<b>eBusiness Service Centre</b>	Certificates, including Medicare PKI Site Certificates and NASH	Phone <b>1800 700 199</b>	Mon–Fri 8.00am – 5.00pm AEST & AWST
<b>My Health Record Help Line</b>	General enquiries and detailed support for individuals and healthcare providers	Phone <b>1800 723 471</b>	Open 24 hours, 7 days
<b>Australian Digital Health Agency Help Centre</b>	Complex queries, vendor enquiries, secure messaging delivery enquiries, and digital health education	Phone <b>1300 901 001</b> Email <a href="mailto:help@digitalhealth.gov.au">help@digitalhealth.gov.au</a>	Mon–Fri 8.00am – 5.00pm AEST

Updated: March 2021

## Appendix B: Policies and procedures for the use of NASH PKI Certificate for Healthcare Organisations

*Please note that the following is an example and is intended as a guide only and should be tailored to meet the needs of your organisation. We do not recommend implementing the policies and procedures without first considering whether it meets your needs.*

### Purpose

The NASH PKI Certificate for Healthcare Organisations Terms and Conditions require the healthcare organisation to have a set of policies and procedures in place governing use of the NSH PKI Certificate.

This document describes the policies and procedures that are involved in the usage of the NASH PKI Certificate within **[healthcare organisation name]**.

### Policies and procedures

The policies and procedures stated in this document should be known and understood by everyone within **[healthcare organisation name]** using the NASH PKI Certificate for the organisation.

The NASH PKI Certificate for the organisation will be securely stored by the responsible officer (RO) or organisation maintenance officer (OMO).

**[healthcare organisation name]** will not give its NASH PKI Certificate to any other entity or organisation or allow any unauthorised person to use the PKI Certificate, except for any outsourced

information technology service provider engaged by it to act as its agent in using its certificate.

NASH PKI Certificates for the organisation should only be used for proper purpose as defined in the NASH PKI Certificate terms and conditions.

Individuals who have used the NASH PKI Certificates for the organisation understand that they can be identified in respect of each use and the role they performed in respect of that use and are responsible and accountable for this use.

Individuals must notify the practice manager immediately whenever the NASH PKI Certificate for the organisation is lost, destroyed, stolen or compromised. **[healthcare organisation name]** must promptly notify Services Australia of the possible loss, destruction or theft of its Certificate, or in the event that **[healthcare organisation name]** considers or suspects that its Certificate has been compromised.

### Staff responsibility

It is the responsibility of all administrative staff to support the use of NASH PKI Certificates by undertaking any administration tasks involved in its maintenance and use.

### Related resources

[NASH PKI Certificate for Healthcare Provider Organisations Terms and Conditions of Use](#)



**Australian Government**

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**Australian Digital Health Agency**

The Australian Association of Practice Management (AAPM) and the Australian Digital Health Agency have partnered to develop two key resources to assist practice managers and owners to register and connect their practice to My Health Record.