



Contracted Service Provider Linking in HPOS

If your organisation uses software that connects to My Health Record, and the software vendor is a contracted service provider (CSP), you need to link the CSP in HPOS in order to connect to My Health Record.

The following steps are completed by an organisation maintenance officer (OMO).

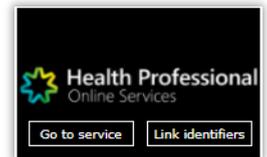
Before you begin, check that:

- Your organisation is registered with the Healthcare Identifiers Service and has an HPI-O. Find out [how to register your organisation](#).
- Your HPI-O is linked to your PRODA account. Find out [how to link your HPI-O](#).
- You have your software vendor's 16-digit CSP number.

Before Step 1, log in to your individual [PRODA](#) account.

Step 1: Linking your organisation with the CSP

- Select **Go to service** on the **HPOS** tile. Select **Proceed as individual only**.
- Select **My programs**.
- Select **Healthcare Identifiers and My Health Record** tile.
- Select **Healthcare Identifiers - Manage existing Records**.
- Select **My organisation details** from the HI service available list.
 - Note: If you are connected to multiple organisations, select the required organisation name.
- Select the **CSP Links** tab.
- Click the **Manage CSP links** hyperlink.
- Enter your software vendor's 16-digit CSP number.
- Select the software vendor name from the list, and click **Confirm**.



Step 2: Linking the CSP with My Health Record

- Within HPOS, navigate back to **My Programs > Healthcare Identifiers and My Health Record**.
- Choose the **My Health Record system - Organisation Registration** option.
- In the **Manage Authorisation Links** section, click **Add/Update Links**.
- Enter the 16-digit software vendor CSP number into the **Add healthcare Provider Individual or Contracted Service Provider** field.
- Click **Submit**, then **Confirm**.



[HPOS](#)

- For help with Health Professional Online Services
- Phone: 132 150 (option 6)

[My Health Record Registration Support](#)

- Phone: 1300 901 001, Option 2
- help@digitalhealth.gov.au