

Connecting to digital health solutions

Connect with a digital health support service

Digital Health Adoption Service (available 8.30am – 5pm (AEST) Monday – Friday)

- Phone: 02 6223 0741
- Email: digitaladoptionsupport@digitalhealth.gov.au

Primary Health Network (PHN)

- Find your [local PHN](#)

Check your software or find and implement conformant clinical software

Seek assistance from your support service or review the Agency's [register of conformity](#) which lists software products that have been assessed for conformance with national digital health requirements.

Register with the Healthcare Identifier (HI) Service

The Digital Health Adoption Service or local PHN can support you to register for the HI Service.

An organisation will need to register for a Healthcare Provider Identifier-Organisation (HPI-O), see [Set up Healthcare Identifiers for your organisation - Health professionals - Services Australia](#).

All healthcare providers will need to register for a Healthcare Provider Identifier-Individual (HPI-I). Alternately see, [Healthcare Identifiers \(HI\) Service for individual health care providers - Health professionals - Services Australia](#).

Register and setup access to the My Health Record (MHR)

In most healthcare settings, access to the My Health Record system is via conformant clinical software, the [National Provider Portal](#), or hospital applications.

The Digital Health Adoption Service or local PHN can support you to register and setup access to My Health Record. Alternatively, see Implementing My Health Record in your healthcare organisation.

Register for Provider Connect Australia (PCA)

The Digital Health Adoption Service or local PHN can support you to register and setup access to Provider Connect Australia. Alternatively, see [Provider Connect Australia](#).

Undertake necessary training before using

Find resources to help you feel confident using digital health technologies. See [education and training resources](#), [webinars](#), [the online learning portal](#), [podcasts](#) or email education@digitalhealth.gov.au to arrange a tailored MHR training session for your staff.

Examples of connecting with digital health tools and services

Allied health professional at the beginning of their digital journey

Who they are: A sole practitioner working in private practice or community settings who currently uses paper-based records or basic digital tools. They have limited awareness of national digital health systems and are unsure where to begin.

Short-term goals

- Understand core components of national digital health tools and services available.
- Connect to My Health Record through the National Provider Portal.
- Complete foundational digital health training.

Medium-term goals

- Implement a conformant clinical information system in their practice.
- Integrate national digital health tools and services into everyday practice.

Next steps

1. Connect with the Digital Adoption Support Team on 02 6223 0741 or email digitaladoptionsupport@digitalhealth.gov.au, or your local Primary Health Network (PHN) to explore support options.
2. Register for a HPI-I²⁵ and HPI-O, with support from your support service or using online resources, see [Register for Healthcare Identifiers \(HI\) Service - Health professionals - Services Australia](#).
3. Register and setup access to the My Health Record with support from your support service or using online resources, see [implementing My Health Record](#).
4. Undertake necessary [training](#) prior to using My Health Record.
5. Login to the [National Provider Portal](#) to support provision of care.
6. Seek assistance from your support service or review the Agency's [register of conformity](#) which lists software products that have been assessed for conformance with national digital health requirements.

A practice manager for a small, allied health organisation

Who they are: A practice manager overseeing a small multidisciplinary team in a community or private setting. The practice uses a mix of non-My Health Record conformant digital and paper-based systems, with limited integration. Staff have varying levels of digital literacy, and the organisation is not yet connected to national digital health platforms.

Short-term goals

- Understand digital capability of practice staff and course of action needed.
- Implement a conformant clinical information system in their practice.
- Connect to My Health Record.
- Upskill staff in digital health.

Medium-term goals

- Integrate national digital health tools and services into everyday practice.
- Internal workflows support consistent, secure use of digital health tools.
- Foster digital health culture and literacy in the practice.

Next steps

1. Complete a practice-wide [digital readiness assessment](#) and develop an action plan.
2. Connect with the Digital Adoption Support Team on 02 6223 0741 or email digitaladoptionsupport@digitalhealth.gov.au, or your local PHN to explore support options.
3. Seek assistance from your support service or review the Agency's [register of conformity](#) which lists software products that have been assessed for conformance with national digital health requirements.
4. Commence planning to implement a conformant clinical information system.
5. With support from your support service, register with a HPI-O and support all clinical staff to register for a HPI-I or using online resources, see [Register for Healthcare Identifiers \(HI\) Service - Health professionals - Services Australia](#).
6. Find resources to help you and your staff feel confident using digital health technologies. See [education and training resources](#), [webinars](#), the [online learning portal](#), [podcasts](#) or email education@digitalhealth.gov.au to arrange a tailored My Health Record training session for your staff.

²⁵ If you are registered with the Australian Health Practitioner Regulation Agency (AHPRA), you likely already have an HPI-I. You can find it on the AHPRA website or by contacting them on 1300 419 495. Alternatively, you can call the HI Service enquiry line on 1300 361 457 and request your HPI-I. If you are not registered with AHPRA, you will need to apply for one through the Healthcare Identifiers Service using Health Professional Online Services (HPOS).

Allied health professional with growing digital capability

Who they are: An AHP who is confident using a conformant clinical information system, accesses and contributes to My Health Record regularly. They are interested in expanding digital capabilities such as electronic prescribing and advanced data sharing, and may work in a team-based setting or independently.

Short-term goals

- Implement electronic prescribing (where appropriate) in daily practice.
- Connect to [Provider Connect Australia](#).
- Complete training on advanced digital health tools.

Medium-term goals

- Use decision support tools and contributes to sector-wide feedback and innovation efforts.
- Support peers in adopting digital health tools.
- Explore emerging technologies, such as AI tools, and how they could be used in the practice.

Next steps

1. Assess your [digital health capabilities](#) to identify areas for further development and growth.
2. Connect with the Digital Adoption Support Team on 02 6223 0741 or email digitaladoptionsupport@digitalhealth.gov.au, or your local PHN to explore support options to support you to register with Provider Connect Australia and electronic prescribing.
3. Undertake necessary [training](#) prior to using electronic prescribing.
4. Seek opportunities for further education in digital health or [informatics](#) to progress towards becoming a digital health leader.
5. Engage with digital health communities of practice to share experiences, exchange ideas, and explore opportunities for innovation and quality improvement.