

# My Health Record: Organisation Registration Checklist

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

Before you begin: assign Responsible Officer (RO) and Organisation Maintenance Officer (OMO) roles.

- Organisation identifies key roles - Responsible Officer (RO) and Organisation Maintenance Officer (OMO) It is important to understand My Health Record and Healthcare Identifiers (HI) Service [roles and responsibilities](#) including the Responsible Officer (RO) and Organisation Maintenance Officer (OMO). The RO and OMO(s) are responsible for ensuring the steps in this document are completed for their organisation. Each organisation can have only one RO but can have multiple OMOs.

The RO will complete the initial organisation registration using Health Professional Online Services (HPOS) via their Provider Digital Access (PRODA) account. They will also make a record of the individuals who are the RO and OMO(s) in the organisation's My Health Record security and access policy. RO and OMO details can be [added, removed or changed via HPOS](#) as required.

- RO and OMO(s) to create an individual PRODA account and link HPOS (if they don't already have one) PRODA is an online authentication system used to securely access government online services such as HPOS. HPOS is a fast and secure way for health professionals and administrators to do business with Services Australia, including registering an organisation with the HI Service to enable access to My Health Record. The RO and OMO will need to have their own individual PRODA accounts to complete the registration process. If they don't already have one, please refer to the [webpage on how to register](#).

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

- Business [ABN/ACN](#)
- Trading name
- Street address
- Postal address
- Organisation email address
- RO name and email address
- OMO(s) name and email address
- Mobile phone number – *To receive Personal Identification Code (PIC) via SMS for NASH certificate (if required)*
- Define your organisation as either seed or network
- Connection type

*Will the organisation be connecting to My Health Record via a [conformant clinical information system](#) or the [National Provider Portal \(NPP\)](#)?*

If you are connecting to My Health Record via conformant software, find out from your software provider if connection to the HI Service will require a National Authentication Service for Health Public Key Infrastructure certificate (NASH certificate) or Contracted Service Provider (CSP) linkage. *(Ignore this step if you are accessing via the NPP.)*



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## 2. Establish policies

- Establish a My Health Record security and access policy. See [guidance for establishing a My Health Record security and access policy](#), which includes a template that has been developed by [the Agency](#) to assist you in developing a policy for your organisation.

**Why do this?** It is a legislative requirement to develop a [My Health Record security and access policy](#) prior to registering with My Health Record, in accordance with the [My Health Record Rules 2026](#). This policy must cover user account management and access, security measures and management of data breaches, [staff training](#) and policy implementation and management.

- If your organisation will connect to the HI Service using a **NASH Certificate**, you must establish a policy governing its use, either separately or included within the security and access policy. Under the [NASH PKI Certificate Terms and Conditions of Use](#), healthcare organisations are required to have documented policies and procedures that cover:
- Certificate installation, renewal, and revocation
  - Secure storage and access controls
  - Incident response for certificate compromise
  - Compliance with Services Australia requirements

*(This step is not required if your organisation connects using CSP linkage—see ‘Information required to register an organisation’ section above.)*

## 3. Register an organisation with the HI Service via HPOS

- RO applies to register their seed (*i.e. parent organisation/overarching business entity*) organisation for the HI Service and My Health Record. The RO completes the registration request by accessing HPOS via their individual PRODA account to [register their organisation](#) and obtain a Healthcare Provider Identifier–Organisation (HPI-O) number.
- The RO must provide [certified evidence](#) of their authority to act on behalf of the organisation unless their PRODA account details match the Public Officer details listed on the Australian Business Register. Acceptable evidence may include:
- ABN and ACN records
  - A company extract from the Australian Business Register
  - A statutory declaration or affidavit confirming authority.
- RO checks HPOS Messages (My mailbox). Once the application is approved, the RO will receive an email in HPOS My mailbox containing the organisation’s HPI-O number, their RO details and details of the OMO(s) assigned.



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## 3. Register an organisation with the HI Service via HPOS (cont.)

RO or OMO registers network organisation(s) (for example, various locations or for subsidiary organisations, if required)

If your organisation wishes to register one or more network organisations, the RO or OMO can follow [these steps to create a network organisation linked to the seed](#).

A unique HPI-O will be issued for each new network organisation created. You will also need to [register your Network Organisation to access My Health Record](#). You can set access flags for any network organisations.

## 4. Ways to connect your organisation to My Health Record

### NASH, CSP, and NPP

Follow **only one** of the methods based on your software setup. See your response in the 'Information required to register an organisation' section above for guidance)

#### **NASH Approach**

If your organisation uses clinical software that is conformant to My Health Record, you will need a NASH certificate to access the system. The RO or OMO can [request a NASH PKI Certificate](#) for their organisation using HPOS via their PRODA account. If your organisational structure contains Network organisations, each Network Organisation will require a separate NASH Certificate.

#### **CSP Approach**

If your organisation uses software that connects to My Health Record, and the software vendor is a CSP. The RO or OMO will need to [link the CSP in HPOS](#) in order to connect to My Health Record. You will require your software providers' CSP number which may be available via their website or by contacting them.

#### **NPP Approach**

If your organisation does not use conformant clinical software, you can still access My Health Record using [the NPP](#). The NPP is a **viewing-only platform** and it cannot be used to upload information to My Health Record. To enable a healthcare provider representing a healthcare organisation to access My Health Record via the NPP, they must be linked to the organisation in HPOS using their unique Healthcare Provider-Individual (HPI-I) number. The RO or OMO can link the healthcare provider's HPI-I to the organisation's HPI-O and add authorisation links via HPOS using their PRODA account.

These steps must be completed for all healthcare providers within the organisation who require access to My Health Record via the NPP. These healthcare providers can then access My Health Record via the NPP. It is a legislative requirement for organisations to maintain a list of employees authorised to access My Health Record, and to remove their access when they leave the organisation.



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## 5. Configure your software (not applicable if accessing My Health Record via NPP)

- Add HPI-O to clinical software and add HPI-Is of clinical staff to software. Check your software providers resources or contact your IT service provider for configuration support. HPI-Is of clinical staff who will be accessing My Health Record will need to be entered into the software.
- Install NASH Certificate in software. *(If using a NASH Certificate)* Check your software provider's resources or contact your IT service provider for configuration support. The Personal Identification Code (PIC) received in the SMS notification advising that the NASH certificate is ready will be required.
- Update software settings to ensure permission for staff accessing My Health Record. Check your software provider's resources or contact your IT Support for configuration support. Staff will require relevant viewing/ uploading permissions enabled for My Health Record and Electronic Transfer of Prescriptions.
- Validate an Individual Healthcare Identifier (IHI). Check your software provider's resources for instructions to confirm that your software has been configured correctly to access My Health Record (using either the NASH or CSP approach) and that your software can retrieve and validate a patient's IHI.
- Check if conformant software can access My Health Record. Contact your software provider or the Agency helpline (1300 901 001) if there are connection errors (if you are getting an error message).

### For further information and support

The Digital Health Foundation Series is a set of short, practical videos to help healthcare providers understand healthcare identifiers, how to connect to the HI Service and how to register for My Health Record. The videos are published on [the Healthcare identifiers webpage](#).



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Helpline	Queries	Contact
<b>PRODA Help</b>	PRODA queries	Phone <b>1800 700 199</b> Email <a href="mailto:proda@servicesaustralia.gov.au">proda@servicesaustralia.gov.au</a>
<b>Healthcare Identifiers (HI) Service Enquiry Line</b>	Identifier queries (e.g. for HPI-Os, HPI-Is, IHIs) and organisation registration queries	Phone <b>1300 361 457</b> Email <a href="mailto:healthcareidentifiers@servicesaustralia.gov.au">healthcareidentifiers@servicesaustralia.gov.au</a>
<b>HPOS Help</b>	HPOS queries	Phone <b>132 150</b>
<b>eBusiness Service Centre</b>	Queries relating to Medicare and NASH certificates (e.g. installing your Medicare and/or NASH certificates, locating lost or forgotten passwords for certificates and tokens)	Phone <b>1800 700 199</b>
<b>My Health Record Help Line</b>	General enquiries and detailed support for individuals and healthcare providers	Phone <b>1800 723 471</b> (option 2 for providers)
<b>Australian Health Practitioner Regulation Agency (Ahpra)</b>	Ahpra registered healthcare professionals can obtain their HPI-I by calling Ahpra. (Note, they can also login to their Ahpra online portal to access their HPI-I)	Phone <b>1300 419 495</b>

