Australian Government

Australian Digital Health Agency

Release Notes: ECR004367 – Access the National Provider Portal (NPP) via Provider Digital Access (PRODA).

Briefing pack for the Primary Health Networks.

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Background

This project delivers the ability for healthcare provider individuals to access the National Provider Portal (NPP) via the Department of Human Services (DHS) hosted portal, Provider Digital Access (PRODA).

This new capability removes the need for a healthcare provider individual to apply for and use a National Authentication Service Health (NASH) Public Key Infrastructure (PKI) physical token/CD to access the NPP, enabling mobile device access and a quicker registration time for new users.

The project has gone live on 30th June. DHS have removed the *Application to request a NASH PKI Certificate for Individual Healthcare Providers form (HW022)* from its website, directing users to the new functionality in PRODA.

The MHR website will also have updated information on the changes.

Changes for the Primary Health Network and Healthcare Provider Individuals

This change will affect healthcare providers and educators, and suitable messaging is required to be distributed to healthcare provider individuals through the Primary Healthcare Network (PHN). Providers should be made aware of the following improvements and information:

- PRODA is an online portal hosted by DHS that is used by healthcare provider individuals to securely access a range of online healthcare services.

- A PRODA account can be created here: https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf

- The MHR has been added to PRODA as an available service, and allows healthcare provider individuals to access the NPP using PRODA credentials for authentication.

- A PRODA account requires an Evidence of Identity (EOI) process. Please contact DHS for more information about the PRODA registration process at: proda@humanservices.gov.au or on Phone: **1800 700 199**, Monday to Friday, 8am to 5pm AWST.

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- Existing NASH log in procedures will still work if healthcare provider individuals have an active NASH PKI certificate.

- Healthcare provider individuals who hold a NASH PKI certificate that has expired prior to June 30th, will need to create a PRODA account to access the NPP.

- Healthcare provider individuals who have never accessed the NPP will need to create a PRODA account to access the NPP.

- NASH PKI certificates that are due to expire post June 30th 2018 will not be automatically renewed.

- Healthcare provider individuals who have an expiring NASH PKI certificate will receive a letter advising that they will need to create a PRODA account to continue accessing the NPP.

- If a healthcare provider individual has a PRODA account and a NASH PKI certificate, they can use either to access the NPP.

- The NPP login screen (screen shots in Attachment A) will now include two login options for healthcare provider individuals:

    o Login using PRODA

    o Login using NASH

- When using the 'Login with PRODA' option, the user will be taken to the PRODA login page, where they will need to (screen shots in Attachment A):

1. Enter their PRODA credentials.
2. From the PRODA home page, there will be two sections: 'My linked services' and 'Available services'.
3. Click on the new My Health Record tile from the 'Available services' section to open the 'My Health Record Linking Screen'.
4. Select an 'Identifier Type' and enter the associated 'Identifier Number'.
5. Click 'Save'. A message appears, confirming the linking process is underway.
6. Once complete, they will be redirected to the 'National Provider Portal Landing Page', where they can select their Seed Organisation to access the My Health Record.
7. The next time they log in to PRODA, the My Health Record tile will appear under the 'Linked services' section. Clicking the tile will redirect users to the NPP landing page.
8. If a healthcare provider works for more than one organisation, they will need to log out of PRODA to select a new organisation.

Existing prerequisites for NPP access

1. A healthcare provider individual must first be registered in the HI Service with a Healthcare Provider Identifier for Individuals (HPI-I).

2. The HPI-I must be linked to an active Healthcare Provider Identifier for Organisations (HPI-O).

3. An authorised officer for the Organisation can establish a link between the HPI-O and the HPI-I, that asserts this relationship in the HI service.

4. If the individual is a sole trader, they must register their business as a Seed Organisation to establish this link.
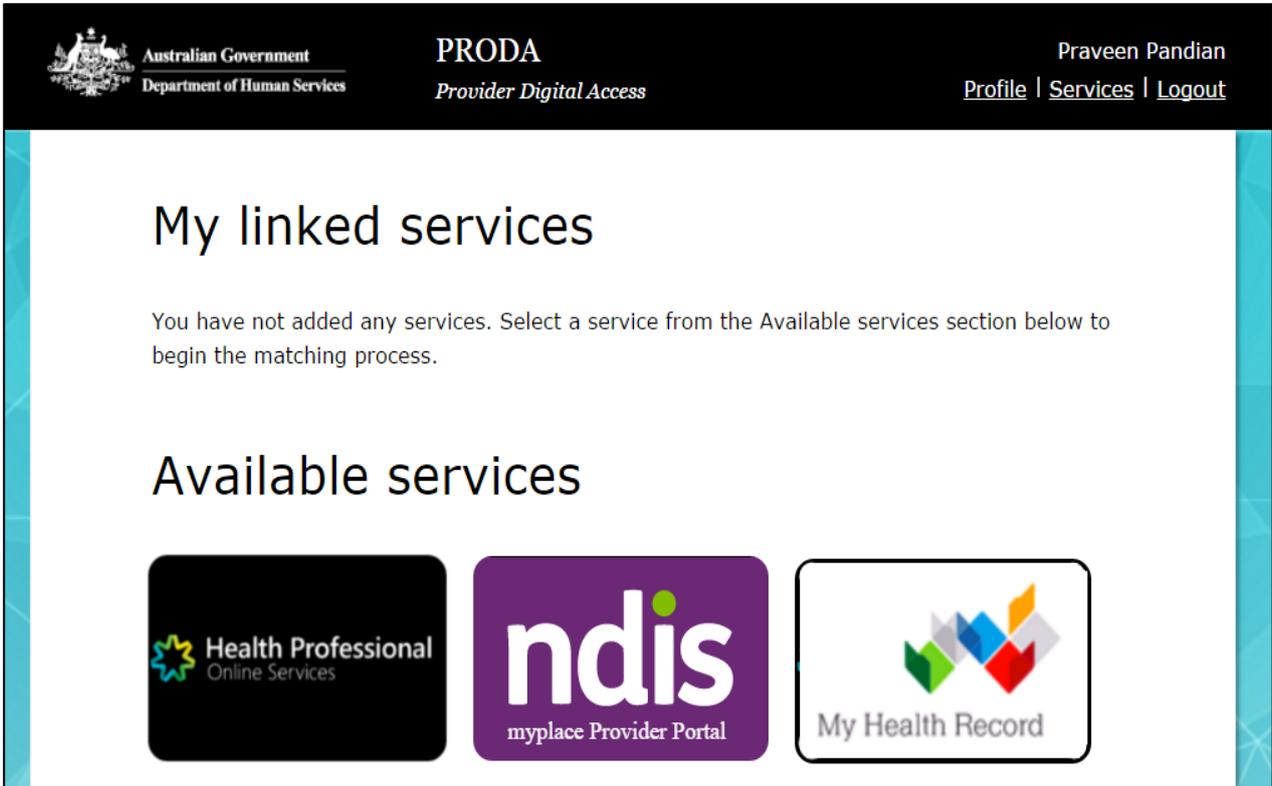
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Attachment A

Changes to the NPP login screen
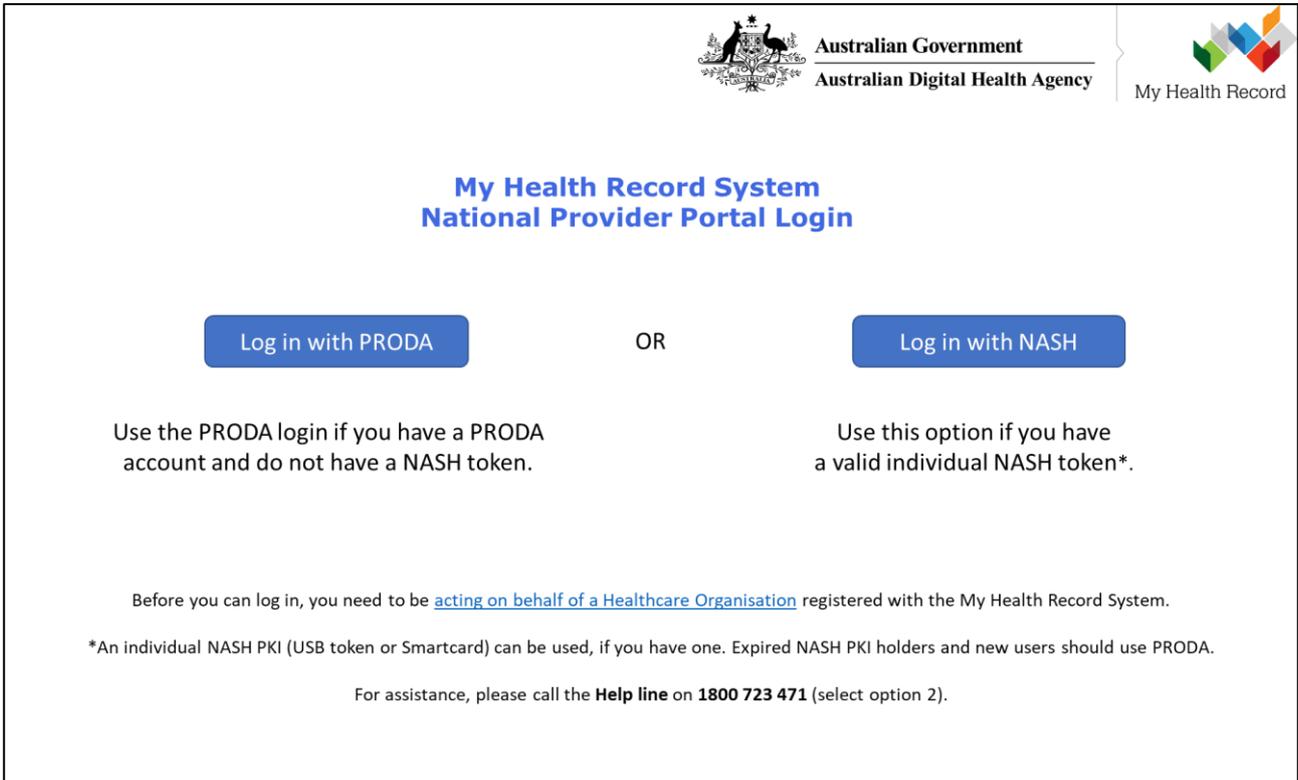
Clicking on 'Log in with PRODA' takes users to the PRODA Login Screen.
Users must enter PRODA credentials.

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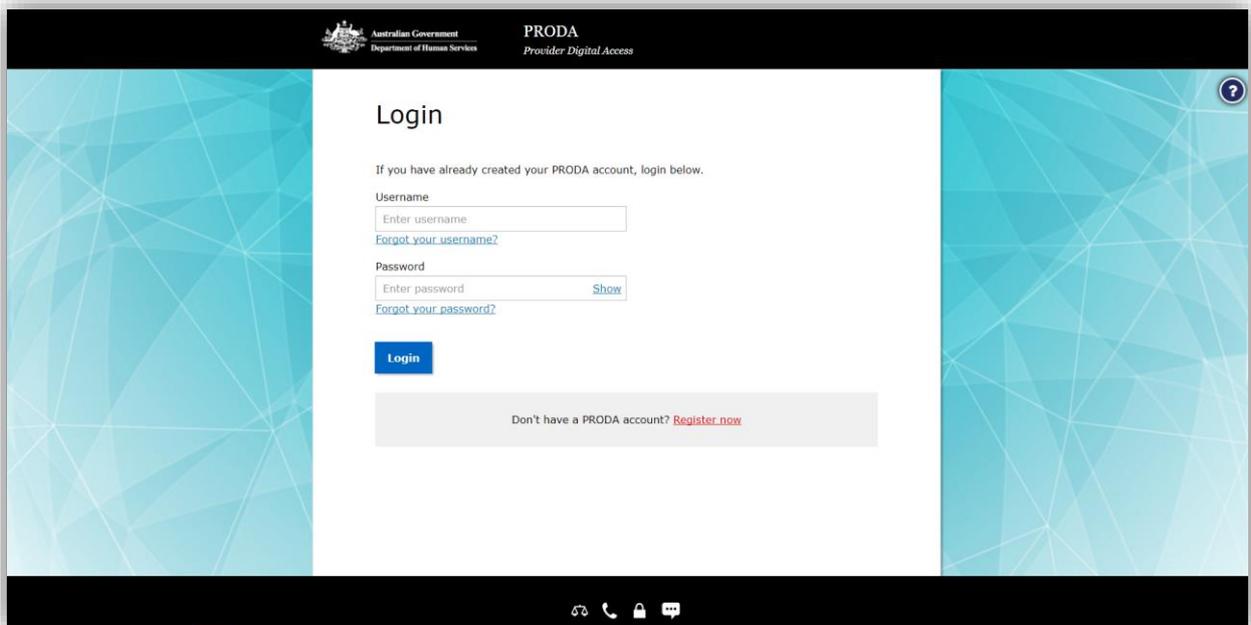
User is taken to the PRODA homepage. The My Health Record tile has been added to 'Available services'.

Clicking on the MHR tile, users will need to link their PRODA account to the MHR using an identifier type, such as their HPI-I.

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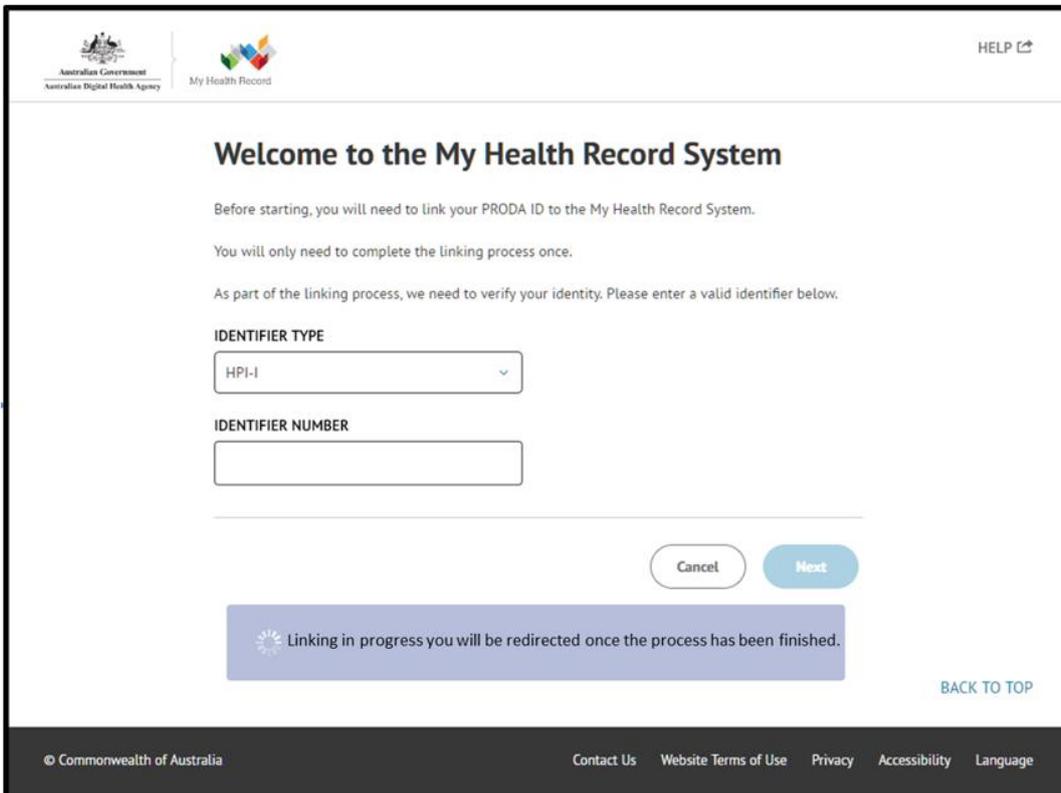
Users need to select the Seed Organisation they are representing, as per usual process.

NPP assistance

For assistance with the National Provider Portal, please visit the MHR webpage https://www.myhealthrecord.gov.au/support/contact-us, or call the MHR Help line on 1800 723 471 (select option 2).