



# My Health Record - Healthcare Provider Registration

## Access via contracted service provider (CSP)

### Step 1 – Register for a PRODA account

PRODA (Provider Digital Access) is a method of authentication to provide users with access to government services online - <https://proda.humanservices.gov.au>

PRODA registration requires three forms of identification from the following list.

- ◆ Australian passport
- ◆ Medicare card
- ◆ Australian driver's licence
- ◆ ImmiCard
- ◆ Australian birth certificate
- ◆ Australian Visa and foreign passport
- ◆ Citizenship certificate
- ◆ Certificate of registration by descent

*Password hint: cannot include more than one special character.*  
Complete the registration and log in.

### Step 2 – My Health Record Seed Organisation Registration

Healthcare providers and administrators can manage the My Health Record registration process via Health Professional Online Services (HPOS). Once you are logged into PRODA, click **Health Professional Online Services (HPOS)** from the list of services.

#### If this is your first time using PRODA...

You will be prompted to enter your healthcare identifier (i.e. AHPRA registration, HPI-I, HPI-O or RO/OMO number).

You will then be prompted to accept the terms and conditions, set your email address, and set your notification preferences. It is recommended that you select **Immediate notification for each new correspondence**.

#### Once your PRODA and HPOS are linked...

From within the **Health Professional Online Services** tile, choose either **Link Identifiers** to link your PRODA account to the HI service or **Go to Service** to register your organisation. Follow the prompts.

The first two tabs identify the organisation and your details. The third tab allows you to nominate an Organisation Maintenance Officer (OMO).

If you are not listed on your organisation's Australian Business Register record, you may need to upload evidence to your online application.

The following documents may be uploaded. A full list of documents is included in the **Organisation Details** tab of the online application.

- ◆ Certificate of company registration from ASIC
- ◆ Notice by registrar of Australian Business Register
- ◆ Business bank statement
- ◆ Lease agreement or Rates notice
- ◆ Other document (i.e. a statutory declaration)

Submit the form, your process will end with a Pending status. The **HPOS Mail Centre** will notify you when the registration is complete.

### Step 3 – Link your HPI-O with your CSP

Before completing this step you will need to contact your CSP to obtain their CSP number.

From the HPOS home screen, click the **My Programs** tile, then click the **Healthcare Identifiers** tile. Select **My organisation** details from the HI Services available list. Select your organisation. From the Organisation snapshot screen, select the **CSP Links** tab and then **Add** to add the CSP. Enter the CSP number to find your CSP, and then select **Confirm**. This will link your organisation's HPI-O number to your CSP.

### Step 4 – Add healthcare professionals' HPI-Is to your clinical information system

Contact your CSP for guidance as required.

Healthcare providers can locate their HPI-I by accessing their account on the AHPRA website - <https://www.ahpra.gov.au>

#### Need Help?

**PRODA: 1800 700 199**  
(Mon – Fri 8am to 5pm AWST)

**HPOS: 13 21 50**  
(Mon – Fri 8am to 5pm AWST)

**My Health Record Help line:**  
**1800 723 471**  
(24 hours, 7 days a week)

