



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

### About My Health Record

<input type="checkbox"/>	What is My Health Record and what are the benefits	The My Health Record website ( <a href="http://www.myhealthrecord.gov.au">www.myhealthrecord.gov.au</a> ) has a wealth of information including benefits for providers and consumers, case studies, webinars, information on uploading and viewing clinical content, as well as organisation registration assistance for My Health Record.
<input type="checkbox"/>	Online education about PRODA and HPOS	Provider Digital Access (PRODA) provides secure access to online government services. Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business. Access online PRODA and HPOS education via the Department of Human Services.

### Information Required to Register an Organisation for My Health Record

<b>Business ABN/ACN</b>		<b>Responsible Officer (RO)</b>	
<b>Trading Name</b>		<b>Organisation Maintenance Officer/s</b>	
<b>Street Address</b>		<b>Mobile Phone (to receive SMS)</b>	
<b>Postal Address</b>			
<b>Email</b>		<b>Organisation Type</b> Check options on the DHS website	

### Important Numbers in the Preparation Process

<input type="checkbox"/>	Healthcare Provider Identifier for Organisations (HPI-O)	The HPI-O is generated when the Organisation My Health Record registration has occurred.
<input type="checkbox"/>	Healthcare Provider Identifier – Individual (HPI-I)	If registered with AHPRA, clinical staff can contact AHPRA for their HPI-I (phone: 1300 419 495). Non-AHPRA health professionals can apply for a HPI-I by submitting the Department of Human Services form HW033. HPI-Is can also be searched via PRODA-HPOS.
<input type="checkbox"/>	Individual Registration Authority (RA)	May be required to identify individual management staff in the organisation that do not have an HPI-I. Obtained either from an existing Individual Medicare PKI certificate or under Profile in PRODA.

### Responsible Officer (RO) and Organisation Maintenance Officer (OMO)

<input type="checkbox"/>	Organisation identifies a RO & OMO and understands the My Health Record system participation obligations.	Understand My Health Record roles and responsibilities including RO and OMO. The RO and the OMO must understand the My Health Record system participation obligations prior to registering the organisation.
<input type="checkbox"/>	OMO and/or RO registers for a PRODA account.	RO creates or signs into a PRODA account. If a change in RO has taken place, submit application to replace the RO for an organisation with an existing HPI-O via the Department of Human Services.
<input type="checkbox"/>	Nominating the OMO(s)	Once the organisation is registered for My Health Record, the RO ensures the person(s) managing the organisation is nominated as an OMO in PRODA-HPOS. OMOs can be added, removed or changed via PRODA-HPOS as required.



## Registering the Organisation via PRODA-HPOS

<input type="checkbox"/>	Register Seed Organisation for My Health Record via PRODA-HPOS	My Health Record registration step by step guides are on the My Health Record website and the HPOS website. The RO logs into PRODA-HPOS to complete registration request. For further advice based on your circumstances, including change of ownership, contact the HI Service on 1300 361 457.
<input type="checkbox"/>	RO or OMO signs into their PRODA-HPOS Mail	RO logs into PRODA-HPOS and checks their HPOS mailbox. Email will contain HPI-O, details of the RO and OMO and how to apply for a NASH PKI Organisation Certificate for using conformant software to access My Health Record.
<input type="checkbox"/>	Applying for a NASH PKI Certificate for using conformant software to access My Health Record.	RO or OMO logs into PRODA-HPOS and requests a NASH. Ensure a mobile phone is entered when prompted to receive an SMS with the Personal Identification Code (PIC) to download the NASH within 30 days. Once downloaded, the name of the NASH file is 'Site', which can be renamed 'NASH' once downloaded and the NASH PKI can be reused until it expires. If NASH PKI has expired or cannot be accessed, request a new NASH and indicate to revoke the previous NASH Certificate.
<input type="checkbox"/>	Linking existing Medicare PKI Certificate	RO or OMO logs into PRODA-HPOS and links existing Medicare PKI Certificate. If your organisation does not have a current Medicare PKI Site Certificate but will be using conformant software, request a Medicare PKI Certificate via PRODA-HPOS or via Department of Human Services HW001 form.
<input type="checkbox"/>	Check with your software vendor in regard to whether your software requires linking HPI-Is to HPI-O via the HI Service in PRODA-HPOS.	For those organisations using the National Provider Portal or Simple Aquarius, some General Practice software and as determined by your software vendor, the RO and/or OMO is required to link all HPI-Is to the HPI-O by managing HPI-I Authorisation Links via PRODA-HPOS.
<input type="checkbox"/>	If using software using a Contracted Services Provider (CSP) (e.g. Aquarius, MMEEx) then link HPI-O to CSP Number.	RO/OMO links HPI-O to CSP number, which is provided by the CSP software vendor, in both the CSP Links tab and added under Manage Authorisation Links in HPOS.
<input type="checkbox"/>	Is your software My Health Record Conformant? If not, you can use the National Provider Portal.	The My Health Record website has step by step instructions to register the organisation and individuals for the National Provider Portal. Access the National Provider Portal via PRODA.

## Software Configuration

<input type="checkbox"/>	Check with the software vendor on whether a list of HPI-Is is required to be available for configuring the software. e.g. Most Pharmacy software does not require this.	The software vendor will provide support with configuring the software. As part of this set up all HPI-Is of staff using My Health Record must be entered into the software. The RO and/or OMO may be required by the software vendor to link all HPI-Is to the HPI-O by managing HPI-I Authorisation Links via PRODA-HPOS.
<input type="checkbox"/>	NASH and Site PKI Certificates to be configured into software.	Call your software vendor or IT Support to arrange configuration support.
<input type="checkbox"/>	Confirm HPI-O and HPI-I numbers have been configured into software	Contact your software vendor or IT Support for configuration support. When staff leave, close their user accounts. Unlink HPI-Is from the Organisation via PRODA-HPOS as required.
<input type="checkbox"/>	Organisation has an electronic transfer of prescriptions product installed ( <i>if required</i> )	Set up Electronic Transfer of Prescriptions. eRx (1300 700 921) or MediSecure (1800 472 747)
<input type="checkbox"/>	Software settings are updated to ensure permission for staff accessing My Health Record.	Contact your software vendor or IT Support for My Health Record configuration support. Staff will require relevant viewing/uploading permissions for My Health Record and Electronic Transfer of Prescriptions enabled.
<input type="checkbox"/>	Check if conformant software can access My Health Record	Contact software vendor if there are connection errors or Individual Healthcare Identifier (IHI) errors.



### Policies and Education

<input type="checkbox"/>	My Health Record Security and Access Policy	It is a requirement that a My Health Record Security Policy be implemented as described in the My Health Records Rule 2016. Sample Policy templates are available on the My Health Record website.
<input type="checkbox"/>	Familiarise with Digital Health Cyber Security Centre resources.	Guidance materials are available on the Digital Health Cyber Security Centre website. These have been developed specifically for the Australian health sector to promote awareness of information security and provide practical advice regarding a range of cyber security topics.
<input type="checkbox"/>	Staff complete My Health Record training	Internal My Health Record training must be provided to organisation staff and a register of this training is maintained. Access the Australian Digital Health Agency online eLearning Modules and On Demand Software Training simulators and demonstrations. Username is OnDemandTrainingUser and password TrainMe. Access software Summary Sheets or request My Health Record manuals from the software vendor. Request an Australian Digital Health Agency Educator presentation.

### Inform and support your patients

<input type="checkbox"/>	Provide information to your patients	A range of information and brochures is available on the My Health Record website. Resources can also be ordered online at <a href="http://myhealthrecord.immij.com">http://myhealthrecord.immij.com</a> with the password <i>myhealthrecord</i> and the following usernames as applicable: <ul style="list-style-type: none"> <li>• GP_MHR</li> <li>• Pharmacy_MHR</li> <li>• Hospital_MHR</li> <li>• AMS_MHR</li> <li>• PHN_MHR</li> </ul>
<input type="checkbox"/>	Add information to your website and privacy policy	Inform consumers that your healthcare organisation uses My Health Record.

### For further information and support

Helpline	Queries	Contact	Available
<b>Healthcare Identifiers (HI) Service</b>	Identifier queries and organisation registration	Phone <b>1300 361 457</b>	Mon – Fri 8.30am - 5.00pm AEST & AWST
<b>PRODA Help</b>	PRODA queries	Phone <b>1800 700 199</b>	Mon – Fri 8.00am - 5.00pm AWST
<b>HPOS Help</b>	HPOS queries	Phone <b>132 150</b>	Mon – Fri 8.00am to 5.00 pm AWST
<b>eBusiness Service Centre</b>	Certificates, including Medicare PKI Site Certificates and NASH	Phone <b>1800 700 199</b>	Mon – Fri 8.00am – 5.00pm AEST & AWST
<b>My Health Record Helpline and Website</b>	General enquiries and detailed support for individuals and healthcare providers	Phone <b>1800 723 471</b> Website <b><a href="http://myhealthrecord.gov.au">myhealthrecord.gov.au</a></b>	Open 24 hours, 7 days
<b>Australian Digital Health Agency Help Centre</b>	Complex queries, vendor enquiries, secure messaging delivery enquiries, and digital health education	Phone <b>1300 901 001</b> Email <b><a href="mailto:help@digitalhealth.gov.au">help@digitalhealth.gov.au</a></b>	Mon – Fri 8.00am – 5.00pm AEST

Updated: July 2019