



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

### About My Health Record

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| <input type="checkbox"/> | What is My Health Record and what are the benefits | My Health Record <a href="#">website</a> , <a href="#">benefits for providers</a> , <a href="#">YouTube case studies</a> , <a href="#">Webinars</a> . information on <a href="#">uploading</a> , <a href="#">viewing</a> and organisation <a href="#">registration</a> for My Health Record.                            |
| <input type="checkbox"/> | Online education about PRODA and HPOS              | Provider Digital Access (PRODA) provides secure access to online government services. Access <a href="#">online PRODA education</a> .<br>Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business. Access <a href="#">online HPOS education</a> . |

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

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

### Important Numbers in the Preparation Process

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| <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"/> | <a href="#">Healthcare Provider Identifier – Individual (HPI-I)</a> | 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 form <a href="#">HW033</a> . HPI-Is can also be <a href="#">searched via PRODA-HPOS</a> . |
| <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)

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| <input type="checkbox"/> | Organisation identifies a RO & OMO           | Understand My Health Record <a href="#">roles and responsibilities</a> including RO and OMO.   |
| <input type="checkbox"/> | OMO and/or RO registers for a PRODA account. | RO creates or signs into a <a href="#">PRODA account</a> .<br>If a change in RO has taken place, <a href="#">submit application to replace the RO</a> for an organisation with an existing HPI-O.                                |
| <input type="checkbox"/> | Nominating the OMO(s)                        | Once the organisation is registered for My Health Record, ensure the person managing the organisation is nominated as an OMO in PRODA-HPOS.<br>OMOs can be <a href="#">added, removed or changed via PRODA-HPOS</a> as required. |

### Registering the Organisation via PRODA-HPOS



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| <input type="checkbox"/> | Register Seed Organisation for My Health Record via PRODA-HPOS   | My Health Record registration step by step guides are on the <a href="#">My Health Record website</a> and the <a href="#">HPOS website</a> .<br>The RO logs into <a href="#">PRODA-HPOS</a> to complete registration request.<br><br>Follow <a href="#">these steps if you have had a change of ownership</a> . For further advice based on your circumstances, 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 & checks their HPOS mailbox.<br>Email will contain HPI-O, details of the RO and OMO and how to apply for a <a href="#">NASH PKI Organisation Certificate</a> 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 <a href="#">requests a NASH</a> .<br>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.<br>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.<br>If NASH PKI has expired or cannot be accessed, request a new NASH and indicate to <a href="#">revoke the previous NASH Certificate</a> . |
| <input type="checkbox"/> | Linking existing PKI Certificate   | RO or OMO logs into PRODA-HPOS and <a href="#">links existing Medicare PKI Certificate</a> .<br>If your organisation does not have a current Medicare PKI Site Certificate but will be using conformant software, <a href="#">request a PKI Certificate via PRODA-HPOS</a> .  |
| <input type="checkbox"/> | Linking HPI-Is to HPI-O in PRODA-HPOS is required for <i>National Provider Portal</i> , and <i>Simple Aquarius</i> . | For those organisations using the National Provider Portal or Simple Aquarius, the RO and/or OMO is required to link all HPI-Is to the HPI-O by <a href="#">managing HPI-I Authorisation Links</a> .  |
| <input type="checkbox"/> | If using software using a Contracted Services Provider (CSP) (e.g. Aquarius, MMEEx) then link HPI-O to CSP Number.   | <a href="#">RO/OMO links HPI-O to CSP number</a> , 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"/> | <a href="#">Is your software My Health Record Conformant?</a> If not, you can use the National Provider Portal.      | Follow these <a href="#">step by step instructions</a> to register the organisation and individuals for the Provider Portal. Click here to access the <a href="#">Provider Portal online or via PRODA</a> .   |

### Software Configuration

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| <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.<br>Linking HPI-Is to HPI-O in PRODA-HPOS is required for <i>National Provider Portal</i> , and <i>Simple Aquarius</i> . | The software vendor will support with configuring software. As part of this set up all HPI-Is of staff using My Health Record will be required to be entered into the software.<br>For those organisations using the National Provider Portal or Simple Aquarius, the RO and/or OMO is required to link all HPI-Is to the HPI-O by <a href="#">managing HPI-I Authorisation Links</a> . |
| <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.<br>When staff leave, close their user accounts. If using Aquarius or the National Provider Portal, unlink HPI-Is from the Organisation via PRODA-HPOS.  |
| <input type="checkbox"/> | Organisation has an electronic transfer of prescriptions product installed ( <i>if required</i> )   | Set up <a href="#">Electronic Transfer of Prescriptions</a> 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 <a href="#">Individual Healthcare Identifier (IHI)</a> errors.  |

### Policies and Education



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| <input type="checkbox"/> | My Health Record Security Policy         | It is a requirement that a <a href="#">My Health Record Security Policy</a> be implemented as described in the <a href="#">My Health Records Rule 2016</a> .<br>Examples of My Health Record Policy templates are published by the <a href="#">RACGP</a> and the <a href="#">Pharmaceutical Society of Australia (PSA)</a> .  |
| <input type="checkbox"/> | Staff complete My Health Record training | Internal My Health Record training is provided to organisation staff and a register of this training is maintained.<br>Access the Australian Digital Health Agency online <a href="#">eLearning Modules</a> .<br><a href="#">On Demand Software Training simulators and demonstrations</a> . Username is OnDemandTrainingUser and password TrainMe.<br>Access software <a href="#">Summary Sheets</a> or request My Health Record manuals from the software vendor.<br>Request an <a href="#">Australian Digital Health Agency Educator</a> presentation. |

### Inform and support your patients

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| <input type="checkbox"/> | Provide information to your patients               | A range of information and brochures are available on the <a href="#">My Health Record website</a> .<br>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>• 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.  |
| <input type="checkbox"/> | Display brochures and posters in your organisation | Contact your local <a href="#">Primary Health Network (PHN)</a> to request additional My Health Record resources and collateral.   |

### For further information and support

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