Factsheet

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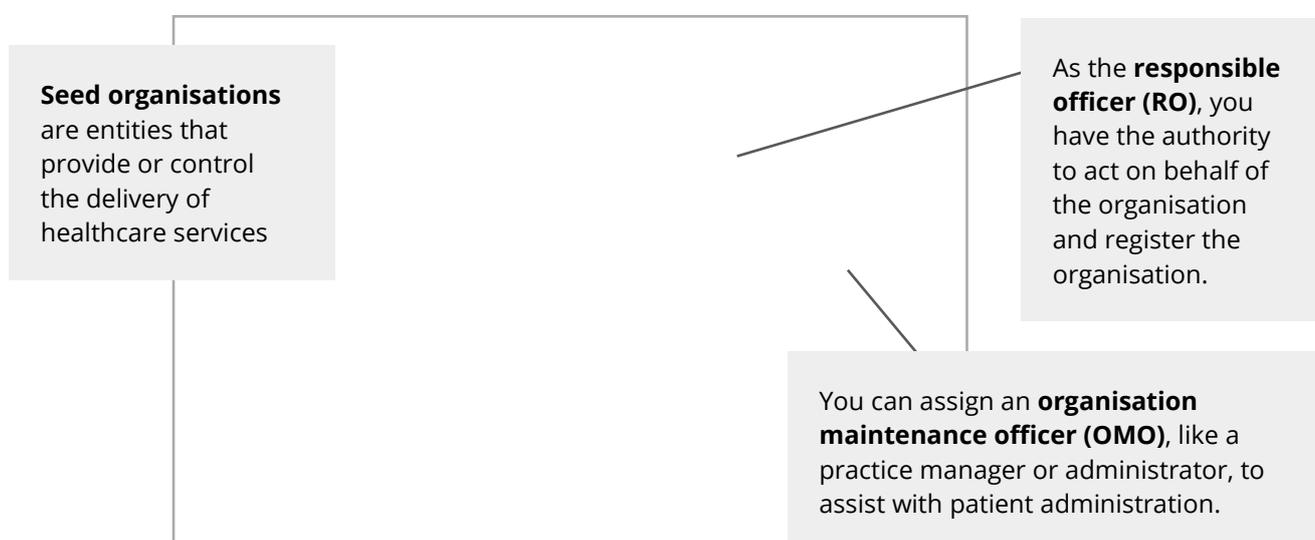council

Digital
Communication
of Allergy

Getting started: My Health Record for private allergy practices

As an immunology/allergy specialist, you can become a responsible officer and register your private practice to access My Health Record in 5 key steps.

Step 1 – Establish roles and responsibilities

Seed organisations are entities that provide or control the delivery of healthcare services

As the **responsible officer (RO)**, you have the authority to act on behalf of the organisation and register the organisation.

You can assign an **organisation maintenance officer (OMO)**, like a practice manager or administrator, to assist with patient administration.

A security and access policy template is available from the [Office of the Australian Information Commissioner](#).

You must ensure that organisation and employee use of My Health Record complies with participation obligations, **which includes having a My Health Record security and access policy in place, before registering to participate in the system.**

My Health Record

Step 2 – Create a PRODA account or log in to an existing account

As the RO, you will need an individual Provider Digital Access ([PRODA)](#) account, for which Services Australia is a System Operator for, to access the Healthcare Identifiers (HI) Service and My Health Record registration forms in the [Health Professional Online Services (HPOS)](#).

[Register here](#) for your individual PRODA account. You will need 3 forms of identification.

My Health Record is protected by high-level security and privacy controls. To view and upload information:

- your organisation (HPI-O) must be registered with the system
- you must be authorised as an individual healthcare provider (HPI-I)
- you must use approved, secure software that is connected to the system.

Step 3: Link your PRODA account with HPO

Once you are logged in to PRODA, click on the HPOS tile from the list of available services.

If this is your first time using PRODA, you will be prompted to enter a registration number, such as your **AHPRA number** or your Healthcare Provider Identifier (HPI-I). If you do not have a number, you can still access the registration form without it.

Step 4: Register your practice

Healthcare providers and administrators can manage the My Health Record registration process via HPOS. Once your PRODA and HPOS are linked, you can register your practice (seed organisation).

From within the HPOS tile, choose either:

a. **Link Identifiers** to link your PRODA account to your HPI-O, **or**

b. **Go to Service** to register your practice and receive an HPI-O.

Then follow the prompts. Detailed instructions can be found **here**.

The **Healthcare Identifiers Service (HI Service)** is a national system for uniquely identifying healthcare providers, healthcare organisations and individuals receiving health care. The HI Service is a foundation component of all national digital health products, including My Health Record.

- Individual Healthcare Identifier (IHI) identifies the patient.
- Healthcare Provider Identifier – Individual (HPI-I) identifies an individual healthcare provider.
- Healthcare Provider Identifier – Organisation (HPI-O) identifies the provider organisation where health care is provided.

Step 5a: Connect via conformant software

The best way to connect to the My Health Record system is through **conformant software**. This will allow you to both **view *and* upload** to the system without affecting your workflow.

You may need to request and download a **National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate**. A NASH PKI certificate is a digital certificate that authenticates an organisation whenever they access the My Health Record system using conformant software. Check with your software provider whether you should connect using the NASH method or the contracted service provider (CSP) method.

For the NASH method, once your HPI-O has been issued:

- Select the My Programs tile.
- Select the My Health Record and Healthcare Identifiers tile.
- Select the Healthcare Identifiers – Managing Existing Records tile.
- Select your organisation then My Organisation details.

From the **Organisation** screen:

- Click the **Certificates** tab and then **Request a NASH PKI certificate** at the bottom of the screen.
- Once you have completed all the required fields, click **Save** changes.

You will receive an SMS notification when the certificate is ready to download from HPOS via the **Certificate** tab.

To link an existing PKI certificate

From the Organisation screen:

- Click the **Certificates** tab.
- Select the **Link existing PKI certificate** at the bottom of the screen.

You will need to identify the correct PKI certificate to link to your HPI-O.

Speak to your software provider to configure your software and set up access to My Health Record.

Step 5b: Connect via the National Provider Portal (read-only access)

If your practice does not use conformant software, you can connect to the My Health Record system by the **National Provider Portal**. You will be able to **view** a patient's My Health Record but not upload information to it.

Once your HPI-O number has been issued:

- Select the **My Programs** tile.
- Select the **HI Service and My Health Record** tile.
- Select the **My Health Record System – Organisation Registration** tile.
- Select the **Manage Authorisation Links** and **Add/Update your organisation** tile.
- Add healthcare providers' HPI-Is in the **Enter HPI-I Number** field and click **Search**.

The first time a healthcare provider logs on to the National Provider Portal, they will be asked to link to the organisation.

You and other healthcare providers in your practice can now access the National Provider Portal by clicking the My Health Record tile in their PRODA account.

For further information visit **Registration overview**

Organisation Registration Checklist

- ✓ Establish a My Health Record security and access policy
- ✓ Assign an OMO
- ✓ Register for an individual PRODA account
- ✓ Link your PRODA account with HPOS
- ✓ Register your practice within the HPOS tile
- ✓ Connect via conformant software
- ✓ OR
- ✓ Connect via the National Provider Portal
- ✓ Contact the Australian Digital Health Agency's Help line if you need any further support

A more detailed checklist can be found here: **My Health Record Checklist (digitalhealth.gov.au)**

Get help and support

Australian Digital Health Agency

- Australian Digital Health Agency's Help line for registration support (24 hours, 7 days a week – ask for the specialist connections team) or email **help@digitalhealth.gov.au**.
- My Health Record Help line – 1800 723 471 (24 hours, 7 days a week)

Services Australia

- PRODA – 1800 700 199 (Monday to Friday, 8am to 5pm AEST)
- HPOS – 13 21 50 (Monday to Friday, 8am to 5pm AEST)
- Certificates – 1800 700 199 (Monday to Friday, 8am to 5pm AEST)

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