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

About My Health Record

What is My Health Record and what are the benefits?	My Health Record is a secure online summary of key patient health information. Healthcare providers can access the system to view and add information. The following resources provide more information about My Health Record: • Digital Health website and benefits for healthcare providers • Access free online eLearning modules or podcasts • Join an upcoming webinar • Find information on uploading, viewing and organisation registration.
Information about PRODA and HPOS	Provider Digital Access (PRODA) is an online authentication system used to securely access government online services. Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with Services Australia.

Information required to register an organisation for My Health Record

Business ABN/ACN		**Responsible Officer (RO)**	
Trading Name		**Organisation Maintenance Officer/s (OMO/s)**	
Street Address **Postal Address**		**Mobile Phone** This allows receipt of the PIC code via SMS for NASH PKI Certificate (if required)	
Email Personal email of individual completing registration		**Organisation Type** Check options on the Services Australia website	
Organisation Structure Seed or network organisations		**Connection Type** Will the organisation be connecting to My Health Record via a conformant clinical information system or the National Provider Portal?	

Understanding Healthcare Identifiers

Healthcare Provider Identifier – Organisation (HPI-O)	The HPI-O identifies the healthcare provider organisation where healthcare is provided. It is available once the organisation has completed the online registration process for the Healthcare Identifiers Service (HI Service) via HPOS.
Healthcare Provider Identifier – Individual (HPI-I)	An HPI-I identifies an individual healthcare provider. Health professionals registered with the Australian Health Practitioner Regulation Agency (Ahpra) can locate their HPI-I by accessing their account via the Ahpra website or by calling the HI Service (1300 419 495). Non-Ahpra registered health professionals can apply for an HPI-I online via HPOS.
Individual Healthcare Identifier – (IHI)	An IHI identifies an individual receiving healthcare services. Once the HPI-O and HPI-I are configured and correct patient demographics have been entered, conformant clinical software or the National Provider Portal can retrieve and validate the patient's IHI and confirm the patient's My Health Record status.

Assign Responsible Officer (RO) and Organisation Maintenance Officer (OMO) roles

☐	Organisation identifies a RO & OMO/s	It is important to understand My Health Record and HI Service roles and responsibilities including the Responsible Officer (RO) and Organisation Maintenance Officer (OMO). The RO and OMO/s are responsible for ensuring the steps in this document are completed for their organisation. Each organisation can have only one RO but can have multiple OMOs. The RO will complete the initial organisation registration in HPOS and make a record of the individuals who are the RO and OMO/s in the organisation's My Health Record security and access policy. RO and OMO details can be added, removed or changed via HPOS as required.

Policies and Education

☐	Establish a My Health Record security and access policy. See online steps for establishing a My Health Record Policy which covers user account management and access, security measures and management of data breaches, staff training and policy implementation and management.	It is a legislative requirement that a My Health Record security and access policy be implemented as described in the My Health Records Rule 2016. A My Health Record security and access policy template has been developed by the Office of the Australian Information Commission (OAIC), in collaboration with the Agency, to assist you in developing a policy for your organisation. A downloadable copy of policy requirements checklist is also available.
☐	Establish a National Authentication Service for Health Certificate for Healthcare Provider Organisations Public Key Infrastructure (NASH PKI) Certificate Policy.	Under the National Authentication Service for Health Public Key Infrastructure Certificate for Healthcare Provider Organisations Terms and Conditions of Use, Healthcare Organisations using NASH PKI are required to have policies and procedures in place governing use of the NASH PKI Certificate. Full details are available on the Services Australia website. Download Sample NASH PKI certificate policy.
☐	Recognise privacy and security obligations.	Both the Digital Health website and the Australian Digital Health Agency Cyber Security Centre website hold information and resources to optimise privacy and security for My Health Record and other healthcare systems. An online eLearning module is also available. Information regarding ongoing participation obligations are available here.
☐	Complete staff My Health Record training.	Healthcare provider organisations must provide staff with My Health Record training *before* they are authorised to use the system. See a list of Recommended My Health Record Training. Access a range of training and support materials here: • My Health Record education and training • Access online eLearning modules or podcasts • Join an upcoming webinar

Registering an organisation with Healthcare Identifiers Service (HI Service) via HPOS

☐	RO registers Seed Organisation for the Healthcare Identifier Service (HI) Service and My Health Record via HPOS. A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services within Australia.	My Health Record registration step by step instructions are available on the Digital Health website and the Services Australia website. The RO completes the registration request for a Seed Organisation by accessing HPOS via PRODA. When registering an organization for the HI service, the organisation will be allocated a unique 16-digit HPI-O. To deactivate, reactivate and retire an HPI-O complete this form and follow steps to upload via HPOS.
☐	RO checks HPOS Messages.	RO logs into HPOS via PRODA and checks their HPOS Messages for the message which contains the HPI-O, details of the RO and OMO and how to apply for a NASH PKI Certificate when using conformant software to access My Health Record.
☐	RO or OMO registers network organisation/s, if required. A Network	If your organisation wishes to register one or more Network Organisations, RO or OMO can follow these steps to create a network organisation underneath the Seed

	Organisation is a sub-entity of a Seed Organisation that provides healthcare services.	Organisation. A unique HPI-O will be provided for each new Network Organisation created. Ensure the option to 'apply for access to the My Health Record system' is selected when creating network organisations that will require access to the system. Each network organisation will require a separate NASH PKI certificate (unless using the *CSP Approach*, see below). RO should consider when it is appropriate to set access flags when registering any network organisations for My Health Record.
☐	Set access flags for any network organisations.	Access flags allow healthcare provider organisations to be identifiable to healthcare recipients in their My Health Record access history and gives different parts of a large organisation different access to the My Health Record system. Information about Access flags can be found on the Services Australia website and in Division 4 of the My Health Record Rule 2016. Access flags allow network organisations to either inherit their parent organisation's access (flag set to 'No') or have access separate from their parent organisation's access (flag set to 'Yes'). A seed organisation is always set to 'Yes'. For further support regarding network organisations, contact the HI Service.
☐	***NASH Approach*** Apply for a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificate for Healthcare Provider Organisations using conformant software to access My Health Record. *A NASH PKI Certificate may not be required for some conformant software (eg. Genie (CSP), GENTU, Aquarius, Clinic to Cloud, MMEx). Check with your software provider to confirm and proceed to 'CSP Approach'.* *If not using conformant software, proceed to 'NPP Approach' step.*	RO or OMO logs into HPOS via PRODA and requests a NASH PKI Certificate, selecting the correct software product and version number. Ensure a mobile phone number is entered when prompted to receive an SMS with the Personal Identification Code (PIC) to install the NASH certificate within 30 days. A NASH certificate needs to be configured/installed into the software product to be functional. Contact your software provider for support with NASH certificate installation. Certificates are valid for 2 years and RO or OMO should plan to apply and install a new NASH Certificate before the expiry date.
☐	***CSP Approach*** If using software using a Contracted Services Provider (CSP) then link HPI-O to CSP Number in HPOS. *A NASH certificate does not need to be downloaded if the organisation is using a CSP product to access My Health Record.*	RO/OMO links HPI-O to CSP number, which is provided by the CSP software provider, in both the 'CSP Links' tab and added under Manage Authorisation Links in HPOS. Follow the steps in this guide.
☐	***NPP Approach*** Is your software My Health Record Conformant? If not, your organisation can access My Health Record using the National Provider Portal.	Follow these step-by-step instructions to register the organisation and individuals for the National Provider Portal. Click here to access the National Provider Portal online or via PRODA. It is a legislative requirement for organisations to maintain a list of employees authorised to access My Health Record. For those organisations using the National Provider Portal, the RO and/or OMO links all HPI-Is to the HPI-O via HPOS to allow appropriate individuals access to My Health Record. If using conformant software, check with the software provider whether this step is required.

Software Configuration

☐	Add HPI-Is of clinical staff to software. Linking HPI-Is to the HPI-O in HPOS is required for *National Provider Portal* and some conformant software.	Contact your software provider for support with configuring software. HPI-Is of clinical staff who will be accessing My Health Record will need to be entered into the software. For those organisations using the National Provider Portal, the RO and/or OMO must link all HPI-Is to the HPI-O by managing HPI-I Authorisation Links. Please check with your conformant software provider if linking in HPOS is required.

☐	Add HPI-O to clinical software.	Check your software providers resources or contact IT service provider for configuration support.
☐	Install NASH PKI Certificate in software.	Check your software provider's resources or contact IT service provider to arrange configuration support. A Personal Identification Code (PIC) will be required.
☐	Update software settings to ensure permission for staff accessing My Health Record.	Check your software provider's resources or IT Support for My Health Record configuration support. Staff will require relevant viewing/uploading permissions enabled for My Health Record and Electronic Transfer of Prescriptions.
☐	Validate an Individual Healthcare Identifier (IHI).	Check your software provider's resources for instructions to confirm that your software has been configured correctly to access My Health Record (using either the NASH or CSP approach) and that your software can retrieve and validate a patient's IHI.
☐	Register with a Prescription Exchange Service (PES).	Contact Prescription Exchange Service (PES) provider: eRx Script Exchange (1300 700 921) or MediSecure (1800 472 747)
☐	Check if conformant software can access My Health Record.	Contact your software provider or the Agency helpline (1300 901 001) if there are connection errors (if you are getting an error message).

Inform your patients

☐	Provide information to your patients.	A range of information is available on the Digital Health website. Print on Demand resources such as brochures, counter cards and posters are available. Please contact your local Primary Health Network or clinical peak organisation to order.
☐	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
Healthcare Identifiers (HI) Service Enquiry Line	Identifier queries (HPI-Os, HPI-Is, IHIs) and organisation registration	Phone **1300 361 457** Email healthcareidentifiers@ servicesaustralia.gov.au	Mon–Fri 8.30am - 5.00pm AEST & AWST
PRODA Help	PRODA queries	Phone **1800 700 199**	Mon–Fri 8.00am - 5.00pm AWST
HPOS Help	HPOS queries	Phone **132 150**	Mon–Fri 8.00am to 5.00 pm AWST
eBusiness Service Centre	Certificates, including Medicare PKI Site Certificates and NASH	Phone **1800 700 199**	Mon–Fri 8.00am – 5.00pm AEST & AWST
My Health Record Help Line	General enquiries and detailed support for individuals and healthcare providers	Phone **1800 723 471** (option 2 for providers)	Open 24 hours, 7 days
Australian Digital Health Agency Help Centre	Complex queries, provider enquiries, secure messaging delivery enquiries, and digital health education	Phone **1300 901 001** Email help@digitalhealth.gov.au	Mon–Fri 8.00am – 5.00pm AEST

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