



# The Healthcare Identifiers Service – how to get your HPI-I

## What is the Healthcare Identifiers Service?

The Healthcare Identifiers (HI) Service is a national system for allocating a unique healthcare identifier to healthcare professionals, organisations and consumers. Healthcare Identifiers will help ensure consumers and healthcare professionals can have confidence that the right information is associated with the right individual at the point of care.

## What are Healthcare Identifiers?

A healthcare identifier is a unique 16 digit identifier that will be used on paper and electronic health information records, such as the My Health Record. A healthcare identifier will clearly identify who is involved in a patient/client's care. There are three types of identifiers:

- *Individual Healthcare Identifier (IHI)* allocated to individuals enrolled in the Medicare program or issued a Department of Veterans' Affairs treatment card and others who seek healthcare in Australia (e.g. tourists, visa card holders).
- *Healthcare Provider Identifier – Individual (HPI-I)* allocated to health professionals involved in providing patient/client care.
- *Healthcare Provider Identifier – Organisation (HPI-O)* allocated to organisations that deliver health services (e.g. hospitals, health centres).

## Why are healthcare identifiers being implemented nationally?

Healthcare identifiers form part of the national infrastructure needed to support secure electronic communications and in particular the My Health Record system.

Unique healthcare identifiers have been created to be used by healthcare providers to improve security and the efficient management of patient/client health information.

What is a Healthcare Provider Identifier – Individual (HPI-I) used for?

As a healthcare professional an HPI-I will enable you to:

- access your patient's healthcare information in their My Health Record, including their medical history and treatment, during the provision of care, if your healthcare provider organisation has registered for the My Health Record system.
- send and receive healthcare information of your patients, such as discharge summaries, test requests or referrals, securely to other healthcare providers using secure message delivery (SMD).
- use the Healthcare Provider Directory (HPD) to get details of other healthcare providers for the purpose of SMD.
- help your patients, including those with chronic and complex conditions, to better manage their healthcare.





Australian Government

Australian Digital Health Agency



My Health Record

## Accessing your Healthcare Identifier

The following options have been identified to assist you in obtaining your HPI-I.

- Option 1** You would have received your HPI-I in correspondence sent to you from AHPRA. If this has not been retained, you can obtain your HPI-I from:
- the AHPRA website [www.ahpra.gov.au](http://www.ahpra.gov.au) using your login account or
  - calling AHPRA on **1300 419 495** Monday to Friday 9:00am - 5:00pm (local time).

Note: If you know your AHPRA User ID simply add 800361 to the front of ID to get your HPI-I.

- Option 2** Call the HI Service enquiry line on **1300 361 457** Monday to Friday 8:30am - 5:00pm (local time) and request your HPI-I.

- Option 3** If your healthcare organisation is registered with the HI Service, your Organisation Maintenance Officer (OMO) can retrieve your HPI-I from Health Professional Online Services (HPOS) for you, provided you have consented to have your details published in the Healthcare Provider Directory (HPD).

## Options for Healthcare Providers not registered with AHPRA to obtain their HPI-I

If you are a healthcare professional in a field of practice not covered by AHPRA you may still be eligible to obtain an HPI-I, provided that you meet the criteria for an individual healthcare provider set out in the Healthcare Identifiers Act 2010.

To be eligible a healthcare professional must be a current member of a professional association that:

- Relates to the healthcare that has been, is, or is to be provided by the member; and
- Has uniform national membership requirements, whether or not in legislation.

If you believe you meet the above criteria and wish to obtain an HPI-I, you can apply using the appropriate form below:

Application Form Complete if:

- The field of practice you wish to register with the HI Service is not covered by AHPRA in your state or territory. <https://www.humanservices.gov.au/health-professionals/forms/hw033> Application to Register a Healthcare Provider
- You wish to add or change the details of an existing healthcare provider, including their profession, and add or amend their Healthcare Provider Directory (HPD) entry details. <https://www.humanservices.gov.au/health-professionals/forms/hw034> Application to amend a Healthcare Provider Record

## Accessing the HI Service Electronically

To access the HI Service electronically, you will need a Department of Human Services Public Key Infrastructure (PKI) certificate.

For more information about the Human Services PKI certificates visit the Public Key Infrastructure page on the Human Services website <http://www.humanservices.gov.au/pki> or contact the eBusiness Service Centre on **1800 700 199**.

## For more information

For more information about the HI Service visit <http://www.humanservices.gov.au/hiservice> or call the Healthcare Identifiers Service enquiry line on **1300 361 457**, Monday to Friday between 8.30am and 5.00pm local time.

For more information on healthcare provider registration and supporting material visit <http://www.digitalhealth.gov.au> > *Get Started with Digital Health > Registration*