



Australian Government  
Department of Health



My Health Record

For healthcare  
providers

# My Health Record

Preparing for the Practice Incentives

Program - eHealth Incentive

Checklist





## PIP eHealth Incentive Checklist

As part of the 5th requirement ([refer to the My Health Record website for more details](#)) of the Practice Incentives Program – eHealth Incentive, practices must upload Shared Health Summaries to the My Health Record system for a minimum of 0.5% of their Standardised Whole Patient Equivalent (SWPE) count per quarter. Use the checklist below to check that your systems are ready to upload Shared Health Summaries to patient My Health Records (your IT support team may be able to assist you to check these actions):

### 1. Check that the practice's HPI-O number has been entered into your clinical software product

- If you don't know your practice's HPI-O number, your RO or OMO can contact the HI Service enquiry line on **1300 361 457** to see if your practice is registered with the HI Service
- If you don't know where to enter your practice's HPI-O number, contact your IT support team or your software vendor for support

### 2. Check that each healthcare providers' HPI-I number has been entered into your clinical software product

- If you don't have your healthcare providers' HPI-I numbers, your healthcare providers will need to contact AHPRA 1300 419 495. The healthcare provider can also call the HI Service enquiry line on 1300 361 457 to determine their HPI-I.
- If you don't know where to enter your healthcare providers' HPI-I number, contact your IT support team or your software vendor for support
- Entering HPI-I's for all healthcare providers in your practice is a mandatory requirement of the PIP eHealth Incentive. This information may assist practices that share clinical information software to differentiate which practice has uploaded shared health summaries in order to self-audit their progress towards the minimum shared health summary upload target.

### 3. Check that your practice's Medicare PKI Site Certificate (sometimes referred to as an HI Certificate) which is linked to the healthcare provider organisations HPI-O has been imported and installed onto the relevant practice computer systems

- If you are not sure which computers to import and install your Medicare PKI Site Certificate onto, contact your IT support team or software vendor for support
- If you do not know whether your practice has a Medicare PKI Site Certificate that is linked to the healthcare provider organisations HPI-O, contact the eBusiness service centre on **1800 700 199**

### 4. Check that your practice's NASH PKI Certificate for Healthcare Provider Organisations has been imported and installed onto the relevant practice computer systems

- If you are not sure which computers to import and install your NASH PKI Certificate for Healthcare Provider Organisations onto, contact your IT support team or software vendor for support
- If you do not know whether your practice has a NASH PKI Certificate for Healthcare Provider Organisations, contact the eBusiness service centre on **1800 700 199**.

Once the above have been checked, you are ready to test whether your practice can access patient My Health Records. If you have any questions on the steps below, contact your software vendor. Alternatively, contact the NEHTA Help Centre on **1300 901 001** for more information.