



This checklist supports healthcare organisations register and use My Health Record

About My Health Record

<input type="checkbox"/>	What is My Health Record and what are the benefits?	The My Health Record website (www.myhealthrecord.gov.au) has a wealth of information including benefits for providers and consumers, case studies, webinars, information on uploading and viewing clinical content, as well as organisation registration assistance for My Health Record.
<input type="checkbox"/>	Online education about PRODA and HPOS	Provider Digital Access (PRODA) provides secure access to online government services. Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business.

Information Required to Register an Organisation for My Health Record

Business ABN/ACN		Responsible Officer (RO)	
Trading Name		Organisation Maintenance Officer/s	
Street Address Postal Address		Mobile Phone (to receive SMS)	
Email		Organisation Type Check options on the Services Australia website	

Important Numbers

<input type="checkbox"/>	Healthcare Provider Identifier – Organisations (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) and My Health Record.
<input type="checkbox"/>	Healthcare Provider Identifier – Individual (HPI-I)	A HPI-I identifies an individual healthcare provider who provides healthcare. It can be via the AHPRA website or searched via HPOS. Non-AHPRA registered health professionals can apply for a HPI-I by submitting the Department of Human Services form HW033.

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

<input type="checkbox"/>	Organisation identifies a RO & OMO	Understand My Health Record roles and responsibilities including RO and OMO. The RO and OMO(s) are responsible for ensuring the steps in this document are reviewed for their organisation. Each organisation can have only one RO but can have multiple OMOs. Make a record of the individuals who are the RO and OMO(s) in the organisation My Health Record Security and Access Policy or other appropriate place. If a change in RO has taken place, submit application form HW040 to replace the RO for an organisation with an existing HPI-O.
<input type="checkbox"/>	OMO and/or RO registers for a PRODA account and selects HPOS.	RO creates or signs into a PRODA account and clicks on Health Professional Online Services (HPOS) from the list of services.
<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 HPOS. OMO(s) can be added, removed or changed via HPOS as required. An alternative to HPOS is to use the Department of Human Services HW040 form.



Registering the Organisation via HPOS

<input type="checkbox"/>	Register Seed Organisation for the HI Service and My Health Record via HPOS. A Seed Organisation is a legal entity that delivers healthcare services within Australia.	My Health Record registration step by step guides are on the My Health Record website and the HPOS website. The RO completes the registration request via HPOS. Change of ownership instructions are on the Department of Human Services website. To amend organisation details including updating the personal details of an RO or OMO and to deactivate, reactivate and retire an HPI-O use HPOS or Department of Human Services forms. For further advice contact the HI Service on 1300 361 457.
<input type="checkbox"/>	A Network Organisation is a sub-entity of a Seed Organisation that provides healthcare services. If required, register Network Organisations.	Organisations can decide to register one or more Network Organisations to create a network organisation underneath the Seed. You will be instantly provided with the new HPI-Os of the Network Organisations created. Each network organisation requests a NASH PKI certificate separately. Network organisations are asked to set access flags when registering the network organisation for My Health Record. There is more information about access flags on the My Health Record website and in Division 4 of the My Health Records Rule 2016. Access flags allow networks to either inherit their parent organisation's access (flag set to 'no'), or have access separate from their parents 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.
<input type="checkbox"/>	RO or OMO signs into their HPOS Messages	RO logs into HPOS & 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 Organisation Certificate for using conformant software to access My Health Record.
<input type="checkbox"/>	Applying for a National Authentication Service for Health Public Key Infrastructure Certificate for Healthcare Provider Organisations (NASH) for using conformant software to access My Health Record.	RO or OMO logs into HPOS and requests a NASH. 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. 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. RO and OMO should plan to apply for, and install, a new NASH with the support of the software vendor at the expiry date. Certificates are valid for 2 years and your organisation will be notified 6 weeks prior to a certificate expiring. If you downloaded the certificate from HPOS, you can check the expiry date on the HI Service Certificates tab. If NASH PKI has expired or cannot be accessed, request a new NASH and indicate to revoke the previous NASH PKI Certificate.
<input type="checkbox"/>	Linking existing Medicare PKI Certificate	RO or OMO logs into HPOS and links existing Medicare PKI Certificate. If your organisation does not have a current Medicare PKI Site Certificate but will be using conformant software, request a Medicare PKI Certificate via HPOS or via the Department of Human Services HW001 form.
<input type="checkbox"/>	Linking HPI-Is to HPI-O in HPOS is required for National Provider Portal, and some software.	For those organisations using the National Provider Portal or software which requires it, the RO and/or OMO links all HPI-Is to the HPI-O by managing HPI-I Authorisation Links.
<input type="checkbox"/>	If using software using a Contracted Services Provider (CSP) then link HPI-O to CSP Number.	RO/OMO links HPI-O to CSP number, 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"/>	Is your software My Health Record Conformant? If not, you can use the National Provider Portal.	The My Health Record website has step by step instructions to register the organisation and individuals for the National Provider Portal. Access the National Provider Portal via PRODA.

Software Configuration

<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.	The software vendor will support with configuring software. As part of this set up all HPI-Is of staff using My Health Record may be required to be entered into the software for setting up access.
--------------------------	---	--



	Linking HPI-Is to HPI-O in HPOS is required for National Provider Portal, and some software.	For those organisations using the National Provider Portal or software that requires it, the RO and/or OMO links all HPI-Is to the HPI-O by managing HPI-I Authorisation Links.
<input type="checkbox"/>	NASH and Medicare PKI Certificates to be configured into software as required by the software vendor.	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. When staff leave, close their user accounts. Unlink HPI-Is from the Organisation via HPOS as required.
<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 Individual Healthcare Identifier (IHI) errors.
<input type="checkbox"/>	Organisation has an electronic transfer of prescriptions product installed (if required)	Set up Electronic Transfer of Prescriptions eRx (1300 700 921) or MediSecure (1800 472 747)

Policies and Obligations

<input type="checkbox"/>	My Health Record Security Policy	It is a legislation requirement that a My Health Record Security Policy be implemented as described in the My Health Records Rule 2016. My Health Record Policy templates are published by the RACGP, the Pharmaceutical Society of Australia (PSA) and on the My Health Record website. RO and OMO ensures that a process is in place for auditing when staff have accessed My Health Record in the event of a breach investigation.
<input type="checkbox"/>	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 a 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. A template NASH PKI Policy is available on the My Health Record website.
<input type="checkbox"/>	Recognise privacy and security obligations	Both the My Health Record 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. Information regarding Ongoing Participation Obligations are available on the My Health Record website.

Education

<input type="checkbox"/>	Staff completed My Health Record training	Internal My Health Record training is provided to organisation staff and a register of this training is maintained. See <i>Recommended Training Checklist</i> .
--------------------------	---	---

Inform your patients

<input type="checkbox"/>	Provide information to your patients	A range of information and brochures are available on the My Health Record website. Resources can also be ordered online at http://myhealthrecord.immij.com with the password <i>myhealthrecord</i> and the following usernames as applicable: <ul style="list-style-type: none"> • GP_MHR • Pharmacy_MHR • Hospital_MHR • PHN_MHR
<input type="checkbox"/>	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	Identifier queries and organisation registration	Phone 1300 361 457	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	Open 24 hours, 7 days
Australian Digital Health Agency Help Centre	Complex queries, vendor 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

Updated: February 2020