My Health Record

Guide to register for the My Health Record system– for community pharmacists

The Australian Digital Health Agency in collaboration with the Department of Human Services (DHS) has published a streamlined My Health Record registration application for community pharmacies.

Pharmacies that are not approved to supply Pharmaceutical Benefits Scheme (PBS) subsidised medicines should register online, as they will be required to submit additional information to complete the registration.

The streamlined registration application combines the following steps:

1. Registration with the Healthcare Identifiers (HI) Service to obtain a Healthcare Provider Identifier for Organisations (HPI-O).
2. Registration to participate in the My Health Record system
3. Requesting an organisational National Authentication Service for Health Public Key Infrastructure (NASH PKI) certificate.

Note: In addition to above steps, pharmacists using FRED Dispense and Simple Aquarius are required to publish their details in the secure Healthcare Provider Directory (HPD).

About this guide

This guide is intended for pharmacists and Primary Health Network (PHN) staff assisting pharmacies complete the streamlined application.

Completing the application

Organisation identification details

To register for a HPI-O, individuals are required to provide evidence about the organisation and in the context of community pharmacies, this may include:

- ✓ PBS approval number: Majority of pharmacies will have this information available, however a small number of pharmacies may not be approved to supply PBS subsided medicines.
- ✓ Medicare PKI site certificate RA (Registration Authority) number: Pharmacies can locate the RA number on their site certificate CD or alternatively search the Verizon certificate website here

Registration representative's details

It is recommended that this section be completed by an individual who is known to Medicare (i.e. someone who has the authority to act on behalf of the business). In most cases, this will be the owner or the 'Approved pharmacist' (i.e. an individual who has provided evidence of identity [EOI] to DHS).

The individual completing this section will be the Responsible Officer (RO) and the Organisation Maintenance Officer (OMO). Additional OMOs can be registered using the *Application to replace a Responsible Officer or add/remove an Organisation Maintenance Officer* (HW040)

Individuals not known to DHS will need to provide at least 100 points of certified identity documentation.

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Electronic access to the HI service

A small number of pharmacists (e.g. consultant/ accredited pharmacists conducting HMR) may have an individual Medicare PKI certificate, and can enter their RA number, however majority of pharmacists may not be familiar or have individual Medicare PKI certificate.

Note: the individual PKI certificate is different to site certificate RA number.

Seed Organisation's details

A seed organisation provides or controls delivery of healthcare services (e.g. Pharmacy or General Practice). It is important the name of the organisations matches the business name listed in the Australian Business Register for the supplied ABN. To conduct an ABN lookup, **visit** https://abr.business.gov.au/.

Public Key Infrastructure certificates

It is important HI service permissions are added Medicare PKI site certificate (select 'Yes to Q17) which will allow healthcare providers search and validate healthcare identifiers (e.g. IHI).

The organisational NASH PKI certificate is required to access the My Health Record system through the conformant software (*select 'Yes' to Q18*). The NASH provides Public Key Infrastructure (PKI) certificate enables healthcare providers to share information securely.

For pharmacies using FRED dispense and Simple Aquarius

Pharmacists using FRED Dispense and Simple Aquarius are required to publish their details in the secure Healthcare Provider Directory (HPD). This can be done by contacting the HI Enquiry Line at **1300 361 457.**

Note: Each pharmacist will need to ring the HI enquiry line and provide their HPI-I. Pharmacists can retrieve their HPI-I by logging into their AHPRA account or following up with the HI Enquiry Line at **1300 361 457.**

Next steps

DHS may take between 3-6 weeks to process the application, following which, the organisation will receive their HPI-O along with the NASH PKI certificate CD and Personal Identification Code (PIC). Once these have been received, the pharmacist may:

1. Contact their software vendor for configuration

2. Discuss the role and responsibilities of RO and the OMO and nominate additional OMOs.

3. Formalise the Pharmaceutical Society of Australia My Health Access and Security policy. The purpose of this policy is to ensure the pharmacy has an up-to-date record of individuals accessing the My Health Record, their log-in details and a record of training provided to authorised staff is maintained.

NASH PKI certificate:
automatic renewal process

NASH PKI certificates are valid for 2 years. Two months prior to the expiry, DHS will send a new NASH PKI CD and the PIC code. Following the receipt of these, the pharmacy will need to contact their software vendor for installation.

In case the pharmacy does not receive the NASH PKI certificate, the RO or the OMO may ring the eBusiness Centre at **1800 700 199** or alternatively submit an application here to receive a new NASH PKI certificate.

Further information about NASH PKI certificate is available here.

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