



This checklist aims to support PHNs in supporting healthcare organisations get ready for using My Health Record. It contains hyperlinks for guidance and further information for each step.

Helplines

Healthcare Identifiers (HI) Service	Phone: 1300 361 457. For questions about identifier queries and Organisation registration. Mon - Fri, 8.30am to 5pm AEST & AWST.
PRODA Help	Phone: 1800 700 199. For questions about PRODA. Mon - Fri, 8am to 5pm AWST.
HPOS Help	Phone: 132 150. For questions about HPOS. Mon - Fri, 8 am to 5 pm AWST.
eBusiness Service Centre	Phone: 1800 700 199. For questions about certificates, including Medicare PKI Site Certificates and NASH. Mon - Fri, 8am to 5pm AEST & AWST.
My Health Record Help Line	Phone: 1800 723 471. For Individuals and Healthcare providers support with My Health Record enquiries. Open 24/7.
Australian Digital Health Agency Help Centre	Phone: 1300 901 001. Email: help@digitalhealth.gov.au . For complex queries, vendor enquiries, secure messaging delivery enquiries, and digital health education. Mon - Fri, 8am-5pm (AEST)

My Health Record Awareness:

<input type="checkbox"/>	What is the My Health Record system and what are the benefits	My Health Record website , benefits for providers , YouTube case studies , Webinars . View information on uploading , viewing and organisation registration for My Health Record.
<input type="checkbox"/>	Online education about PRODA and HPOS.	Provider Digital Access (PRODA) provides secure access to online government services. Access online PRODA education . Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with us. Access online HPOS education .

Information Required to Register an Organisation for My Health Record

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

Important Numbers in the Preparation Process:

<input type="checkbox"/>	Healthcare Provider Identifier for Organisations (HPI-O)	The HPI-O is generated when the Organisation My Health Record registration has occurred.
<input type="checkbox"/>	Healthcare Provider Identifier – Individual (HPI-I)	If registered with AHPRA, clinical staff can contact AHPRA for their HPI-I (t: 1300 419 495). Non-AHPRA health professionals can apply for a HPI-I by submitting the form HW033 . HPI-Is can also be searched via PRODA-HPOS .
<input type="checkbox"/>	Individual Registration Authority (RA)	May be required to identify individual management staff in the organisation that do not have an HPI-I. Obtained either from an existing Individual Medicare PKI certificate or under Profile in PRODA.



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.
<input type="checkbox"/>	OMO and/or RO registers for a PRODA account.	<ol style="list-style-type: none"> RO creates or signs into a PRODA account. If a change in RO has taken place, submit application to replace the RO for an organisation with an existing HPI-O.
<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 PRODA-HPOS. OMOs can be added, removed or changed via PRODA-HPOS as required.

Registering the Organisation via PRODA-HPOS

<input type="checkbox"/>	Register Seed Organisation for My Health Record via PRODA-HPOS	<p>My Health Record registration step by step guides are on the My Health Record website and the HPOS website.</p> <p>The RO logs into PRODA-HPOS to complete registration request.</p> <p>Follow these steps if you have had a change of ownership. For further advice based on your circumstances, contact the HI Service on 1300 361 457.</p>
<input type="checkbox"/>	RO or OMO signs into their PRODA-HPOS Mail	<ol style="list-style-type: none"> RO logs into PRODA-HPOS & checks their HPOS mailbox. Email will contain 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 NASH PKI Certificate for using conformant software to access My Health Record.	<p>RO or OMO logs into PRODA-HPOS and requests a NASH.</p> <p>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. If NASH PKI has expired or cannot be accessed, request a new NASH and indicate to revoke the previous NASH Certificate.</p>
<input type="checkbox"/>	Linking existing PKI Certificate	<p>RO or OMO logs into PRODA-HPOS and links existing Medicare PKI Certificate.</p> <p>If your organisation does not have a current Medicare PKI Site Certificate but will be using conformant software, request a PKI Certificate via PRODA-HPOS.</p>
<input type="checkbox"/>	Linking HPI-Is to HPI-O in PRODA-HPOS is required for <i>National Provider Portal</i> , and <i>Simple Aquarius</i> .	<p>For those organisations using the National Provider Portal or Simple Aquarius, the RO and/or OMO is required to link all HPI-Is to the HPI-O by managing HPI-I Authorisation Links.</p>
<input type="checkbox"/>	If using software using a Contracted Services Provider (CSP) (e.g. Aquarius, MMEx) then link HPI-O to CSP Number.	<p>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</p>
<input type="checkbox"/>	Is your software My Health Record Conformant? If not, you can use the National Provider Portal.	<p>Follow these step by step instructions to register the organisation and individuals for the Provider Portal. Click here to access the Provider Portal online or via PRODA.</p>

Software Configuration

<input type="checkbox"/>	<p>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.</p> <p>Linking HPI-Is to HPI-O in PRODA-HPOS is required for <i>National Provider Portal</i>, and <i>Simple Aquarius</i>.</p>	<p>The software vendor will support with configuring software. As part of this set up all HPI-Is of staff using My Health Record will be required to be entered into the software.</p> <p>For those organisations using the National Provider Portal or Simple Aquarius, the RO and/or OMO is required to link all HPI-Is to the HPI-O by managing HPI-I Authorisation Links.</p>
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<input type="checkbox"/>	NASH and Site PKI Certificates to be configured into software.	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	<ol style="list-style-type: none"> Contact your software vendor or IT Support for configuration support When staff leave, close their user accounts. If using Aquarius or the National Provider Portal, unlink HPI-Is from the Organisation via PRODA-HPOS.
<input type="checkbox"/>	Organisation has an electronic transfer of prescriptions product installed (<i>if required</i>)	Set up Electronic Transfer of Prescriptions eRx (1300 700 921) or MediSecure (1800 472 747)
<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.

Policies and Education:

<input type="checkbox"/>	My Health Record Security Policy	It is a requirement that a My Health Record Security Policy be implemented as described in the My Health Records Rule 2016 . Examples of My Health Record Policy templates are published by the RACGP and the Pharmaceutical Society of Australia (PSA) .
<input type="checkbox"/>	Staff complete My Health Record training	<ol style="list-style-type: none"> Internal My Health Record training is provided to organisation staff. Access the Australian Digital Health Agency online eLearning Modules. On Demand Software Training simulators and demonstrations. Username is OnDemandTrainingUser and password TrainMe. Access software Summary Sheets or request My Health Record manuals from the software vendor. Request an Australian Digital Health Agency Educator presentation.

Inform & Support Patients:

<input type="checkbox"/>	Access information to support your patients	<p>A range of information and brochures are available on the My Health Record website.</p> <p>For the following providers, materials can also be ordered online at http://myhealthrecord.immij.com with the password myhealthrecord2018 and the following usernames:</p> <ul style="list-style-type: none"> PHN - Username: MHRE_PHN GP - Username: MHRE_GP Pharmacy - Username: MHRE_Pharmacy Hospital - Username: MHRE_Hospital
<input type="checkbox"/>	Information has been added to your website and privacy policy.	Inform consumers that your healthcare organisation uses My Health Record.
<input type="checkbox"/>	Brochures and posters displayed within your organisation	Contact your local Primary Health Network (PHN) to request additional My Health Record resources and collateral.