

My Health Record



Healthcare Provider Organisations – Registration process summary

Providers accessing the My Health Record system on behalf of an organisation via the Provider Portal will need a Healthcare Provider Identifier – Individual (HPI-I) number linked to the relevant Healthcare Provider Identifier – Organisation (HPI-O). To check your HPI-I number or to register for one, contact [AHPRA](#) if a registered health professional or the [HI service](#) if a self-regulated health professional.



Handy hint: Your HPI-I number is your AHPRA login with 800361 added to the front of it. (Please note, this is different from your professional registration number)

I want to register my organisation to use My Health Record



Are you registering a Seed or Network Organisation?

Seed



Examples of seed organisations include: local GP practices, pharmacies, private medical specialists, etc.



A network organisation is always linked to a seed organisation. For larger organisations a network organisation can be used to identify a business area or function, e.g., maternity ward within a hospital.



Refer to the [My Health Record](#) website to check the list of [conformant clinical software](#) for connecting to My Health Record or contact your software provider.



Healthcare providers can access a patient's My Health Record via the Provider Portal or CIS to check and clarify their medical history, rather than relying only on the patient's memory. However, the Provider Portal is a read and download-only facility, and does not allow providers to upload documents.

Go to the [Online Application Tool](#)

Will you be accessing the My Health Record system through conformant clinical software or the Provider Portal?



Digital Health Conformant Software



Provider Portal

Complete the online forms applications tool:

1. Seed HPI-O registration.
2. My Health Record system registration.
3. NASH PKI Certificate for Healthcare Provider Organisations registration.

Alternatively, if your organisation is already registered in the HI Service and has a Medicare PKI certificate it can register for a My Health Record and request a NASH certificate via the [Health Professional Online Service \(HPOS\)](#).

For support in installing certificates and using My Health Record, please refer to the support options shown below.

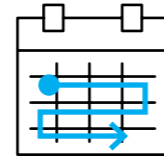
Complete the online forms applications tool:

1. Seed HPI-O registration.
2. My Health Record system registration.
3. Authorise healthcare provider individuals to access the My Health Record system on the organisations behalf (refer to the Provider Portal Fact sheet).
Note: A NASH Organisation PKI Certificate is not required when accessing the My Health Record using the Provider Portal.

4. All Healthcare Provider Individuals will need to apply for a NASH PK certificate: Register for a NASH PKI Certificate for Healthcare Provider Individuals

For details on how to login to the [Provider Portal](#), please refer to the [Provider Portal access guide](#). For support in installing certificates please refer to the options shown below.

Seed



Allow approximately 2 – 4 weeks processing time from application to issuance*



Network

Go to the [My Health Record](#) website

Will you be accessing the My Health Record system through conformant clinical software or the Provider Portal?



Digital Health Conformant Software



Provider Portal

Register network organisation online:

1. Register network organisations using Medicare's Health Professional Online Service (HPOS).
2. Register network Organisation for My Health Record System using HPOS.
3. Request NASH PKI Organisation Certificate using HPOS.

Register network organisation online:

1. Register network organisations using Medicare's Health Professional Online Service (HPOS).
2. Register network organisation for My Health Record System using HPOS.
3. Authorise healthcare provider individuals to access the My Health Record system on behalf of the organisations behalf (refer to the Provider Portal Factsheet). Note: A NASH Organisation PKI Certificate is not required when accessing the My Health Record using the Provider Portal.

*The end-to-end access process for Healthcare Provider Organisations should take approximately 2 – 4 weeks from start to finish, depending on completeness of applications, the volume of registration requests and delivery locations. For technical software support please contact your Clinical Information System (CIS) vendor.

For additional support the following is available:

HI enquiries or registration
Healthcare Identifier Service Enquiry Line
T: 1300 361 457 • F: 03 9605 7987
E: healthcareidentifiers@humanservices.gov.au

NASH and Medicare PKI enquiries, installation support or registration
eBusiness Service Centre
T: 1800 700 199 • E: ebusiness@humanservices.gov.au

Provider training and support for complex seed and network organisations
The Australian Digital Health Agency Help Centre
T: 1300 901 001 • E: help@digitalhealth.gov.au

My Health Record



Australian Government
Australian Digital Health Agency



My Health Record

Healthcare Provider Individuals – Registration process summary

Healthcare Provider Organisations are able to access the My Health Record system via digital health conformant software (with an active NASH PKI Certificate for Healthcare Organisations), with a secure individual log-on, or via the Provider Portal (with a NASH PKI Certificate for Healthcare Provider Individuals). Providers will require their HPI-I linked to the relevant HPI-O once by the organisation for access via the Provider Portal. To check your HPI-I number or to register for one, contact [AHPRA](#) if a registered health professional or the [HI service](#) if a self-regulated health professional.



Handy hint: Your HPI-I number is your AHPRA ID with 800361 added to the front of it. (Please note, this is different from your professional registration number)

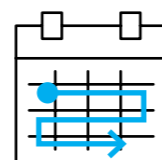
I want access to My Health Record as a Healthcare Provider Individual



Is the practice/site you are working in registered to access the My Health Record system?

Yes

Is the practice/site accessing the My Health Record system through Digital Health Conformant Software product or through the Provider Portal?



Allow approximately 2 – 4 weeks processing time from application to issuance*

No/
Unsure



Digital Health Conformant Software



Provider Portal

Steps for you to access the My Health Record system:

1. Make sure that your HPI-I number has been entered into your user account in the practice/site Digital Health Clinical Information System (CIS) once authorised to allow for information to be uploaded.
2. Familiarise yourself with the practice/site My Health Record and PKI Certificate policies.

Complete the following paper-based application:

1. NASH PKI Certificate for Healthcare Provider Individuals

Steps for you to access the My Health Record system:

2. The organisation's practice/business manager needs to update the list of healthcare providers authorised to access the My Health Record system.
3. Familiarise yourself with the practice/site My Health Record and PKI Certificate policies.

In order for you to access the My Health Record system, the practice/site will first need to:

1. Apply for a HPI-O
2. Register for the My Health Record system; and
3. Request the relevant NASH PKI Certificate(s) based on how you intend to access the My Health Record system for healthcare providers

Please refer to the 'Healthcare Provider Organisations – Registration Process Summary' for a full breakdown of all the required steps.



Refer to the Agency website to check the list of [conformant clinical software](#) for connecting the [My Health Record](#) website or contact your software provider.



Healthcare providers can access a patient's existing My Health Record via the Provider Portal to check and clarify their medical history, rather than relying only on the patient's memory. However, the Provider Portal is a read only system, and does not allow Providers to upload documents.

*The end to end process for Health care provider individuals (who already have an HPI-I) should take approximately 2 – 4 weeks from start to finish, depending on completeness of applications, the volume of registration requests and delivery locations. For technical software support please contact your Clinical Information System (CIS) vendor.

For additional support the following is available:

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Provider training and support for complex seed and network organisations
The Australian Digital Health Agency Help Centre
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