

National Provider Portal (NPP) My Health Record Access via PRODA

This factsheet provides instructions on how to access the My Health Record via your PRODA account

PRODA is an online authentication system used to securely access certain online services including My Health Record via the National Provider Portal. Designed as a two step verification process, it requires a username, password and verification code to login.

Before getting started:

Before healthcare providers can access My Health Record via the National Provider Portal on PRODA, your Organisation Maintenance Officer (OMO) needs to establish [authorisation links](#) between your healthcare providers' HPI-Is and your organisation's HPI-O.

Each practitioner is required to access the My Health Record via National Provider Portal through their personal PRODA account. Administration staff are also eligible to register for a PRODA account.

Administration staff can be registered as the OMO to act on behalf of the organisation and its dealings with the System Operator of the My Health Record system but will not be able to access patient records.

The [On Demand Training platform](#) also provides a simulation of the NPP Portal, My Health Record access. This system simulates the look and functionality of a practitioner's view of the My Health Record system for a fictitious practitioner, and replicates many of the functions with which you may interact.

To access the My Health Record via the Provider Portal (PRODA):

1. Through your internet browser go to: <https://proda.humanservices.gov.au/>

From the screen you will need to input your log in details. Demonstrated below.

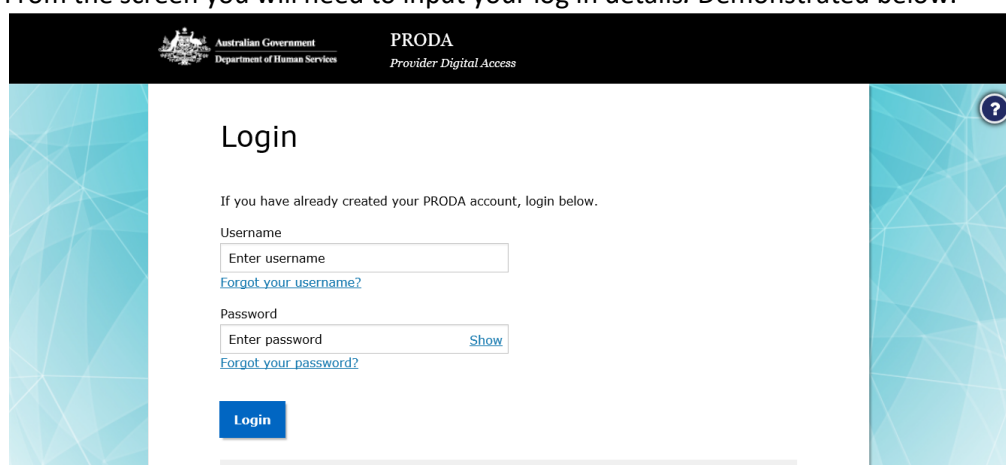


Figure 1

2. Input the verification code which will be sent to your elected mobile phone of email address.

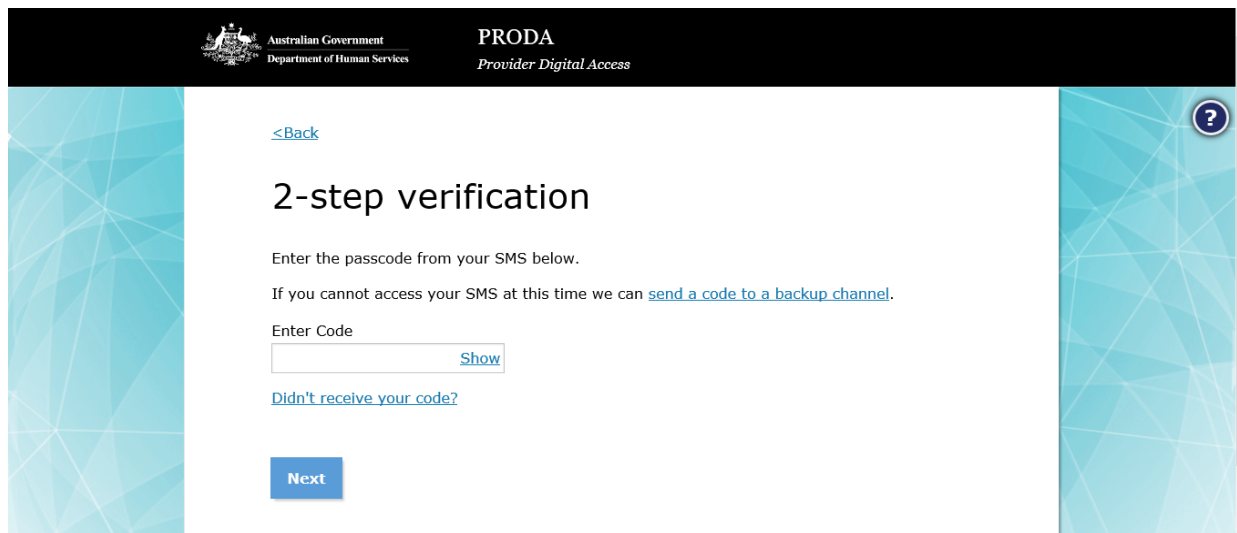


Figure 2

3. Click on the My Health record tile. Please note the My Health Record tile may be listed in available services (see figure 3).

An [authorisation link](#) must be established between the organisation HPI-O and the practitioners HPI-I before you will be able to access My Health Record through your linked services.

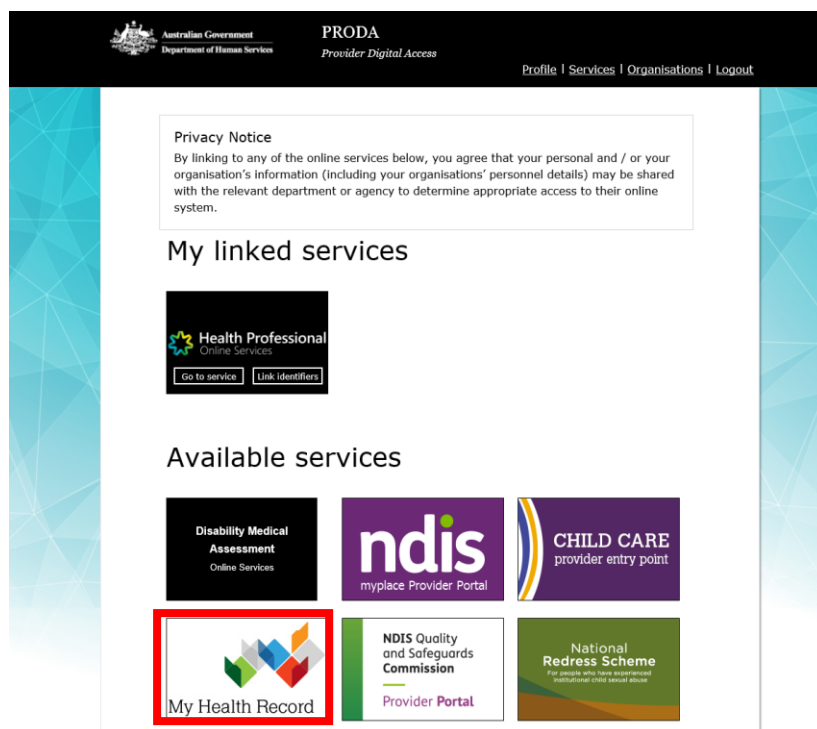


Figure 3

- The first time you access My Health Record via the NPP you will be required to input your HPI-I. You will only be required to input your HPI-I the first time that you access My Health Record via the NPP.

Figure 4

Please note: the following images are taken from the On Demand Training Portal and include information for a fictitious practitioner and a fictitious patient.

- Select the relevant organisation then click next.

For the purpose of the below demonstration 5 different healthcare organisations have the practitioner listed as a provider that can access My Health Record on their behalf. A patient's record should only be accessed if you can select a healthcare provider organisation, where your patient is receiving care.

Figure 5

6. Enter Patient information marked with a * then press search.

My Health Record Search

LAST NAME*
Horton

DATE OF BIRTH*
06-Sep-1968

SEX*
 Male
 Female
 Intersex
 Not Stated

IDENTIFIER*
 IHI
 Medicare
 DVA
 4950819001

Emergency Access Only

* Indicates a mandatory field

Search Reset

Figure 6

7. This will take you to the patient's My Health Record. The below image is a display of the Health Record Overview tab. The overview tab includes: documents available on the My Health Record since the last Shared Health Summary (as displayed), the patient's Shared Health Summary and documents available on the My Health Record in the last 12 months.

HORTON, ENID O
DOB: 06-Sep-1968 (50 Years) Sex: Female

Health Record Overview Clinical Documents Medicine Records Consumer Documents Child Development Medicare Records Advance Care Planning

Health Record Overview

Documents available on the My Health Record since the last Shared Health Summary

| | | |
|-------------|---|--|
| 23-Jan-2019 | Event Summary (Clinical Synopsis Available) | Dr Phillip Lang, General Medical Practitioner, Test Health Service 440 |
| 23-Jan-2019 | Event Summary (Clinical Synopsis Available) | Dr Phillip Lang, General Medical Practitioner, Test Health Service 440 |
| 21-Jan-2019 | Personal Health Summary | ENID HORTON |

Figure 7

Other tabs included on the patient record allow quick access to important documents. These documents include, but are not limited to, shared health summaries, hospital discharge summaries, event summaries, prescription and dispensation record, medicines information view, pathology and diagnostic imaging reports, specialist letters, PBS & MBS history and immunisation records.

8. The search bar icon also allows for a more specific document search.

HORTON, ENID O
 DOB: 06-Sep-1968 (50 Years) Sex: Female

[Enter Access Code](#) [Close Record](#)

[Health Record Overview](#) [Clinical Documents](#) [Medicine Records](#) [Consumer Documents](#) [Child Development](#) [Medicare Records](#) [Advance Care Planning](#) **Q**

Health Record Overview [Print](#)

✓ Advance care information is available on this My Health Record ⓘ Allergies & Adverse Reactions and Medicines Information ⓘ

Clicking on the search icon will take you to the following page, where a specific document search can be conducted.

HORTON, ENID O
 DOB: 06-Sep-1968 (50 Years) Sex: Female

[Enter Access Code](#) [Close Record](#)

[Health Record Overview](#) [Clinical Documents](#) [Medicine Records](#) [Consumer Documents](#) [Child Development](#) [Medicare Records](#) [Advance Care Planning](#) **Q**

Document Search

Document Type: --Document Type--
 Document Status: --Document Status--

EVENT DATE
 From: DD-Mmm-YYYY To: DD-Mmm-YYYY
PUBLISHED DATE
 From: DD-Mmm-YYYY To: DD-Mmm-YYYY

AUTHOR
 Last Name: First Name:

[Search](#) [Reset](#)

Figure 8

Please note: If a patient has a My Health Record they give standing consent to any healthcare provider registered who is caring for them to access their record.

The Digital Health Agency uses audit logs to track access to records. Patients are also able to view their record access log or receive electronic notifications each time their record has been accessed by a health practitioner.

The team at Brisbane South PHN can also provide further training and support. Please contact us on 1300 467 265 or email: health@bspn.org.au.

Alternatively, you are able to contact the My Health Record Helpline on 1800 723 471.