

My Health Record: Request and Download NASH PKI Certificate

This factsheet provides instructions on how to request and download the NASH PKI Certificate through Health Professionals Online Services (HPOS).

Before getting started:

A National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificate, issued by the Department of Human Services is used to allow health care providers to securely access and share health information, this includes My Health Record. A NASH PKI Certificate is not required to access My Health Record through the Provider Portal. However, you will need to complete the process of downloading a NASH PKI Certificate from Health Professional Online Services (HPOS) if you are accessing My Health Record through conformant software such as Best Practice and Medical Director.

Before proceeding with this process, the organisation will need to have their Healthcare Provider Identifier – Organisation (HPI-O). The HPI-O is provided to the organisation upon successful registration to the My Health Record system. Brisbane South PHN has created a step by step guide for this process titled: *'My Health Record: Registering for a Healthcare Provider Identifier Organisation (HPI-O)'*. Please visit our website for more information: www.bsphn.org.au

The NASH PKI Certificate will be available to download for a period of 30 days from issue.

Each NASH PKI Certificate has a 2-year expiry. You will receive notification when your certificate is due to expire at which point this process can be followed again to request a new one.

Definitions

Responsible Officer (RO): the officer of an organisation who is registered with the HI Service and has authority to act on behalf of the Seed Organisation and relevant Network Organisations (if any) in its dealings with the System Operator of the My Health Record system. For large organisations, the RO may be the chief executive officer or chief operations officer. For small organisations the RO is usually the business owner.

Organisation Maintenance Officer (OMO): the officer of an organisation who is registered with the HI Service and acts on behalf of a Seed Organisation and/or Network Organisations (if any) in its day-to-day administrative dealings with the HI Service and the My Health Record system. Healthcare organisations can have more than one OMO if they wish. In General Practice, this role may be assigned to the Practice Manager, if you have one, and/or other senior staff who are familiar with the practice's clinical and administrative systems. Alternatively, the RO may take on the OMO role as well.

Healthcare Provider Identifier – Organisation (HPI-O): allocated to healthcare organisations involved in providing patient/client care.

Healthcare Provider Identifier – Individual (HPI-I): allocated to health professionals involved in providing patient/client care.

National Authentication Service for Health (NASH), Public Key Infrastructure (PKI): Allows healthcare providers to securely access My Health Record.

The Personal Identification Code (PIC): The PIC is a security code, needed to download the NASH PKI.

Please note: for security and privacy some of the information has been blacked out, and certain screen shots cannot be shared. However, the Brisbane South PHN is more than happy to provide support in the registration process of My Health Record, please contact us for more information on (07) 3864 7555.

To request and download the NASH PKI Certificate:

1. The person who has authority to act on behalf of the organisation (the OMO or RO) must log into PRODA <https://proda.humanservices.gov.au>.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username
Enter username
[Forgot your username?](#)

Password
Enter password [Show](#)
[Forgot your password?](#)

Login

Don't have a PRODA account? [Register now](#)

Figure 1

2. Select *Go to service* on the Health Professionals Online Services box.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

Health Professional Online Services
[Go to service](#) [Link identifiers](#)

Figure 2

3. Select *My Programs*.

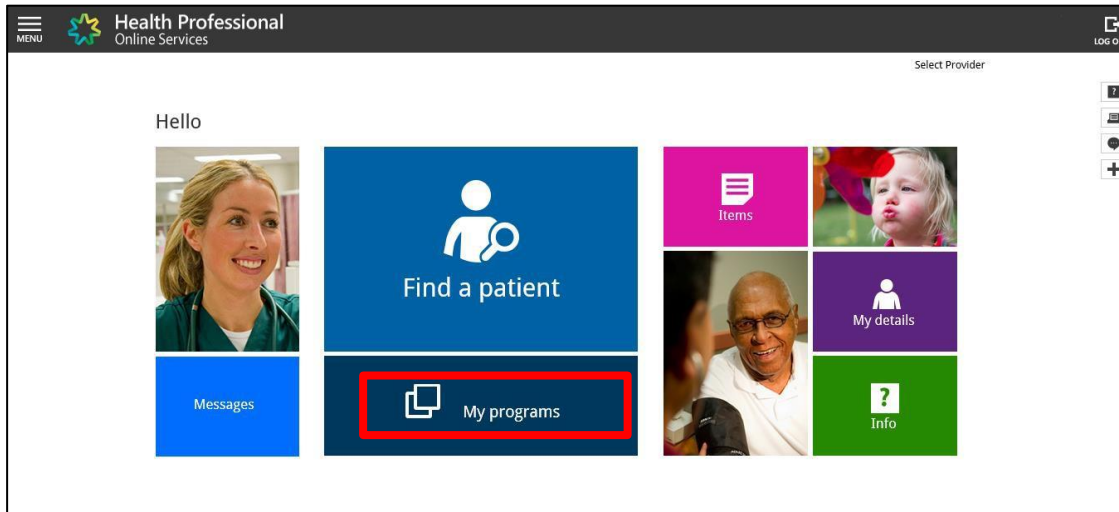


Figure 3

4. Select the *Healthcare Identifiers and My Health Record* tile.

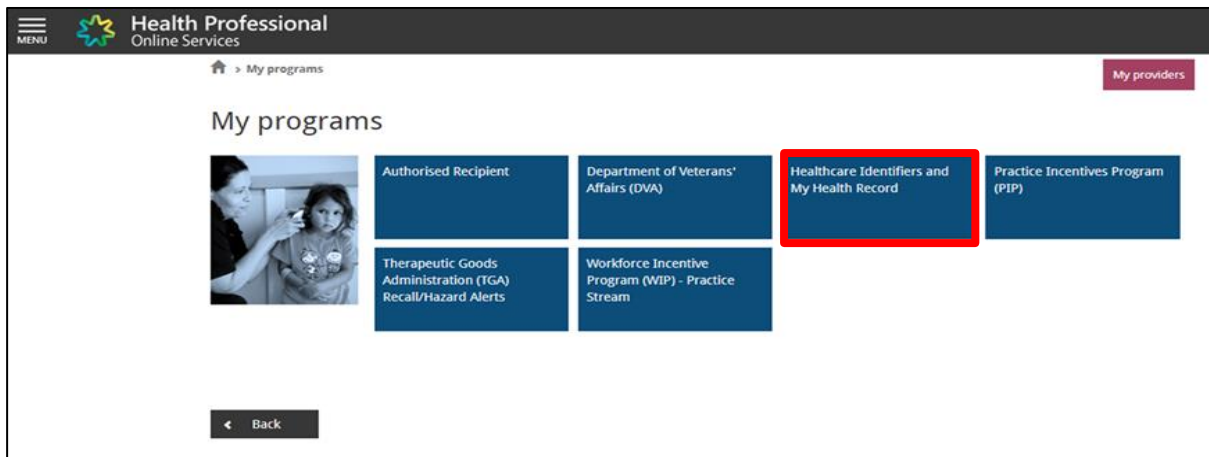


Figure 4

If this tile does not appear, ensure you have linked your RO or OMO number to HPOS.

5. Select the healthcare provider organisation you are currently working from. You may enter the HPI-O of an existing organisation if it is not displayed in the list.

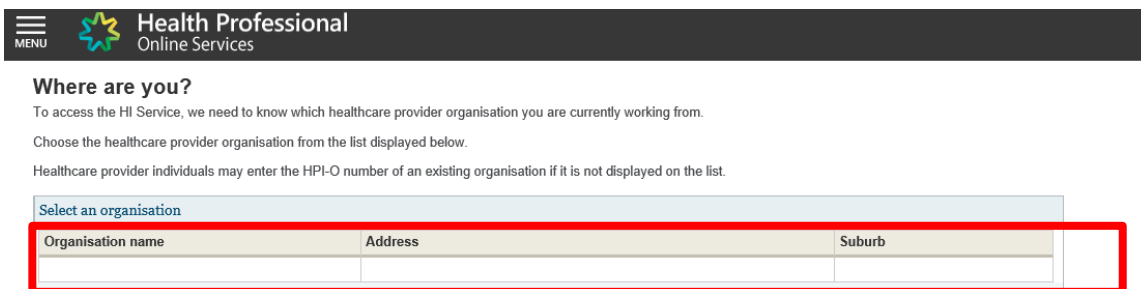


Figure 5

- The *Healthcare Identifiers* home screen will open. Select *My organisation details* from the list of *HI Services available*.

Health Professional Online Services

Healthcare identifiers

You can access some parts of the Healthcare Identifiers Service through HPOS. The services available are below.

Visit [HI Service](#) for more information.

HI Services available

- My organisation details**
- View network map
- My OMO details
- My Responsible Officer details
- Search HI provider directory service for organisation
- Search HI provider directory service for individual
- Search HI for organisation
- Search HI for provider individual

Figure 6

- In *Organisation Snapshot* select *Certificates*.

Health Professional Online Services

Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary | Services | Names | Contacts | Addresses | ELS | OMO | HPI-I Links | HPD | CSP Links | **Certificates**

Organisation details	
HPI-O number	[Redacted]
Organisation preferred name	[Redacted]
Organisation status date	[Redacted]
ABN	[Redacted]
ACN	[Redacted]
Other EOI	[Redacted]
Responsible officer given name	[Redacted]
Responsible officer family name	[Redacted]

[Add organisation] [Deactivate organisation] [Complete change of ownership]

[Cancel]

Figure 7

8. Select *Request a NASH PKI site certificate*.

Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

i NASH PKI certificates are used to access the My Health Record. You may also be able to use NASH to access healthcare identifiers in the HI Service - check with your software vendor. If you can't, you will need a Medicare PKI site certificate to access the HI Service. Use the links below to request a NASH or Medicare PKI site certificate, or link an existing Medicare PKI site certificate to your HPI-O details.

[Link existing PKI certificate](#)
[Request a Medicare PKI site Certificate](#)
[Request a NASH PKI site certificate](#)

Cancel

Figure 8

9. Complete the required information. The Personal Identification Code (PIC) is needed to download and install the NASH PKI Certificate. The PIC will be sent to the mobile number you enter so ensure you have access to it.

Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Request NASH PKI Site Certificate

You need to make sure you understand your organisation's obligations, including agreeing to the Terms and Conditions.
All required fields are marked with an asterisk *.

*Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)

New Mobile Number

*If you have an existing NASH certificate, please confirm that you agree for us to revoke it within the next 2 months.

*Terms and Conditions
By checking the box and clicking the "Save Changes" button on this page, you acknowledge and agree that:
 * you are duly authorised to legally bind the Organisation's legal entity; and
 * the Organisation's legal entity agrees to be legally bound by:
 - the Terms and Conditions of Use;
 - the Relying Party Agreement (if applicable); and
 - the Certificate Policy.

To view Certificate policy documents click here

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

Cancel

Figure 9

- A confirmation screen will appear with a summary of your application. Use the back button to make changes. When you are satisfied with the information, click *Submit*.

Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select Network map.

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

NASH PKI Certificate for Organisation request details

Status	Mobile Number	Action
Validation complete - ready to submit request.	0422863800	Delete

[Link existing PKI certificate](#)
[Request a Medicare PKI site Certificate](#)
[Request a NASH PKI site certificate](#)

Privacy Note
Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Human Services for purposes relating to the provision of healthcare, including the administration and operation of PKI, the HI Service and the My Health Record system.
Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.
You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at humanservices.gov.au/privacy or by requesting a copy from the department.

Figure 10

- The application should be approved within a few minutes and you will receive an SMS containing the PIC. If you do not receive an SMS with the PIC, contact the eBusiness Service Centre on 1800 700 199. The certificate will be available to download for 30 days.

Figure 11

Health Professional Online Services June June OMO

Organisation snapshot

Success: Your request has been successful and the details have been updated.

The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	CN=general.8003620833339638 id electronichealth.net.au,O=seed new changed,dc=8003620833339638,dc=id,dc=electronichealth,dc=net,dc=AU	4226026377	09/08/2020	Active	Download Revoke

Link existing PKI certificate
Request a Medicare PKI site Certificate
Request a NASH PKI site certificate

Cancel

- The NASH PKI Certificate will need to be downloaded and installed into your clinical software. Your clinical software vendor or IT support will be able to support this process.

The Brisbane South PHN is able to provide support in registration and training. If you wish to get in contact with us please phone: (07) 38647555 or email: ehealth@bsphn.org.au.

Below are some other useful contacts:

Healthcare Identifiers Service Enquiry Line:

1300 361 457 or healthcareidentifiers@humanservices.gov.au

For help with:

- Registering your organisation as a Seed or Network and getting a Healthcare Provider Identifier – Organisation (HPI-O) OR registering as an individual healthcare provider and getting a Healthcare Provider Identifier – Individual (HPI-I)
- Digital credentials (Medicare and NASH PKI Certificates)

My Health Record Helpline:

1800 723 471 (option 2 for providers)

For help with:

- Registration enquires for My Health Record
- General enquiries or concerns relation to the My Health Record system (e.g. privacy and security)
- Clinical safety related questions

Digital Credentials (NASH PKI Certificates):

1800 700 199 or ebusiness@humanservices.gov.au

For help with:

- Enquiries relating to Medicare and NASH PKI certificates
- Installing your Medicare and/or NASH PKI certificates
- Locating lost or forgotten passwords for PKI certificates and tokens