



E-Health in Best Practice

This FAQ is intended to answer common questions about registering and setting up your practice to access the new Medicare HI Service. These features require a minimum Best Practice version of 1.8.2.580.

Some Key Terms

- HI – Health Identifiers
- IHI – Individual Health Identifiers
- HPI-I – Healthcare Provider Identifier – Individual - allocated to healthcare providers.
- HPI-O – Healthcare Provider Identifier – Organisation – allocated to organisations
- PCEHR – Personally Controlled Electronic Health Record (Summary)
- RO – Responsible Officer
- OMO – Organisational Maintenance Officer
- AHPRA – Australian Health Practitioner Registration Authority
- PKI – Public Key Infrastructure

The latest release of Best Practice allows for a practice to look up IHIs (Individual Health Identifiers) using the patients Surname, First name, Sex, DOB and Medicare or DVA number.

Future versions of Best Practice will allow for the upload of patient health summaries to the PCEHR (Personally Controlled Electronic Health Record) and sending of SMD's (Secure Message Delivery) with all relevant Health Identifier Information in CDA format (Clinical Document Architecture).

Registering for the HI Service

There are several forms that the practice is required to complete and return to Medicare before accessing the HI service. Once the appropriate forms have been completed and lodged with Medicare the Practice can start to setup access to the HI Service.

More information about the Healthcare Identifiers Service can be found here <http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N100E9>

Please complete the steps below to register your practice for the HI Service

Step 1: Registering your Practice for an HPI-0

The practice is required to register an RO (Responsible Officer) and an OMO (Organisation Maintenance Officer) and advise Medicare to add HI access to your existing Medicare PKI Location certificate.

The appropriate application form can be located on the Healthcare Organisation Forms part of the Medicare website.

Form to add HI access to your existing Medical PKI certificates.

<http://www.medicareaustralia.gov.au/provider/health-identifier/files/3054-application-to-request-or-update-a-public-key-infrastructure-certificate.pdf>

Please refer to the Medicare website to make sure you are familiar with the responsibilities of these roles and the practice in general.



Step 2: Configuring Best Practice Software to access the HI Service.

You now need to import your Medicare Certificates into Best Practice to enable you to communicate with the HI Service. This step will need to be performed on the server and each workstation.

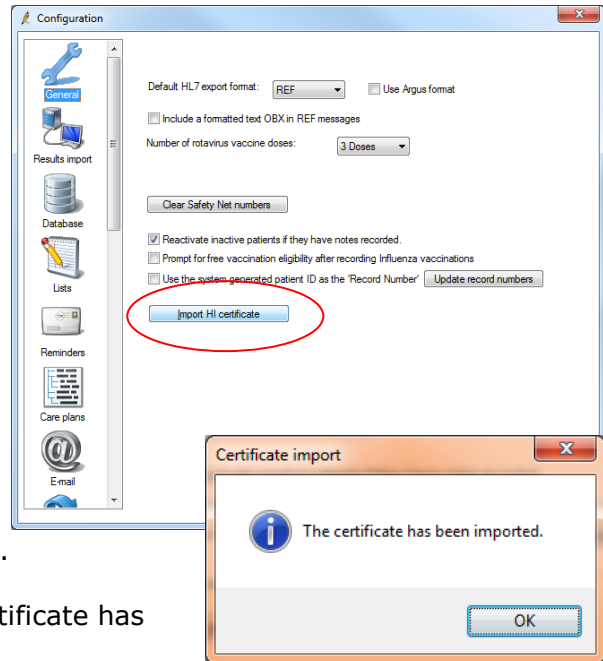
Log into Best Practice and go to Setup > Configuration from the Main screen.

On the General page, click the button at the bottom of the screen - 'Import HI Certificate'

Browse to the Medicare PKI certificate CD and select the Practice Certificate. (FAC_Sign.p12)

You will be prompted to enter your Certificate Password. This is the PIC code that is provided to the practice by Medicare with the PKI certificate.

If the import was successful the message 'The Certificate has been imported' will be displayed.



Note: It is important to use the Medicare PKI certificate CD for this process as this contains related certifications that are imported at the same time as the Practice Certificate.

Note: This Step 2 will need to be completed on each PC to allow them to access the HI service.

Step 3: Authorising Employees to access the HI Services.

While not mandatory, the Practice can update Medicare with all employee details who will access the HI service. This can be done by uploading a spreadsheet with Employee details. Please see the link below for information on how to access the Authorised Employee Logging section of Medicare's website.

<http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N100E9>

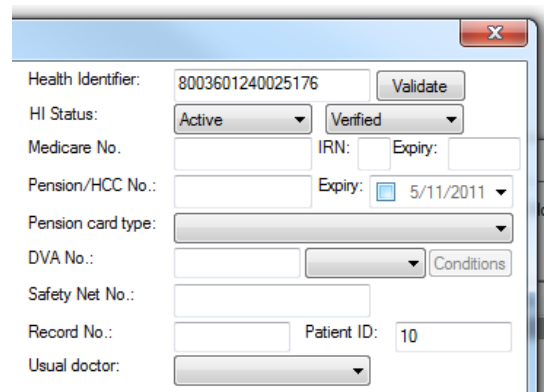
Using the HI Service

The practice can look up patient's Individual Health Identifiers by two methods, individually or in Bulk.

Method 1:

In the Patients demographics screen, a 'Lookup' or 'Validate' button becomes available.

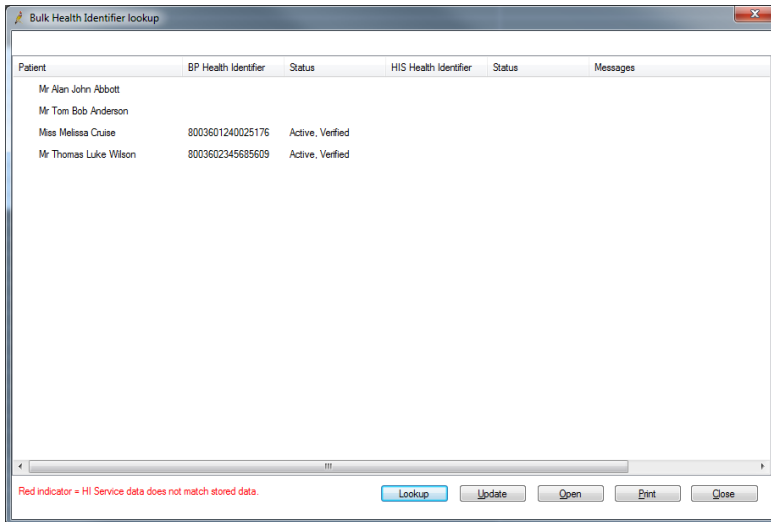
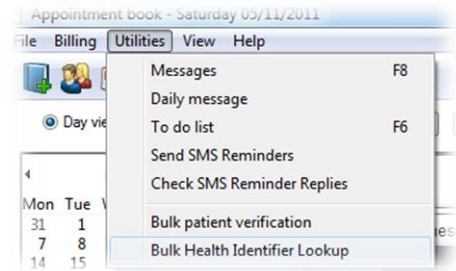
The Patients Surname, First name, Sex, DOB and Medicare / DVA number must be supplied before doing a lookup.





Method 2:

From the Best Practice Appointment book a user can do a bulk lookup via the Utilities Menu. This will then check for Patients who have an appointment within a specific date range and retrieve the IHI number if matched.

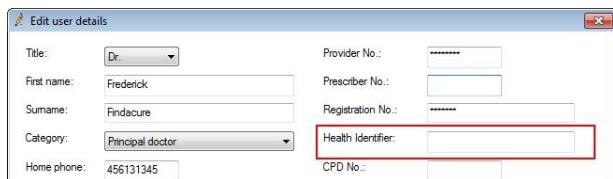
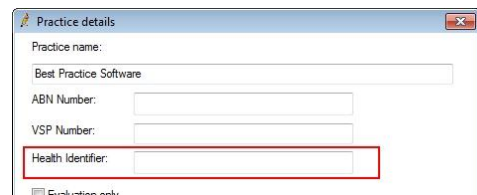


Entering Your HPI-I's and HPI-O's in Best Practice

After registering for the HI Service in Step 1, Medicare will provide your practice with a HPI-O number. Each provider in the practice will also have their own HPI-I number. These numbers can be stored in Best Practice.

To enter in the practice's **HPI-O** into Best Practice, start at the "Main screen" and go to Setup > Practice Details. Then click the 'Change' button.

Enter the HPI-O into the "Health Identifier" field.



To enter in a provider's individual HPI-I, start at the "Main Screen" and go to Setup > Users. Highlight the user and click the 'Edit' button. Enter the HPI-I into the "Health Identifier" field.

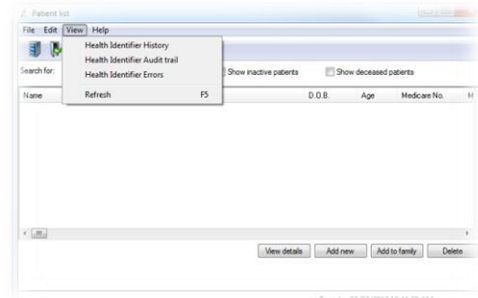
Additional Features

Best Practice stores extra information on your practice's history using Health Identifiers. To view this information, start from the main screen of Best Practice and go to the 'View' menu and select 'Patients'.

There options are available – Health Identifier History, Health Audit trail and Health Identifier Errors.

Health Identifier History

After searching for a patient select View → Health Identifier history. A list will appear outlining the lookup history for that particular patients IHI number.





Health Identifier Audit Trail

A complete list of all patients IHI numbers retrieved from the HI service including date and time of each transaction.

Health Identifiers Errors

A complete list of all transaction errors received from the HI Service. Date, Time and unique message ID is logged for support purposes.

How do I find out other Doctors HPI-I's.

AHPRA have assigned the majority of Health Professional in Australia with an HPI-I. This information is required for future electronic communication between Doctors and third parties i.e. Specialists or Hospital's. For more information regarding the Healthcare Identifiers Service please click on the link below.

<http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N100E9>

Doctors wishing to have their HPI-I published in the Healthcare Providers Directory can do so by clicking on the link below. This information is only accessible by Healthcare Professionals and Organisations participating in the HI Service.

<http://medicareaustralia.gov.au/provider/health-identifier/feedback-form.jsp>

MORE INFORMATION

For more information consult the Best Practice Help Library or contact us via our



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<http://forum.bpsoftware.com.au>



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