**PCEHR Assisted Registration Software Tool Policy**

**Background**

<organisation name> is committed to assisting consumer registration in the Personally Controlled Electronic Health Record (PCEHR) System. To facilitate registration the Accenture developed PCEHR Assisted Registration Software Tool (henceforth known as ‘the Tool’) will be utilised by <organisation name>.

**Purpose**

This policy provides a set of rules and guidelines that govern the circumstances under which the Tool can be used.

**Scope**

This policy applies to all employees of <organisation name> who will be utilising the Tool.

**Responsibility**

All staff and Organisation Maintenance Officer’s (OMO) involved in the PCEHR.

**Definitions**

***Act*** means the *Personally Controlled Electronic Health Records Act 2012*.

***Healthcare identifier*** a number assigned to uniquely identify a healthcare provider or recipient as outlined in the *Healthcare Identifiers Act 2010*.

***Organisation maintenance officer*** is an employee of the organisation who will act on its behalf in regards to maintaining information about the organisation as outlined in the *Healthcare Identifiers Act 2010*. The <organisation name> OMO will be the <job title> as outlined in the position description.

**PCEHR:** Personally Controlled Electronic Health Record  
***Provider portal*** means the portal provided by the System Operator that permits registered healthcare provider organisations to access the PCEHR system without having to use a clinical information system.

***Responsible officer*** is only one employee who acts on behalf of the organisation as outlined in the *Healthcare Identifiers Act 2010*. The <organisation name> RO will be the <job title>.

***Service operator*** means the Chief Executive Medicare.

**System operator:** Department of Health and Ageing

***Verified healthcare identifier*** means a healthcare identifier assigned to a consumer in relation to which the service operator has evidence, to the service operator’s satisfaction, of the consumer’s identity.

***<organisation name> will enforce this policy in relation to all its employees and any person or Organisation with whom we engage under an agreement/contract.***

***This includes;***

* + 1. ***the manner of authorising employees of the organisation to provide assisted registration;***

|  |  |
| --- | --- |
| **Procedure** | **Responsibility** |
| <organisation name> will authorise staff members within its team that will be conducting assisted registration by:   * Generating and maintaining an [authorised employee register](https://er50.deloitteonline.com/eRoomReq/Files/NEHTA/eHealthTransitionProjects/0_1e16f/Assisted%20Registration%20Staff%20Log.xlsx), which includes the name (and HPI-I if applicable) that we authorise to perform assisted registration on our behalf. This is located in the <enter location>. | OMO |

* + 1. **the training that will be provided before a person is authorised to provide assisted registration;**

|  |  |
| --- | --- |
| **Procedure** | **Responsibility** |
| For all staff to which we give authorisation to perform assisted registration on our behalf, we will provide full training. Training will also be conducted as new functionality is introduced into the process. We will utilise the training resources made available by the System Operator, as a minimum. This includes the ART User Guide. | OMO |
| The training will include how to use the assisted registration accurately and responsibly, including:   * the use of the assisted registration software; * exercising reasonable care in identifying a consumer; and * how to handle a consumer’s Identity Verification Code (IVC) | OMO |
| To assist in ensuring training completion and audit purposes, a record must be kept confirming the training completed by each authorised staff member and the date completed. Training must be completed before a member of the <organisation name> is authorised to perform assisted registration. The signed training record is to be kept in the blue eHealth folder. | OMO |
| Notwithstanding any action the System Operator may take with regard to breaches of the PCEHR Act, <organisation name> will continue to implement local staff conduct and disciplinary policies with regard to any staff misusing assisted registration software or processes. | OMO |

* + 1. **the manner of recording a consumer’s consent and how that record will be handled for retention purposes;**

|  |  |
| --- | --- |
| **Procedure** | **Responsibility** |
| <organisation name> will ensure that signed assisted registration application forms, as records of a consumer’s consent to participate in the eHealth System, will be transmitted as a scanned copy of the application form at the time of the registration application, using the assisted registration software. The paper copy will then be destroyed securely.  In the event that scanning the application form is unavailable the forms will be sent securely to the Service Operator within 30 days of processing the application.  PCEHR forms (confidential) Department of Health and Ageing  MDP 1003  GPO Box 9848  CANBERRA  ACT  2601 | OMO |

* + 1. **the process and criteria for identifying a consumer for the purposes of assisted registration.**

|  |  |
| --- | --- |
| **Procedure** | **Responsibility** |
| <organisation name> will identify consumers for the purposes of asserting their identity to the PCEHR System Operator using one of the following approved methods:   * Conducting a 100 point identity check as outlined in the PCEHR (Assisted Registration) Rules 2012, predominantly this will be a Driver’s License and Medicare or DVA card. * The consumer has presented at the healthcare provider organisation on at least three occasions (inclusive of presentation at which assisted registration is being provided) and the consumer’s Medicare or DVA card (with the consumer’s name) has been sighted. * The consumer is attending an emergency department at which time assisted registration is being provided, and the consumer’s photographic identification and Medicare or DVA card (with the consumer’s name) has been sighted. * The consumer has had at least three prescriptions in their name filled at the pharmacy on three separate occasions within the last 12 months (inclusive of occasion at which assisted registration is being provided) and the consumer’s Medicare or DVA card (with the consumer’s name) has been sighted. * The consumer is enrolled with an Aboriginal Medical Service and assisted registration is occurring in conjunction with a consultation at the facility, and the consumer’s Medicare or DVA card (with the consumer’s name) has been sighted. * The consumer is a resident of an aged care facility at which the assisted registration is being provided and the consumer’s Medicare or DVA card (with the consumer’s name) has been sighted. | OMO |