



## Allied Health Registration Checklist for Conformant Software

### Digital Health Conformant Software

- Best Practice Software
- Zedmed
- Communicare
- MedTech
- Genie
- Pen CS (Topbar)
- Godbar Software (The Practice)
- Abaki (Practice 2000)
- MedicalDirector Clinical
- Cloud9 (Clarity)
- Global Health (MasterCare Connect)
- Intrahealth (Profile)
- ISA Healthcare Solutions (MMEx)
- Healthscope (eHISC)
- Practice Management Software Company

For a complete list: [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

### Accessing the My Health Record system with conformant software

If you are using Digital Health conformant software at your practice, you will be able to upload to the My Health Record system as well as **view and download** clinical information.

#### Step 1:

Submit an online application through the Digital Health Online forms site ([www.ehealthforms.nehta.gov.au](http://www.ehealthforms.nehta.gov.au)) for the following Digital Health Services:

- **Seed Healthcare Provider Identifier – Organisation (HPI-O) registration**
- **My Health Record system registration**
- **NASH PKI Certificate for Healthcare Provider Organisations**

#### Step 2:

Configure your clinical software and digital eCertificates (Medicare and NASH PKI Certificates) to access the My Health Record system

- Once your application forms have been processed by Department of Human Services, you will receive your requested digital eCertificates which will need to be configured. You may need assistance from your software provider to do this. For more information, contact your software provider or the Help Centre on 1300 901 001.

### Not registered with AHPRA?

Individual providers must have a Healthcare Provider Identifier for Individuals (HPI-I) recorded in your software to upload clinical documents to the My Health Record system. Individuals registered with the Australian Health Practitioner Regulation Agency (AHPRA) already have a HPI-I. You can apply for a HPI-I by completing the following form:

- **Application to register a Healthcare Provider** – Human Services website ([www.humanservices.gov.au](http://www.humanservices.gov.au)) > Health professionals > Forms

*Tips for completing your online application:*

- The Responsible Officer (RO) and the Organisation Maintenance Officer (OMO) can be the same person. An RO is usually an owner or manager.
- If the RO is not a known customer to the Healthcare Identifiers Service, they must provide 100 points of Evidence of Identity (EOI). This can be provided securely on the Digital Health Online Forms site.
- If your organisation does not have a Medicare PKI Site Certificate then you will be required to provide EOI for your organisation.
- If you have any questions about your online application, contact the Help Centre on **1300 901 001**.

*Tips for submitting the forms:*

- A list of required supporting documents will be provided to you during your application. Ensure that you have uploaded the correct supporting documents before submitting your online application.

*You will receive the following from Human Services after submitting the above forms:*

- Letter containing the organisation's HPI-O and registration numbers for the RO and OMO
- Letter confirming that your organisation is registered with the My Health Record system
- NASH PKI Certificate for Organisations with installation instructions
- Personal Identification Code (PIC) to use the NASH PKI Certificate.

*You may also receive the following depending on what you applied for in the Seed Application form:*

- PKI Individual Certificates for the RO and OMO
- PKI Site Certificate for the organisation
- A PIC for each PKI Certificate.

**Please note your certificates will arrive in separate packages. Please ensure these items are kept in a safe place in your organisation.**



Australian Government

Australian Digital Health Agency



My Health Record

# Allied Health Registration Checklist for Provider Portal access

[www.ehealthforms.nehta.gov.au](http://www.ehealthforms.nehta.gov.au)

## Not using conformant software?

If you are not using Digital Health conformant software at your practice, you will still be able to access the My Health Record system through the Provider Portal: <https://portal.myhealthrecord.gov.au>. You will be able to view and download information from the My Health Record system but you will not be able to upload clinical information.

## Accessing the My Health Record system through the Provider Portal

### Step 1:

Submit an online application through the Digital Health Online forms site ([www.ehealthforms.nehta.gov.au](http://www.ehealthforms.nehta.gov.au)) for the following Digital Health Services:

- **Seed Healthcare Provider Identifier – Organisation (HPI-O) registration**
- **My Health Record system registration**

### Step 2:

Register each individual healthcare provider for a digital eCertificate to access the My Health Record system with the following form (one form per healthcare provider):

- **Application to request a NASH PKI Certificate for Individual Healthcare Providers** Department of Human Services (Human Services) website ([www.humanservices.gov.au](http://www.humanservices.gov.au)) > Health Professionals > Forms

### Step 3:

Notify the System Operator of the individuals in the organisation who are authorised to access the Provider Portal on the organisation's behalf by calling 1800 723 471, and press option 2 for providers or complete the following form:

- **Application to establish list of authorised healthcare provider individuals** - [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au) > Register my Healthcare Provider Organisation

### Step 4:

Once your application forms have been processed by Human Services, you will receive your requested digital eCertificates (Medicare and NASH PKI Certificates) which will need to be configured in order to access the My Health Record system through the Provider Portal.

#### *Tips for completing your online application:*

- The Responsible Officer (RO) and the Organisation Maintenance Officer (OMO) can be the same person. An RO is usually an owner or manager.
- If the RO is not a known customer to the Healthcare Identifiers Service, they must provide 100 points of Evidence of Identity (EOI). This can be provided securely on the Digital Health Online Forms site.
- If your organisation does not have a Medicare PKI Site Certificate then you will be required to provide EOI for your organisation.
- If you have any questions about your online application, contact the Help Centre on **1300 901 001**.

#### *Tips for submitting the forms:*

- A list of required supporting documents will be provided to you during your application. Ensure that you have uploaded the correct supporting documents before submitting your online application.

*You will receive the following from Human Services after submitting the above form:*

- Letter containing the organisation HPI-O and registration numbers for the RO and OMO
- Letter confirming that your organisation is registered with the My Health Record system
- NASH PKI Certificate(s) for Individual Healthcare Providers with installation instructions
- One Personal Identification Code (PIC) for each NASH PKI Certificate requested.

*You may also receive the following depending on what you applied for in the Seed Application form:*

- PKI Individual Certificates for the RO and OMO
- PKI Site Certificate for the organisation
- A PIC for each PKI Certificate.

**Please note your certificates will arrive in separate packages. Please ensure these items are kept in a safe place in your organisation.**

Call: 1300 901 001

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

[www.ehealthforms.nehta.gov.au](http://www.ehealthforms.nehta.gov.au)