

My Health Record

The PRODA and HPOS Process



My Health Record

phn

CENTRAL QUEENSLAND,
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An Australian Government Initiative

Document developed by Western NSW PHN



1. Table of Contents

Version Control	2
Review History	2
2. Purpose/Background	4
3. What is My Health Record?	4
4. Definitions	5
5. Registering for My Health Record Flowchart.....	7
6 Prior to Registration	8
6.1 Who can register?	8
6.2 What is needed?	8
7. Registering and Setting up for PRODA (completed by an individual)	8
7.1 Register for PRODA	8
7.2 Login to PRODA	8
8. Registering the Organisation with the Healthcare Identifiers Service	9
8.1 Steps to Register a Seed Organisation via HPOS (refer to Appendix A)	9
9. For Providers Using Clinical Conformant Software	10
9.1 Steps to Apply for a NASH PKI Organisation Certificate (refer to Appendix B)	10
9.2 Configuring the NASH PKI Certificate with Conformant Software	10
9.3 Start using My Health Record in Clinical Software	11
9.4 Verifying the clinical software can connect to the HI Service	11
10. Linking relevant staff HPI-Is to the HPI-O	12
11. Flowchart for accessing MHR in PRODA.....	13
12. Accessing the National Provider Portal.....	14
12.1 Prerequisites for National Provider Portal	14
12.2 Linking My Health Record to PRODA	14
13. Adding OMOs to an organisation	14
13.1 Organisation adding an OMO	15
What is needed?	15
Steps to add an OMO – completed by the RO	15
13.2 OMO linking to an organisation	17
What is needed?	17
Steps to add the organisation – completed by the new OMO	17
Appendix A:	17
Navigating Seed Organisation Registration Process	
Online Seed Organisation assistance	25
Appendix B:	26
Navigating the NASH PKI Organisation Certificate Request	
NASH PKI Organisation Certificate assistance	

2. Purpose/Background

From 27 July 2018, healthcare provider organisations can register their Seed Organisation for the Healthcare Identifiers (HI) Service and the My Health Record (MHR) system via the Healthcare Professionals Online Service (HPOS). HPOS is accessible via the Provider Digital Access (PRODA) portal. This replaces the Digital Online Forms website and the “Application to Register a Seed Organisation form” (HW018).

Healthcare professional Organisations will also be able to request a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Organisation Certificate via HPOS, removing the need for the application form.

3. What is My Health Record?



A My Health Record is a secure, online summary of an individual’s health information.

A record can contain:

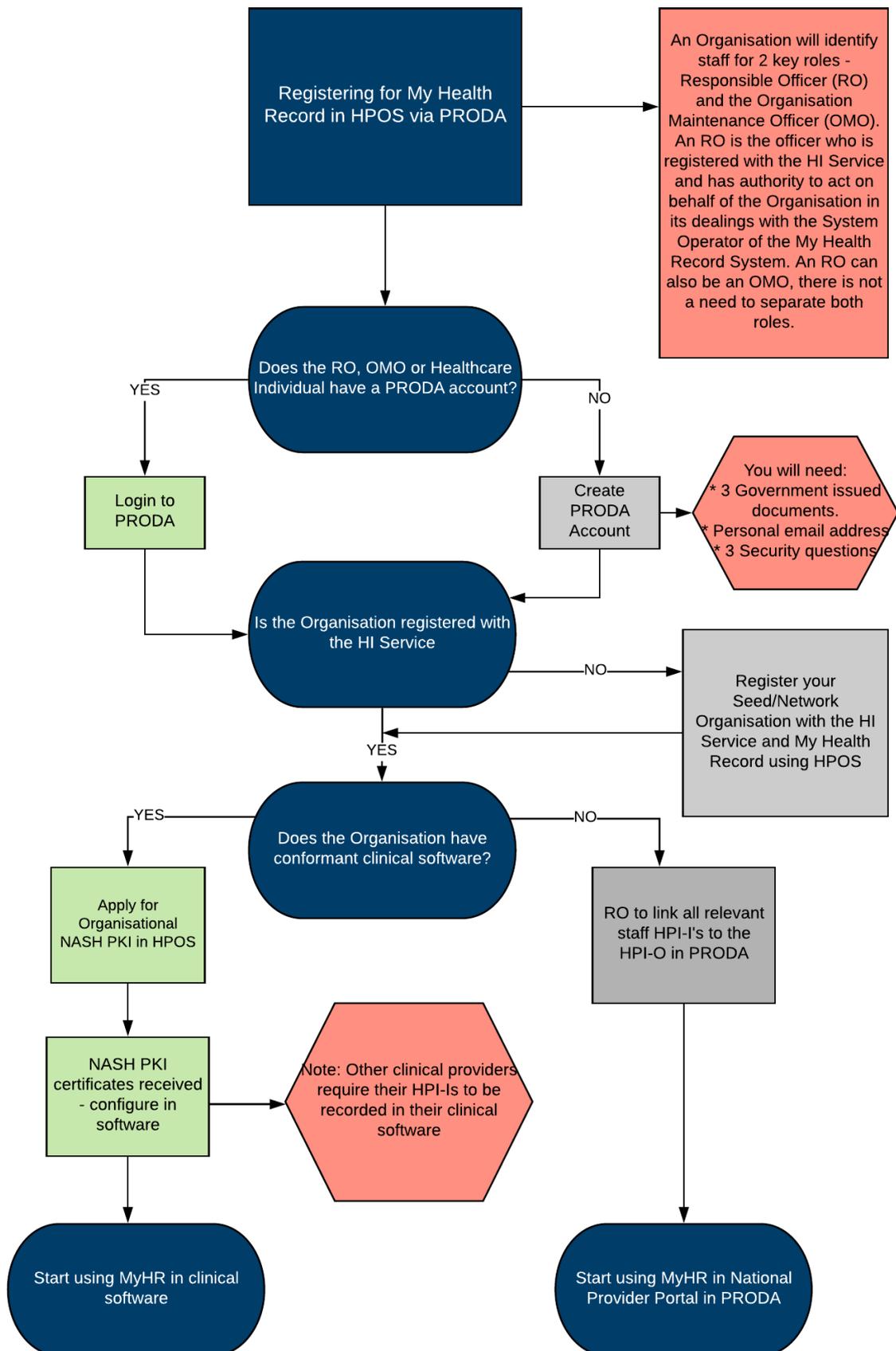
- shared health summaries: medical history, medications, allergies and adverse drug reactions, and immunisations
- event summaries: significant healthcare events and episodes of care
- discharge summaries
- specialist letters
- prescription and dispense medication records
- pathology and diagnostic imaging reports
- next of kin and emergency contact information
- organ and/or tissue donation wishes
- an advance care planning document and advance care planning document custodian(s)
- a personal health summary: patient-entered details of their medications and allergies/adverse reactions

4. Definitions

Acronym / Word	Definition
PRODA Provider Digital Access	Provider Digital Access is an online authentication system used to securely access government online services. Using a two-step verification process, you only need a username and password to access multiple online services.
HPOS Health Professionals Online Services	Health Professionals Online Services is a web-based service provided by Medicare that allows providers to send and retrieve various types of information to/from Medicare.
HI Healthcare Identifier	A healthcare identifier is a unique number that has been assigned to individuals, and to healthcare providers and organisations that provide health services. The identifiers are assigned and administered through the HI Service which was established to undertake this task (see HPI-O and HPI-I)
HI Service Healthcare Identifier Service	The Healthcare Identifier service provides the foundation for all digital health projects. The service is responsible for creating and issuing unique identifier numbers for consumers, healthcare professionals, and healthcare organisations in Australia. The use of these unique healthcare identifier numbers ensures that any information transferred or stored using digital health systems is correctly labelled with the appropriate patient, health provider and health provider organisation.
HPI-O Healthcare Provider Identifier – Organisation	A healthcare provider identifier – organisation, is a number that is assigned to eligible healthcare organisations once they have registered with the HI Service, to support their unique identification. The HPI-O number begins with 800362, is 16 digits long and is required to register for the digital health record system.
HPI-I Healthcare Provider Identifier – Individual	This is the unique identifier number given to an individual healthcare provider. Any healthcare provider registered with Australian Health Practitioner Registration Authority (AHPRA) will have a number automatically issued to them. This number begins with 800361 and is 16 digits long. Health practitioners not registered by AHPRA can apply for a HPI-I number from the Health Identifier service.
IHI Individual Healthcare Identifier	An IHI is a unique 16-digit number used to identify individuals under the My Health Record system. Consumers need to have an IHI to be eligible to register for a My Health Record. IHIs are also intended to help healthcare providers communicate information with other providers accurately, for example, by providing a more reliable way of referencing patient information electronically.

NASH PKI National Authentication Service for Health Public Key Infrastructure	The NASH PKI Certificate for Healthcare Provider Organisations is required for organisations to access the My Health Record system, as it authenticates the organisation to the system.
NPP National Provider Portal	The National Provider Portal (NPP) is a web-based interface through which healthcare providers can access the My Health Record system. It is a read-only service that is accessible without conformant clinical software.
RO Responsible Officer	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 (such as a general practice), the RO may be a practice manager or business owner.
OMO Organisation Maintenance Officer	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.
EOI Evidence of Identity	Evidence of Identity is needed as part of the registration for a PRODA account.
DHS Department of Human Services	Department of Human Services is a department of the Government of Australia charged with responsibility for delivering a range of welfare, health, child support payments and other services to the people of Australia.
Seed Organisation	Healthcare provider organisations participate in the My Health Record system either as a Seed Organisation only or as a Network Organisation that is part of a wider "network hierarchy" (under the responsibility of a Seed Organisation). A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a local general practice, pharmacy or private medical specialist.
Network Organisation	Network organisations stem from the Seed Organisation. They commonly represent different departments or divisions within a larger complex organisation (e.g. a Hospital or Multi-Disciplinary Healthcare Practice). They can be separate legal entities from the Seed Organisation, but do not need to be legal entities in their own right.

5. Registering for My Health Record Flowchart



6. Prior to Registration

6.1 Who can register?

To register the organisation for the MHR system, the individual must have a PRODA account and have the authority of the organisation to do so. This person will be the Responsible Officer (RO). Clinicians and non-clinicians can register for a PRODA account.

6.2 What is needed?

- A PRODA account – if not holding a PRODA account, then three government issued forms of identification needed for registration.
- A healthcare identifier known to the HI service (AHPRA registration number, HPI-I, HPI-O, RO/OMO number).
- Key organisational information – contact details, ACN, ABN.
- A computer with internet access.

7. Registering and Setting up for PRODA (completed by an individual)

7.1 Register for PRODA

To set up a registration through PRODA an individual will need to visit:

<https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

Within PRODA you will:

- create an account
- verify documents
- match existing services

To set up a PRODA account, providers will need:

- three government issued ID documents (recommended to use Medicare card, Australian driver's license and passport)
- an email address to verify the account
- three security questions

7.2 Login to PRODA

To login to PRODA, the individual will need their username and password, an SMS or email with a security code will be sent (whichever has been nominated by the account holder).

8. Registering the Organisation with the Healthcare Identifiers Service

All healthcare providers and organisations wishing to participate in the MHR system must first be registered with the HI Service.

Once registered, **healthcare organisations** will be issued with a unique 16-digit Healthcare Provider Identifier for Organisations – also known as a HPI-O. The HPI-O identifies the healthcare provider organisation where healthcare is provided, such as hospitals, medical practices, pathology or radiology laboratories and pharmacies.

8.1 Steps to Register a Seed Organisation via HPOS (refer to Appendix A)

1. The applicant representing the organisation creates a PRODA account if they do not already have one. The applicant must be the organisation's designated RO.
2. Log in to PRODA.
3. From the PRODA home page, click on the "Healthcare Professionals Online Service" tile.
4. The HPOS home screen will open. Select the "My Health Record system – Organisation Registration" tile.
5. The "Register Seed Organisation" home screen will open, with the eligibility requirements and registration information.
6. Enter a valid ABN or ACN number and click "Apply now"
7. The "Organisation details" tab will open. Some information may be pre-populated, if the ABN/ACN is known to the HI Service.
8. The applicant must complete the RO details tab and may also choose to add additional Organisational Maintenance Officers during this step. Alternatively, additional OMOs can be added post registration (refer to section 13).
9. Complete all mandatory fields at a minimum, on all tabs. If required, upload Evidence of Identity (EOI) or Authority to Act documents from the "Documents" tab.
10. Submit the application.
11. The application will appear in the "submitted applications" table, with the status of the application.
12. Once the application is approved, an email will be sent in HPOS mail advising of the HPI-O, RO, and OMO details.
 - a. If the application is in pending status, or has been rejected, contact the HI Service enquiry line on 1300 361 457.
13. Instructions on how to apply for the NASH PKI Organisation certificate will be sent through HPOS.
 - a. Once received, to access MHR in clinical conformant software, proceed to section 9 to continue registration process.
 - b. To access MHR via the National Provider Portal (NPP) via PRODA proceed to section 11 to continue the registration process.

9. For Providers Using Clinical Conformant Software

9.1 Steps to Apply for a NASH PKI Organisation Certificate (refer to Appendix B)

1. Log in to PRODA.
2. From the PRODA home page, click on the 'Healthcare Professionals Online Service' tile.
3. The HPOS home screen will open. Select the 'Healthcare Identifiers' tile.
4. The 'Healthcare Identifiers' home screen will open. Select 'My organisation details' from the list of 'HI Services available' option.
5. From the 'Organisation snapshot' page, select the 'Certificates' tab.
6. Select the 'Request NASH PKI Certificate for Healthcare Provider Organisations' link.
7. The application pages will open. Complete all mandatory fields at a minimum and submit the application.
8. Contact the eBusiness Service Centre on 1800 700 199 for any questions relating to the progress of the NASH PKI Certification request.

9.2 Configuring the NASH PKI Certificate with Conformant Software

Before completing this step, the organisation should already have:

- received confirmation of successful registration of the Seed HPI-O with the HI Service
- the healthcare providers should have obtained or applied for their HPI-Is and provided these to the Organisation Maintenance Officer (OMO).

Once the application for a NASH certificate has been processed, the organisation will receive:

- A NASH PKI Certificate for Healthcare Provider Organisations
- A Personal Identification Code (PIC) for the NASH PKI Certificate
- Instructions on how to install the NASH PKI Certificate.

It is recommended to contact the software vendor for guidance.

If there are any issues call the DHS eBusiness Service Centre on 1800 700 199

9.3. Start using My Health Record in Clinical Software

1. Check that the version of the clinical software being used connects to the HI Service. Software can be checked on the software products using digital health page (<https://www.myhealthrecord.gov.au/for-healthcare-professionals/conformant-clinical-software-products>).
2. Add the HPI-O to the clinical software.
3. Add the healthcare providers' HPI-Is to the clinical software.
4. Install the PKI Site Certificate in the clinical software (if received a new one).
5. Online self-service management of the organisation's details in the HI service can be done by accessing the Health Professional Online Services (HPOS) using the Medicare/HI individual PKI certificate or [PRODA](#).

The conformant software vendor may provide software guides for some of the above steps. Contact the software vendor for further assistance.

Note: For providers to upload clinical documents in some clinical software, listing the HPI-I in the Healthcare Provider Directory (HPD) is mandatory.

For Healthcare Providers registering to the My Health record after July 21, 2018 the organisation's details will be entered into the HPD automatically.

If consent wasn't provided for the organisation to be listed in the HPD when registration occurred with the HI service (prior to July 21, 2018):

- log in to [HPOS](#) and select the HI Service link, and update information under the 'My organisation details' link
- call the HI Service enquiry line 1300 361 457 to confirm to have the organisation's details published in the HPD.

9.4. Verifying the clinical software can connect to the HI Service

Following the set-up steps above, it is recommended to verify that the clinical software is successfully connected to the HI Service by downloading a patient's Individual Healthcare Identifier (IHI) number.

Suggested steps to download a patient's IHI number

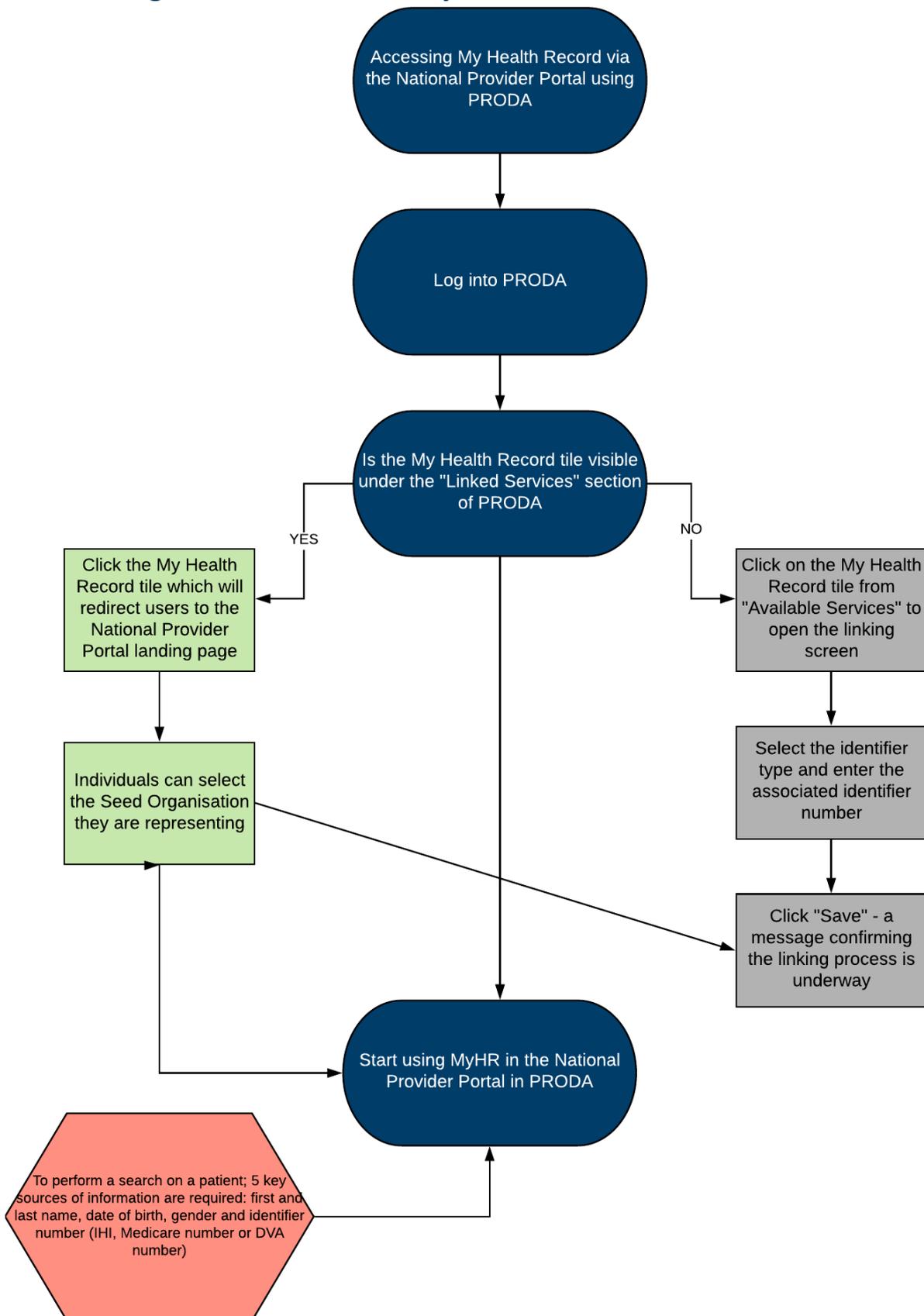
1. In the clinical software, select and view a patient record that:
 - does not have an IHI recorded against it, and
 - has been recently used in an electronic transaction with Human Services.
2. Check that data entered in the following fields appears to be valid:
 - Medicare Card number or DVA number
 - Surname
 - Given Name

- Date of Birth
 - Gender
 - Address
3. Use the function in the clinical software to request the patient's IHI.
 4. If the software reports the result as successful, check that the patient's IHI data field contains 16 digits and that the IHI Status fields show the IHI as being 'verified'.
 5. If the result is not successful, there may be a number of reasons why an exact match is not possible:
 - The practice may need to review the data it holds to determine currency (e.g. patient change of name) and accuracy (e.g. date of birth is recorded correctly). This can be checked with the patient at their next visit and updates made to the data in your Desktop Software.
 - The patient may not have renewed their current details with Human Services. It would be helpful to advise the patient to contact Human Services (Medicare) to have their data checked and updated.
 - The practice software may not have been correctly installed.

10. Linking relevant staff HPI-Is to the HPI-O

1. RO/OMO to log in to PRODA. From home page, choose 'HPOS' tile/ 'Healthcare Identifiers' tile/ My organisation details / HPI-I Links / Manage Providers / Add Linked Provider
2. Add the provider's HPI-I number or their RA number and select 'Search'
3. Confirm the correct provider and continue adding or select cancel and go back to the Manage Providers screen

11. Using PRODA to access My Health Record



12. Accessing the National Provider Portal

To [login](#) to PRODA, the individual will need their username and password, an SMS or email with a security code will be sent (whichever has been nominated by the account holder).

12.1 Prerequisites for National Provider Portal

- A Healthcare provider individual must first be registered in the HI Service with a Healthcare Provider Identifier for Individuals (HPI-I)
- The HPI-I must be linked to an active Healthcare Provide Identifier for Organisations (HPI-O).
- An authorised officer for the organisation can establish a link between the HPI-O and the HPI-I, that asserts this relationship in the HI service.
- If the individual is a sole trader, they must register their business as a Seed Organisation to establish this link

12.2 Linking My Health Record to PRODA

- From PRODA home page there are two sections: “My linked services” and “Available services”
- Select the new My Health Record tile from “Available Service” section to open the “My Health Record Linking screen”
- Select an “Identifier Type” and enter the associated “Identifier Number”
- Click “Save”. A message appears, confirming the linking process is underway
- Once complete, the provider will be redirected to the “National Provider Portal Landing Page” where the provider can select their Seed Organisation to access the My Health Record
- The next time the provider logs in to PRODA, the My Health Record tile will appear under the “Linked services” section. Clicking the tile will redirect users to the National Provider Portal Landing Page
- If a Healthcare provider works for more than one organisation, they will need to log out of PRODA to select a new organisation

13. Adding OMOs to an organisation

This is a two-step process completed by:

- an RO (or OMO*) for the organisation and
- the person to be added as the new OMO.

13.1. Organisation adding an OMO

What is needed?

The organisation must already be registered for MHR.

The RO/OMO must

- have a PRODA account
- have been previously linked to their organisation and have the “Healthcare Identifiers” tile available as a selection in their HPOS “My Programs” view.

Steps to add an OMO – completed by the RO

1. RO to log in to PRODA
2. From home page, choose “HPOS” tile / “Healthcare Identifiers” tile / My organisation details / OMO / Manage maintenance officers
3. Select “Add”, then select the method of identification
 - *Adding Healthcare Providers* – if the person to be added is a healthcare provider, enter their HPI-I number. The system should be able to retrieve the provider’s information based on their HPI-I and they will immediately be listed as an OMO
 - *Adding Others* – select the “Add new OMO” button to open a form to be completed

Tips:

- In the start date accuracy indicator section of the form the drop-down box offers different combinations of selections. Entering only the year in the selection should yield a result. i.e. day unknown; month unknown; year known
 - Select the “Unstructured address indicator” box. Doing this will remove some of the fields
4. Once submitted, the new OMO should now be visible in the “Organisation Snapshot” view **(note down the OMO number)**

13.2. OMO linking to an organisation

What is needed?

The new OMO must have a PRODA account.

Steps to add the organisation – completed by the new OMO

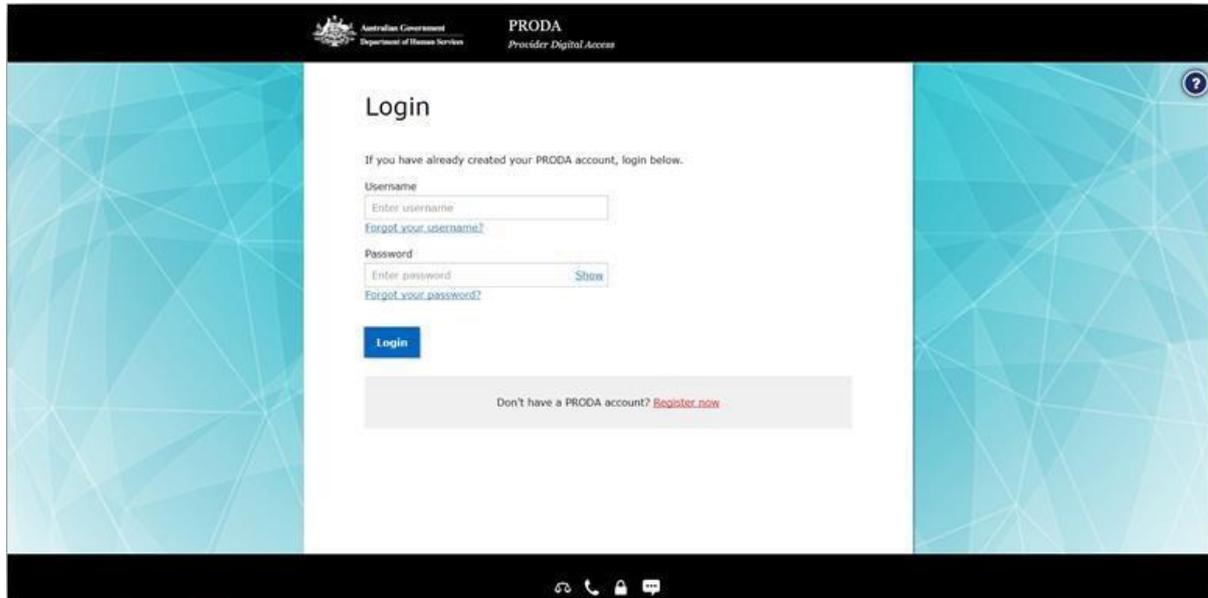
1. New OMO to log in to PRODA.
2. From the home page; select - HPOS tile “Link identifiers / Manage logon account (on the left side) / Link Identifiers”.
3. At the “Healthcare providers and administrators” screen:
 - for an OMO who is a healthcare provider, enter in the HPI-I number
 - for an OMO who doesn't have an HPI-I, enter in the RO/OMO number assigned from the 'Organisation Snapshot' view (refer to section 13.1, step 4)

Once this is completed, there will be a new tile in the HPOS “My Programs” view – the Healthcare Identifiers tile.

* Once an OMO is added, the OMO can also add new OMOs

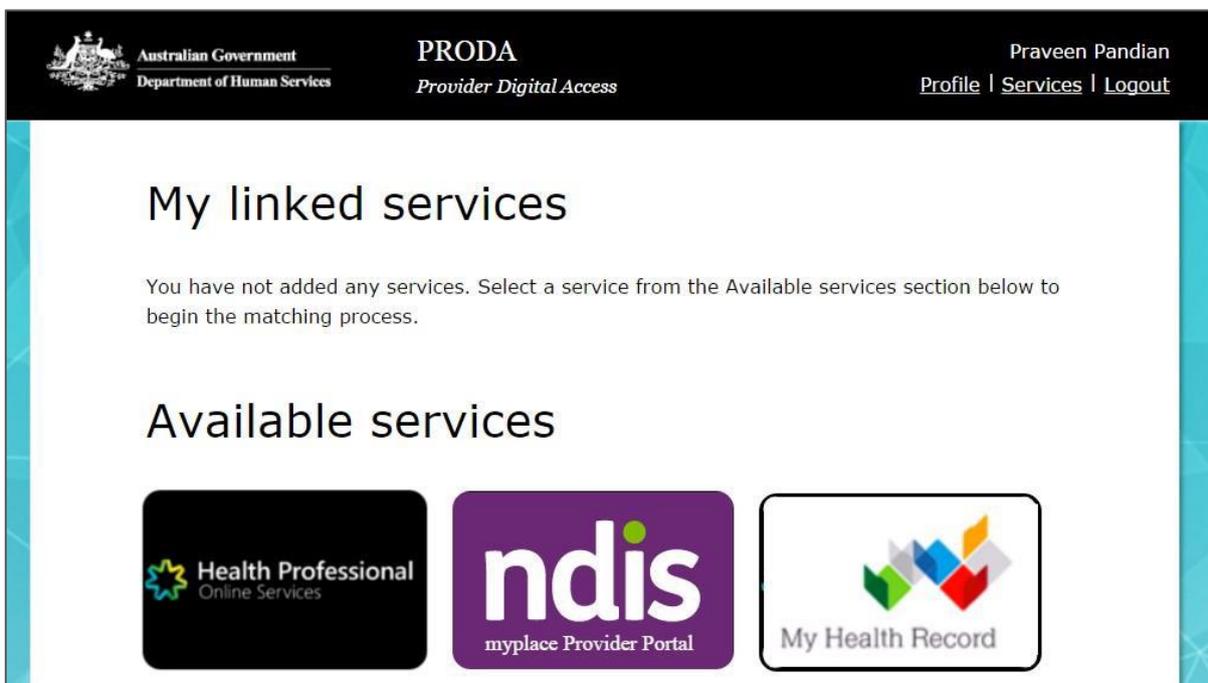
Appendix A: Navigating Seed Organisation Registration Process

1. The RO logs into PRODA and enters credentials



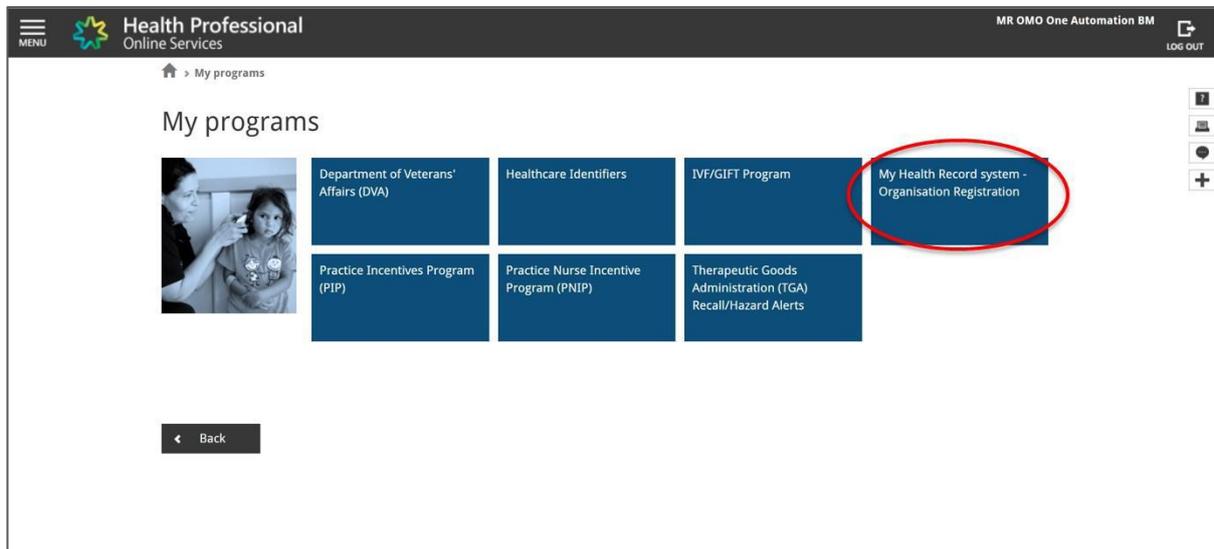
The screenshot shows the PRODA Login page. At the top, it features the Australian Government logo and the text 'Australian Government Department of Human Services' on the left, and 'PRODA Provider Digital Access' on the right. The main heading is 'Login'. Below this, a message states: 'If you have already created your PRODA account, login below.' There are two input fields: 'Username' with a placeholder 'Enter username' and a link 'Forgot your username?', and 'Password' with a placeholder 'Enter password' and a 'Show' button, followed by a link 'Forgot your password?'. A blue 'Login' button is positioned below the password field. At the bottom of the form area, a grey box contains the text: 'Don't have a PRODA account? [Register now](#)'. The page has a blue geometric pattern background and a navigation bar at the bottom with icons for home, search, and help.

2. RO is taken to the PRODA homepage and selects HPOS from their available services



The screenshot shows the PRODA homepage for a user named Praveen Pandian. The header includes the Australian Government logo and 'Australian Government Department of Human Services' on the left, 'PRODA Provider Digital Access' in the center, and the user's name 'Praveen Pandian' with links for 'Profile | Services | Logout' on the right. The main content area is titled 'My linked services' and contains the text: 'You have not added any services. Select a service from the Available services section below to begin the matching process.' Below this, the 'Available services' section displays three service tiles: 'Health Professional Online Services' (black tile with a green gear icon), 'ndis myplace Provider Portal' (purple tile with white text), and 'My Health Record' (white tile with a colorful geometric icon).

3. The HPOS homepage opens. The RO selects “My Health Record system – Organisation Registration”.



4. The Register Seed Organisation information page opens. The RO must enter their ABN or ACN to begin.

The screenshot displays the 'Healthcare Identifiers - Register Seed Organisation' page. The main heading is 'Healthcare Identifiers - Register Seed Organisation'. Below this, there is a sub-heading 'Register your organisation in the HI Service and the My Health Record system'. An information icon is followed by the text 'Important information to read before using this form to register your organisation in the Healthcare Identifiers Service and My Health Record system.' The page contains sections for 'Eligibility requirements', 'Registration information', 'Additional OMO', 'Health professionals already registered with the HI Service', and 'Accessing the HI Service and My Health Record system'. At the bottom, there is a form with a text input field labeled 'Please enter ABN or ACN' and an 'Apply Now' button.

- If the ABN/ACN is valid, the Seed Organisation Application pages will open. Some details may be populated on the Organisation Details, RO Details and OMO Details if the applicant is known to the HI Service.
- Complete all mandatory fields and click "Next" to move to the next tab.

My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Application

* Indicates required information

[Organisation Details](#) [RO Details](#) [Additional OMO Details](#) [Documents](#)

Organisation Details

Enterprise Name: The Trustee for bstfRBCbsf 12/03/2014 10:00:11 AM

ABN: 87267529921

ACN:

Trading Name (if different):

Organisation Type*:

Organisation Service Type*:

Organisation Service Unit:

Business Contact Details

Daytime Phone*:

Email*:

Fax Number:

Preferred:

Business Address

Address Search:

Address Lines*:

Suburb/Town/Locality*:

State*:

Postcode*:

Mailing/Postal Address

Same as Business Address

Address Search:

Address Lines:

Suburb/Town/Locality:

State:

Postcode:

7. Complete the RO Details tab and click "Next".

My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Application

[Organisation Details](#) | **RO Details** | [Additional OMO Details](#) | [Documents](#)

RO Details * Indicates required information

Name: MR person B B
Date Of Birth: 01/01/1979
Sex: Female
Other Name(s):

Important information: You will be registered as both the Responsible Officer and Organisation Maintenance Officer for this organisation.

You need to upload evidence of your authority to act on behalf of the organisation in the Documents tab. The types of documents you can provide are listed on the tab.

If you are already known to the HI Service please provide an identifier that will assist us in locating your existing record. This will also help us to process the application more quickly.

Please provide your HI Service number if you are already registered in the HI Service

Identifier Type:
Identifier Number:

Contact Details

Daytime Phone *:
Email *:

Business Address

Address Source: Use Organisation's business address Use different address

Address Search:

Address Lines:

Suburb/Town/Locality:

State:

Postcode:

[← Previous](#) | [Next →](#) | [Cancel](#) | [Submit →](#)

8. Complete the "Additional OMO Details" tab if required and click "Next".

Home > My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Application

[Organisation Details](#) | [RO Details](#) | **Additional OMO Details** | [Documents](#)

Additional OMO Details * Indicates required information

I would like to register an additional OMO with my organisation

i Please provide the HI Service number if the other person is registered with the HI Service.
Changes will be added to the existing HI Service record as preferred contact details.

Is additional OMO already registered in HI?

Identifier Type

Identifier Number

Personal Details

Title

Family Name *

Given Name *

Additional Given Name

Date of Birth dd/mm/yyyy * / /

Sex *

Contact Details

Daytime Phone *

Email *

Business Address

Address Source Use Organisation's business address Use different address

Address Search

Address Lines

Suburb/Town/Locality

State

Postcode

9. The “Documents” tab will be enabled if required to provide EOI. Upload the document from the PC and click “Submit”.

Home > My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Application

[Organisation Details](#) [RO Details](#) [Additional OMO Details](#) [Documents](#)

Documents

Evidence of your authority to act on behalf of the organisation can include:

- Certificate of registration of a company issued by the Australian Securities and Investments Commission and your name listed as the Public Officer
- the notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, Australian Business Number and your name listed as the Public Officer
- the organisation's appointment as a trustee (if the legal structure is a trust) with you as a stakeholder
- contract for sale or purchase of business addressed to you
- statement of transaction issued by a financial institution in the name of the company, addressed to you and less than 1 year old
- lease agreement for the organisation's primary place of business addressed to you
- rates notice for the organisation's primary place of business addressed to you
- certificate of change of name for the organisation issued by the Australian Securities and Investments Commission and addressed to you
- a document issued by the Australian Taxation Office with the organisation's name and tax file number and addressed to you.

i

If you are not listed on these documents you will also need to establish that you are authorised to act on behalf of the organisation and to commit the business. In addition to the documents listed above you may provide one of the following:

- an affidavit or statutory declaration sworn by a member of the board or executive of the Organisation
- a deed of appointment
- any other documentation which displays that you hold a position of authority to commit the business.

Type

File No file chosen

Please note: [file name, type and size restrictions apply.](#)

List of Documents

There are no documents attached to this application.

10. A confirmation screen will appear with a summary of the application. Use the back button to make changes. When satisfied with the information, read the privacy notice and check the “I Agree” check box before clicking “Confirm”.

My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Confirmation

Please review the information you have supplied before submitting this application. You can make corrections if required at this point by selecting the Back button.

Organisation Details

Enterprise Name:	The Trustee for bst/RBCbsf 12/03/2014 10:00:11 AM	ABN:	87267529921	ACN:	
Trading Name:	health test	Organisation Type:	Dental Services	Organisation service Type:	Dental practice service
Organisation Service Unit:		Business Address:	134 Road ST N, Greenway ACT 2900	Mailing/Postal Address:	134 Road ST N, Greenway ACT 2900
Daytime Phone:	0232131232	Email:	jeffreybarson@hotmail.c om.au	Fax Number:	

RO Details

Name:	MR person B B	Date Of Birth:	01/01/1979	Sex:	Female
Other Name(s):		Identifier Type:		Identifier:	
Business Address:	134 Road ST N, Greenway ACT 2900	Daytime Phone:	0101010101	Email:	jeffreybarson@hotmail.c om.au

Additional OMO Details

An additional OMO was not nominated with this application.

Documents

List of Documents	Name	Type	File Size	Uploaded On
	dibart.gif	Proof of Relationship	17.9	18/07/2018 09:44

Declaration

Privacy notice

Your personal information is protected by law, including the [Privacy Act 1988](#) and [Healthcare Identifiers Act 2010](#).

Your personal information is collected by the Australian Government Department of Human Services and the Service Operator of the Healthcare Identifiers Service, for the purposes of registering an organisation in the Healthcare Identifiers Service.

The collection of this information is authorised by the [Healthcare Identifiers Act 2010](#) and [Privacy Act 1988](#). Without this information, your application cannot be processed.

Your personal information may be used by the department or given to other parties, such as other Australian government departments and agencies, where you have agreed to that, or where it is required or authorised by law (including the Healthcare Identifiers Act 2010 and Privacy Act 1988).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy.

The My Health Record System Operator will collect personal information in this form from the department for the purpose of the My Health Records system and may also use and disclose this information as required or authorised by law, only within Australia, including the [My Health Records Act 2012](#) and [Privacy Act 1988](#).

For more information see the My Health Record System Operator's privacy policy at myhealthrecord.gov.au/privacy.

Declaration

I declare that:

- I am applying on behalf of the Seed Organisation for registration as a healthcare provider organisation under the [My Health Records Act 2012](#)
- the organisation I am registering is eligible for provision of a Healthcare Provider Identifier - Organisation number under the [Healthcare Identifiers Act 2010](#)
- I have full legal authority to make this application on behalf of the Seed Organisation and to provide the requested information
- I will only access and use Healthcare Identifiers for the purposes defined in the [Healthcare Identifiers Act 2010](#)
- I understand the roles and responsibilities of the Responsible Officer and Organisation Maintenance Officer. If additional Organisation Maintenance Officers are registered at a later time, I will make sure they are aware of the requirements of the Organisation Maintenance Officer role
- the information I have provided on this form is complete and correct.

I acknowledge and understand that:

- penalties for unauthorised access and misuse apply under the [Healthcare Identifiers Act 2010](#)
- in order to participate in the My Health Record, the Seed Organisation must comply with the obligations described in the [My Health Records Act 2012](#) and the My Health Record Rules
- giving false or misleading information is a serious offence.

I Agree *

Confirm
Back

- Once your application is submitted, the home screen will return, where messaging is received about where to find the outcome of the application, and to check on the application status.

Home > My programs > HI - Register Seed Organisation

Healthcare Identifiers - Register Seed Organisation

✔ Success: Your application has been submitted. You will receive the outcome of your application in your HPOS Mail Centre.

Register your organisation in the HI Service and the My Health Record system

i **Important information to read before using this form to register your organisation in the Healthcare Identifiers Service and My Health Record system.**

Eligibility requirements

To register for the HI Service and My Health Record system, you must have authority to act on behalf of your organisation, and your organisation must:

- employ a healthcare professional who is registered in the [HI Service](#) and provides healthcare as part of their duties
- have an active Australian Business Number (ABN).

Registration information

In completing this form, you understand:

- your organisation will be registered in both the HI Service and the My Health Record system
- your [PRODA](#) details will be used to create your record in the HI Service
- you will be registered as the Responsible Officer (RO) and an Organisation Maintenance Officer (OMO)
- your organisation details will be added to the Healthcare Provider Directory (HPD).

Additional OMO

You can register an additional OMO using this application. After your organisation has been registered, the OMO can link their PRODA account to the organisation's HI Service record using [HPOS](#). This will allow them to access HI Service and My Health Record functions in HPOS.

Health professionals already registered with the HI Service

If you and (if applicable) the person you are registering as an additional OMO are healthcare professionals registered with the HI Service, link the healthcare provider identifiers for individuals (HPI-Is) to the PRODA accounts before starting this application. HI Service details can be used to pre-populate the application and speed up the process. Any new contact details you include in this application will be added to your existing record and saved as your preferred contact details.

Accessing the HI Service and My Health Record system

You need a Medicare Public Key Infrastructure (PKI) site certificate to access the HI Service, and the National Authentication Service for Health (NASH) PKI Organisation Certificate to access the My Health Record.

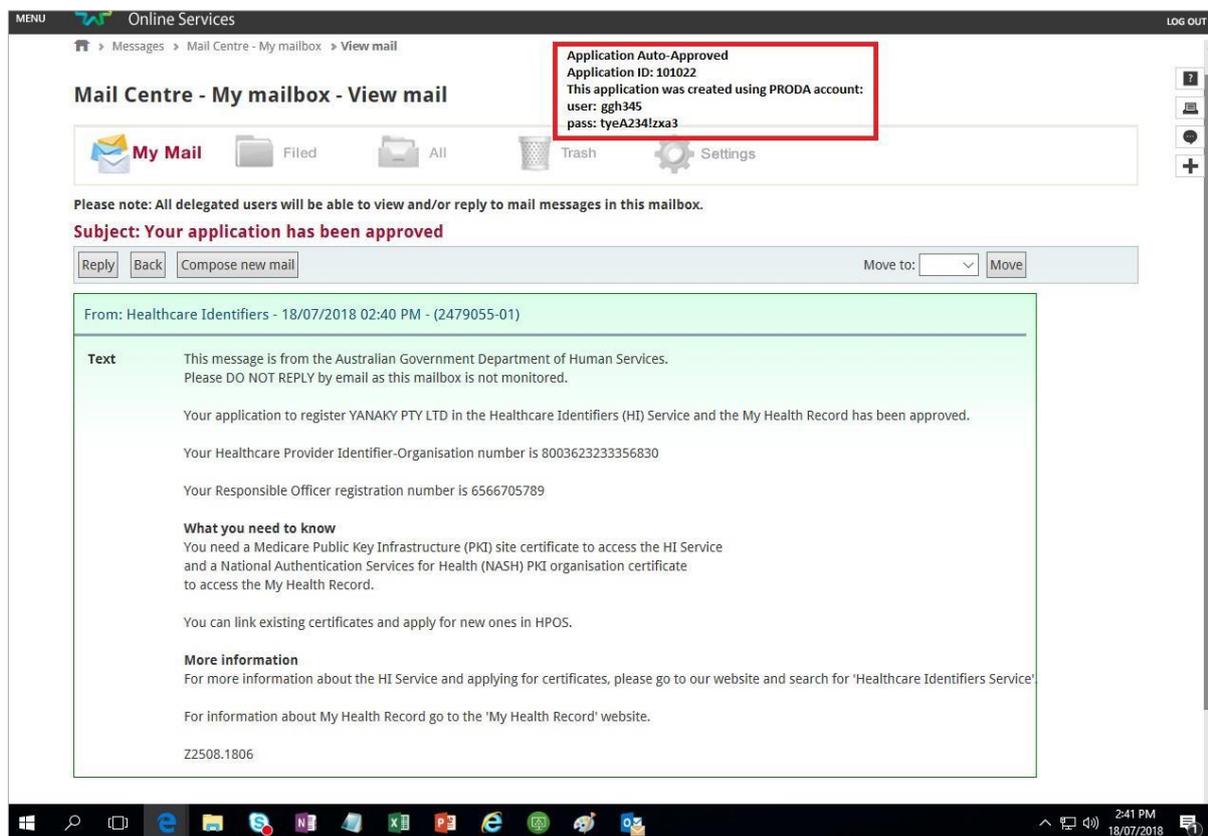
If you already have PKI certificates, you can add HI Service and My Health Record permissions once you've received your organisation's healthcare provider identifier-organisation (HPI-O). Select the HI Service tile in HPOS, and follow [Request or link PKI and NASH certificates for organisations and OMOs](#) instructions. If you need certificates, [read more about PKI](#) and apply.

Begin the application process by supplying your organisation's ABN or ACN. Your ACN will be used to find your ABN.

Please enter ABN or ACN Apply Now

Submitted Applications					
Application ID	Submission Date	Applicant	Organisation	Organisation Address	Status
100999	18/07/2018 09:40	MR person B B	health test	134 Reed ST N, Greenway ACT 2900	Pending

12. Once the application is approved, the following email will be received via HPOS mail. It contains the HPI-O, RO, OMO and instructions on how to apply for a NASH PKI Org certificate.



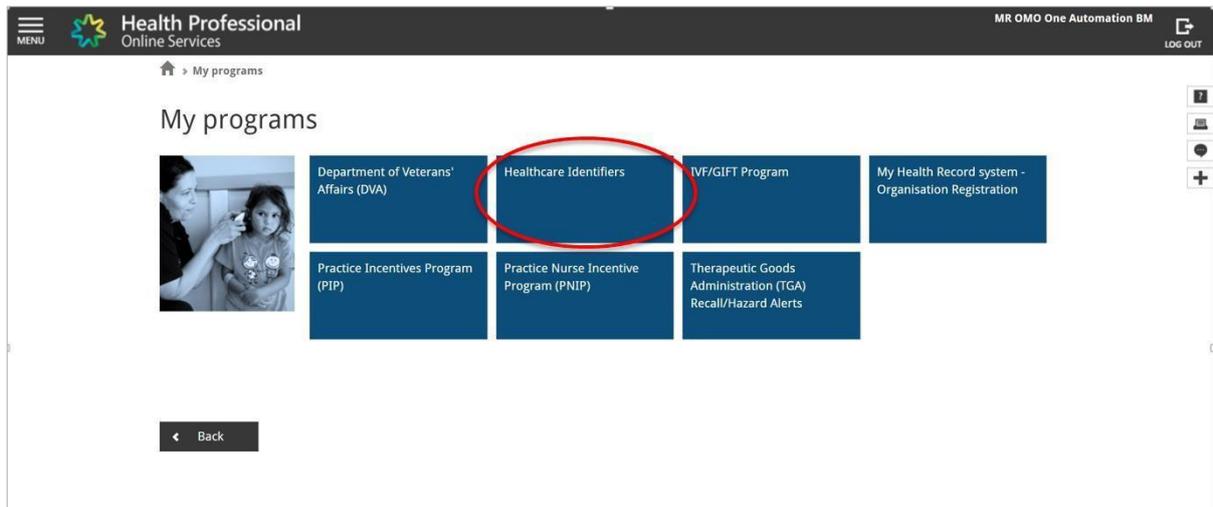
Online Seed Organisation assistance

For assistance with the Seed Organisation registration process, please visit the MHR webpage <https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/register-your-organisation>, or call the HI Service on 1300 361 457.

Appendix B

Navigating the NASH PKI Organisation Certificate Request

1. Log into HPOS and select the “Healthcare Identifiers” tile.



2. Select the “My Organisation Details” link from the HI Services available list.



- From the “Certificates” tab, select “Request NASH PKI Certificate for Healthcare Provider Organisations” link.

Health Professional Online Services MR OMO One Automation BM LOG OUT

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 HPH Links HPD CSP Links **Certificates**

A Medicare PKI certificate is needed to securely access HI Service functions. Check with your organisation OMO before linking an existing certificate (by providing its RA number) or requesting a new one.

Certificate details

Distinguished Name	RA Number	Action
CN=Seed Organisation Automation :4557765650,OU=Seed Organisation Automation,O=Seed Organisation Automation,L=TUGGERANONG,ST=ACT,C=AU		Delete

Medicare PKI Site Certificate for Network Organisations request details

Status	Token Type	Operating System	Other Operating System
There are no Medicare PKI certificate request detail entries for this organisation.			

NASH PKI Certificate for Healthcare Provider Organisations request details

Status	Token Type
There are no NASH PKI certificate request detail entries for this organisation.	

[Link existing PKI certificate](#)
[Request Medicare PKI Site Certificate for Network Organisations](#)
[Request NASH PKI Certificate for Healthcare Provider Organisations](#)

Cancel

- The application process will open. Complete all mandatory fields at a minimum and click submit.
- Contact the eBusiness Service Centre on 1800 700 199 for any questions relating to the progress of your NASH PKI Certification request.

NASH PKI Organisation Certificate assistance

For assistance with the NASH PKI Org Certificate request process, please visit the following page <https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/nationalauthentication-service-health> or call the eBusiness Centre on 1800 700 199.