



My Health Record Registration Project Registration Checklist

30 November 2023 v1.0
Approved for external use

Project overview

The My Health Record Registration Project aims to register Residential Aged Care Facilities (RACFs) and Multi-Purpose Services (MPSs) to the My Health Record system by 30 June 2024. The project contributes to Recommendation 68 of the Royal Commission into Aged Care Quality and Safety: *Universal adoption by the aged care sector of digital technology and My Health Record*.

The Australian Digital Health Agency (the Agency) is collaborating with Primary Health Networks (PHNs) to support RACFs to register. This is part of the Agency's Aged Care Program which also includes increasing the availability of conformant software and the Aged Care Transfer Summary within My Health Record to facilitate sharing of critical information to support the care and transition of care of your residents. For this project, registration is defined as connecting the residential aged care facility and at least one clinician to the My Health Record system via the National Provider Portal (NPP) or through conformant clinical software.

Registration support is available

The Agency's registration support team is ready to assist RACFs in registering for the My Health Record system to ensure that they get the benefit of access to health information to support the care of their clients and residents. We encourage RACFs to take advantage of the Agency's tailored one-on-one support available until mid-2024. To give the Agency's registration support team a clear understanding of assistance required, we would appreciate your time in completing the checklist below.

This checklist aligns with the Agency's requirements for registration and will be used to tailor registration support specific to your needs. It will also be retained by the Agency for quality assurance purposes and to facilitate post-registration education if required.

Instructions for completing this checklist

1. Complete the checklist questions below only if you are a CEO, General Manager or an authorised representative of an organisation undertaking residential aged care and can act on behalf of your organisation.
2. Please respond to all the questions in the relevant fields (yellow fill) to the best of your knowledge.
3. For information on completing the checklist, please refer to the guidance below.
4. Please return the completed checklist directly to the Registration Support team at MHR.Registration.RAC@digitalhealth.gov.au or call 02 6223 0741 for assistance.

My Health Record Registration Checklist		
Name:		
Position:		
Organisation and/or trading name:		
Number of facilities:		Date:
Facility name/s:		

Ref#	Checklist questions	Yes/No/Unsure
1	Has your organisation established a My Health Record security and access policy, and communicated the policy to all employees who will be authorised to access the My Health Record system?	
2	Are you aware of the roles and responsibilities of a Responsible Officer (RO) and an Organisational Maintenance Officer (OMO)?	
3	Have your RO and OMO(s) registered for Provider Digital Access (PRODA) accounts?	
4	Do you have a Healthcare Provider Identifier – Organisation (HPI-O) number?	
5	If your organisation is registered with the My Health Record system, has each facility been registered as a network organisation under your seed organisation? <i>(Only applicable for organisations with more than one facility)</i>	
6	How does/how will your organisation access My Health Record: (Select one of the two options 6a or 6b below)?	
6a	Via the National Provider Portal	
6b	Or using your conformant clinical software	
7	Do you employ at least one staff member who is eligible for a Healthcare Provider Identifier – Individual (HPI-I) in each of your facilities?	
8	Have you utilised the Agency’s post-registration education and training resources?	

What clinical software (CIS and/or EMMS) do you use in the care of your residents?	
Clinical Information System (CIS) software provider	
CIS software product and version (if known)	
Electronic Medication Management System (EMMS) software provider	
EMMS software product and version (if known)	

Glossary of terms/acronyms

Term	Description
Clinical Information System (CIS)	A computer-based system that is meant to gather, store, and alter clinical data on patients. These systems may be used at single locations or across entire healthcare systems. The purpose of CIS is to integrate, collect, store and manage data from several sources to support healthcare operational management, support policy decisions and manage patient data.
Conformant software	Conformant software products have been assessed for conformance with national digital health requirements. This includes the ability to view a My Health Record, upload a shared health summary, upload prescriptions, provide assisted registration, and more.
Contracted Service Provider (CSP)	A contracted service provider (CSP) in the My Health Record system is an organisation that provides technology services or health information management services relating to the My Health Record system to a healthcare provider organisation, under contract to that organisation.
Electronic Medication Management System (EMMS)	<p>Digital health systems such as electronic medication management can improve the safety and quality of health care. By using EMMS, healthcare services can reduce the number of preventable adverse medication events, and medication prescribing and dispensing errors. EMMS can improve the accuracy, visibility and legibility of medical information so that the communication between professionals and consumers is clearer.</p> <p>EMMS can apply to prescribing systems, such as general practitioner desktop systems or hospital clinical information systems that have electronic ordering; decision support systems, such as evidence-based order sets, allergy checking and medicine interactions; dispensing systems, such as pharmacy software and automated dispensing systems; ordering and supply solutions, such as the electronic transfer of prescriptions (ETP) and inventory solutions and; electronic medical records.</p>
Health Professional Online Services (HPOS)	A fast and secure way for health professionals and administrators to do business with Services Australia.
Healthcare Identifiers (HI) Service	A national system for uniquely identifying healthcare providers, healthcare organisations and individuals receiving care. The HI Service is a foundation component of all national digital health products and services, including My Health Record. Healthcare identifiers help ensure individuals and healthcare providers have confidence that the right information is associated with the right individual at a particular point of care.
Healthcare Provider Identifier – Individual (HPI-I)	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 from the Healthcare Identifiers Service.
Healthcare Provider Identifier – Organisation (HPI-O)	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

Term	Description
	800362, is 16 digits long and is required to register for the digital health record system.
Health Professionals Online Services (HPOS)	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.
National Authentication Service for Health (NASH)	National Authentication Service for Health (NASH) is a Public Key Infrastructure (PKI) certificate solution used to access digital health services such as Healthcare Identifiers (HI) Service, My Health Record, Electronic prescribing, Secure messaging.
National Provider Portal (NPP)	The National Provider Portal (NPP) allows healthcare providers to access the system without conformant clinical software.
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 aged care, this role may be assigned to a facility manager or a clinical/administrative role. Alternatively, the RO may take on the OMO role as well.
Provider Digital Access (PRODA)	An online authentication system for healthcare organisations to securely access government online services, such as Health Professional Online Services (HPOS).
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 larger aged care organisations, the RO may be the chief executive officer or general manager. For smaller organisations (such as a single residential aged facility) the RO may be a business owner or facility manager.
Seed Organisation and Network Organisation	<p>A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a residential aged care provider, a local GP practice, pharmacy, private medical specialist, or the head office of a larger medical group.</p> <p>A Network Organisation is a sub-entity of a seed organisation that provides healthcare services. A network organisation provides services as part of a seed organisation. An example of a Network Organisation could be a residential aged care facility, an individual department (e.g. pathology or radiology) within a wider metropolitan hospital. A network hierarchy operating in the My Health Record system consists of one Seed Organisation and one or more Network Organisations. All organisations will need to first register a Seed Organisation, before establishing any network organisations.</p>

Guidance on registering for the My Health Record system

Step	Why it's needed	What's involved
1 – Develop a My Health Record Security and Access Policy	<p>Healthcare provider organisations that participate in the My Health Record system must comply with a number of legislative obligations. It is important to have a proper understanding of these obligations, prior to registering with the system.</p> <p>The Security and Access Policy ensures that the My Health Record system is used safely and responsibly by its staff.</p> <p>The Australian Digital Health Agency or Office of the Australian Information Commissioner (OAIC) may ask organisations to supply a copy of a current or previous version of their policy.</p>	<p>Before you get started</p> <ul style="list-style-type: none"> ✓ Familiarise yourself with My Health Record system participation obligations under the My Health Records Act 2012 and My Health Records Rule 2016 here. ✓ Check to see if your organisation already has a security and access policy for MHR system participation. If so, you can progress to Step 2. <p>Process</p> <ol style="list-style-type: none"> a) Get started with the OAIC Security and Access Policy template available on the OAIC website. b) Ensure the policy includes and addresses topics outlined in the My Health Records Rule 2016, Rule 42. c) Use the Security and Access Policy checklist to ensure all requirements are included in your policy. d) Once complete, make sure the policy is communicated to, accessible by, and enforced with employees and other relevant parties that use the My Health Record system. e) Put processes in place to ensure that the policy is kept up to date by reviewing it annually, or when any material changes or risks are identified. f) For guidance, the Agency has a 'Developing a security and access policy for your organisation' e-learning module.
2 – Register all necessary PRODA accounts	<p>Provider Digital Access (PRODA) is an online authentication system for healthcare organisations to securely access online government services, such as Health Professional Online Services (HPOS). The following staff members will each need their own individual PRODA account:</p> <ul style="list-style-type: none"> • Responsible Officer (RO) 	<p>Before you get started</p> <ul style="list-style-type: none"> ✓ Check to see if your RO and/or OMO already have a PRODA account if they do, <u>they do not need to register again</u> and can skip to Step 3: Link HPOS to your PRODA account using your healthcare identifiers. ✓ When registering for PRODA, you are registering as an individual and you need to be able to verify your identity. Make sure you have these identity documents available before you begin. <p>Process</p> <ol style="list-style-type: none"> a) Assign your organisation's RO and OMO - learn more about these roles and responsibilities.

Step	Why it's needed	What's involved
	<ul style="list-style-type: none"> • Organisation Maintenance Officer (OMO) • Any staff at your facility who will need to access My Health Record via the National Provider Portal 	b) Click here to apply for a PRODA account with Services Australia both the RO and OMO will each need their own individual PRODA account.
3 – Link HPOS to your PRODA account	<p>Health Professional Online Services (HPOS) is a simple and secure way for eligible healthcare providers or organisations to do business with Services Australia online.</p> <p>The RO or OMO must link their individual PRODA account with HPOS before proceeding to the next registration step.</p>	<p>Before you get started</p> <ul style="list-style-type: none"> ✓ If you are a healthcare provider with an identifier and/or number issued in your name (e.g., provider number or HPI-I), have this handy before you start the linking process. <p>Process</p> <ol style="list-style-type: none"> Log in to your PRODA account here. From the PRODA homepage, select the Health Professionals Online Service (HPOS) tile. Complete the steps to link your PRODA account to HPOS. You will now see the HPOS service and tile displayed under “My linked services”.
4 – Register the organisation with the HI Service and My Health Record	<p>The Healthcare Identifiers (HI) Service allows healthcare providers to view a person’s information by using a healthcare identifier to access My Health Record.</p> <p>Step 4 involves applying to register your organisation with the HI Service to obtain a Healthcare Provider Identifier –Organisation (HPI-O) number. You may require supporting documentation to prove your authority to act on behalf of your organisation.</p> <p>A seed organisation is a business entity that provides or controls the delivery of healthcare services.</p> <p>A network organisation provides services as part of a seed organisation. Like a maternity ward in a hospital</p>	<p>Before you get started</p> <ul style="list-style-type: none"> ✓ If you are a healthcare provider with an identifier and/or number issued in your name (e.g., provider number or HPI-I), have this handy before you start the registration process. <p>Process to register your Seed Organisation</p> <ol style="list-style-type: none"> From the PRODA homepage, select the Health Professional Online Services (HPOS) tile. Select ‘My Programs’ and within this tile, select ‘Healthcare Identifiers and My Health Record’. Select ‘Healthcare Identifiers –Register Seed Organisation’, complete the steps and submit your application. Once the application is approved, the RO will receive an email in HPOS Messages with the HPI-O number and their RO details. Steps for registering your network facilities are available here. <p>Process to locate OMO numbers and nominate additional OMOs.</p>

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	<p>or a medical practice operating under a larger medical group.</p>	<p>f) From the PRODA homepage, select the HPOS tile, select 'My Programs' then select 'Healthcare Identifiers and My Health Record'.</p> <p>g) Select 'Healthcare Identifiers –Manage Existing Record', select the organisation you are working for then select 'My Organisation Details'.</p> <p>h) Select the OMO tab. If you have nominated an OMO as part of the Seed Organisation application, the details and OMO number will be displayed here.</p> <p>i) If you wish to nominate additional OMOs, select the 'Manage Maintenance Officers' link and select the check box to add a new OMO.</p>
<p>5A – Link the organisation's CSP number to HPOS</p>	<p>If your software vendor is conformant to My Health Record as a contracted service provider (CSP), you will need to link their CSP number to your organisation.</p> <p>This will enable your organisation to access My Health Record through your software vendor's product.</p>	<p>Before you get started</p> <ul style="list-style-type: none"> ✓ If you are using a CSP to access My Health Record, you will need to request the CSP number from the provider and link it to your Health Professional Online Services(HPOS). ✓ If you are not using a CSP to access My Health Record, please refer to the National Provider Portal or NASH pathway steps. <p>Process for linking your CPS number</p> <ol style="list-style-type: none"> 1. From the PRODA homepage, select the HPOS tile. 2. Within the 'My Programs' tile, select the 'Healthcare Identifiers and My Health Record' tile and from there select 'Healthcare Identifiers – Manage Existing Records'. 3. Click on your business name and select 'My Organisation Details'. Proceed to the 'CSP Links' tab and select 'Manage CSP links'. 4. Enter your CSP number, click 'Submit' and proceed to confirm the CSP authorisation link. 5. Select Menu, proceed to the 'My Programs' tile and select the 'Healthcare Identifiers and My Health Record' tile. 6. Select the 'My Health Record Register Organisation' and then select the 'Manage Authorisation Links' tile. 7. Select Add/Update Links, enter the CSP number and click Submit.

Step	Why it's needed	What's involved
		<p>Your CSP is now active. It is recommended that you contact your software vendor to notify them that you have completed this process.</p>
<p>5B – Request a NASH PKI certificate</p>	<p>If your organisation uses clinical software that is conformant to My Health Record, you will need a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate to access the system.</p> <p>If your organisation does not use conformant clinical software, you can still access My Health Record using the view-only National Provider Portal (NPP).</p>	<p>Before you get started</p> <ul style="list-style-type: none"> ✓ Be aware of what clinical software products are used within your organisation and whether they are My Health Record conformant. ✓ If you are also using a contracted service provider (CSP) to access My Health Record, you will need to complete the CSP pathway step as well. <p>Process for requesting a NASH certificate</p> <ol style="list-style-type: none"> a) From the PRODA homepage, select the 'Health Professional Online Services (HPOS) tile. b) Within the 'My Programs' tile, select the 'Healthcare Identifiers and My Health Record' tile and from there select 'Healthcare Identifiers Manage Existing Records'. c) Select your organisation name then select My Organisation Details. d) Proceed to the 'Certificates' tab and select 'Request a NASH PKI site certificate'. e) Complete the request form appropriately and then save changes and submit. f) When the certificate is ready to be downloaded, you will receive an SMS to your nominated mobile number with the Personal Identification code (PIC). g) The NASH certificate must be downloaded and installed using the PIC number. If you use an IT service provider, advise them that the certificate is ready for installation. If you need assistance installing your NASH certificate, contact your software vendor for support.

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