



My Health Record

national
allergy
strategy



Getting started: My Health Record for private allergy practices

This fact sheet gives an overview of how Clinical Immunology/Allergy Specialists can register their private practice to access My Health Record in five key steps

Step 1 – Establish roles and responsibilities

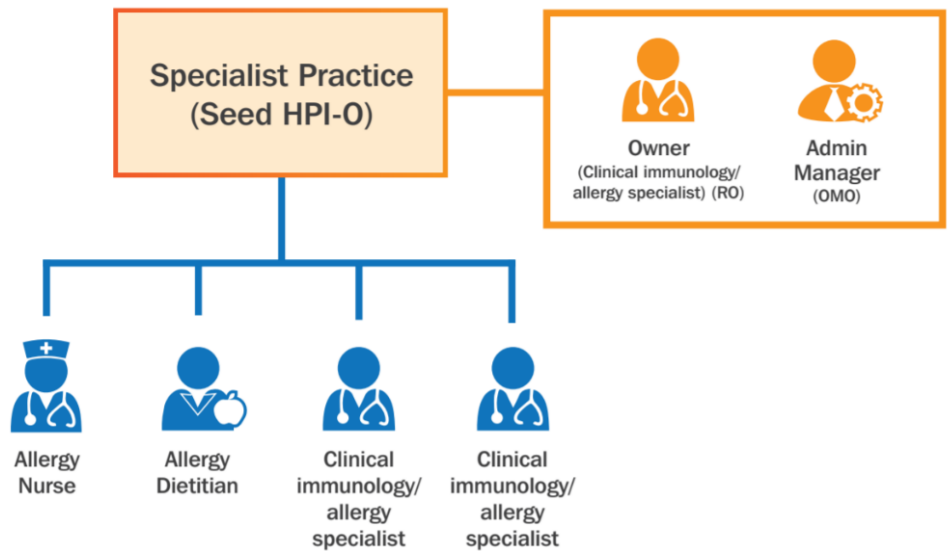
Seed Organisations are entities which provide or control the delivery of healthcare services.

The **Responsible Officer (RO)** has the authority to act on behalf of the organisation and register the organisation.

The **RO** must ensure that the organisation and employee use of My Health Record complies with [participation obligations](#).

You can assign an **Organisation Maintenance Officer (OMO)** for day-to-day administrative dealings.

A Specialist Practice – Example of a Seed Structure



Step 2 – Set up your Provider Digital Access (PRODA)

The practice owner/ administrator will need to have access to [PRODA](#) to access the Healthcare Identifiers (HI) Service. You will need an individual PRODA account to access HI Service and My Health Record registration forms in the [Health Professional Online Services \(HPOS\)](#).

[Register here](#) for your individual PRODA account. You will need three forms of identification.

My Health Record is protected by high level security and privacy. For clinical immunology/allergy specialists to view and upload information to My Health Record:

- Their organisation (HPI-O) must be registered with the My Health Record system.
- They must be authorised as an individual healthcare provider (HPI-I).
- They must use approved, secure software that is connected to the My Health Record system.

Step 3: Link your PRODA account with HPOS

Once you are logged onto PRODA, click on the [Health Professional Online Services \(HPOS\)](#) tile from the list of available services.

If this is your first time using PRODA, you will be prompted to enter a registration number. For example, your [AHPRA number](#) or your Healthcare Provider Identifier (HPI-I). If you do not have a number, you can still access the registration form without it.

Step 4: Register your practice

Healthcare providers and administrators can manage the My Health Record registration process via Health Professional Online Services (HPOS). Once your PRODA and HPOS are linked, you can register your practice.

From within the HPOS tile, choose either:

- a. *Link Identifiers* to link your PRODA account to your HPI-O, or
- b. *Go to Service* to register your practice and receive a HPI-O.

Then follow the prompts.

Step 5a: Connect to My Health Record via Conformant Software

The best way to connect to the My Health Record system is through [conformant software](#). This will allow you to both **view and upload** to the system without affecting your workflow.

You will need to obtain a [National Authentication Service for Health \(NASH\) Public Key Infrastructure \(PKI\) Certificate](#). A NASH PKI Organisation Certificate is a digital certificate that authenticates an organisation whenever they access the My Health Record system using conformant software.

Once your HPI-O has been issued:

- Select the *My Programs* tile
- Select the *My Health Record and Healthcare Identifiers* tile.
- Select the *Healthcare Identifiers – Managing Existing Records* tile.
- Select your organisation then *My Organisation details*.

The **Healthcare Identifiers (HI) Service** is a national system for uniquely identifying healthcare providers, healthcare organisations and individuals receiving healthcare. The HI Service is a foundation component of all national digital health products including My Health Record.

IHI – Individual Healthcare Identifier – identifies the patient.

HPI-I – Healthcare Provider Identifier - Individual – identifies an individual healthcare provider.

HPI-O – Healthcare Provider Identifier – Organisation – identifies the provider organisation where healthcare is provided.

From the Organisation screen:

- Click the *Certificates* tab and then *Request a NASH PKI certificate* at the bottom of the screen.
- Once you have completed all the required field, click *Save* changes.

You will receive an SMS notification when the certificate is ready to download from HPOS via the *Certificate* tab.

To link any existing PKI certificate

From the Organisation screen:

- Click the *Certificates* tab and
- Select the *Link existing PKI certificate* at the bottom of the screen.

You will need to identify the correct PKI certificate to link to your HPI-O.

Speak to your software provider for next steps.

Step 5b: Connect to My Health Record via the National Provider Portal (read-only access)

If your practice does not use conformant software, you can connect to the My Health Record system by the [National Provider Portal](#). You will be able to **view** a patient's My Health Record but not upload anything to it.

Once your HPI-O number has been issued:

- Select the *My Programs* tile
- Select the HI Service and My Health Record tile

- Select the *My Health Record System – Organisation Registration* tile.
- Select the *Manage Authorisation Links and Add/Update your organisation* tile.
- Add healthcare providers' HPI-Is in the *Enter HPI-I Number* field and click *Search*.

The first time a healthcare provider logs onto the National Provider Portal, they will be asked to link to the organisation.

You and other healthcare providers in your practice can now access the National Provider Portal by clicking the My Health Record tile in their PRODA.

Get help and support

Call the My Health Record Helpline for registration enquiries: 1800 723 471 (option 2).

- [Registration overview](#)
- Need further help?
 - PRODA – 1800 700 199 (Mon-Fri 8am to 5pm AEST)
 - HPOS - 13 21 50 (Mon-Fri 8am to 5pm AEST)
 - Certificates - 1800 700 199 (Mon-Fri 8am to 5pm AEST)
 - My Health Record Help Line – 1800 723 471 (24 hours, 7 days a week)