Validate IHI Number and Status

Note: The Individual Healthcare Identifier (IHI) is a unique 16-digit number created by Medicare and assigned to everyone registered with Medicare, as well as others who require medical assistance.

1. From within the Waiting Room window, perform a search:

   - Click **Search Patient**
   - Press F2

IHI No:	8003 6086 6667 0989
IHI Record Status:	Verified
IHI No Status:	Active

[IHI History] [Validate]

2. From the search window, type in your patient's Surname, First Name.
3. From the results, select your patient, click **OK**.
4. Within your patient's record, locate the **IHI Section** and click **Validate**. Your patient's IHI No, Record Status and No Status will automatically be retrieved.

Note: The minimum amount of information to retrieve a person's IHI number includes: Surname; First name; Date of Birth; Gender; and Medicare Number or DVA Number.

IHI Number Not Found

If after pressing **Validate** you receive a prompt informing you that the IHI number was not found, this is a result of your patient's details being incorrectly recorded in Medical Director PracSoft. If you receive this prompt, it may be that:

1. Your patient's details are missing or incorrectly entered. If after checking the details you still receive the same message, you will need to ask for additional identification to verify your patient's identity.
2. The IHI service is currently not available.
3. Your patient is already recorded within the Medical Director PracSoft database.

Retrieving Health Identifi... [X]

ⓘ IHI number not found

[OK]

IHI Exceptions

To help you locate any potential duplicate patients within the database, generate an IHI Exception Report; it lists all the patients that have been issued the same IHI number, and subsequently have been flagged as a duplicate entry.

1. Open the **Reports Module** from the menu, select **Reports > All Reports.**
2. Select **Report Type of Other**, and then scroll down the list of available reports to the **IHI Exception Report**.

The report will display a list of all the duplicate patients found in the database based on their IHI number.

Report type: Arrears / Statements / Fees / Receipts / Financial including GST / Demographics / Other

Report name: Held Accounts / Detailed List of Referrals / List of Referrals / Patient Visits by Practitioner / Monthly Visit Summary by Practitioner / Visits Summary by Type and Practitioner / IHI Exception Report

Description: This report generates a list of patients who have the same IHI number allocated to them

To minimise the length time taken to individually validate your patient's IHI numbers, when a patient's record is opened, the IHI number is automatically validated and displayed on screen.

For assistance, contact the Help line on 1800 723 471 (select option 2) www.myhealthrecord.gov.au