

My Health Record Registration and Set Up Checklist (Conformant software)

This factsheet is a comprehensive guide for how to register and set up your organisation for My Health Record.

My Health Record can be accessed using a range of conformant clinical information systems. Check if your [software is conformant here](#).

[Register for a PRODA account](#)

PRODA is an online authentication system used to securely access certain online services including My Health Record and HPOS. Designed as a two-step verification process, it requires a username, password and verification code to login.

Each practitioner using My Health Record through your organisation needs to register for their own PRODA account. Administration staff can also register for PRODA to be listed as an Organisation Maintenance Officer (OMO) for My Health Record. They will be able to perform administrative functions for the My Health Record but will not be able to access patient records.

[Register Seed Organisation](#)

Most healthcare organisations will register with the My Health Record system as a seed organisation. This registration will provide the organisation with a HPI-O (Healthcare Provider Identifier Organisation).

When registering your organisation with the Health Identifier (HI) Service, the applicant will automatically be assigned as the Responsible Officer (RO), and the Organisation Maintenance Officer (OMO). Each organisation can have only one RO but can have multiple OMOs. During registration you can nominate an additional OMO. Following successful registration you are able to [update or add new OMO\(s\)](#) using HPOS.

Larger organisations with multiple sites or branches may choose to register as a [network organisation](#). Please contact BSPHN on **1300 467 265** or email: ehealth@bsphn.org.au for more information and support.

[Request and Download NASH Certificate](#)

A National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificate, issued by the Department of Human Services is used to allow health care providers to securely access and share health information, this includes My Health Record. Applications are submitted through HPOS where the NASK PKI Certificate will be available for download within 5 minutes. The download link is available for a period of 30 days from issue. Each NASH PKI Certificate has a 2 year expiry.

Install NASH Certificate into your Clinical Software

Once downloaded, the NASH Certificate needs to be installed into your Clinical Software.

[Best Practice: Installing NASH Certificate](#)

[Medical Director: Installing NASH Certificate](#)

Identify and Record Healthcare Provider Identifiers – Individual (HPI-I)

[AHPRA Registered - Locating HPI-I](#)

[Non AHPRA Registered- Applying for HPI-I](#)

The instructions linked above should be given to each health practitioner who will use My Health Record through your organisation. Each practitioner's HPI-I needs to be linked to the registered seed organisation.

Set up your Clinical Software: Input HPI-O, HPI-I and setting permissions

The below instructions will provide you with a step by step guide on how to complete the set up process within your clinical software.

[Medical Director: Inputting HPI-O and HPI-I](#)

[Medical Director: Setting up My Health Record Permissions](#)

[Best Practice: Inputting HPI-O and HPI-I](#)

[Best Practice: Setting up My Health Record Permissions](#)

Policies and Procedure

A healthcare organisation that is participating in the My Health Record system is required to comply with a range of obligations – please find more information regarding your obligations [here](#).

The Australian Digital Health Agency has developed a guide/checklist to help implement security practices and policies in your healthcare organisation: [Security Practices and Policies Checklist](#).

A number of organisations have also developed sample policies that may assist you:

[Royal Australian College of General Practitioners Policy Template](#)

[Pharmaceutical Society of Australia Policy Template](#)

[iCareHealth \(Aged Care\) Policy Template](#)

Staff Training

My Health Record BSPHN team

A member of our team can deliver information and system training to staff at your practice. Email requests to: ehealth@bsphn.org.au.

Please also see the 'Training for Providers' tab on the [BSPHN My Health Record webpage](#).

Australian Digital Health Agency

A representative from the Australian Digital Health Agency is able to present for training with greater than 30 attendees. Enquire at: <https://conversation.digitalhealth.gov.au/training>.

Online Software Simulator

On Demand Training is an online platform that allows users to simulate the use of My Health Record on the Provider Portal using a fictitious patient and General Practitioner log in. See instructions to access [here](#).

Provider Portal Access Instructions

See instructions for [how to access My Health Record via the Provider Portal on PRODA](#).

Communication Plan

It is best practice to inform patients that you are participating in the My Health Record system. How you communicate this depends on your practice and workflow systems. Some strategies already in use include amending patient consent forms to include My Health Record, displaying posters or verbally communicating at the point of access, view or upload.

As an organisation you can download and print [stakeholder materials](#) including brochures, factsheets and posters. These materials are both provider and consumer facing. The Digital Health Agency has also developed a [Support Your Patients Webpage](#).

NOTE: If a patient is registered for the My Health record system they have provided standing consent for you to access their records and you are not required to receive permission to view or upload. More information about privacy, security and consent can be found [here](#).

Helpful Resources

Access Australian Digital Health Agency Video Resources

- [Webinars for Healthcare Professionals](#)
- [YouTube clips for consumers](#)

[Add or Remove an OMO](#)

- Organisation Maintenance Officer (OMO) act on behalf of the organisation in its day to day administrative dealings with the My Health Record system. More than one person can be listed as an OMO for an organisation.

In addition, reference guides are available on the My Health Record website:

www.myhealthrecord.gov.au

The team at Brisbane South PHN can also provide further training and support. Please contact us on 1300 467 265 or email: ehealth@bspnhn.org.au or visit the [BSPHN My Health Record Website](#).