

## My Health Record: Registering for a Healthcare Provider Identifier Organisation (HPI-O)

This factsheet provides instructions on registering an organisation to the My Health Record system.

### Before getting started:

It is important to understand the different roles and responsibilities that are required for registration and implementation of the My Health Record system.

Understanding the type of organisation you are registering. Most organisations such as a GP practice, pharmacy, allied health or private medical specialist will register with the My Health Record system as a **Seed Organisation**. By definition a seed organisation is a legal entity that provides or controls the delivery of healthcare services.

Within the seed organisation there will need to be a **Responsible Officer (RO)** and an **Organisation Maintenance Officer (OMO)**

### Definitions

**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 the RO is usually the business owner.

**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.

Further information regarding roles and responsibilities can be found here:

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/roles-and-responsibilities>

**Important:** The person registering the organisation must have authority to act on behalf of the organisation and must employ or have a health professional who is registered in the HI Service and provides healthcare as part of their duties. The organisation must also have an active Australian Business Number (ABN).

If possible, the recommendation is to use Google Chrome as the preferred browser.

### To register a new organisation to the My Health Record:

1. The person who has authority to act on behalf of the organisation (example: the business owner) must log into PRODA <https://proda.humanservices.gov.au>. If they do not have a PRODA account one can be created by selecting *Register now*.

If the business owner is not completing the process, the staff member completing the process will need to provide proof they are authorised to act on behalf of the business.

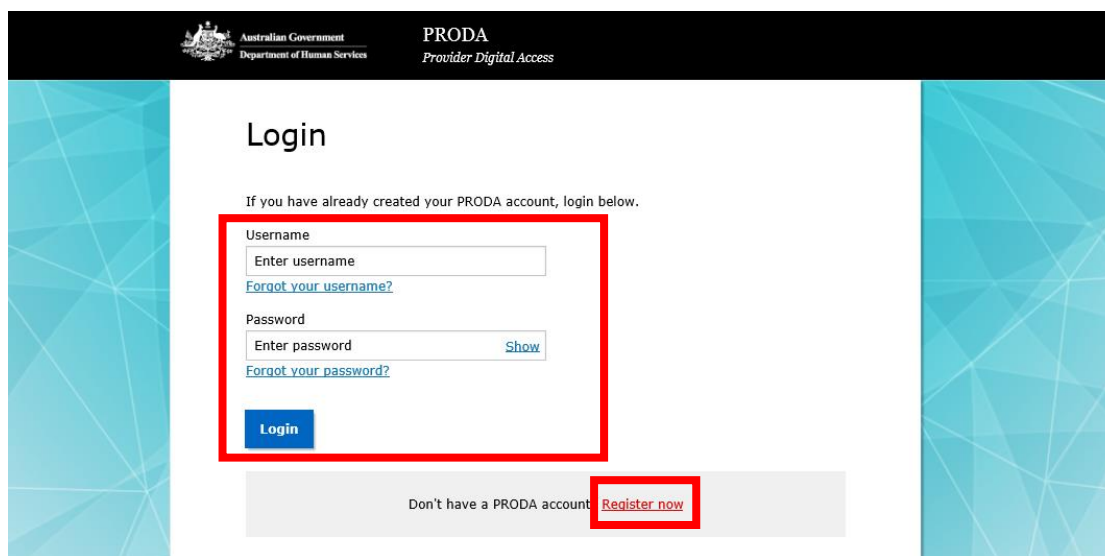


Figure 1

2. If you are a Healthcare provider, you can speed up the registration process. To do this, ensure that your AHPRA medical registration number, provider number and/or HPI-I number are linked to your PRODA account. To do this, locate the Health Professionals Online Services tile and select *Link identifiers*.

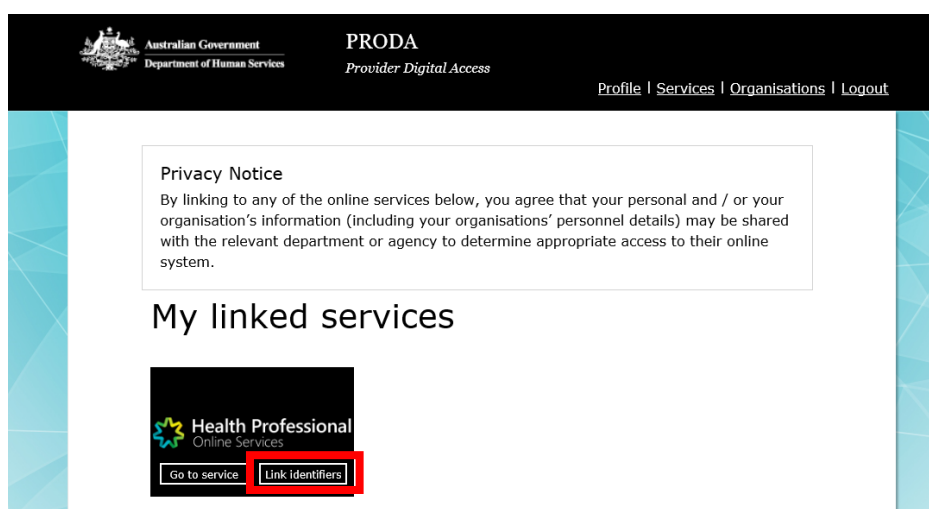


Figure 2

3. Enter your individual *AHPRA medical register number* or select the *identifier type* such as Medicare Provider Number, enter the *identifier*. Click *search* to link your identifier to your PRODA account. If you are unsure of your AHPRA medical registration number call AHPRA on 1300 419 495.

## Healthcare providers and administrators

To add additional numbers or identifiers to your account use the search function below. If you haven't already entered your AHPRA Medical Registration number, we suggest adding it now as it has many other identifiers connected to it. Alternatively, you can search for other numbers, such as provider numbers.

The screenshot shows a search form with the following elements:

- A text input field labeled "AHPRA medical registration number".
- The word "OR" below the first field.
- A dropdown menu labeled "Identifier type" with "Medicare Provider Number" selected.
- A text input field labeled "Identifier".
- A red "Search" button.
- A black "Back" button.

Figure 3

4. Return back to the PRODA services home screen and open Health Professional Online Services (HPOS) by selecting *Go to service*

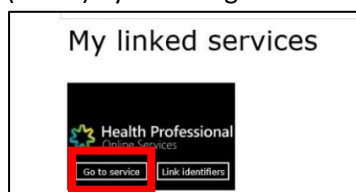


Figure 4

5. Select *My Programs*.

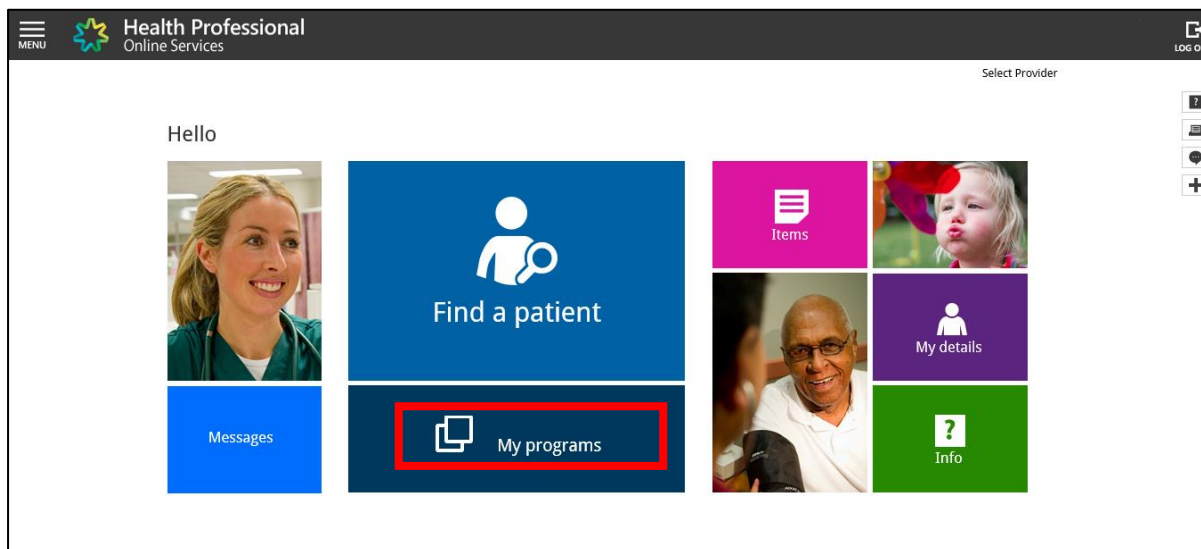


Figure 5

6. Select the *Healthcare Identifiers- Register Seed Organisation* tile.

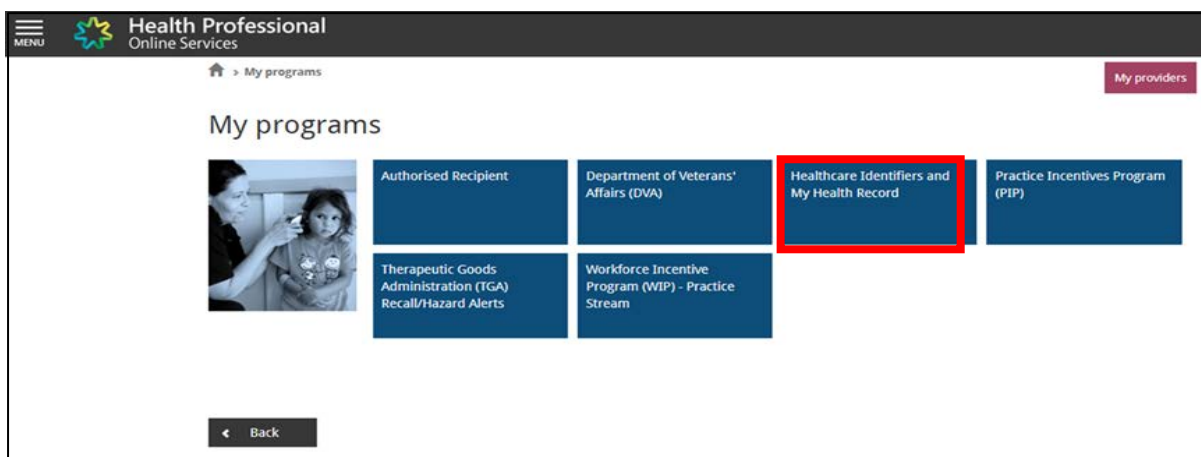


Figure 6

7. Enter the business ABN or ACN number.

**Health Professional Online Services**

My programs > HI - Register Seed Organisation

## Healthcare Identifiers - Register Seed Organisation

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

**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

Figure 7

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

Home > My programs > HI - Register Seed Organisation

## Healthcare Identifiers - Seed Organisation Application

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

**Organisation Details** \* Indicates required information

Enterprise Name: The Trustee for bstRBCbsf 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:

**Next** > | Cancel | **Submit** >

Figure 8

9. Complete the RO Details tab and click *Next*.

Home > 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:

Figure 9



10. Complete the *Additional OMO Details* tab if required. Please note the organisation does not need to appoint an OMO. However if no OMO is appointed the RO will have the responsibilities of an OMO and RO.

Once completed click *Next*.

The screenshot shows a web application interface for 'Healthcare Identifiers - Seed Organisation Application'. The breadcrumb trail is 'My programs > HI - Register Seed Organisation'. The main title is 'Healthcare Identifiers - Seed Organisation Application'. There are four tabs: 'Organisation Details', 'RO Details', 'Additional OMO Details' (highlighted with a red box), and 'Documents'. The 'Additional OMO Details' section contains a checkbox 'I would like to register an additional OMO with my organisation' and an information box stating '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.' Below this is a section 'Is additional OMO already registered in HI?' with fields for 'Identifier Type' and 'Identifier Number'. The 'Personal Details' section includes fields for 'Title', 'Family Name \*', 'Given Name \*', 'Additional Given Name', 'Date of Birth dd/mm/yyyy \*', and 'Sex \*'. The 'Contact Details' section has fields for 'Daytime Phone \*' and 'Email \*'. The 'Business Address' section has radio buttons for 'Use Organisation's business address' (selected) and 'Use different address', followed by fields for 'Address Search', 'Address Lines', 'Suburb/Town/Locality', 'State', and 'Postcode'. At the bottom, there are buttons for '< Previous', 'Next >' (highlighted with a red box), 'Cancel', and 'Submit >'.

Figure 10



11. The *Documents* tab will be enabled if you are required to provide evidence of identity. Upload one of the document listed 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.

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.

Figure 11

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

13. Once your application is submitted, you will be taken back to the home screen of the form. Your submitted application will be listed at the bottom including the status.

🏠 > 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.

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**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
<a href="#">100999</a>	18/07/2018 09:40	MR person B B	health test	134 Reed ST N, Greenway ACT 2900	Pending

Figure 12

14. You will receive notification of your successful application through your HPOS messages inbox. To access this inbox, log into PRODA, open HPOS and click on the *Messages* icon. Depending on the complexity of the application, it can take anywhere between a few hours and a few weeks to be approved.

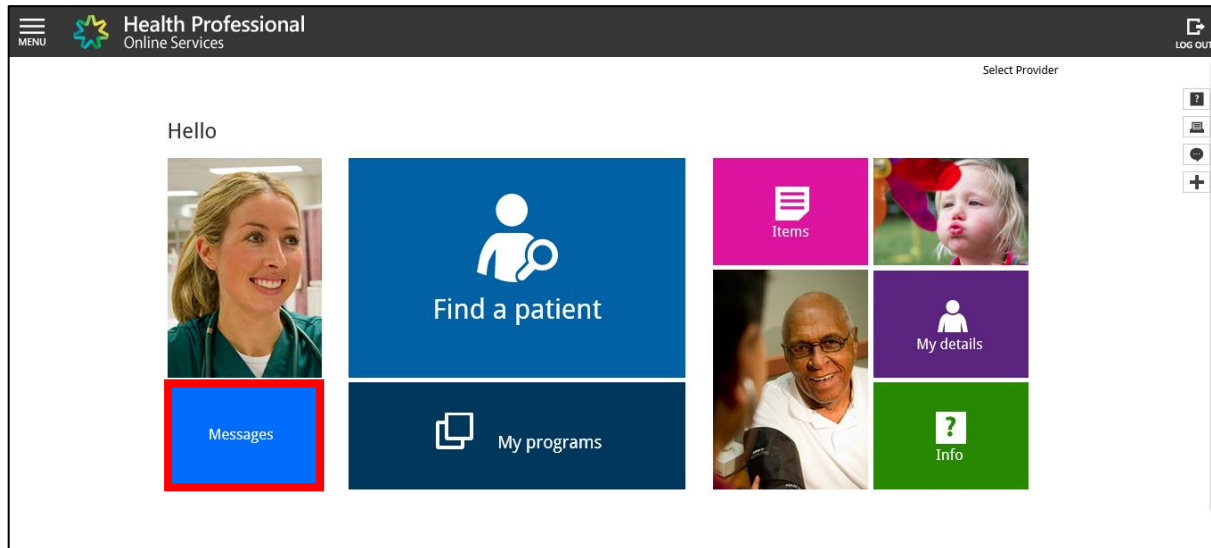


Figure 13

### Privacy and Policies

The practice will also need to ensure there are appropriate policies and checklist in place when using the My Health Record system. The My Health Record website has a range of documentation, check lists and templates that can assist in preparing your practice to use the system. The link below will cover the requirements that must be met as outlined in the *My Health Records Rule 2016*.

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/security-practices-and-policies-checklist>

Should you have any questions or concerns below are some useful contacts:

**Healthcare Identifiers Service Enquiry Line:**

1300 361 457 or [healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)

*For help with:*

- Registering your organisation as a Seed or Network and getting a Healthcare Provider Identifier – Organisation (HPI-O) OR registering as an individual healthcare provider and getting a Healthcare Provider Identifier – Individual (HPI-I)
- Digital credentials (Medicare and NASH PKI Certificates)

**My Health Record Helpline:**

1800 723 471 (option 2 for providers)

*For help with:*

- Registration enquires for My Health Record
- General enquiries or concerns relation to the My Health Record system (e.g. privacy and security)
- Clinical safety related questions

**Digital Credentials (NASH PKI Certificates):**

1800 700 199 or [ebusiness@humanservices.gov.au](mailto:ebusiness@humanservices.gov.au)

*For help with:*

- Enquiries relating to Medicare and NASH PKI certificates
- Installing your Medicare and/or NASH PKI certificates
- Locating lost or forgotten passwords for PKI certificates and tokens

**Brisbane South PHN:**

3864 7555 or [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au)

*For help with:*

- Registration support regarding My Health Record
- Education and training for staff regarding My Health Record
- General queries regarding My Health Record