

CONNECTION GUIDE FOR MY HEALTH RECORD

AHPRA-registered health professionals

[My Health Record](#) is an online summary of a person's key health information that may include allergies, medications, diagnostic imaging reports, discharge summaries and GP health histories. Most Australians now have an individual My Health Record. Any health professional registered to use the system can access My Health Record on behalf of a person they are treating in order to view their health information, and possibly add information about the healthcare they are providing.

Remember, My Health Record is not a complete record of all healthcare encounters (such as detailed consultation notes). Instead it includes a summary of the critical information required to provide safe and effective treatment and to supplement the information included in existing health records.

What you need to know to connect to My Health Record

In order to access My Health Record for their patients, health professionals must first have an individual health provider number. They also need to be connected to a health provider organisation with a health provider organisation number that is registered for My Health. The steps involved in registering for My Health Record are outlined below and are detailed further in dedicated sections of this document.

Practitioners that are registered with the [Australian Health Practitioner Regulation Agency \(AHPRA\)](#) have been automatically assigned an individual health provider number. AHPRA-registered health professionals employed by an organisation that is already registered for My Health Record can skip to Step 3.

The three steps involved in registering for My Health Record are:

1. Register with the healthcare identifier service
 - a. Confirm your Healthcare Provider Identifier – Individual (HPI-I) number
 - b. Register for a Healthcare Provider Identifier – Organisation (HPI-O) number
2. Register for My Health Record
3. Access My Health Record by setting up your conformant clinical software or setting up access to the National Provider Portal.

More detail about each of these steps is provided in the following pages.

Healthcare identifier numbers

Health identifier numbers are used to ensure that only registered health practitioners and health providers can access the My Health Record system. All health professionals using the My Health Record system require a unique 16-digit healthcare identifier number, which is used to identify them when they access My Health Record. That number is a Healthcare Provider Identifier–Individual (HPI-I) number.

In addition to an HPI-I, access to My Health Record also requires that organisations have a Healthcare Provider Identifier – Organisation (HPI-O) number. All providers must apply for an HPI-O regardless of whether they are AHPRA-registered or from a self-regulating profession. Each of your patients also requires an Individual Healthcare Identifier (IHI). Anyone with a Medicare number has an IHI.

Healthcare Identifiers – identify the provider and recipient of healthcare services and where they were delivered (the healthcare organisation). Regardless of the method of access, the My Health Record system uses these three identifiers to record and track healthcare encounters.

HPI-I

Who provided the healthcare service

HPI-O

Where the healthcare service was provided

IHI

Who received the healthcare service

Confirming your HPI-I

Allied health professionals registered with the [Australian Health Practitioner Regulation Agency \(AHPRA\)](https://www.ahpra.gov.au) are automatically registered with the Health Identifier (HI) Service and assigned a Healthcare Provider Identifier–Individual (HPI-I) number. All registered practitioners should automatically receive their HPI-I as part of the information you receive from AHPRA.

If for any reason you cannot locate this information, the easiest options to identify your HPI-I are:

1. If you know your AHPRA User ID number, simply add '800361' in front of the other numbers in your User ID to form your HPI-I.
2. Log in to your account on the AHPRA website at: www.ahpra.gov.au.
3. Call AHPRA on **1300 419 495**.
4. Call the Health Identifier Service enquiry line on **1300 361 457**.

Applying for an HPI-O

Once you have your HPI-I number, you will then need to begin the process of registering your organisation for a HPI-O. Access to My Health Record always requires you to register for a HPI-O even if you are a sole trader. To apply for an HPI-O, your organisation must provide healthcare related services and must employ at least one individual healthcare provider who has an HPI-I.

As part of the application process, you must designate someone to take on the roles of [responsible officer](#) and [organisation maintenance officer](#). An individual can act in multiple roles where appropriate. For example, a sole trader may be an individual healthcare provider who is also the responsible officer and organisation maintenance officer.

You will also need to determine if your organisation is a [seed or network organisation](#). A seed organisation is a legal entity that provides or controls the delivery of healthcare services. Many allied health businesses will be seed organisations if they function as a single-site businesses. However, if your organisation has multiple sites or subsidiaries, you may wish to register the head office as the seed organisation and individual sites as Network Organisations. This allows My Health Record access to be managed centrally. This is optional and you may choose to register each site or subsidiary separately as a seed organisation.

To register for an HPI-O as a seed organisation:

1. Begin by logging on to **PRODA** and selecting **Go to Service** on the **HPOS** tile
2. Select **My programs** and then **My Health Record and Healthcare Identifiers**
3. You will then need to select **Healthcare Identifiers – Register seed organisation**

You will then need to follow the steps to register your seed organisation. You will need to provide an Australian Business Number (ABN) as part of the registration process. Once your application has been processed, you will be sent a notification of the outcome to your HPOS inbox.

If you are registering a network organisation, you will first need to complete a seed organisation registration. You will then be able to register additional network organisations via PRODA.

To add network organisations to your seed organisation:

1. Log on to **PRODA** and select **Go to Service** on the **HPOS** tile
2. Select **My programs** and then **Healthcare Identifiers and My Health Record**
3. Select the **Manage Healthcare Identifiers** option
4. Select the seed organisation that the network organisation will belong to
5. Follow the prompts to create your network organisation.

Registering for My Health Record

My Health Record registration for seed organisations is completed at the same time as registering for an HPI-O. To do so, please simply follow the above prompts to begin registering an HPI-O. You will be prompted to register for My Health Record as part of that process. While you are completing your application, you should consider whether you will use [conformant software](#) to access My Health Record or if you will use the National Provider Portal. This is important as access to My Health Record via conformant software requires that you have a [NASH PKI](#) certificate for Healthcare Organisations as well as a [Medicare PKI](#). These encryption certificates are used to provide secure access to the Health Identifier and My Health Record systems.

To register a network organisation, the Responsible Officer or Organisation Maintenance Officer of the seed organisation will first need to undertake the steps listed above under register for an HPI-O. They will then need to register the network organisation for My Health Record via PRODA.

To do so:

1. Follow the steps to access **HPOS** via **PRODA**
2. Choose **My programs** and then **Healthcare Identifiers and My Health Record**
3. Select **Manage Healthcare Identifiers** and then **Healthcare Organisation Registration**
4. Choose the network organisation(s) you are registering from the list
5. Select **Register organisation** on the **Healthcare Provider Organisation Registration** page
6. Check the box next to the network organisation(s)
7. You will all also need to assign any [access flag](#) you want from the drop down box for each network organisation being registered
8. Finally, mark **the checkbox** for the **participation agreement** on the **My Health Record System – Registration Confirmation** page and select **Register**.

Further information can be found at [Services Australia](#).

There are two ways that health professionals can interact with the My Health Record system: with conformant software or via the National Provider Portal.

Accessing My Health Record via Conformant Software

First check the [conformant software register](#) to see if your clinical system connects to My Health Record. Examples of conformant software include Best Practice, Genie, Medirecords and MMEx. If you have access to conformant software, you can use the following steps to connect to My Health Record.

1. Follow the steps in previous sections to register for an **HPI-I** and **HPI-O** and to register for My Health Record
2. Log in to [HPOS](#) via **PRODA**
3. Select **My programs** and then **Healthcare Identifiers and My Health Record**
4. Select **Manage Healthcare Identifiers**
5. Select the **relevant organisation record**
6. Select the **Certificates** tab
7. Request or [link](#) a **Medicare PKI certificate**
8. Request or [link](#) a **NASH PKI certificate**

Once you have received the necessary certificates, you will need to import both PKI certificates (Medicare and NASH PKI) into your clinical software. Please refer to your individual software vendor for instructions about how to import certificates and to configure your software. Each eligible practitioner in your organisation will need to have their HPI-I loaded into your clinical system so that they can access My Health Record.

Note: Each practitioner's individual HPI-I number must be linked to each healthcare organisation (HPI-O number) they work for in order to access the My Health Record system at each workplace.

Note: Any organisation accessing My Health Record must have appropriate policies in place. Please refer to the AHPA policy templates and toolkit for guidance on how to prepare a policy for your organisation.

Accessing My Health Record via the National Provider Portal

If you do not have access to conformant software, you can still connect to the My Health Record system using the [National Provider Portal \(NPP\)](#) with the following steps.

1. Follow the steps in previous sections to register for an **HPI-I** and **HPI-O** and to register for My Health Record
2. Log on to **HPOS** via **PRODA**
3. Select **My Programs** and then **Healthcare Identifiers and My Health Record**
4. Select **My Health Record System – Organisation Registration**
5. Select **Manage Authorisation links** to see the list of organisations you can add links to for My Health Record
6. Select **Add/Update** for your organisation
7. Enter the HPI-I number for yourself and any staff via the **Enter HPI-I Number** field
8. In each case you will need to select **Search** to see and confirm the HPI-I.

Once those steps are completed, you and your staff will be able to log on to the **National Provider Portal** using **PRODA**. You will be able to access My Health Record via the relevant tile when you log in to **PRODA**. Alternatively, you can visit the [My Health Record National Provider Portal Login](#).

Note: The National Provider Portal is a read-only facility. It allows practitioners to view and download clinical documents but does not allow for documents to be uploaded to My Health Record.

Registration for My Health Record

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