

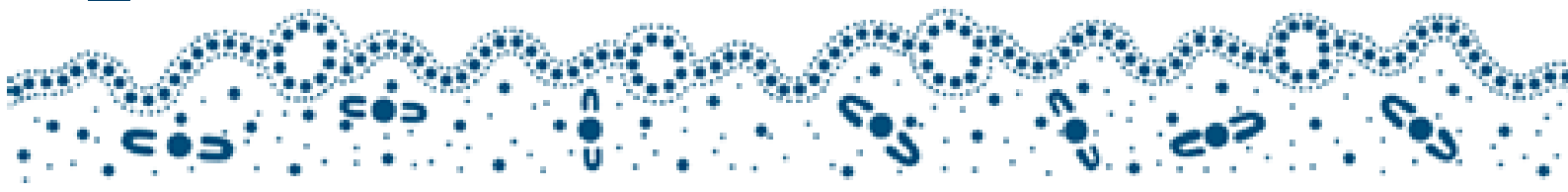
How to register your Healthcare Provider Organisation for My Health Record



My Health Record



An Australian Government Initiative



Version Control

Version	Date	Author	Rational
0.1	13/02/2019	CT	Draft
0.2	13/03/2019	CT	Final

Review History

Effective Date	Reviewed By	Detail of Amendments

BEFORE YOU REGISTER

Ensure the right person registers

The person who makes decisions on behalf of the parent organisation (i.e. commonly the owner or CEO) needs to be the person who applies for a PRODA account and subsequently for My Health Record access unless another applicant is given this authority.

The applicant will become the Responsible Officer (RO) who has primary responsibility for the organisation's compliance with participation requirements in the My Health Record system.

To understand these requirements, search on www.myhealthrecord.gov.au for 'System participation obligations', 'Security practices and policies checklist', 'Register your organisation' and 'Penalties for misuse of health information'.

Unless the applicant's PRODA account details match details on the Australian Business Register, they will need to provide evidence of their authority to act on behalf of the Organisation. When there is a trust or trading name, evidence will always be required.

Potentially-required evidence

Required evidence can include:

- Certificate of registration of a company issued by the Australian Securities and Investments Commission (ASIC) with the applicant's name listed as the Public Officer
- The notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, ABN and the applicant's name listed as the Public Officer
- The organisation's appointment as a trustee (if the legal structure is a trust) with the applicant as a stakeholder
- Contract for sale or purchase of business addressed to the applicant
- Lease agreement for the organisation's primary place of business addressed to the applicant
- Rates notice for the organisation's primary place of business addressed to the applicant
- Certificate of change of name for the organisation issued by the Australian Securities and Investments Commission and addressed to the applicant
- A document issued by the Australian Taxation Office with the organisation's name and tax file number and addressed to the applicant

An applicant not listed on the above documents will be required to upload one of the above documents with 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

Ensure at least one of your healthcare provider employees has a *Healthcare Provider Identifier – Individual (HPI-I)*.

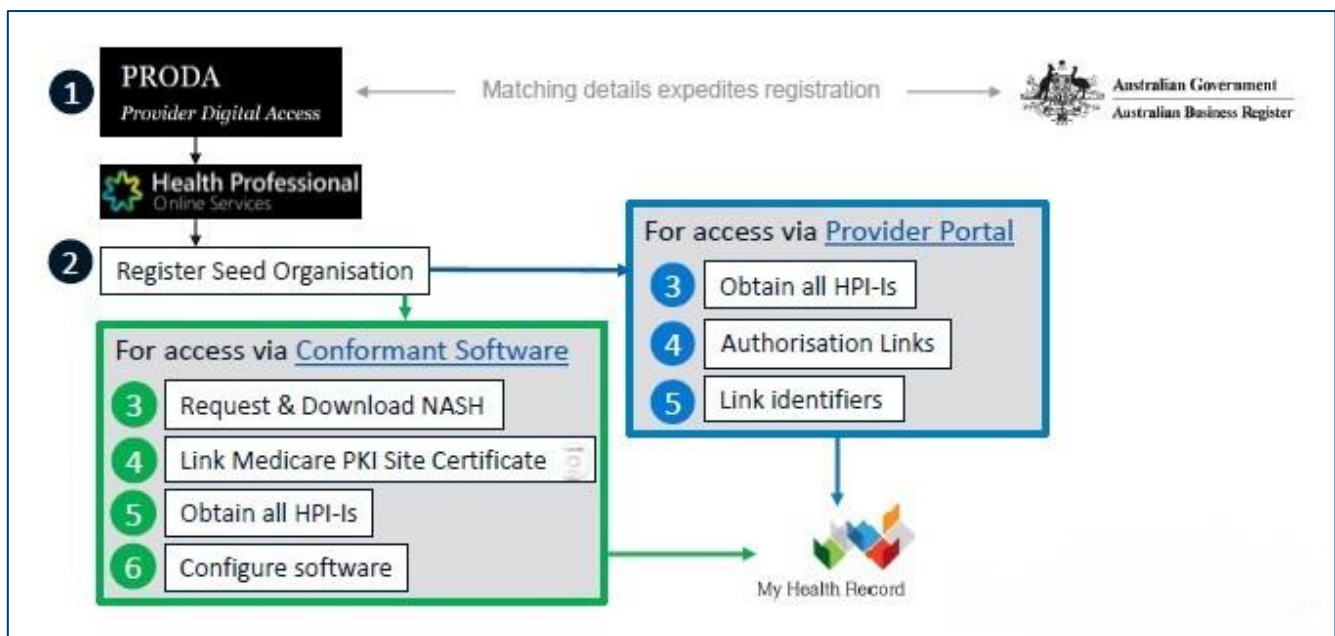
If at least one of your healthcare provider employees are registered with AHPRA you can continue to the next step.

Those not registered with AHPRA will need to apply for an HPI-I prior to your organisation registering for My Health Record.

They can apply by completing an [Application to register a healthcare provider form \(HW033\)](#).

REGISTER FOR PRODA AND LINK TO HPOS

Overview of steps



What is PRODA?

PRODA
Provider Digital Access

PRODA is an online authentication system you can use to securely access certain government online services.

Why use PRODA?

- no need for additional hardware / software
- one username and password for multiple services
- 2-tier secure log in

What is HPOS?



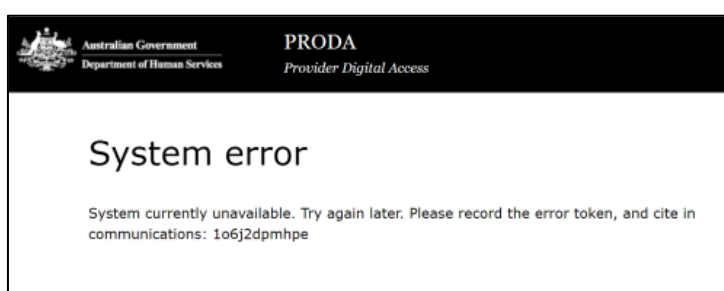
Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with the Department of Human Services.

<https://www.humanservices.gov.au/hpos>

Using PRODA and HPOS

Access via Human Services Website

- Access PRODA directly from the Human Services website.
- If you get systems error and you accessed PRODA via the Human Services website, then clear your browser history and retry.



Inactivation period

PRODA & HPOS deactivate after 30 minutes of inactivity (clicking not typing)

Supporting browsers

Using the latest internet browser helps maintain and improve your online security. To access PRODA to set up an account you'll need one of these minimum browser versions:

Internet Explorer 9, Mozilla Firefox 30, Google Chrome 39 and Safari 5.

1. REGISTER FOR PRODA

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Register now

There are three steps to create a new account.

- 1 Create account**
Provide your details, create a username and password, and verify your email address.
- 2 Verify documents**
Verify 3 different [identity documents](#).
- 3 Match existing services**
Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

[+ Your privacy](#)

Register now

Already have a PRODA account? [Login here](#)

Go to humanservices.gov.au/proda and navigate to 'Register'

PROVIDE YOUR DETAILS

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account 2 Verify documents 3 Match existing services

[Back](#)

Your details

Title (Optional)
Miss

First name
Mary

Additional names
(Required if on any of your identity documents)

Surname
Smith

Gender
Female

Date of birth
For example, 20 03 1976
Date Month Year
10 / 01 / 1980

Next

Provide your personal details.

USERNAME, PASSWORD AND SECURITY QUESTIONS

Australian Government
Department of Human Services

PRODA
Provider Digital Access

< Back

Create your login details

Username
masmith

Password
..... Show

Confirm Password
..... Show

- ✓ At least 10 characters
- ✓ At least 1 uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 number or special character

Next

MUST CONTAIN AT LEAST 1 UPPERCASE, 1 LOWERCASE, AND 1 (BUT ONLY 1) NUMERIC OR SPECIAL CHARACTER

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

< Back

Your security questions

Security question 1
Where did I go on my first holiday?

Answer 1
brisbane

Security question 2
What are the last 5 digits of my sports/gym membership card?

Answer 2
25367

Security question 3
What was my favourite subject at school?

Answer 3
sport

Next

PROVIDE AND VERIFY YOUR EMAIL ADDRESS

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account 2 Verify documents 3 Match existing services

[Back](#)

Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address
marysmith@google.com.au

Confirm email address
marysmith@google.com.au

Next

USE YOUR PERSONAL EMAIL ADDRESS

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account 2 Verify documents 3 Match existing services

[Back](#)

Verify your email address

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

We sent a code to your email address tania.lewis@humanservices.gov.au . Once you receive it, enter it below and select 'Next'.

Email code
052018

[Didn't receive your code?](#)

Next

ONCE YOU HAVE
VERIFIED YOUR EMAIL,
YOU WILL RECEIVE A
"PRODA ACCOUNT
CREATED" EMAIL

VERIFY YOUR IDENTITY

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Mary Smith
Logout

Verifying your identity

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

1 Create account

Provide your details, create a username and password, and supply your email address.

2 Verify documents

Verify 3 different [identity documents](#)

3 Match existing services

Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).

Next

Please note:

If you do not complete the identity verification steps your account may be cancelled after 60 days and you will need to start the process again.

Example: Verify your identity

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Mary Smith
Logout

Verify your first document

- ☒ Australian passport
- ☐ Medicare card
- ☐ Australian driver's licence
- ☐ ImmiCard
- ☐ Australian birth certificate
- ☐ Australian Visa (supported by a foreign passport)
- ☐ Citizenship certificate
- ☐ Certificate of registration by descent
- ☐ I don't have any of these documents

Next

If you're unable to verify your identity online, select **I don't have any of these documents** and use the [Manual identity verification for Provider Digital Access form](#).

Example: Verify your identity (continued)

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Mary Smith
[Logout](#)

2 Verify documents

3 Match existing services

[< Back](#)

Australian passport

First name
Mary

Additional names

Surname
Smith

Document number
M98765432

Select a sample

Next

Verify your first document

Tip: 'Additional names' needs to exactly match the middle initial or name in the document

IDENTITY SUCCESSFULLY VERIFIED

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Department of Human Services

PRODA
Provider Digital Access

Mary Smith
[Logout](#)

Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

1 Create account
Provide your details, create a username and password, and supply your email address.

2 Verify documents
Verify 3 different [identity documents](#).

3 Match existing services
Complete matching process for your existing services.

- ✓ Australian passport
- ✓ Medicare card
- ✓ Australian driver's licence

You will now choose your code preference and complete matching to existing services.

Next

2 STEP VERIFICATION CODE PREFERENCES

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Mary Smith
Logout

1 Create account 2 Verify documents 3 Match existing services

[Back](#)

Your verification code preference

Each time you login we will need you to enter a code which can be generated via our mobile app (recommended), email or mobile phone. Please choose your preferred option to receive your code.

Email
masmith@google.com.au

Mobile App

Mobile phone (SMS)

Next

PRODA Code Generator
Australian Government Department of Human Services
Tools
You don't have any devices.
Add to wishlist

Generally quicker response times

FIRST TIME ACCESS – HEALTH PROFESSIONAL ONLINE SERVICE (via PRODA)

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Profile | Services | Organisations | Logout

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisation's personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

Available services

Health Professional Online services

LINK YOUR HEALTHCARE IDENTIFIERS TO HPOS

Healthcare providers and administrators

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

Are you a Responsible Officer or Organisation Maintenance Officer for an eHealth organisation?

Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRA medical registration number, and we will search our database for you. If you don't have an AHPRA medical registration number you can pick another number you have (such as a provider number).

AHPRA medical registration number

OR

Identifier type Identifier

Identifier type

Medicare Provider Number

Medicare Provider Number

HPI-I Number

HPI-O Number

DVA Provider Number

DVA Stem

PBS Approved Prescriber

HECSRS Identifier

Medication Review - AACP Accreditation

Medication Review - SHPA Accreditation

Midwife Unique Identifier

Pharmacist - ACT Registration

Pharmacist - National Registration

Pharmacist - NSW Registration

Pharmacist - NT Registration

Pharmacist - QLD Registration

Pharmacist - SA Registration


Pharmacist - TAS Registration

Pharmacist - VIC Registration

Pharmacist - WA Registration

RO/OMO Number

AGREE TO TERMS AND CONDITIONS

 **Health Professional**
Online Services

Health Professional Online Services (HPOS) Terms and Conditions of Use and Access

As a user of HPOS, you must:

- use HPOS securely and for a proper purpose;
- comply with all laws and policies;
- report breaches; and
- keep information up to date.

These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Territory apply to these HPOS Terms of Use.

1. Accessing HPOS

HPOS is a service provided by the Department of Human Services (the department). The department gives you permission (in the form of a non-transferable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.

The department may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.

If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.

If the department finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.

An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS.

Your use of HPOS is at your own risk.

2. Use HPOS securely and for a proper purpose

The department may monitor your use of HPOS.

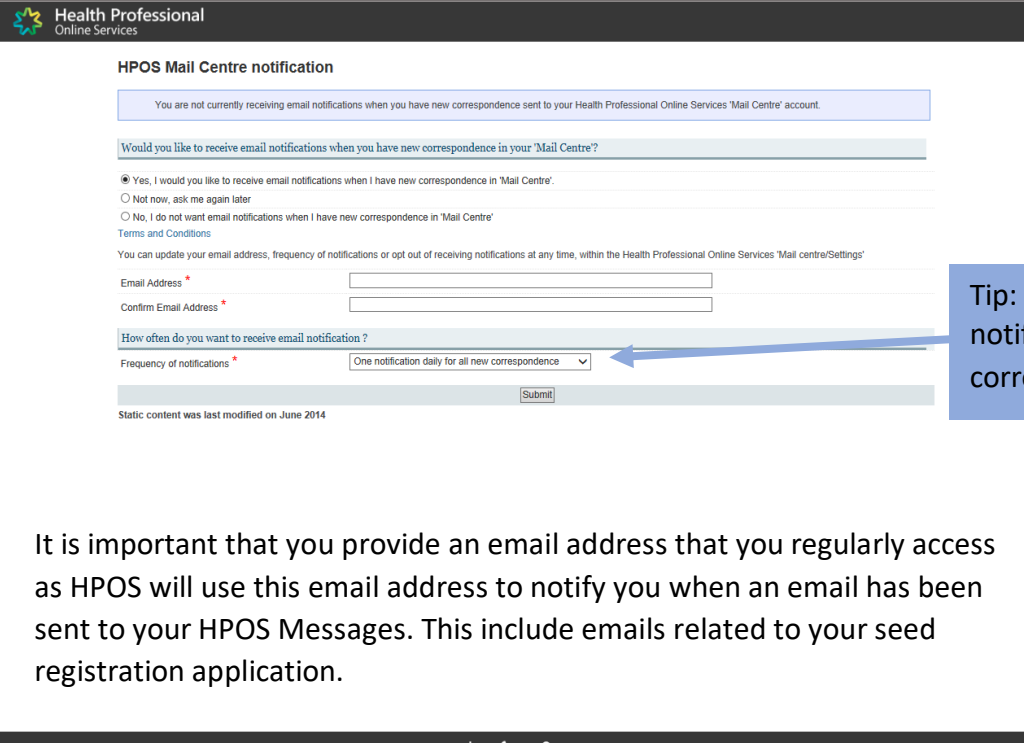
You must:

- only access information in HPOS about a person with the person's consent and for claiming purposes only;

By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

Click on "I Agree"

HPOS MESSAGES NOTIFICATIONS



HPOS Mail Centre notification

You are not currently receiving email notifications when you have new correspondence sent to your Health Professional Online Services 'Mail Centre' account.

Would you like to receive email notifications when you have new correspondence in your 'Mail Centre'?

☒ Yes, I would like to receive email notifications when I have new correspondence in 'Mail Centre'.

☐ Not now, ask me again later

☐ No, I do not want email notifications when I have new correspondence in 'Mail Centre'

[Terms and Conditions](#)

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

Email Address *

Confirm Email Address *

How often do you want to receive email notification?

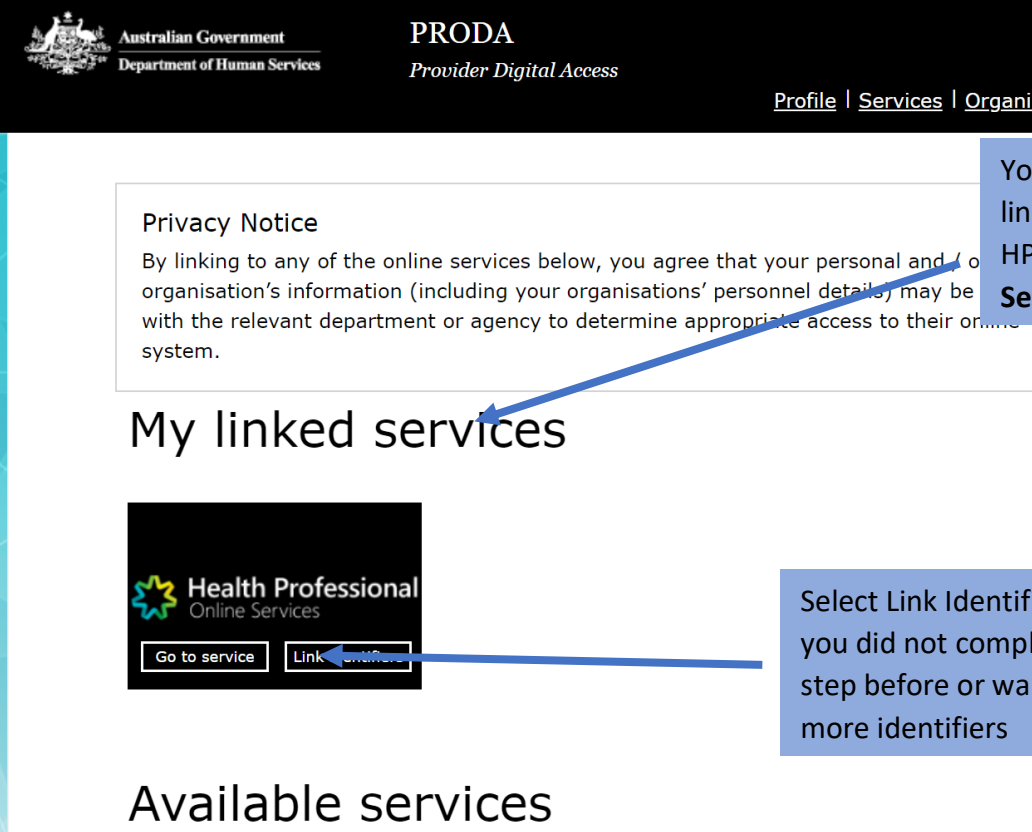
Frequency of notifications *

Static content was last modified on June 2014

Tip: Select 'Immediate notification for each new correspondence'

It is important that you provide an email address that you regularly access as HPOS will use this email address to notify you when an email has been sent to your HPOS Messages. This include emails related to your seed registration application.

LINK YOUR HEALTHCARE IDENTIFIERS TO HPOS



Australian Government
Department of Human Services

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organis...](#)

Privacy Notice

By linking to any of the online services below, you agree that your personal and / or organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

Health Professional Online Services

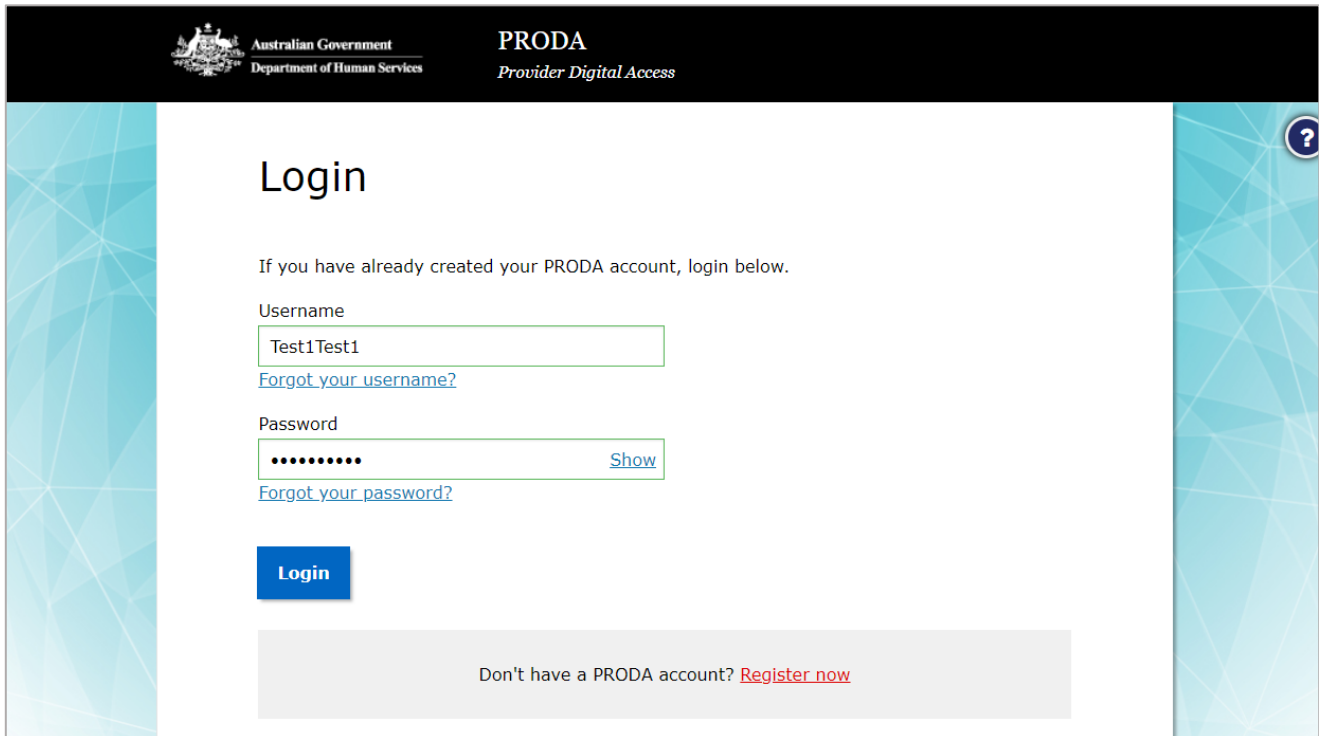
Available services

Your PRODA account will link to HPOS. You'll see the HPOS tile in **My Linked Services**

Select Link Identifiers if you did not complete the step before or want to link more identifiers

2. REGISTER YOUR ORGANISATION (USING HPOS)

LOGIN TO PRODA



Australian Government
Department of Human Services

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

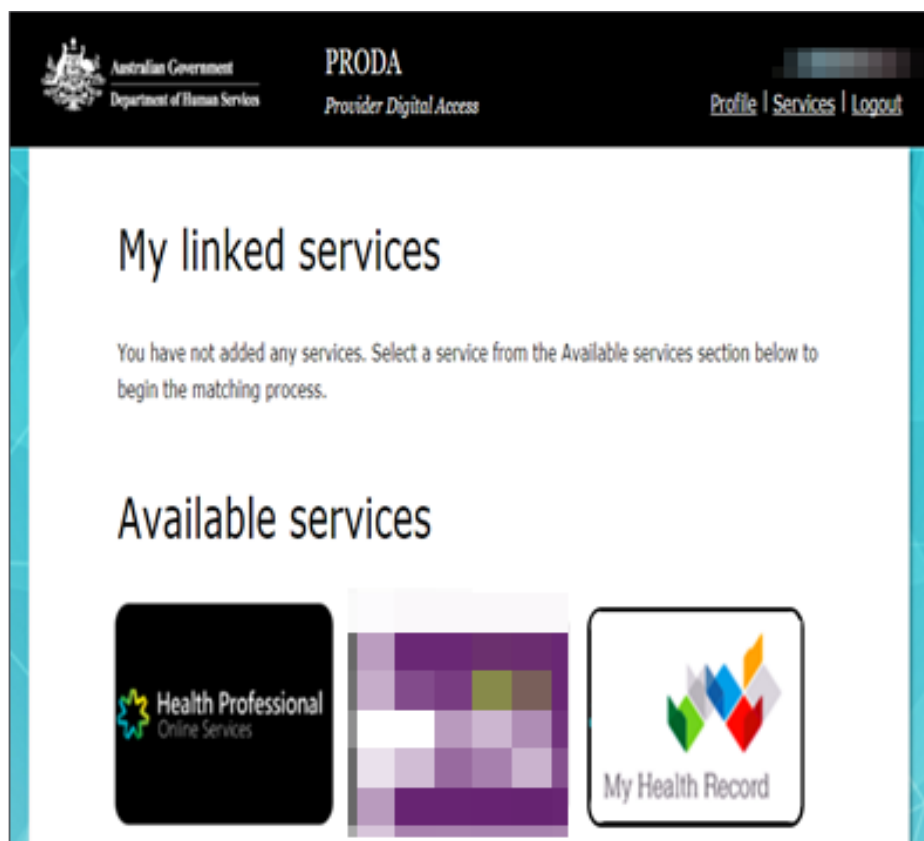
Password

[Forgot your password?](#) [Show](#)

Login

Don't have a PRODA account? [Register now](#)

PRODA – HPOS



Australian Government
Department of Human Services




PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Logout](#)

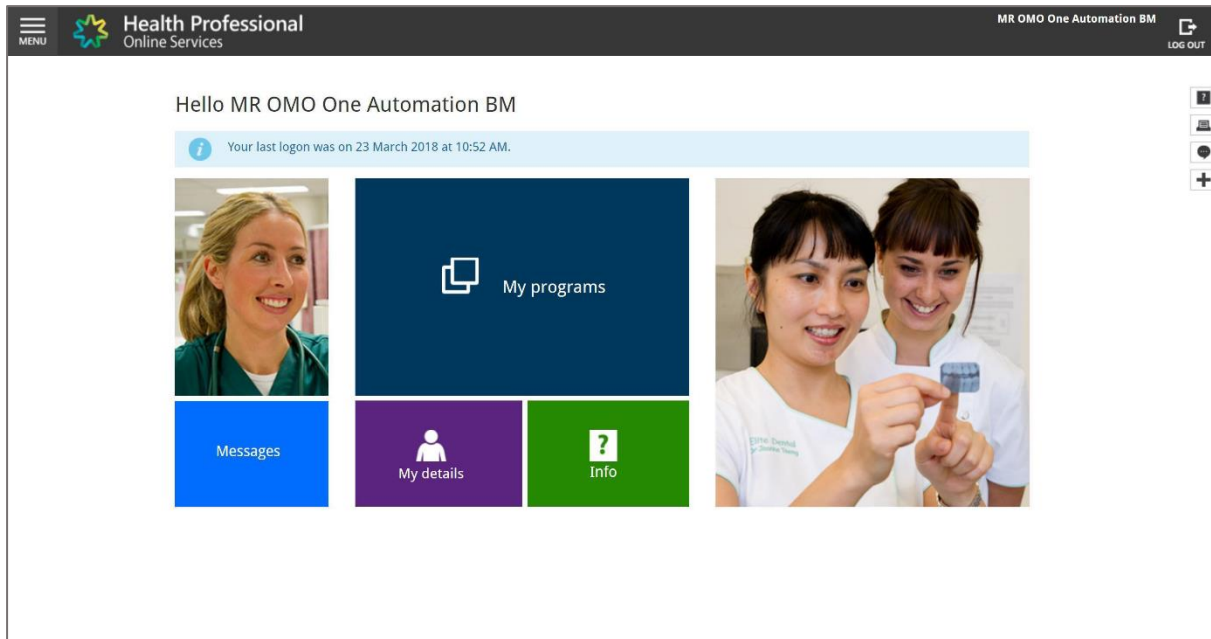
My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

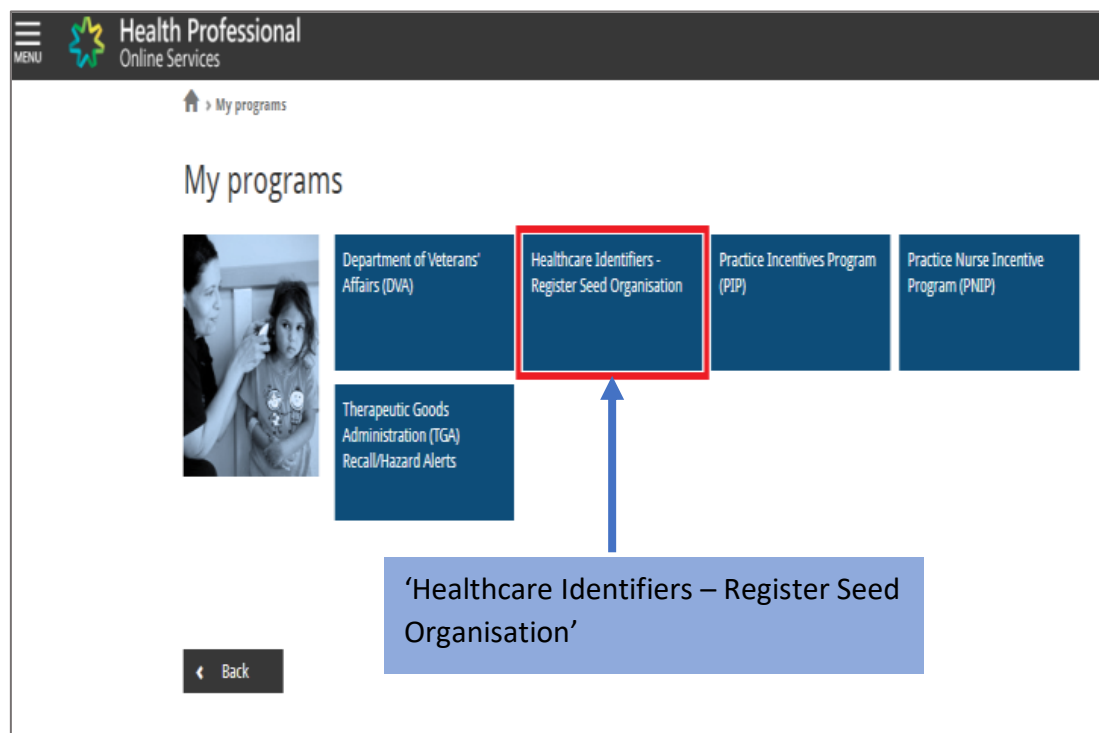
Available services



Select  and  if you wish to navigate back to the PRODA home page



REGISTER SEED ORGANISATION



Health Professional
Online Services

Home > 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 Apply Now

ENTER ORGANISATION DETAILS

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: YENTAL

ABN: 11959708703

ACN: 100411443

Trading Name (if different):

Organisation Type *:

Organisation Service Type *:

Organisation Service Unit:

Business Contact Details

Daytime Phone *:

Email *:

Fax Number:

Preferred: Daytime Phone

Business Address

Address Search: Start typing address here...

Address Lines *:

Suburb/Town/Locality *:

State *:

Postcode *:

Mailing/Postal Address

☐ Same as Business Address

Address Search: Start typing address here...

Address Lines:

Suburb/Town/Locality:

State:

Postcode:

Next >
Cancel
Submit >

Click 'Next'

ENTER RESPONSIBLE OFFICER (RO) DETAILS

My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Application

Organisation Details | **RO Details** | Additional OMO Details | Documents

RO Details

Name: MRS person C C
 Date Of Birth: 01/01/1985
 Sex: Intersex or Indeterminate
 Other Name(s):

* Indicates required information

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:

Previous Next Cancel Submit

As part of the registration process the applicant will be automatically assigned as the Responsible Officer (RO) and the Organisation Maintenance Officer (OMO).

Click 'Next'

ENTER ADDITIONAL OMO DETAILS (OPTIONAL)

Healthcare Identifiers - Seed Organisation Application

Organisation Details | RO Details | **Additional OMO Details** | Documents

Additional OMO Details

If I would like to register an additional OMO with my organisation

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.

Is additional OMO already registered in HI?

Identifier Type:
 Identifier Number:

Personal Details

Title:
 Family Name:
 Given Name:
 Additional Given Name:
 Date of Birth:
 Sex:

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:

Previous Next Cancel Submit

If the organisation requires multiple OMO's this can be done as part of the registration process or at a later stage.

Is additional OMO already registered in HI?

Identifier Type
 Identifier Number

AHPRA Medical Registration Number
 HPI-I Number
 HPI-O Number
 RO/OMO Number

Click 'Next'

DOCUMENTS

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: Proof of Relationship

File: [Choose File](#) No file chosen

[Upload File](#) [Reset](#)

Please note: [file name, type and size restrictions apply.](#)

List of Documents
There are no documents attached to this application.

[Previous](#) [Cancel](#) [Submit](#)

The **Documents** tab will appear if you are required to provide evidence of your authority to act on behalf of the organisation

1. Select Type
2. Choose file
3. Click 'Upload File'

Click 'Submit'

CONFIRMATION AND DECLARATION

Home > My programs > HI - Register Seed Organisation

Healthcare Identifiers - Seed Organisation Confirmation

Please review the information you have supplied before submitting this application. You can make corrections if required at this point by selecting the Back button.

Organisation Details

Enterprise Name:	YENTAL	ABN:	11959708703	ACN:	100411443
Trading Name:	Demonstration	Organisation Type:	Aged Care Residential Services	Organisation Service Type:	Charitable hostels for the aged
Organisation Service Unit:		Business Address:	134 Reed ST N, Greenway ACT 2900	Mailing/Postal Address:	134 Reed ST N, Greenway ACT 2900
Daytime Phone:	0212341234	Email:	test@gmail.com	Fax Number:	

RO Details

Name:	MRS person C C	Date Of Birth:	01/01/1965	Sex:	Intersex or Indeterminate
Other Name(s):		Identifier Type:		Identifier:	
Business Address:	134 Reed ST N, Greenway ACT 2900	Daytime Phone:	0212341234	Email:	test@gmail.com

Additional OMO Details

An additional OMO was not nominated with this application.

Documents

List of Documents

Name	Type	File Size	Uploaded On
bvt doc.docx	Proof of Relationship	11.2	27/07/2018 10:10

Healthcare Identifiers - Seed Organisation Confirmation

Please review the information you have supplied before submitting this application. You can make corrections if required at this point by selecting the Back button.

Organisation Details

Enterprise Name:	YENTAL	ABN:	11959708703	ACN:	100411443
Trading Name:	Demolition	Organisation Type:	Aged Care Residential Services	Organisation Service Type:	Charitable hostels for the aged
Organisation Service Unit:		Business Address:	134 Reed St N, Greenway ACT 2900	Mailing/Postal Address:	134 Reed St N, Greenway ACT 2900
Daytime Phone:	0212341234	Email:	test@gmail.com	Fax Number:	

HO Details

Name:	MRS person C C	Date Of Birth:	01/01/1985	Sex:	Intersex or Indeterminate
Other Name(s):		Identifier type:		Identifier:	
Business Address:	134 Reed St N, Greenway ACT 2900	Daytime Phone:	0212341234	Email:	test@gmail.com

Additional OMO Details

An additional OMO was not nominated with this application.

Documents

List of Documents

Name	Type	File Size	Uploaded On
bvt.doc.docx	Proof of Relationship	11.2	27/01/2018 10:10

Declaration

Privacy notice

Your personal information is protected by law, including the [Privacy Act 1988](#) and [Healthcare Identifiers Act 2010](#).

Your personal information is collected by the Australian Government Department of Human Services and the Service Operator of the Healthcare Identifiers Service, for the purposes of registering an organisation in the Healthcare Identifiers Service.

The collection of this information is authorised by the [Healthcare Identifiers Act 2010](#) and [Privacy Act 1988](#). Without this information, your application cannot be processed.

Your personal information may be used by the department or given to other parties, such as other Australian government departments and agencies, where you have agreed to that, or where it is required or authorised by law (including the [Healthcare Identifiers Act 2010](#) and [Privacy Act 1988](#)).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy.

The My Health Record System Operator will collect personal information in this form from the department for the purpose of the My Health Records system and may also use and disclose this information as required or authorised by law, only within Australia, including the [My Health Records Act 2012](#) and [Privacy Act 1988](#).

For more information see the My Health Record System Operator's privacy policy at myhealthrecord.gov.au/privacy.

Declaration

I declare that:

- I am applying on behalf of the Seed Organisation for registration as a healthcare provider organisation under the [My Health Records Act 2012](#)
- the organisation I am registering is eligible for provision of a Healthcare Provider Identifier - Organisation number under the [Healthcare Identifiers Act 2010](#)
- I have full legal authority to make this application on behalf of the Seed Organisation and to provide the requested information
- I will only access and use Healthcare Identifiers for the purposes defined in the [Healthcare Identifiers Act 2010](#)
- I understand the roles and responsibilities of the Responsible Officer and Organisation Maintenance Officer. If additional Organisation Maintenance Officers are registered at a later time, I will make sure they are aware of the requirements of the Organisation Maintenance Officer role
- the information I have provided on this form is complete and correct.

I acknowledge and understand that:

- penalties for unauthorised access and misuse apply under the [Healthcare Identifiers Act 2010](#)
- in order to participate in the My Health Record, the Seed Organisation must comply with the obligations described in the [My Health Records Act 2012](#) and the [My Health Record Rules](#)
- giving false or misleading information is a serious offence.

☐ I Agree *

Confirm

Back

APPLICATION SUBMITTED

Home > 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.

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 [Apply Now](#)

Submitted Applications

Application ID	Submission Date	Applicant	Organisation	Organisation Address	Status
101035	27/07/2018 10:36	MRS person C C	demonstration	134 Reed ST N, Greenway ACT 2900	Pending

When application goes to pending, check the HPOS centre as you may find you've already been approved. Any further verification requirements will be sent through to HPOS Messages.

For assistance with the registration process call [1300 361 457](tel:1300361457)

Status Revealed

CHECK YOUR HPOS MAILBOX

Home > Messages > Mail Centre - My mailbox

Mail Centre - My mailbox

[Compose new mail](#) [Form upload](#)

My Mail Filed All Trash Settings

To update your Mail Centre email notifications select the Settings icon

Search by:

Program mailbox *

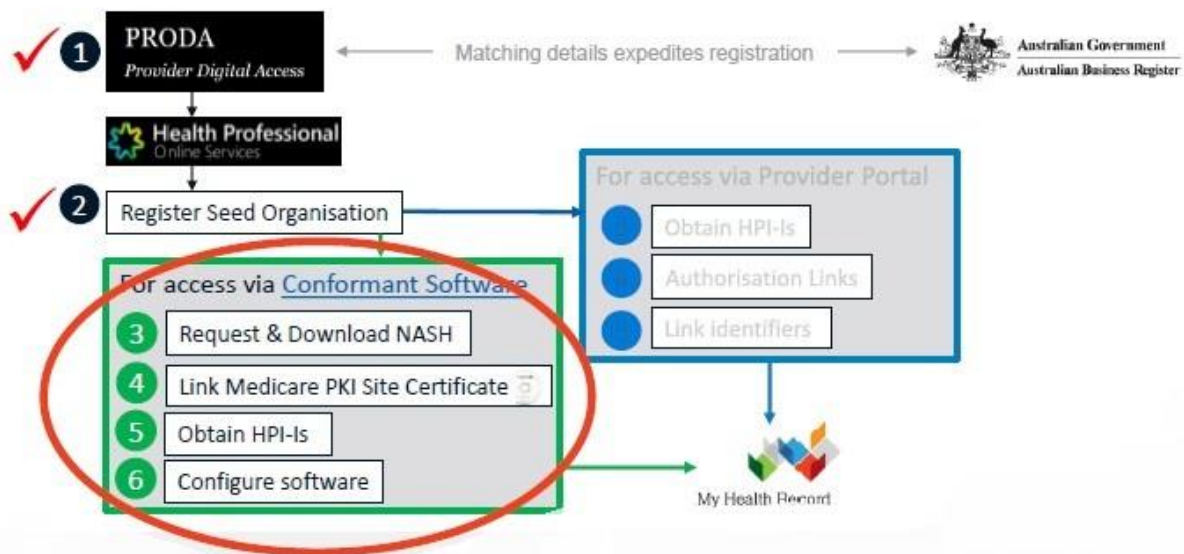
Range * ☒ All ☐ Previous week ☐ Previous month ☐ Date range (below)

Display: Move selected to: [Move](#)

	Program mailbox	Subject	Update Date/Time	Ref No
	Healthcare Identifiers	Your application has been approved	27/07/2018 10:45 AM	2480619-01

Static content was last modified on 6 December 2014

Remaining Steps for those using conformant software



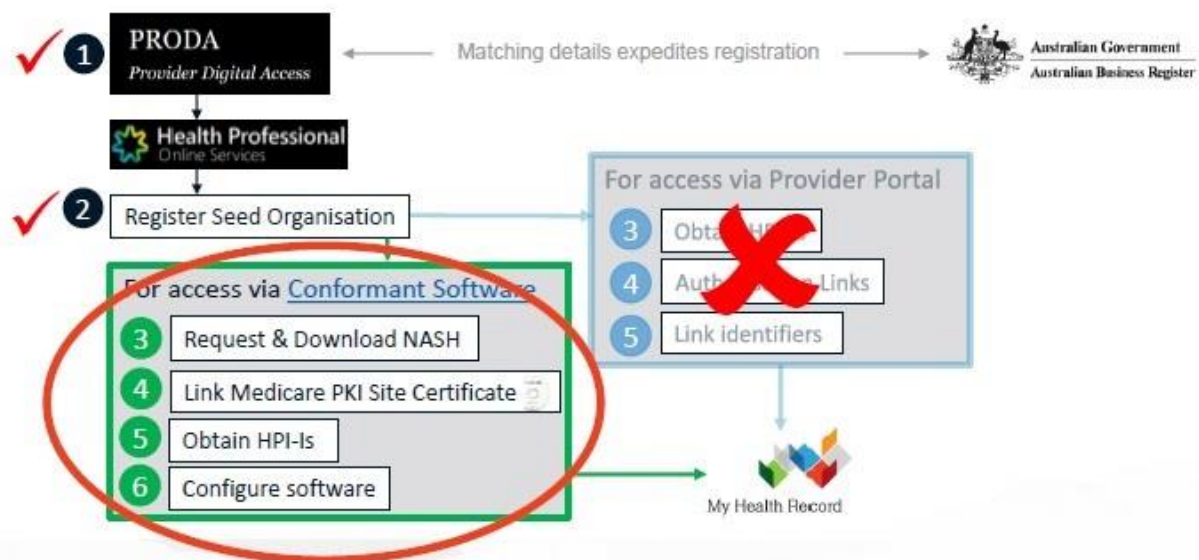
Request and download a NASH PKI certificate

Pre-requisites

- Your registration must first be approved (check your [HPOS Messages](#))
- If you have previously registered via a non-HPOS method your RO/ OMO identifier will need to be linked to your HPOS account (Step '1j').

If the [conformance register](#) lists your software as a CSP software, or if you use cloud-based software you won't need to request for a NASH PKI certificate. Follow the instructions listed when you scroll down to 'CSP Links Tab' [here](#). The CSP number is provided when you contact your CSP software vendor. Those using Aquarius require a NASH and to also link to Medisecure as a CSP.

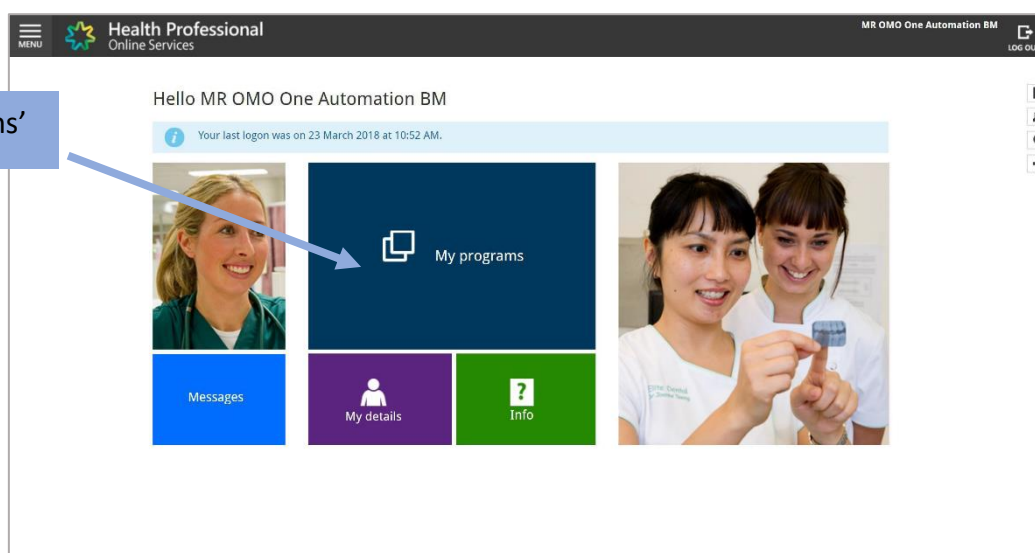
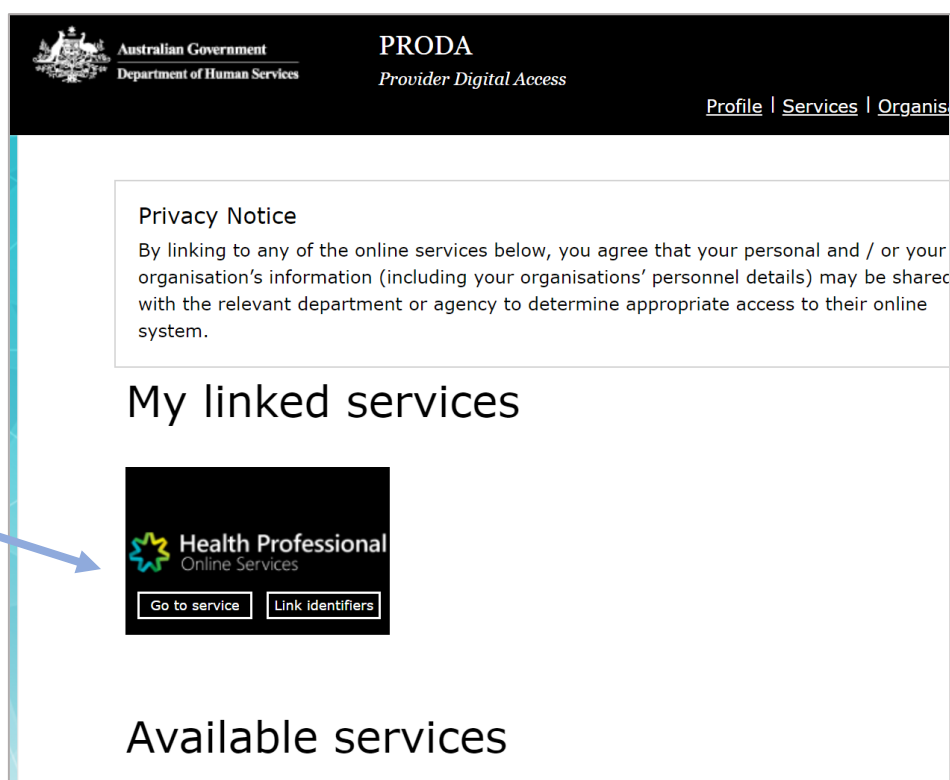
Overview of Steps

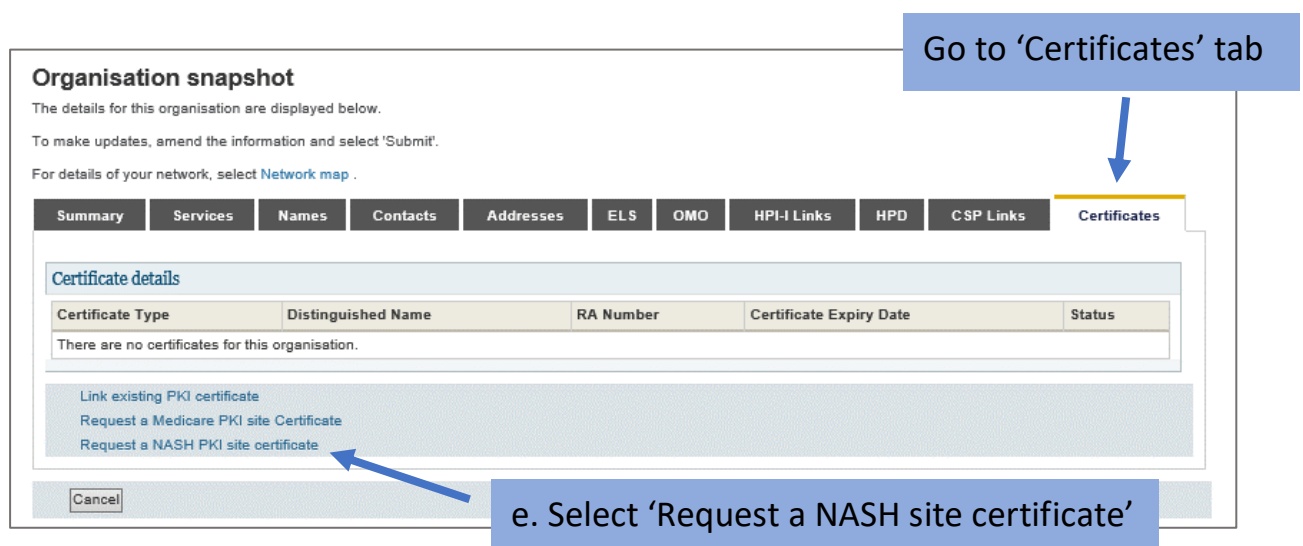
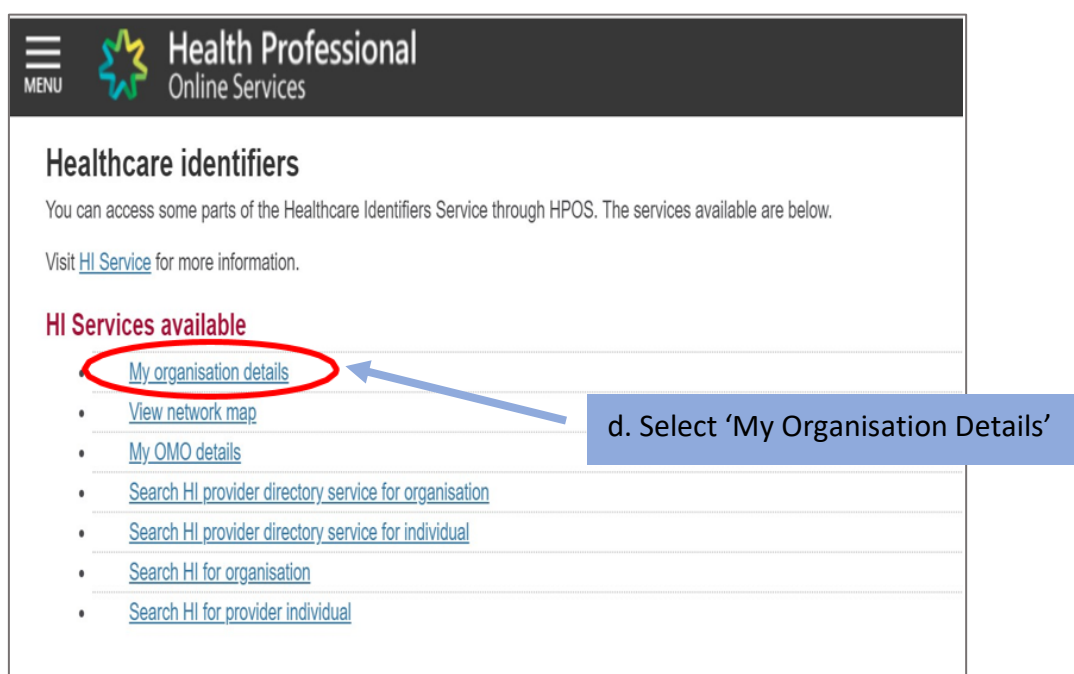
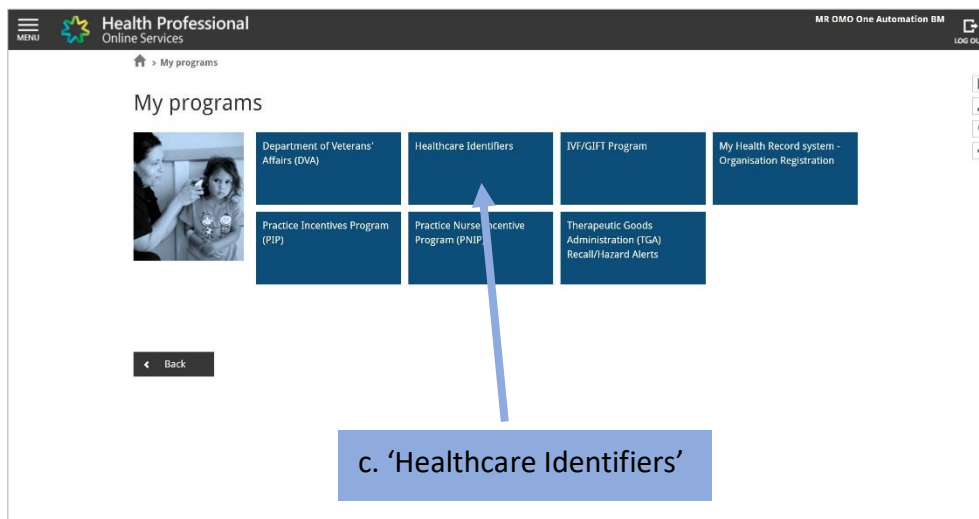


3. REQUEST AND DOWNLOAD NASH PKI ORGANISATION CERTIFICATE

PRE-REQUISITES

- Your registration must first be approved (check your HPOS Messages)
- If you have previously registered via non-HPOS method your RO/ OMO identifier will need to be linked to your HPOS account (Page 13).





F. PROVIDE MOBILE NUMBER AND ACCEPT TERMS AND CONDITIONS

Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links Certificates

Request NASH PKI Site Certificate
You need to make sure you understand your organisation's obligations, including agreeing to the Terms and Conditions.
All required fields are marked with an asterisk *.

*Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)

New Mobile Number

*If you have an existing NASH certificate, please confirm that you agree for us to revoke it within the next 2 months. ☐

*Terms and Conditions ☐
By checking the box and clicking the "Save Changes" button on this page, you acknowledge and agree that:

- you are duly authorised to legally bind the Organisation's legal entity; and
- the Organisation's legal entity agrees to be legally bound by:
 - the Terms and Conditions of Use;
 - the Relying Party Agreement (if applicable); and
 - the Certificate Policy.

To view Certificate policy documents click [here](#)

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

Annotations:

- 1. Specify a mobile phone number (points to the Mobile Number field)
- 2. Tick the required check boxes (points to the Terms and Conditions checkbox)
- 3. Click 'Save changes' (points to the Save changes button)

G. SUBMIT REQUEST

Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links Certificates

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

NASH PKI Certificate for Organisation request details

Status	Mobile Number	Action
Validation complete - ready to submit request.	0422883800	Delete

[Link existing PKI certificate](#)
[Request a Medicare PKI site Certificate](#)
[Request a NASH PKI site certificate](#)

Privacy Note
Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Human Services for purposes relating to the provision of healthcare, including the administration and operation of PKI, the HI Service and the My Health Record system.
Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.
You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at humanservices.gov.au/privacy or by requesting a copy from the department.

Annotation:

- Click on 'Submit' (points to the Submit button)

SMS message notification is sent to the specified number when the certificate is ready for download

Your NASH certificate for HPI-O XXXXXX is ready to download through HPOS. It is available for 30 days. Your PIC is XXXXXXXX.

To recover the PIC contact the HPOS Help Desk: 1800 723 471.

H. HPOS DOWNLOAD CERTIFICATE

Health Professional Online Services

June June OMO

Success: Your request has been successful and the details have been updated.

The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links Certificates

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	CN=general.8003620833339638.id.electronichealth.net.au,O=seed new changed,dc=8003620833339638,dc=id,dc=electronichealth,dc=net,dc=AU	4226026377	09/08/2020	Active	Download Revoke

Link existing PKI certificate
Request a Medicare PKI site Certificate
Request a NASH PKI site certificate

Click 'Download'

Cancel

When the NASH file is downloaded, the certificate is called 'SITE'.

Contact the eBusiness Service Centre on 1800 700 199 for help relating to progress of a NASH PKI Certification request.

4. LINK EXISTING PKI CERTIFICATE

Health Professional Online Services

person e e LOG OUT

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links Certificates

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	CN=general.8003624900023562.id.electronichealth.net.au,O=DESIRE IT,dc=8003624900023562,dc=id,dc=electronichealth,dc=net,dc=AU	5569255713	30/08/2020	Active	Download Revoke

NASH PKI certificates are used to access the My Health Record. You may also be able to use NASH to access healthcare identifiers in the HI Service - check with your software vendor. If you can't, you will need a Medicare PKI site certificate to access the HI Service. Use the links below to request a NASH or Medicare PKI site certificate, or link an existing Medicare PKI site certificate to your HPI-O details.

Link existing PKI certificate
Request a Medicare PKI site Certificate
Request a NASH PKI site certificate

Click 'Link existing PKI certificate' and follow the steps to link your Medicare PKI certificate

If you don't already have a Medicare PKI site certificate, you can apply by clicking 'Request a Medicare PKI site certificate'

Cancel

5. OBTAIN ALL HPI-IS

You will also need the HPI-Is of the clinicians within your organisation who will use My Health Record.

- If they are registered with AHPRA they will already have an HPI-I.
To find it they can:
 - log onto www.ahpra.gov.au using your AHPRA User ID
 - call the HI Service on 1300 419 495, or
 - add 800361 to the front of your AHPRA User ID (note: this is not your professional registration number).
- If their profession is not registered with AHPRA, they will need to complete the 'Application to register a healthcare provider form (HW033)'

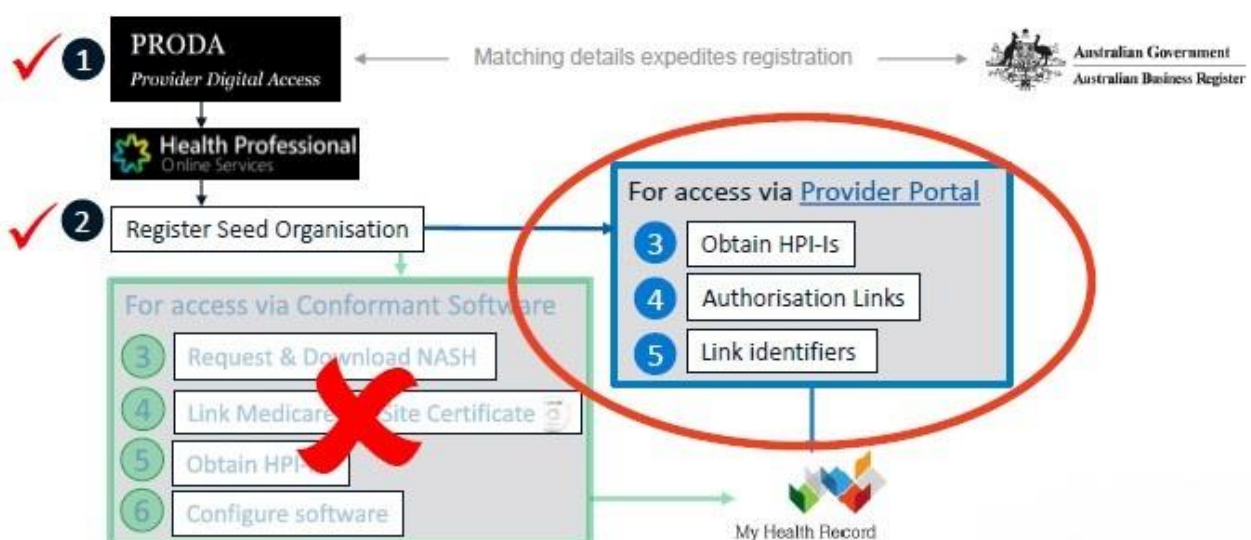
6. CONFIGURE SOFTWARE

Now that you have your HPI-O, HPI-Is, NASH certificate and you've linked your PKI Site Certificate, contact your software vendor to configure your software and ensuring MHR permissions are enabled.

For Aquarius users only

To ensure your software uploads dispense records, individual pharmacists will need to publish their details in the Healthcare Provider Directory (HPD) via the 'HPD Tab' in HPOS (search ['Register seed organisations in HI Service and My Health Record and manage NASH certificates in HPOS'](#) on the Human Services website for more information) or call 1300 361 457.

Remaining steps for those using Provider Portal



MY HEALTH RECORD USING THE NATIONAL PROVIDER PORTAL

1. OBTAIN ALL HPI-IS

You will also need the HPI-IS of the clinicians within your organisation who will use My Health Record.

- If they are registered with AHPRA they will already have an HPI-I.
To find it they can:
 - log onto www.ahpra.gov.au using your AHPRA User ID
 - call the HI Service on 1300 419 495, or
 - add 800361 to the front of your AHPRA User ID (note: this is not your professional registration number).
- If their profession is not registered with AHPRA, they will need to complete the 'Application to register a healthcare provider form (HW033)'

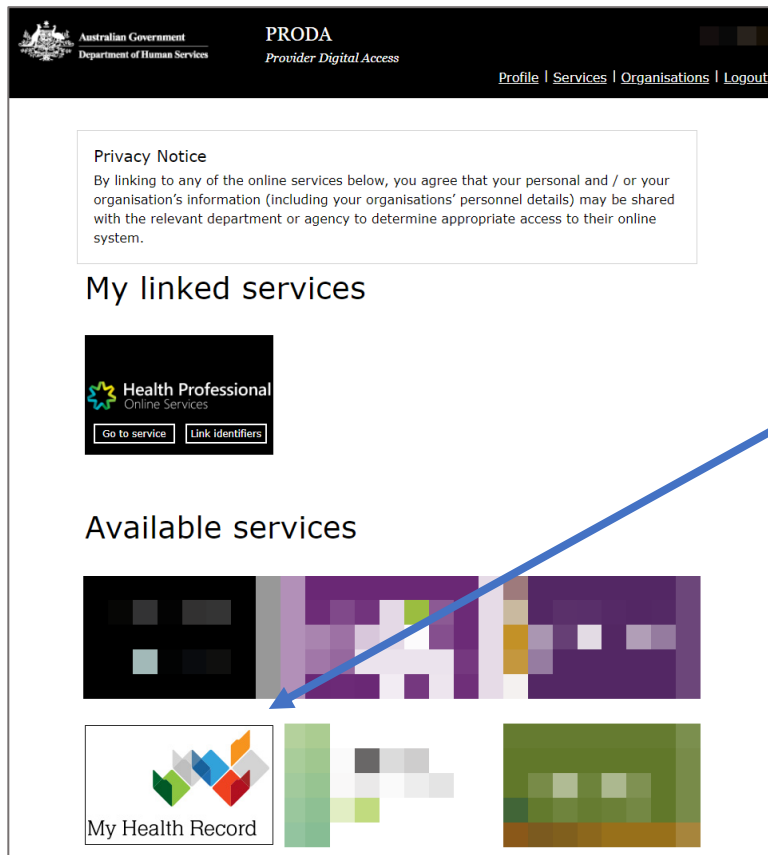
2. AUTHORISATION LINKS FOR THE MY HEALTH RECORD PROVIDER PORTAL

- The RO/OMO needs to authorise HPI-I/s (identifiers for individual providers) to use the My Health Record before the provider/s can access the Provider Portal.

Follow these steps to manage which clinicians in your organisation can access My Health Record:

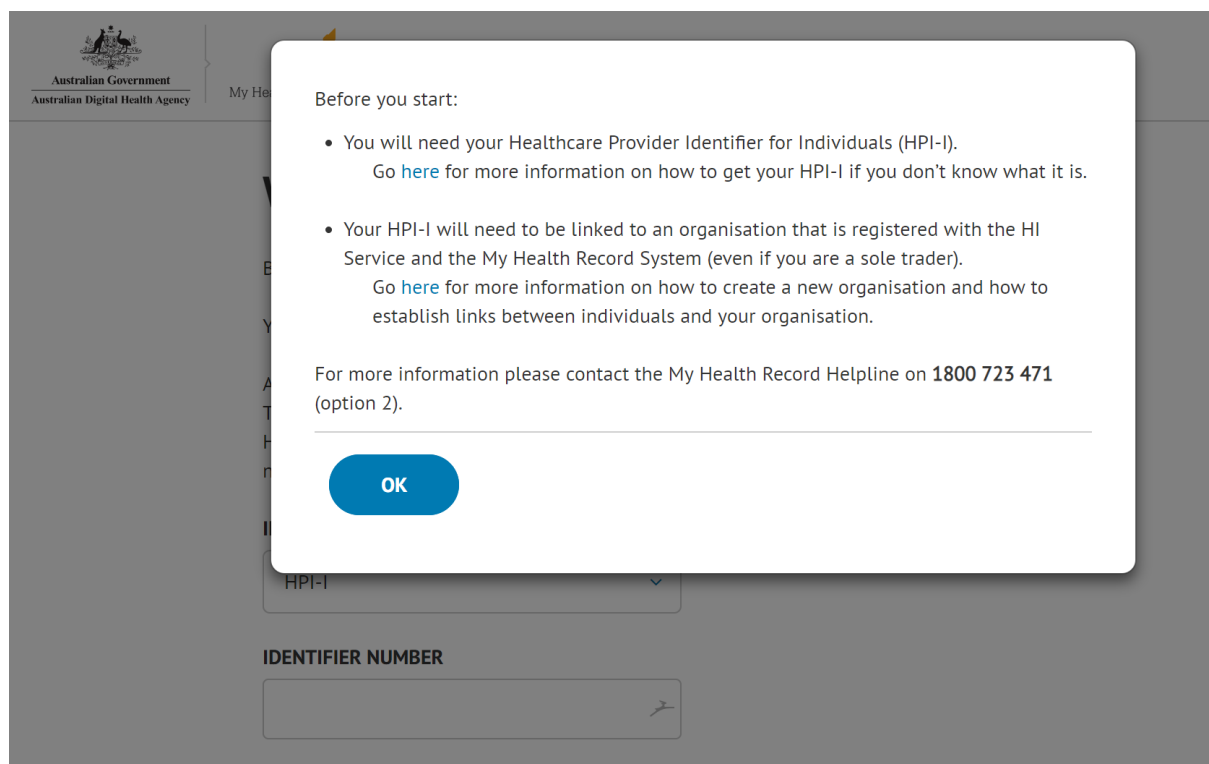
- select **My Health Record System – Organisation Registration** from the main menu in HPOS
 - select **Manage Authorisation Links**
 - My Health Record System – Healthcare Provider Organisation selection page displays with a list of organisations you can act of behalf of
 - select **Add/Update** of the required organisation
 - My Health Record system – Manage Authorisation Links page lists the healthcare provider individuals already linked to the organisation, if any
 - to add a healthcare provider, enter their HPI-I number in the **Enter HPI-I Number field** and select **Search**. The search function will only look for an exact match of a healthcare provider's HPI-I. The filter function allows you to use the HPI-I number and name to filter the existing linked HPI-I's to make selection of the required HPI-I easier
 - authorisation links can be deactivated by selecting the **Deactivate link**.
- The RO / OMO must deactivate the user if that person is no longer representing their organisation

HEALTHCARE PROVIDERS





After creating their own PRODA accounts, providers can click on the 'My Health Record' tile under 'Available services'

PROVIDER PORTAL SET-UP PROMPT



LINK IDENTIFIERS



Welcome to the My Health Record System

Before starting, you will need to link your PRODA ID to the My Health Record System.

You will only need to complete the linking process once.

As part of the linking process, we need to verify your identity. Please enter a valid identifier below. The 'Identifier Type' can be your Healthcare Provider Identifier – Individual (HPI-I), or your Australian Health Practitioner Regulation Agency (AHPRA) registration. Please enter the associated registration number into the 'Identifier Number' field.

IDENTIFIER TYPE

HPI-I

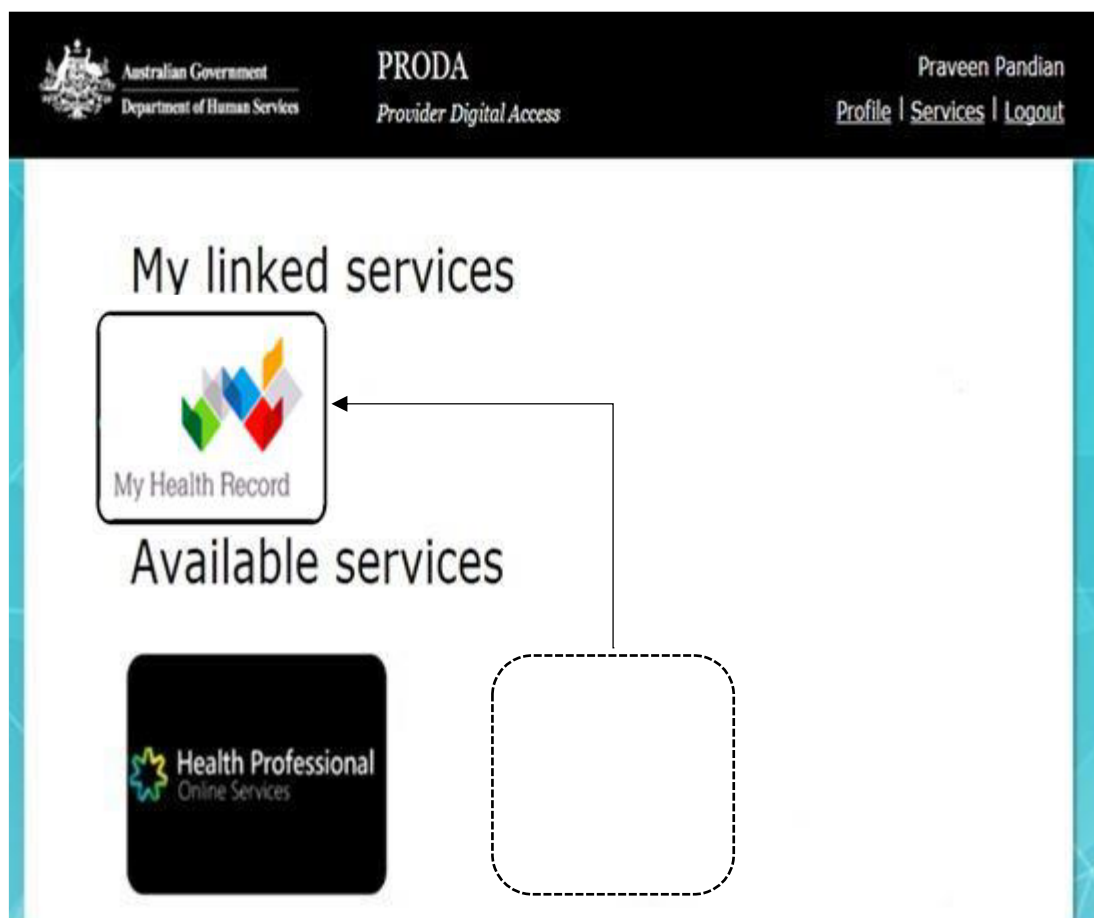
HPI-I

AHPRA

Error may appear if your HPI-I hasn't been authorised within 'Authorisation Links'

↓

✖ Your Healthcare Provider Identifier (HPI-I) is not linked to a registered organisation. For more information please go to this [page](#) or contact the My Health Record Helpline on 1800 723 471 (option 2).



THE NEXT TIME YOU LOG IN TO PRODA, THE MY HEALTH RECORD TILE WILL APPEAR UNDER THE 'MY LINKED SERVICES' SECTION. CLICKING THE TILE WILL REDIRECT YOU TO THE PROVIDER PORTAL

CHANGES TO DELEGATES AND ACCESS IN HPOS

The Department of Human Services has implemented to ensure safety when using HPOS and have also made it easier to manage your delegations and will now suspend users that don't access the system.

Changes to delegations

From 1 December 2018, delegations in HPOS will automatically expire after a 12-month period. After the 12-month period, providers will need to renew their delegates' access, or the delegate will need to request access.

To help with this change:

- administrative staff can now submit a request for delegation access or renewal to a provider for their approval
- a delegation period can be set for any specified time limit up to a maximum of 12 months.

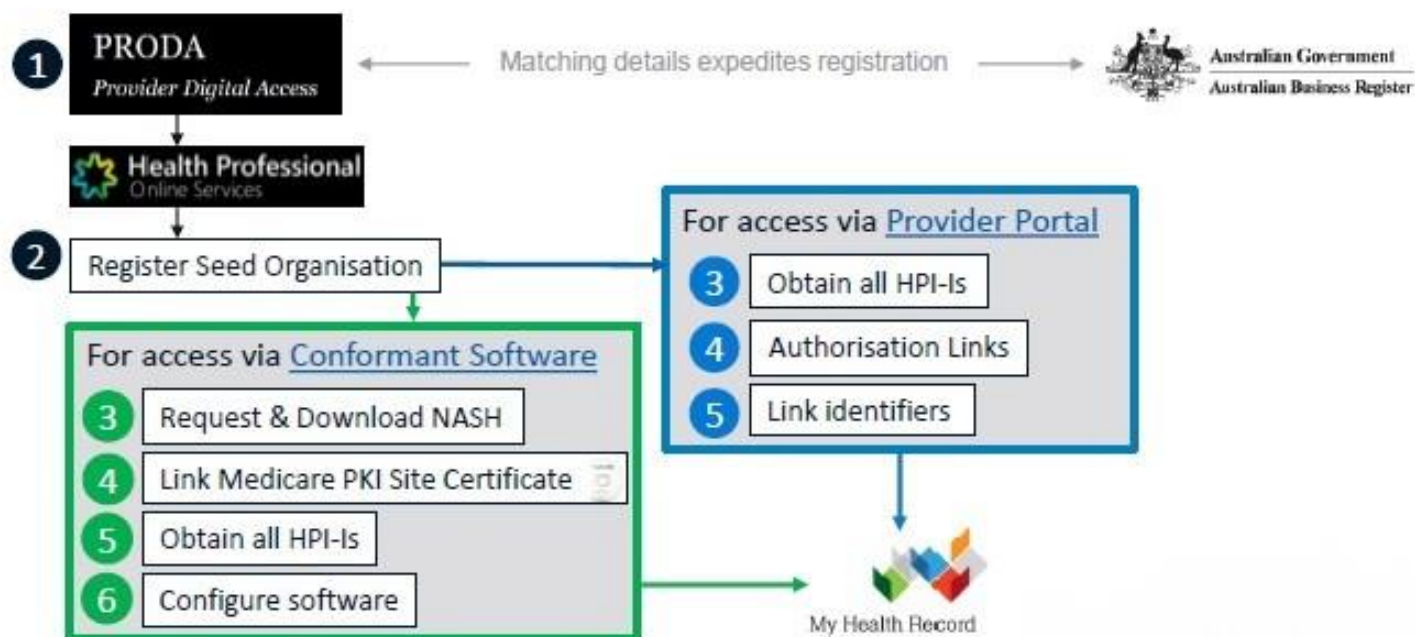
Suspended access to HPOS

All HPOS users will now have their access to HPOS suspended after 6 months of inactivity. The first suspensions will begin on 1 March 2019, meaning that if you haven't accessed HPOS since September, your access will be suspended.

To keep your access active, log on to HPOS and access your services at least once every 6 months. If you're a delegate, your activity also keeps your provider's access active.

If your access is suspended, you can reactivate it by logging on to HPOS and selecting Reactivate Access to HPOS. This will come up when you attempt to log on.

SUMMARY OF STEPS



Human Services Contacts

- **Provider Digital Access (PRODA)** Help Desk (1800 700 199) for help regarding PRODA.
- **Health Professional Online Services (HPOS)** Help Desk (1800 723 471) for help regarding HPOS.
- **Healthcare Identifier Service** Help Desk (1300 361 457) for help registering an organisation in the My Health Record and the HI Service.
- **eBusiness Service Centre** on (1800 700 199) for help relating to progress of a NASH PKI Certification request
- **NASH PKI Operations Team** (1300 721 780)
- **Online Technical Support** for Software Vendors

Other links

- For expired / lost NASH certificates: [Manage your NASH PKI certificates](https://www.humanservices.gov.au/organisations/health-professionals/enablers/manage-your-nash-pki-certificates/48001)
<https://www.humanservices.gov.au/organisations/health-professionals/enablers/manage-your-nash-pki-certificates/48001>
- PKI Medicare Site certificate: read about renewal
<https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/public-key-infrastructure#renewal>
- To add other OMOs under your organisation, follow the steps listed in the link below; where it refers to the 'OMO' tab
<https://www.humanservices.gov.au/organisations/health-professionals/enablers/register-seed-organisations-hi-service-and-my-health-record-and-manage-nash-certificates-hpos/32591#a9>
- Use this form to replace a Responsible Officer (RO) for an already-registered organisation
<https://www.humanservices.gov.au/organisations/health-professionals/forms/hw040>
- Follow these steps if you have had a change of ownership
<https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/healthcare-identifiers-service-health-professionals/managing/change-ownership#a2>
- Go to [Provider Digital Access \(PRODA\) education for health professionals](https://www.humanservices.gov.au/organisations/health-professionals/subjects/proda-education-health-professionals)
<https://www.humanservices.gov.au/organisations/health-professionals/subjects/proda-education-health-professionals>
for an eLearning program, simulations and infographics.