



My Health Record

Online registration guide for Healthcare Provider Organisations

This guide was developed in close consultation with the North Coast Primary Health Network and the Gippsland Primary Health Network. The Australian Digital Health Agency (the Agency) greatly appreciates the input and guidance from these organisations.

About this guide

This document is intended as a guide to the online registration for My Health Record. It covers the application for the following three digital health services in one request:

- Healthcare Provider Identifier for Organisations (HPI-O)
- National Authentication Service for Health Public Key Infrastructure (NASH PKI) Certificate for Organisations
- My Health Record system

By following the instructions provided in this document, Responsible Officers (RO)¹ can generally complete the online registration for their Healthcare Provider Organisation (HPO) in 20 minutes.

Pre-Requisite Information

In order to expedite the application process, please have the following information available:

- The HPO's contact details;
- The HPO's Australian Business Number (ABN) or Australian Company Number (ACN) – this can be found on the Australian Business Register Lookup website
- HPO's Medicare PKI Certificate Registration Authority (RA) number²
- The RO's contact details

- If the RO is known to the Department of Human Services, one of the following identifiers:
- The existing individual Medicare PKI certificate which provides access to the Human Services Business (RA Number);
- The Medicare Provider Number;
- Existing RO number for another HPO;
- CSP officer number registered in the HI service;
- Pharmacist PBS subsidised medicine approval number; or
- Medicare PKI location certificate RA number.

If the RO is not known to the Department of Human Services, it will be necessary to provide at least 100 points of certified identity documentation. Information on appropriate identity documentation can be found at the back of this guide.

- ① Responsible Officers may be practice business owners, practice managers or practice CEOs
- ② Most HPOs will have this number but it may not be readily available. If it is not handy, contact the Human Services eBusiness Service Centre on 1800 700 199



My Health Record

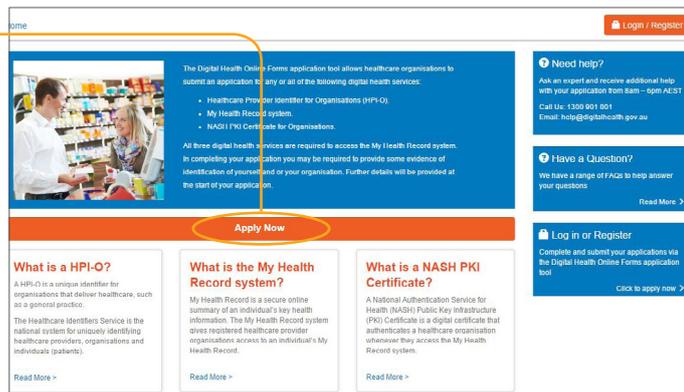
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Register and login online

The first step is to register or login to the registration portal at: <https://forms.digitalhealth.gov.au/>
The portal will allow you to manage and track this application and any future applications you lodge.

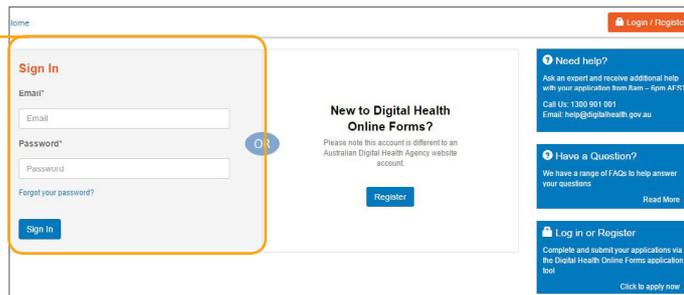
1 Commence the Registration Process

Here is a screenshot of the online registration portal.
Once at the portal, select 'Apply Now' to commence the process.



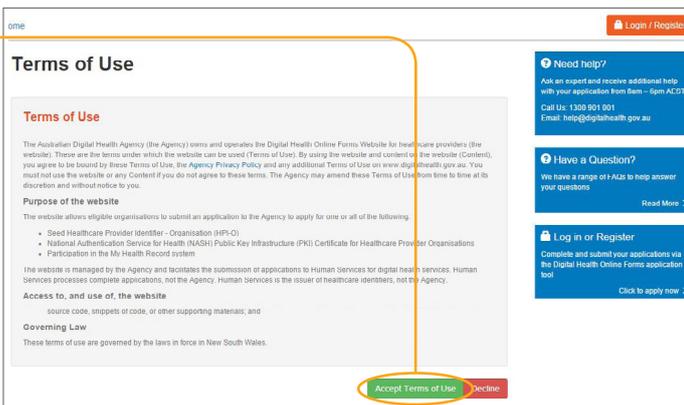
2 Register or Sign In

If you are registering for a new account, select "Log in/Register" on the top right hand corner of the same page. Otherwise, use your login details to access the registration portal (and skip to page 3).



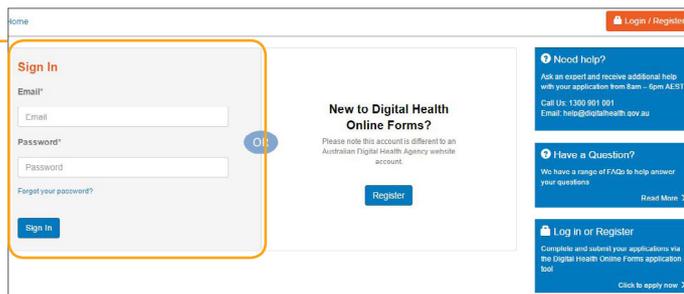
3 Accept Terms of Use

If registering for a new account, read and accept the Terms of Use.



4 Verify address and login

Once the account email address has been verified, login to the registration portal.



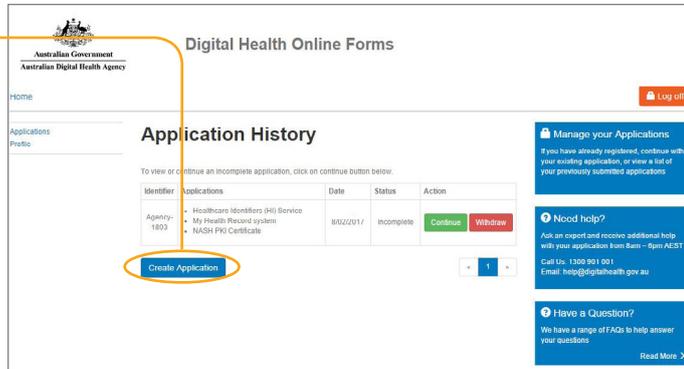
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Create application

1 Create application

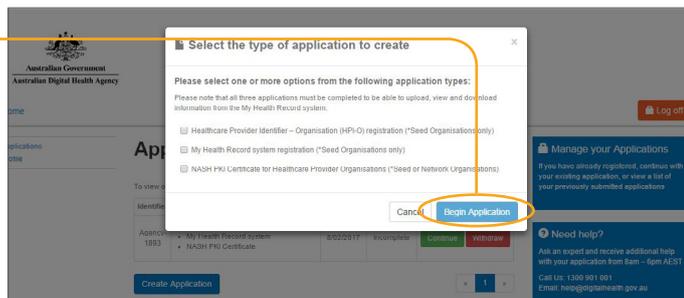
Once you have successfully logged in, select 'Create Application'



2 Select the type of application

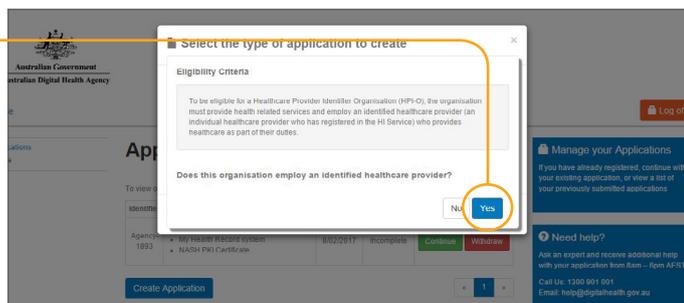
All applicants are strongly encouraged to register as a Seed Organisation. A Seed Organisation is a healthcare provider organisation with an HPI-0 and is a legal entity which is the head of a network hierarchy. A Network Organisation denotes a more complex organisational structure, and is infrequently appropriate to use. If further support is required on this point, please contact the Agency Help Desk on 1300 901 001.

Unless it is known that the HPO has a healthcare provider identifier (which is uncommon for HPOs without My Health Record), check all three boxes. The Department of Human Services (DHS) will ensure that no duplicates are created. Once the desired application type/s has/have been chosen, select 'begin application' to proceed.



3 Eligibility criteria

Ensure the HPO is eligible and select 'Yes'.



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Complete and submit application

1 Application instructions and further information

The first screen will give background on the application process and definitions. Read each drop down section for further information on the application process. Once happy with the information, select "Next" at the bottom.

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Application Instructions and Further Information

How to use this online application tool
screen signature will be provided to the applicant when they are required to sign the Declaration.
Click on the topics below for more information:

- Registering in the Healthcare Identifiers Service
- Identifying Roles and Responsibilities
- Getting a Digital Credential
- Registering in the My Health Record system
- Privacy Information

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Manage your Applications
If you have already registered, continue with your existing application, or view a list of your previously submitted applications.

Need help?
Ask an expert and receive additional help with your application from 8am – 6pm AEST
Call Us: 1300 991 001
Email: help@digitalhealth.gov.au

Have a Question?
We have a range of FAQs to help answer your questions
[Read More >](#)

2 Privacy information and consent

Read through the privacy consent, select the consent box when appropriate and select 'Next' to proceed.

Home Log off

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Privacy Information & Consent

The Digital Health Online Forms site is managed by the Australian Digital Health Agency (the Agency) and facilitates the submission of applications to Human Services for digital health services.

Any personal information you provide to the Agency will be used by the Agency for the purposes of assisting you with submitting your application to register for the Healthcare Identifiers Service and/or the My Health Record system and where relevant assisting you with requesting a National Authentication Service for Health Public Key Infrastructure (NASH PKI). The Agency may also use this information for the provision of follow up support to your organisation in relation to your application, if requested by you.

The Agency will disclose the personal information you provide in the digital health services applications to Human Services, for Human Services to perform the following:

- register a Deed Organisation, a Responsible Officer and an Organisation Maintenance Officer with the IIS Service and receive a Healthcare Identifier for that organisation.

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Have a Question?
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3 Nominating a registration representative

It is not recommended that a registration representative be nominated as this guide provides all necessary information to complete the registration application in one sitting. Accordingly, select No and select 'next' to proceed.

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Nominating a registration representative

Would you like to nominate a registration representative?

Yes No

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4 Healthcare Provider Organisations details

Medicare PKI Site Certificate

Select 'Yes' if the HPO has a Medicare PKI Site Certificate (locatable on the PKI site certificate CD or on Medicare paperwork). If the HPO does not have one, select 'No (One is not required at this time)'¹.

The screenshot shows a registration progress bar with 9 steps. Step 4, 'Healthcare Provider Organisation', is highlighted. The main content area is titled 'Medicare PKI Site Certificate' and asks: 'Does the Seed Organisation already have a Medicare PKI Site certificate?'. There are three radio button options: 'No (Please register the Seed Organisation for a Medicare PKI Site Certificate)', 'No (One is not required at this time)', and 'Yes'. The 'Yes' option is selected. Below this, there is a field for 'PKI Certificate Registration Authority (RA) number'.

Seed Organisation's Details

Provide the HPOs Australian Business Number (ABN) or Australian Company Number (ACN). When this is entered, click the blue magnifying glass before proceeding to validate.

The screenshot shows the 'Seed Organisation's Details' section. It asks for the 'Organisation's Australian Business Number (ABN) or Australian Company Number (ACN)*'. A text input field contains '5215551470'. A blue magnifying glass icon is next to the field. A red error message box states: 'The value you entered is invalid, please re-enter. Must be 9 numeric characters for an ACN or 11 numeric characters for an ABN.' Below the field, a red message says 'ABN/ACN has not been validated'.

Next

Click on the magnifying glass to validate your ABN.

The screenshot shows the 'Seed Organisation's Details' section. The text input field now contains '52155514702'. A blue magnifying glass icon is next to the field. A green success message box states 'ABN/ACN has been validated'.

Continue to proceed with all required entries indicated by an *. When adding a Business Address, be sure to 'Validate Business Address'. Proceed to enter all details as requested.

The screenshot shows the 'Business Address*' section. It has input fields for '16 KIRK ST', 'MOE', 'State*' (set to 'VIC'), and 'Post Code*' (set to '3825'). A blue button labeled 'Validate Business Address' is below the fields. A green success message box states 'Address has been validated'.

Healthcare Provider Directory (HPD)

Select 'Yes' and proceed to select next. It is critical that 'Yes' is selected as that enables My Health Record to function correctly. Additional information such as organisation number and / or email is optional and does not affect the My Health Record functionality.

The screenshot shows the 'Healthcare Provider Directory (HPD)' section. It asks: 'On behalf of the Seed Organisation, would you like to create a record to display in the HPD?'. There are two radio button options: 'Yes' (selected) and 'No, not at this time'. Below this, there is a section for optional information: 'Your organisation name and business address will be displayed in the HPD. Please tick to select additional information your organisation would like to display in the HPD. Please note the details you provided above will be used to populate the HPD.' There are checkboxes for 'Organisation service details', 'Daytime phone number', 'Fax number', and 'Email'. At the bottom, there are buttons for '< Back', 'Save', 'Exit', and 'Next >'.

¹ If the RA number is not known and locatable, contact the Human Services eBusiness Service Centre on 1800 700 199

Complete and submit application

5 Responsible Officer's Details

Is RO a known customer to the Department of Human Services?

If the RO is a known customer to DHS, select the corresponding identification number. By filling out this form, the registration will be much faster as it will not be necessary to submit further identification.

Complete the Responsible Officer's Details denoted with an *

Business details

Add the HPOs details and validate the address. Once all necessary details have been entered, select the declaration to proceed

PKI Individual Certificate for the RO

Add the RA number of the PKI certificate of the RO if it is known. However, if the RO does not have an individual PKI certificate, **DO NOT** apply for one, i.e. select the middle box.

Select 'Next' to proceed

Complete and submit application

6 Organisations Maintenance Officers Details

In practice, the RO and OMO (Organisation Maintenance Officer) are functionally similar roles and are typically filled by the same person. Accordingly, please select 'Yes, I will be the RO and OMO' and select next to proceed.

If there is a later requirement to have these roles filled by different individuals, it is possible to make that adjustment at a later date through HPOS.¹

7 Notices and declarations

Complete the form by selecting "I have read the above" for each section and validate the ABN/CAN if required.

When signing, select: "Provide an on-screen signature" by using your mouse/trackpad and select Next to proceed. If this is not selected, it will instead be necessary to print, sign, scan and upload a declaration as part of the Supporting Documentation.

8 Supporting Documents, Review and Submit

Provide any necessary identity verification documentation. As the screenshot shows, no additional information will be needed if the HPO and RO are already known to the DHS.

Note: if documentation is required, carefully complete each required form to avoid processing delays

Once all of necessary information has been entered, review and submit the form. From here, an email confirmation is sent to the applicant to confirm submission and receipt of the completed form by DHS. Complete forms are typically processed by DHS in 4-6 weeks.

9 Confirmation of submission

Upon submission of the registration application a confirmation will appear. Ensure details in this confirmation are recorded for later reference.

You can also track the progress of your application at <https://forms.digitalhealth.gov.au/>

① If the RO does not have an individual PKI certificate they would need to access the HI Service. Alternatively, this can also be accessed through creating a PRODA account.



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Individual Identification Information

If you are not a Department of Human Services known customer, you must provide a minimum of one document from the primary group and further documents from the secondary group as required to make up a total of at least 100 points. Please include a deed poll or marriage certificate if there is a difference in the name on these documents. Copies of original documents must be sent with this online application. The copies provided must be certified by an acceptable referee. This referee must complete and sign the acceptable referee details form.

Primary group

- Birth certificate **70 pts**
- Citizenship certificate **70 pts**
- Current passport **70 pts**
- Expired passport (not cancelled and not expired for longer than 2 years from date of application) **70 pts**
- Other documentation of identify having the same characteristics of a passport **70 pts**

Secondary Group

- Current Australian drivers licence **40 pts**
- Identification card issued to a Commonwealth or state/territory employee, contractor or other personnel **40 pts**
- Document provided by a current employer on employer letterhead and dated within the last 3 months prior to the application for the PKI Site Keys Certificates **35 pts**
- If self-employed, relevant documentation from his/her registered tag agent/accountant **35 pts**
- Land titles Office records **35 pts**
- A rating authority (lands rates document) **35 pts**
- Reference to the latest telephone directory published by Telstra, and the telephone contact with the signatory of the person named on this number **25 pts**
- Credit card tax invoice (2 or more credit card tax invoices from the same financial institution will be counted as 1) **25 pts**
- Councils rates notice **25 pts**
- Record of a public utility (e.g. utilities accounts, telephone, gas, electricity, internet service provider) **25 pts**
- Record held under law (other than a law relating to land titles) **25 pts**

Common issues

If you need to provide identity documentation, please note the two common errors that frequently delay applications.

- The applicant has not signed the form or the signed form is sent separately
- EOI and A2A documents submitted with the application are not endorsed by a referee with an accompanying referee page (ARIF)

