

# My Health Record

## Healthcare Provider Organisations – Registration process summary

Providers accessing the My Health Record system on behalf of an organisation via the Provider Portal will need a Healthcare Provider Identifier – Individual (HPI-I) number linked to the relevant Healthcare Provider Identifier – Organisation (HPI-O). To check your HPI-I number or to register for one, contact [AHPRA](#) or the HI service.



**Handy hint:** Your HPI-I number is your AHPRA login with 800361 added to the front of it. (Please note, this is different from your professional registration number)

I want to register my organisation to use My Health Record

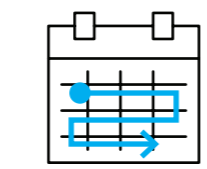


Are you registering a Seed or Network Organisation?

Go to the [Online Application Tool](#)

Will you be accessing the My Health Record system through conformant clinical software or the Provider Portal?

Seed



Allow approximately 2 – 4 weeks processing time from application to issuance\*

Network

Go to the [My Health Record website](#)

Will you be accessing the My Health Record system through conformant clinical software or the Provider Portal?

Digital Health Conformant Software

Provider Portal (HPI-Is only)

Digital Health Conformant Software

Provider Portal (HPI-Is only)

- Complete the online forms applications tool:**
1. Seed HPI-O registration
  2. My Health Record system registration
  3. NASH PKI Certificate for Healthcare Provider Organisations registration

Alternatively, if your organisation is already registered in the HI Service and has a Medicare PKI certificate it can register for a My Health Record and request a NASH certificate via the [Health Professional Online Service \(HPOS\)](#).  
For support in installing certificates and using My Health Record, please refer to the support options shown below.†

- Complete the online forms applications tool:**
1. Seed HPI-O registration
  2. My Health Record system registration

**Complete the following paper-based applications:**

3. [Register for a NASH PKI Certificate for Healthcare Provider Individuals](#)

For details on how to login to the [Provider Portal](#), please refer to the [Provider Portal Fact Sheet](#).  
For support in installing certificates please refer to the options shown below.†

- Complete the following paper-based applications:**
1. [Healthcare Identifiers – Application to register a Network Organisation](#)
  2. [My Health Record system – Application to register a Network Organisation in the My Health Record system](#)

**Complete the following online application:**

3. [NASH PKI Certificate for Healthcare Provider Organisations registration](#)

Alternatively, if your organisation is already registered in the HI Service and has a Medicare PKI certificate it can register and request a NASH certificate via the [Health Professional Online Service \(HPOS\)](#).  
For support in installing certificates and using My Health Record, please refer to the support options shown below.†

- Complete the following paper-based applications:**
1. [Healthcare Identifiers – Application to register a Network Organisation](#)
  2. [My Health Record system – Application to register a Network Organisation in the My Health Record system](#)
  3. [NASH PKI Certificate for Healthcare Provider Individuals](#)

Alternatively, if your organisation is already registered in the HI Service and has a Medicare PKI certificate it can register and request a NASH certificate via the [Health Professional Online Service \(HPOS\)](#).  
For details on how to login to the [Provider Portal](#), please refer to the [Provider Portal Fact Sheet](#).  
For support in installing certificates please refer to the options shown below.†

Examples of seed organisations include: local GP practices, pharmacies, private medical specialists, etc.

An example of a network organisation could include an individual department (e.g. pathology or radiology) within a wider metropolitan hospital

Refer to the NEHTA website to check the list of [conformant clinical software](#) for connecting to My Health Record or contact your software provider

Healthcare providers can access a patient's My Health Record via the Provider Portal or CIS to check and clarify their medical history, rather than relying only on the patient's memory. However, the Provider Portal is a read and download-only facility, and does not allow providers to upload documents.

\*The end-to-end access process for Healthcare Provider organisations should take approximately 2 – 4 weeks from start to finish, depending on completeness of applications, the volume of registration requests and delivery locations. For technical software support please contact your Clinical Information System (CIS) vendor.

For additional support the following is available:  
**HI enquiries or registration**  
**Healthcare Identifier Service Enquiry Line**  
T: 1300 361 457 • F: 03 9605 7987  
E: [healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)

† NASH and Medicare PKI enquiries, installation support or registration  
**eBusiness Service Centre**  
T: 1800 700 199 • E: [ebusiness@humanservices.gov.au](mailto:ebusiness@humanservices.gov.au)

**Provider training and support for complex seed and network organisations**  
**NEHTA Help Centre**  
T: 1300 901 001 • E: [help@nehta.gov.au](mailto:help@nehta.gov.au)

# My Health Record

## Healthcare Provider Individuals – Access process summary

Healthcare Provider Individuals are able to access the My Health Record system via digital health conformant software (with an active NASH PKI Certificate for Healthcare Organisations), with a secure individual log-on, or via the Provider Portal (with a NASH PKI Certificate for Healthcare Provider Individuals). Providers will require their HPI-I linked to the relevant HPI-O once [authorised](#) by the organisation for access via the Provider Portal. To check your HPI-I number or to register for one, contact [AHPRA](#) if a registered health professional or the HI service if a self-regulated health professional.



**Handy hint:** Your HPI-I number is your AHPRA ID with 800361 added to the front of it. (Please note, this is different from your professional registration number)

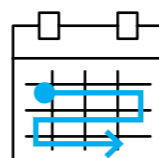
I want access to My Health Record as a Healthcare Provider Individual



Is the practice/site you are working in registered to access the My Health Record system?

Yes

Is the practice/site accessing the My Health Record system through Digital Health Conformant Software product or through the Provider Portal?



Allow approximately 2 – 4 weeks processing time from application to issuance\*

No/  
Unsure



Digital Health Conformant Software

### Steps for you to access the My Health Record system:

1. Make sure that your HPI-I number has been entered into your user account in the practice/site Digital Health Clinical Information System (CIS) once authorised to allow for information to be uploaded.
2. Familiarise yourself with the practice/site My Health Record and PKI Certificate policies.



Provider Portal

### Complete the following paper-based application:

1. [NASH PKI Certificate for Healthcare Provider Individuals](#)

### Steps for you to access the My Health Record system:

2. The organisation's practice/business manager needs to update the list of healthcare providers authorised to access the My Health Record system.
3. Familiarise yourself with the practice/site My Health Record and PKI Certificate policies.

### In order for you to access the My Health Record system, the practice/site will first need to:

1. Apply for a HPI-O
2. Register for the My Health Record system; and
3. Request the relevant NASH PKI Certificate(s) based on how you intend to access the My Health Record system for healthcare providers

Please refer to the 'Healthcare Provider Organisations – Registration Process Summary' for a full breakdown of all the required steps.



Refer to the NEHTA website to check the list of [conformant clinical software](#) for connecting to My Health Record or contact your software provider.



Healthcare providers can access a patient's existing My Health Record via the Provider Portal to check and clarify their medical history, rather than relying only on the patient's memory. However, the Provider Portal is a read only system, and does not allow Providers to upload documents.

\*The end-to-end access process for Healthcare Provider Individuals should take approximately 2 – 4 weeks from start to finish, depending on completeness of applications, the volume of registration requests and delivery locations. For technical software support please contact your Clinical Information System (CIS) vendor.

For additional support the following is available:

HI enquiries or registration  
Healthcare Identifier Service Enquiry Line  
T: 1300 361 457 • F: 03 9605 7987  
E: [healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)

NASH and Medicare PKI enquiries, installation support or registration  
eBusiness Service Centre  
T: 1800 700 199 • E: [ebusiness@humanservices.gov.au](mailto:ebusiness@humanservices.gov.au)

Provider training and support for complex seed and network organisations  
NEHTA Help Centre  
T: 1300 901 001 • E: [help@nehta.gov.au](mailto:help@nehta.gov.au)