

# Preparing your practice for My Health Record

The My Health Record system was previously known as the Personally Controlled Electronic Health Record (PCEHR) or eHealth record.

My Health Record provides a secure, online summary of an individual's key health information including:

- shared health summaries
- discharge summaries
- prescription and dispense records
- immunisation records
- pathology and diagnostic imaging reports.

My Health Record does not hold all the information kept in a healthcare professional's medical records, instead it is intended to complement existing records by highlighting key information.

All Australians now have a My Health Record, unless they chose to opt out. Patients can register for My Health Record or opt out at any time.

## Register for a PRODA account

Provider Digital Access (PRODA) is an online identity verification and authentication system used to securely access government online services.

All healthcare providers must [register for a PRODA account](#) and obtain a Healthcare Provider Identifier prior to accessing the My Health Record system.

## Healthcare Identifiers Service (HI Service)

The Healthcare Identifiers Service (HI Service) is a national system for uniquely identifying healthcare providers, healthcare organisations and individuals receiving healthcare. The HI Service is a foundation component of all national digital health products and services, including My Health Record.

## Types of healthcare identifiers

Healthcare identifiers help reduce the potential for mix ups with healthcare-related information and provide confidence that the correct information is being linked to the correct individual.

There are three types of healthcare identifiers, which use unique 16 digit numbers to identify individual

patients receiving healthcare, individual healthcare providers and healthcare provider organisations.

**Individual Healthcare Identifier (IHI)** is used to identify individual patients receiving healthcare, including every person enrolled in Medicare or registered with the Department of Veterans' Affairs.

**Healthcare Provider Identifier - Individual (HPI-I)** is used to identify individual healthcare providers, such as general practitioners, allied health professionals, specialists, nurses, dentists and pharmacists.

**Healthcare Provider Identifier - Organisation (HPI-O)** is used to identify the healthcare provider organisations where healthcare is provided, such as hospitals, medical practices, pathology or radiology laboratories and pharmacies.

## NASH PKI certificates

To securely access and share health information online, healthcare providers and participating supporting organisations also need a [National Authentication Service for Health \(NASH\) Public Key Infrastructure \(PKI\) certificate](#), which is only available through Health Professional Online Services (HPOS).

## Data cleansing and data quality improvement

By implementing data cleansing and data quality improvement processes, your practice will ensure it is well placed to make use of electronic health (eHealth) systems such as My Health Record.

To make sure you are working with quality data, it is essential to maintain your patient database by:

- ensuring all patients are 'active'
- confirming patient identifiers such as correct name, address and date of birth during each visit
- updating all patient records
- merging or removing duplicate patients.

## Further information

To find out more about preparing your practice for My Health Record, call 1800 723 471 (option 2) or visit the [My Health Record website](#).

*Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.*

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