Access to Digital Health Tools and Online Provider Services
The Health Identifier Service, PRODA and HPOS

Overview

Government digital health tools and services, including My Health Record (MHR), are managed in the Health Professional Online Service (HPOS), accessed through Provider Digital Access (PRODA). Data linking and secure encryption are made possible through Health Identifiers (HI) and National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificates.

What are Healthcare Identifiers?

Healthcare identifiers (HI), managed by the Health Identifiers Service (HI Service), form part of the national infrastructure needed to support the safe and secure use of digital health tools such as My Health Record, secure messaging, and electronic prescribing. There are three types of healthcare identifiers:

- **Individual Healthcare Identifier (IHI) - for individuals receiving healthcare services.** This number is automatically allocated by Medicare to all Medicare or DVA card holders. Non-card holder can request an IHI from Services Australia.

- **Healthcare Provider Identifier – Individual (HPI-I) - for healthcare providers.** Medicare allocates an HPI-I number to all AHPRA registrants. Health professionals not covered by AHPRA can register for an HPI-I from Services Australia directly. Linking your HPI-I number in HPOS will give you access to the provider programs and functions relevant to your role.

- **Healthcare Provider Identifier – Organisation (HPI-O)** - **for organisations that deliver healthcare** such as general practice, allied health clinics, hospitals and diagnostic services. HPI-Os can be allocated to organisations and sole-traders providing healthcare services by application via HPOS. HPI-Os are assigned separately for seed (parent) and network (child) organisations.

When applying for an HPI-O, there are two key roles required to support the application and ongoing maintenance of the organisation:

- **Responsible Officer (RO)** – an individual with either direct or delegated authority to act on behalf of the business. This may be an owner, CEO or a nominated member of the team

- **Organisational Maintenance Officer (OMO)** – An individual responsible for the day-to-day administration of the organisations Health Identifiers and My Health Record. More than one OMO can be setup and can also be registered as RO.

What is PRODA?

Provider Digital Access (PRODA) is an online identity verification and authentication system. It functions as a provider version of MyGov, providing secure access through a single portal to government online provider services. PRODA accounts are linked to an individual, not to an organisation, allowing the same account to be used in multiple roles. See the fact sheet for more information on what you can do with PRODA.

Services available through PRODA

- Health Professional Online Services (HPOS)
- Medicare Online
- Pharmaceutical Benefits Scheme Online (PBS Online)
- Disability Medical Assessment Online service
- Aged Care Provider Portal

- Workforce Incentive Programs - Practice Stream
- DVA Online Services
- My Health Record National Provider Portal
- National Cancer Screening Register
- Provider Connect Australia

What is HPOS?

Health Professional Online Service (HPOS) is a simple and secure way for eligible providers or organisations to do business with Services Australia. See the fact sheet for more information on what you can do with HPOS.

Programs available within HPOS

- Australian Immunisation Register (AIR)
- Centrelink Forms
- Closing the Gap (CTG) PBS Co-payment Register
- Healthcare Identifiers Service
- MyMedicare
- PBS Authorities
- PBS and RPBS stationery

- Practice Incentives Program (PIP)
- Workforce Incentive Program (WIP) - Practice Stream
- Workforce Incentive Program (WIP) - Doctor Stream
- Prescription Shopping Information Program
- TGA recall and hazard alerts

What are NASH Certificates?

National Authentication Service for Health (NASH) is a Public Key Infrastructure (PKI) solution enabling healthcare provider organisations to securely access the HI Service, My Health Record, electronic prescribing and secure messaging. NASH PKI certificates are requested through HPOS and installed to the clinical software. Certificates must be renewed every two years.

Practices may contract an organisation that provides technology services or health information management services, known as a Contracted Service Provider (CSP), to act on their behalf. Access to the HI Service and/or My Health Record system is provided by the CSP software using the CSP's own HI and/or NASH certificate. Practices must link the CSP to their organisation in HPOS.

How to set up provider access to health provider services and the health identifier service

To set up access to the health identifier and health provider services, the following steps need to be considered:

- Capability and system compatibility
- Ensuring compliance with legislation
- Setting up access
  - Create an individual PRODA login
  - Register your organisation
  - Link HPOS in PRODA
  - Request NASH site certificate
  - **Or** link your CSP in HPOS
- Setup & maintenance of organisation members and delegations
- Learning and the digital literacy of staff

Refer to the resources for specific guidance on each process to set up and access online digital health services.

Resources

Acronyms			
AAPM:	Australian Association of Practice Management	**MHR:**	My Health Record
ADHA:	Australian Digital Health Agency	**NASH:**	National Authentication Service for Health
CSP:	Contracted Service Provider	**OMO:**	Organisation Maintenance Officer
HI:	Health Identifier	**PKI:**	Public Key Infrastructure
HPI-I:	Health Provider Identifier - Individual	**PRODA:**	Provider Digital Access
HPI-O:	Health Provider Identifier - Organisation	**RO:**	Responsible Officer
HPOS:	Health Professional Online Services		

Implementation support

Checklists and overviews:	• Digital Handbook for Practice Management | AAPM • Practice administration software and systems | Services Australia • NASH and PKI | Services Australia
Capability:	• Practice software conformant with digital health tools | ADHA
Access:	**PRODA** • Register for PRODA for individuals and/or organisations | Services Australia **HI & HPOS** • Register for HI Service for individuals and/or organisations | Services Australia • Link your healthcare identifiers to HPOS | Services Australia • Access HPOS as an individual or on behalf of an organisation | Services Australia • Manage delegations in HPOS | Services Australia **NASH PKI** **Check with your clinical software vendor if you need to:** • Acquire and install security certificate (NASH PKI) | Services Australia, or Link CSP in HPOS | ADHA
Compliance:	• HPOS terms and conditions of use | Services Australia
Learning:	• Digital Health Foundations Series | ADHA • Health Professional Education Resources - Services Australia PRODA | HPOS | MBS | MyMedicare & More