My Health Record: Authorising Links

This factsheet provides instructions on linking an individual healthcare provider's identification number (HPI-I) to the existing healthcare provider organisation's number (HPI-O)

Authorising links allow healthcare providers to access the My Health Record Provider Portal under a registered healthcare organisation. This authorisation can only be performed by the Responsible Officer (RO) or Organisation Maintenance Officer (OMO).

This process is to be followed if your organisation is accessing the My Health Record through the Provider Portal. If accessing the My Health Record through conformant clinical software, this linking is done within the software.

Before getting started:

Ensure that you have the Healthcare Provider Identifier – Individual (HPI-I) for the provider that you are linking to the organisation. A HPI-I is a unique identifier number issued to any healthcare provider registered with Australian Health Practitioner Registration Authority (AHPRA).

To confirm your HPI-I with AHPRA go to ahpra.gov.au OR phone AHPRA on 1300 419 495.

If you are not registered with AHPRA you will need to apply for your HPI-I using the Application to Register a Healthcare Provider form found on the Department of Human Services website.

OR you can phone the Healthcare Identifiers Service Enquiry line on 1300 361 457 for more information.

To link or remove a Healthcare Provider Identifier - Individual (HPI-I) to an existing Healthcare Provider Identifier - Organisation (HPI-O):

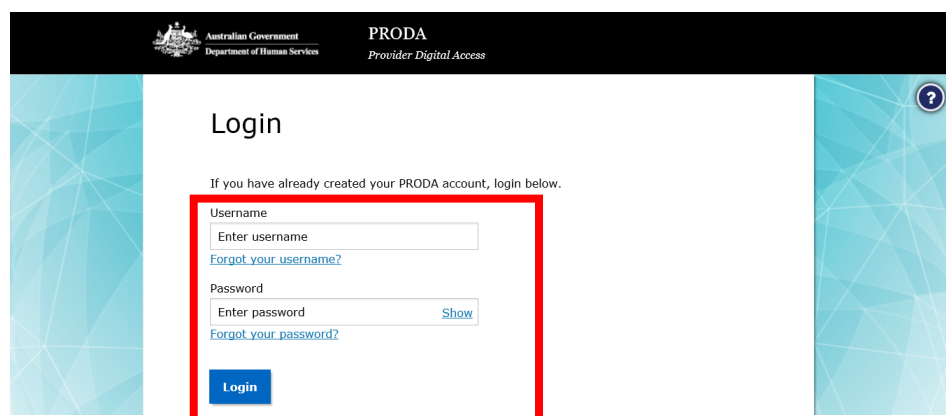1. The organisations RO or OMO must log into PRODA https://proda.humanservices.gov.au.

Figure 1

First floor, Building 20, Garden City Office Park,
2404 Logan Road, Eight Mile Plains QLD 4113
PO Box 6435, Upper Mt Gravatt QLD 4122

T 3864 7555 | **F** 3864 7599 or 1300 467 265 | **bsphn.org.au**

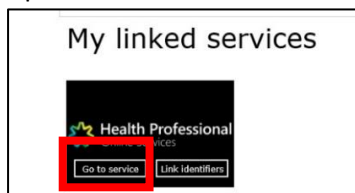2. Open Health Professional Online Services (HPOS) by selecting *Go to service*
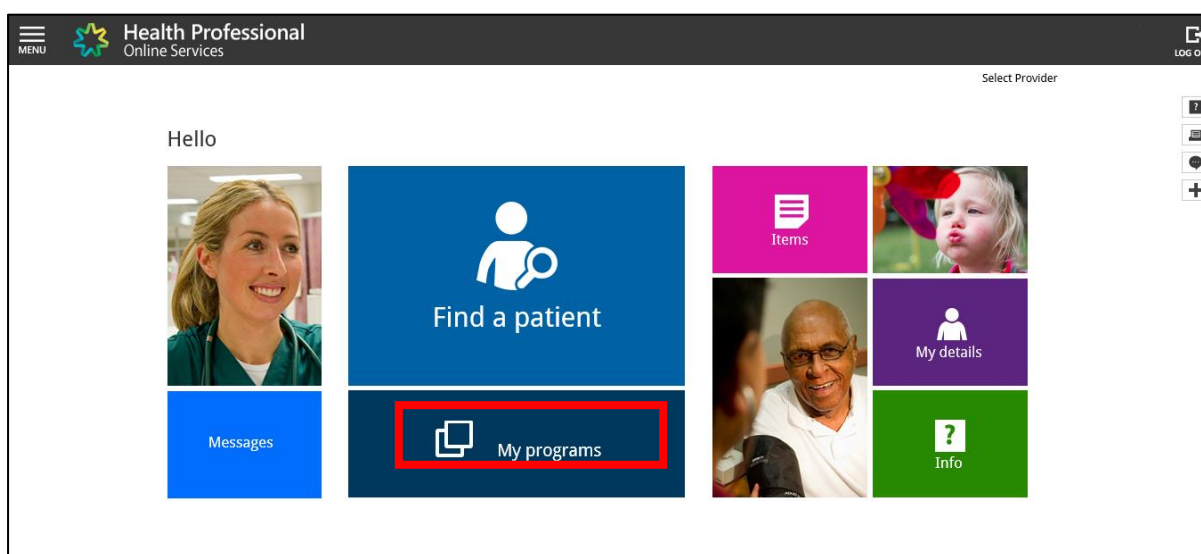

Figure 2

3. Select *My Programs.*

Figure 3

4. Select the *My Health Record System – Organisation Registration* tile. Please note, if you do not see this tile phone the Healthcare Identifier service on 1300 361 457.
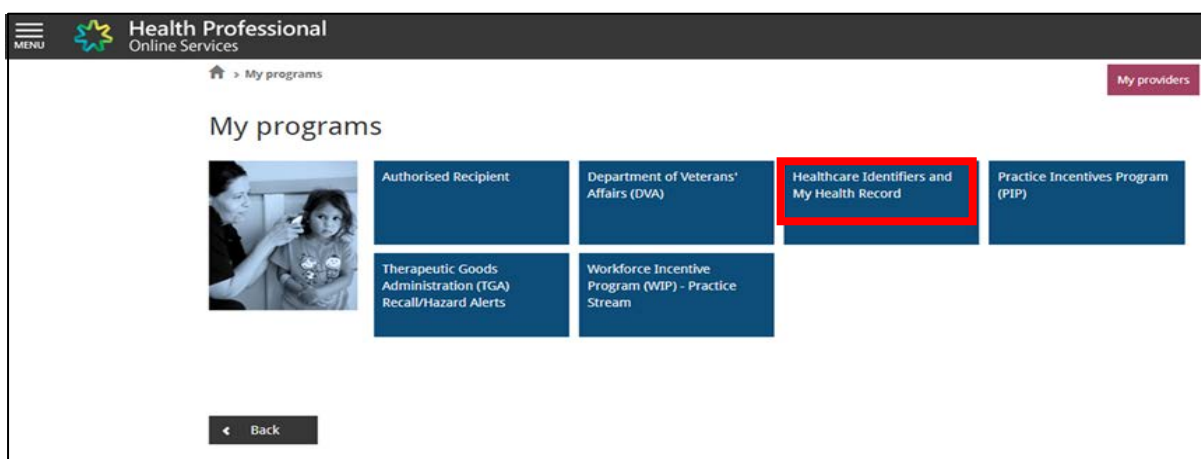

Figure 4

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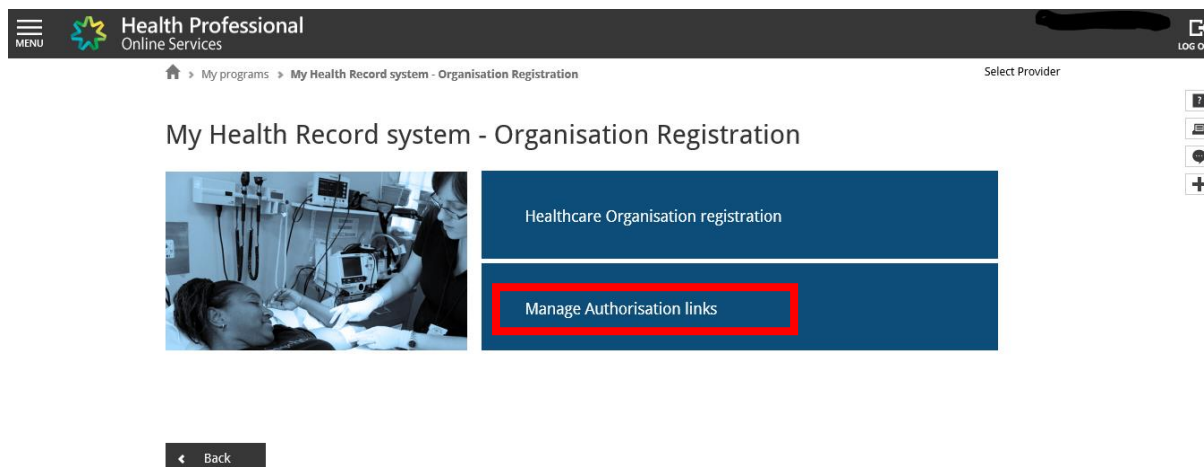5. Select the *Manage Authorisation Links* tile.

Figure 5

6. The My Health Record system Registered Organisations page displays a list of organisations for which you can act on behalf of. To add individual healthcare providers to the associated organisation select *Add/update Lists* of the required organisation.
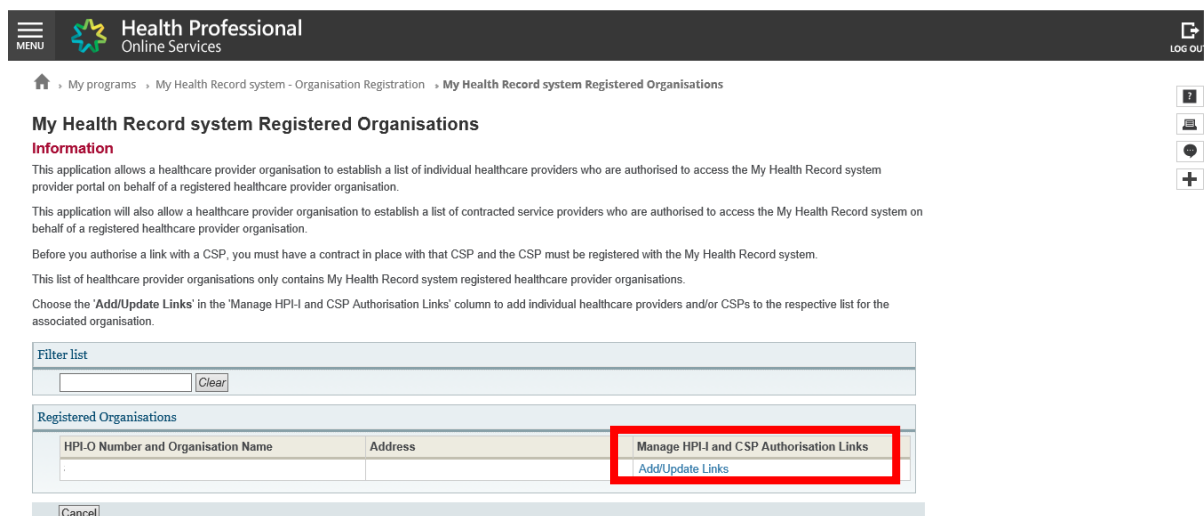

Figure 6

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7. The *Manage Authorisation Links* page will show the healthcare providers currently linked to the healthcare organisation.

To add a provider: Enter the individual healthcare identifier number (HPI-I) into the input field and select *submit*.

To remove a provider: Select the *Deactivate Link* associated with the provider you want to remove.

Figure 7

Should you have any questions or concerns below are some useful contacts:

Healthcare Identifiers Service Enquiry Line:
1300 361 457 or healthcareidentifiers@humanservices.gov.au
For help with:
- Registering your organisation as a Seed or Network and getting a Healthcare Provider Identifier – Organisation (HPI-O) OR registering as an individual healthcare provider and getting a Healthcare Provider Identifier – Individual (HPI-I)
- Digital credentials (Medicare and NASH PKI Certificates)

Brisbane South PHN:
3864 7555 or ehealth@bsphn.org.au
For help with:

- Registration support regarding My Health Record
- Education and training for staff regarding My Health Record
- General queries regarding My Health Record

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