IHI Look-up Best Practice

This factsheet provides instructions on how to complete a bulk IHI (Individual Healthcare Identifier) look up within Best Practice. This will allow authorisation to upload and view a patient's My Health Record.

What is an Individual Healthcare Identifier (IHI)?

An Individual Healthcare Identifier (IHI) also known as a Healthcare Identifier (HI) is a unique 16 digit number allocated to every Australian resident who is eligible for Medicare or Department of Veteran's Affairs (DVA). These identifiers have been created to be used by healthcare providers and improve the security and efficient management of personal health information.

Should we be asking patients for their HI/IHI?

No, in general people will be unaware that they have an IHI. A patient's IHI can be obtained through Best Practice using their Medicare card information, first name, last name and date of birth.
All Australians with a Medicare or DVA card will have an IHI. Having an IHI is no relevance to having a My Health Record.

If a patient requires more information regarding their IHI they can go here:
https://www.humanservices.gov.au/individuals/services/medicare/healthcare-identifiers

Single Patient Health Identifier Look up

To obtain an IHI for a single patient, open the edit patient/patient demographics section of a patient file in Best Practice.

1. If the Health Identifier field is blank, click the *Look up* button. This look up function will use the patient's first name, last name, DOB and Medicare card information so ensure this is correct.
2. Once the Health Identifier has been returned. Simply click *Save*.

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Bulk IHI Look up

To allow seamless patient identification, administration staff can perform a bulk IHI look up within Best Practice. It is recommended that this is performed at the start of every day.

1. Open the Appointment Book
2. Select *Utilities > Bulk Health Identifier Look Up*
3. From there the *Bulk Online Verification* screen will appear. Select the healthcare providers that are applicable, select the day and then select *OK*.
   Please note: It is recommended to only selecting one day at a time to avoid Best Practice freezing due to large processing.

4. Bp Premier will look up IHI numbers for any patients with an appointment with the selected providers. The *Bulk Health Identifier lookup* screen will appear. When this screen first opens, all patients with appointments for the date range selected will appear, with any Health Identifiers already entered in Bp Premier.

5. To perform a batch lookup for all patients shown, click *Check batch*. Bp Premier will connect to the HI service and display any health identifiers found.

   Each patient will have a coloured indicator to show their HI status and a message on the right hand side.

Colour	Status	Meaning
Green	The HI recorded in Bp Premier is active and verified.	The HI that was already recorded in BP is correct, active, and verified – there is no need to do anything.
Yellow	01439 [Information] No Healthcare individual records can be found for the patient	All patients with Medicare numbers should have a HI. Press View details to check the patient demographics for incorrect information. Run a Medicare / DVA eligibility check to see if this verifies the data. Once the data is corrected, use Get IHI to retrieve this patients HI.
Red	A Healthcare Identifier can be found for the patient but nothing is stored in Bp Premier	A HI was found for the patient but was not recorded in Bp Premier. Highlight the patient and click the **Update** button to update the patient record.

6. You can double click on those with yellow or red and enter the information needed. And then select *Check Batch* and *Update*. Please note gender is not required to retrieve IHI of patients, if gender is missing and the box is yellow, select *Update* and the information will come through.