

My Health Record Registration and Set Up Checklist (Non-conformant software)

This factsheet is a comprehensive guide for how to register and set up your organisation for My Health Record.

[Register for a PRODA account](#)

PRODA is an online authentication system used to securely access certain online services including My Health Record and HPOS. Designed as a two-step verification process, it requires a username, password and verification code to login.

Each practitioner using My Health Record through your organisation needs to register for their own PRODA account. Administration staff can also register for PRODA to be listed as an Organisation Maintenance Officer (OMO) for My Health Record. They will be able to perform administrative functions for the My Health Record but will not be able to access patient records.

[Register Seed Organisation](#)

Most healthcare organisations will register with the My Health Record system as a seed organisation. This registration will provide the organisation with a HPI-O (Healthcare Provider Identifier Organisation).

When registering your organisation with the Health Identifier (HI) Service, the applicant will automatically be assigned as the Responsible Officer (RO), and the Organisation Maintenance Officer (OMO). Each organisation can have only one RO but can have multiple OMOs. During registration you can nominate an additional OMO. Following successful registration you are able to [update or add new OMO\(s\)](#) using HPOS.

Larger organisations with multiple sites or branches may choose to register as a [network organisation](#). Please contact BSPHN on **1300 467 265** or email: ehealth@bspn.org.au for more information and support.

Identify and Record Healthcare Provider Identifiers – Individual (HPI-I)

[AHPRA Registered - Locating HPI-I](#)

[Non AHPRA Registered- Applying for HPI-I](#)

The instructions linked above should be given to each health practitioner who will use My Health Record through your organisation. Each practitioner's HPI-I needs to be linked to the registered seed organisation.

NOTE – a HPI-I link will also need to be completed for the RO that registered the organisation if they are providing healthcare to patients and wish to access My Health Record.

Authorising Links

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).

Healthcare practitioners can be linked to more than one organisation. If you have part-time employees that works elsewhere, they should only access My Health Record via your organisation for patients seen through your practice.

Policies and Procedure

A healthcare organisation that is participating in the My Health Record system is required to comply with a range of obligations – please find more information regarding your obligations [here](#).

The Australian Digital Health Agency has developed a guide/checklist to help implement security practices and policies in your healthcare organisation: [Security Practices and Policies Checklist](#).

A number of organisations have also developed sample policies that may assist you:

[Royal Australian College of General Practitioners Policy Template](#)

[Pharmaceutical Society of Australia Policy Template](#)

For agedcare policy template please email: Residential.Helpdesk@health.telstra.com

Staff Training

My Health Record BSPHN team

A member of our team can deliver information and system training to staff at your practice. Email requests to: ehealth@bspn.org.au.

Australian Digital Health Agency

A representative from the Australian Digital Health Agency is able to present for training with greater than 30 attendees. Enquire at: <https://conversation.digitalhealth.gov.au/training>.

Online Software Simulator

On Demand Training is an online platform that allows users to simulate the use of My Health Record on the Provider Portal using a fictitious patient and General Practitioner log in. See instructions to access [here](#).

Provider Portal Access Instructions

See instructions for [how to access My Health Record via the Provider Portal on PRODA](#).

Communication Plan

It is best practice to inform patients that you are participating in the My Health Record system. How you communicate this depends on your practice and workflow systems. Some strategies already in use include amending patient consent forms to include My Health Record, displaying posters or verbally communicating at the point of access, view or upload.

As an organisation you can download and print [stakeholder materials](#) including brochures, factsheets and posters. These materials are both provider and consumer facing. The Digital Health Agency has also developed a [Support Your Patients Webpage](#).

NOTE: If a patient is registered for the My Health record system they have provided standing consent for you to access their records and you are not required to receive permission to view or upload.

Helpful Resources

Conformant Clinical Software – Software which My Health Record can be accessed through (not allied health specific)

- [My Health Record conformant software](#)

Allied Health Software Spreadsheet – an overview of allied health specific software's and product features

- [Allied Health Software Spreadsheet](#)

Access Australian Digital Health Agency Video Resources

- [Webinars for Healthcare Professionals](#)
- [YouTube clips for consumers](#)

[Add or Remove an OMO](#)

- Organisation Maintenance Officer (OMO) act on behalf of the organisation in its day to day administrative dealings with the My Health Record system. More than one person can be listed as an OMO for an organisation.

In addition, reference guides are available on the My Health Record website:

www.myhealthrecord.gov.au

The team at Brisbane South PHN can also provide further training and support. Please contact us on 1300 467 265 or email: ehealth@bsphn.org.au or visit the [BSPHN My Health Record Website](#).