



**Healthcare Identifiers
Implementation
User Guide**

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Final

National E-Health Transition Authority Ltd

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1 Introduction

1.1 Scope

The 'User Guide' is designed to assist healthcare organisations implement individual and provider healthcare identifiers and integrate with the Healthcare Identifiers (HI) Service.

1.2 Objective

The key objective of the 'User Guide' is to provide a "step by step" reference guide of the key activities that need to be considered by planners; implementers & change managers; and software vendors wanting to integrate with the Healthcare Identifiers Service as well as end users within a healthcare provider organisation who will access the HI Service for activities associated with patient administration.

In addition to this 'User Guide' a healthcare provider organisation, will have to review it's current business practices to identify any key areas and/or issues that will need to be addressed prior to the integration of the Healthcare Identifiers.

1.3 Responsibility

Responsibilities for the capture, storage and use of healthcare identifier data for healthcare individuals and/or providers (IHI, HPI-O and HPI-I), including the implementation of the Australian Standards for identification, should be clearly and unambiguously assigned within a healthcare provider organisation and documented in relevant policies, procedures and work instructions.

1.4 Purpose

The purpose of the 'User Guide' is to provide an overview of the key activities that need to be considered by healthcare provider organisations as well recommendations, for successful integration with the HI Service .

This 'User Guide' aims to provide information to:

- Developers of software for use within a healthcare provider organisation in regard to expected business process support;
- Those who are developing new processes for use in a healthcare provider organisation; and
- Those who are integrating software systems with the HI Service.
- End users within healthcare organisations who will access the HI Service for activities associated with patient administration.

Note:

Further analysis may be required at a local level to determine whether specific implementation policies and procedures are required for ongoing reference and staff training purposes.

1.5 Intended audience

The intended audience for this document is primarily:

- Planners;
- Implementers & Change Managers;
- Software vendors; and
- End users.

1.6 Required Reading

Please ensure that the following material has been reviewed, prior to reading this information guide:

- For more information about *Healthcare Identifiers Act 2010* & Healthcare Identifiers HI Regulations 2010, please refer to:

Healthcare Identifiers Act 2010

<http://www.comlaw.gov.au/Details/C2010C00440>

Healthcare Identifiers (Consequential Amendments) Act 2010

<http://www.comlaw.gov.au/Details/C2010A00073>

Healthcare Identifiers Regulations 2010

<http://www.comlaw.gov.au/Details/F2010L01829>

- For more information about the Privacy Act 1988 (Commonwealth legislation) and the privacy regulations in each Australian state or territory please refer to:

Privacy Law & Privacy Act 1988 (Cth)

<http://www.privacy.gov.au/law>

<http://www.privacy.gov.au/law/act>

The federal Privacy Act does not regulate state or territory agencies, except for the Australian Capital Territory (ACT).

- For information on privacy regulations in the states and territories please refer to the appropriate state or territory section:

<http://www.privacy.gov.au/law/states>

- Healthcare Identifiers – Introduction and Overview Information Guide

www.medicareaustralia.gov.au/...identifier/files/HI-info-guide-overview.pdf

- Implementation Collateral Project Best Practice Guide

1.7 Definitions

For definitions refer to HI Service Glossary.

1.8 Reference Documents

As at April 2011 the following references have been used in preparing this document:

- Australian Health Care Client and Provider Identification Handbook HB222-2006
- AS 5017 Australian Standard - Health Care Client Identification - 2006
- AS 4590 Australian Standard - Interchange of client information – 2006
- AS 4846 Australia Standard – Health Care Provider Identification -2004
- ISO 7812 Identification cards
- <http://www.aihw.gov.au/data-standards/>
- <http://meteor.aihw.gov.au/content/index.phtml/itemId/181414>
- Healthcare Identifiers Act 2010
- Healthcare Identifiers Regulations 2010
- HI Service Concept of Operations V 2.0
- HI Service Glossary v1.0
- HPI-I Provider Type Classification Reference Guide v5.0
- HPI-O Organisation Type Classification Reference Guide
- Medicare Australia's Healthcare Identifiers Licensed Material
- Best Practice Guide for implementing Individual Healthcare Identifiers in Victorian Hospitals and Health Services V0.6
- Implementation Collateral Business Use Cases v1.0
- Implementation Collateral Use Case Catalogue v1.0

1.9 Acknowledgement

The following is a list, of organisations that have been involved in a stakeholder capacity and consulted either individually or as workshop participants to assist the development of this guide:

- Australian Association of Practice Managers (AAPM);
- Identification, Authentication & Access Reference Group (IAARG);
- NEHTA Clinical Leads;
- Department of Health and Ageing (DoHA);
- Medical Software Industry Association (MSIA);
- Australian Information Industry Association (AIIA);
- Aged Care IT Vendors Association (ACIVA);
- Department of Health Victoria;
- Northern Territory Department of Health and Families;
- ACT Health;
- Tasmania Department of Health;
- Australian Psychological Society (representing the Allied Health Sector);
- Medicare Australia;
- NEHTA Healthcare Identifiers Project;
- NEHTA Compliance, Conformance and Accreditation;
- NEHTA Policy; and
- NEHTA Privacy.

2 The HI Service

The HI Service is a national system for uniquely identifying healthcare providers and individuals. The healthcare identifiers will help ensure individuals and providers can have confidence the right information is associated with the right individual at the point of care.

The HI Service allocates three types of healthcare identifiers:

- Individual Healthcare Identifier (IHI) – for individuals receiving healthcare services;
- Healthcare Provider Identifier – Individual (HPI-I) – for healthcare professionals involved in providing patient care; and
- Healthcare Provider Identifier – Organisation (HPI-O) – for organisations that deliver healthcare (such as hospitals or healthcare practices).

Medicare Australia is the operator of the HI Service.

3 Guide for Planners

3.1 Quick Reference Guide

The following is a 'Quick Reference Guide' for 'Planners' (e.g. Chief Information Manager, Executives, Product Managers, Strategists etc.) to refer to in the implementation of healthcare Identifiers within a healthcare provider organisation.

3.1.1 Registering with the Healthcare Identifiers Service

3.1.1.1 Healthcare Provider Organisation Registration

A healthcare provider organisation is an entity, or a part of an entity, that has conducted, conducts or will conduct, and enterprise that provides healthcare. Healthcare is defined in the *Privacy Act 1988 (Cth)* in subsection 6(1).

Seed HPI-O

Any legal entity that delivers healthcare services, within Australia. For example, a large public hospital may be considered a Seed HPI-O.

To be registered as a Seed HPI-O, there must be:

- One or more healthcare providers who provide healthcare services as a part of their duties;
- One Responsible Officer acting on behalf of the entity in its dealings with the HI Service;
- One Organisation Maintenance Officer acting on behalf of the entity with responsibilities for maintaining the information that is held by the HI Service.

Network HPI-O

A sub-entity, of any Seed HPI-O, that provides healthcare services. This sub-entity may be registered in order to identify an important business area or function within the Seed HPI-O. A network hierarchy can be set up for many purposes including administrative, legal, financial or convenience for maintaining information.

For example, a maternity ward within a hospital may be considered to be a Network HPI-O. Also, GP practices that are separate but owned by the same person may be a Network HPI-O.

To be registered as a Network HPI-O, there must be:

- An Organisation Maintenance Office (OMO) of an existing Seed HPI-O or Network HPI-O needs to register them with the HI Service.

Note:

All organisations, whether Seed or Network, will be issued with a Healthcare Provider Identifier - Organisation (HPI-O) number, upon successfully registering with the HI Service. This unique Healthcare Identifier may be used to quickly and accurately identify the Seed HPI-O or Network HPI-O in the course of its communication and management of healthcare services.

There may also be a number of tiers and a number of Network HPI-Os within the organisational structure or hierarchy. Each of these, Network HPI-Os will be linked in the hierarchy. An Organisation Maintenance Officer (OMO) may be appointed for each of the Network HPI-O within the hierarchy. There is no limit to the number of tiers and number of Network HPI-Os that may exist under a Seed HPI-O.

Important Note:

If you are a sole healthcare provider providing healthcare services you may also be registered as a HPI-O, specifically as a Seed HPI-O, and will therefore, have the responsibility of being in the role of a Responsible Officer as well as an Organisation Maintenance Officer for your healthcare organisation.

- Has the healthcare provider organisation registered with the HI Service Operator to obtain a Healthcare Provider Identifier-Organisation (HPI-O) number?
- How will the healthcare provider organisation be structured within the HI Service? The options include Seed HPI-O or Network HPI-O.
- Has the HPI-O identified and nominated an individual for the role of a Responsible Officer (RO) and provided their contact information to the HI Service?
- Has the HPI-O identified and nominated an individual/s for the role of an Organisation Maintenance Officer (OMO) and provided their contact information to the HI Service?

3.1.1.2 Responsible Officer and Organisation Maintenance Officer**Responsible Officer**

A Responsible Officer is an individual within a healthcare provider organisation who has accepted responsibility for their organisation's participation in the HI Service. For more information on the Responsible Officer role type, please refer to:

[Healthcare Identifiers – Responsible Officer Information Guide](#) 

- Has the RO submitted Evidence of Identity (EOI) documents to the HI Service Operator to confirm their own personal identity (if they are not already a known customer with a Medicare Australia issued Public Key Infrastructure (PKI) certificate)?

This will include authority to act on behalf of the HPI-O. It will also include documentation to prove the HPI-O is registered as a legal business entity (if they are not a known customer with a Medicare Australia issued PKI certificate) to prove that the organisation is eligible to participate in the HI Service?

- To register a new Seed HPI-O and a RO with the HI Service complete and submit the following paper based form to the HI Service Operator for processing:

[Application to register a Seed Organisation](#) 

Note:

The application form to register a Seed HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- Has the RO received a HPI-O number and a PKI site certificate for a Seed healthcare provider organisation?
- Has the RO received a RO PKI certificate?
- To add or change the details of an existing Seed HPI-O within the HI Service the OMO can either log on to the Health Professional Online Service (HPOS) or complete and submit the following paper based form to the HI Service Operator for processing:

[Application to amend a Healthcare Organisation record](#) 

Note:

The application form to add or change the details of an existing Seed HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

Organisation Maintenance Officer

An Organisation Maintenance Officer is an individual within a healthcare provider organisation who will be responsible for maintaining information about their organisation within the HI Service. For more information on the Organisation Maintenance Officer role type, please refer to:

[Healthcare Identifiers – Organisation Maintenance Officer Information Guide](#) 

- To register a new Network HPI-O and/or OMO with the HI Service, complete and submit the following paper based form, to the HI Service Operator for processing

[Application to Register a Network Organisation and/or register an Organisation Maintenance Officer](#) 

Note:

The application form to register a Network HPI-O and/or register an OMO can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- Has the OMO received an OMO PKI certificate?
- Is a Network healthcare provider organisation being registered within the HI Service for a Network HPI-O?
- Has the OMO received a HPI-O number and a PKI site certificate for a Network healthcare provider organisation?
- Are additional OMOs required for the Network HPI-Os? If so, have they been registered within the HI Service?
- To register an OMO for an existing Network HPI-O within the HI Service the OMO can either, log onto HPOS or complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to Register a Network Organisation and/or register an Organisation Maintenance Officer](#) 

Note:

The application form to register an OMO for an existing Network HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- Have the additional OMOs for a Network HPI-O received an OMO PKI certificate?
- Has the OMO identified HPI-Is associated with the HPI-O?
- How does the OMO obtain consent from a HPI-I to publish the HPI-Is details within the HI Service HPD?
- Has the OMO obtained consent from the HPI-Is associated with the HPI-Os, to publish their details within the HI Service Healthcare Provider Director (HPD)?
- Has the OMO successfully linked all HPI-Is associated with the HPI-Os in the HI Service HPD?
- Has the OMO removed the HPI-O to HPI-I link for a healthcare provider who no longer provides services to the HPI-O?
- To add an additional OMO for a Seed or Network HPI-O with the HI Service, complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to replace a Responsible officer or add/ remove an Organisation Maintenance Officer for an Organisation](#) 

Note:

The application form to replace a RO or add/ remove an OMO for a HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- To add or change the details of an existing Network HPI-O within the HI Service the OMO can either, log onto HPOS or complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to amend a Healthcare Organisation record](#) 


Note:

The application form to add or change the details of an existing Network HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- Have all the relevant forms been lodged with the HI Service Operator?
 - Send completed application forms, certified copies of the relevant documentation and the acceptable referee attachment to:
 - [HI Service](#)
 - [GPO Box 2987](#)
 - [Melbourne, VIC, 3001](#)
 - [Or Fax: \(03\) 960 579 87](#)
 - For more information
 - [Contact Number: 1300 361 457](#)
 - [Email: healthcareidentifiers@medicareaustralia.gov.au](mailto:healthcareidentifiers@medicareaustralia.gov.au) 

3.1.1.3 Healthcare Provider Identifier – Individual

- Are healthcare practitioners employed within the HPI-O, registered with the [Australian Health Practitioner Regulation Agency](#)  (AHPRA)?

If so, AHPRA has assigned these healthcare individuals with a Healthcare Provider Identifier – Individual (HPI-I) and advised them of their number. Healthcare provider individuals registered with AHPRA are not required to complete a form to register for a HPI-I.

Note:

All healthcare provider individuals registered with AHPRA must update any changes to their details with AHPRA.

AHPRA will provide regular updates to the HI Service to maintain accuracy and currency relating to healthcare provider individuals registered with them.

If a healthcare practitioner that is registered with AHPRA also has a profession that is not covered by AHPRA, they can notify the HI Service to have these extra details added.

For more information about the AHPRA and the Registration Boards it supports:

Website:

<http://www.ahpra.gov.au/About-AHPRA/What-We-Do.aspx>

<http://www.ahpra.gov.au/Health-Professions.aspx>

For enquiries about registrations, applications or general information contact AHPRA using an online enquiry form, which is available 24 hours a day, 7 days a week.

Contact Number: 1300 419 495

[Open 8:00am - 6:00pm \(AEDT\), Monday to Friday, or general enquiries and registrant queries](#)

AHPRA offices: [Open between 9:00am – 5:00pm, Monday to Friday](#)

For a complete list of office locations:

<http://www.ahpra.gov.au/about-ahpra/contact-us.aspx>

- Healthcare providers should complete and submit the following paper based form to the HI Service Operator for processing, only if the field of practice they wish to register with the HI Service is not covered by the Australian Health Practitioner Regulation Agency (AHPRA)

[Application to Register a Healthcare Provider](#) 

Note:

The application form to register a healthcare provider can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- Have the relevant forms been lodged with the HI Service Operator?
 - Send completed application forms, certified copies of the relevant documentation and the acceptable referee attachment to:
 - [HI Service](#)
 - [GPO Box 2987](#)
 - [Melbourne, VIC, 3001](#)
 - [Or Fax: \(03\) 960 579 87](#)
 - For more information:
 - Contact Number: [1300 361 457](#)
 - Email: healthcareidentifiers@medicareaustralia.gov.au 

- Does the healthcare provider or the healthcare provider organisation have an existing Medicare Australia PKI certificate? If so, the healthcare provider or the healthcare provider organisation should contact Medicare Australia so the permissions on the certificate can be updated to include access to the HI Service:

Contact Number: [1300 361 457](#)

To request a new or update the existing PKI certificate permissions for a healthcare provider or the healthcare provider organisation to include access to the HI Service complete the following paper based form:

[Application to request or update a PKI certificate](#) 

Note:

The application form to request a new or update the existing PKI certificate for a healthcare provider or the healthcare provider organisation can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

The above application form can be completed by the following:

- A healthcare provider, Responsible Officer (RO) and Organisation Maintenance Officer/s (OMO) for an individual PKI certificate; and
- An RO or OMO on behalf of a healthcare provider organisation for a site PKI certificate.

- To lodge the application form to request a new or update the existing PKI certificate with the HI Service Operator:

HI Service

GPO Box 2987

Melbourne, VIC, 3001

Fax: (03) 960 579 87

3.1.1.4 HI Service Healthcare Provider Directory

- The HI Service Healthcare Provider Directory (HPD) is a directory listing for HPI-I and HPI-Os registered with the HI Service. Displaying, HPI-I and HPI-O details are optional and can be selected at the time of registration or later via HPOS. HPI-I and HPI-Os can also be linked in the HI Service HPD. All HPI-Is and HPI-Os must agree to display details in the HI Service HPD which may be updated (added or deleted) at anytime.

Publishing and linking HPI-I and HPI-O details in the HI Service HPD, allows other healthcare providers and healthcare provider organisations to search for your healthcare provider organisation and other healthcare providers.

- Will the healthcare providers (HPI-I) and healthcare provider organisations (HPI-O) details be published in the HI Service Healthcare Provider Directory (HPD)?

3.1.1.5 Technical and Functional Readiness

Questions that healthcare organisations should use to determine if they are ready to adopt healthcare identifiers:

- What is the capability model of the HPI-Os IT department's network infrastructure (hardware and software applications) and services? Is it mature (high technology capable versus low technology capable)? Are there any financial implications?
- Has the HPI-O performed IT due diligence to understand the organisations ability to maintain its current technology as well as meeting the business and technology plans to introduce Healthcare Identifiers?
- Can the HPI-O identify opportunities for leveraging current technologies and operations to interact with HI Service?
- What changes will be/are needed within the local software system to cater for the introduction of the Healthcare Identifiers?
- Has the HPI-O considered performing data cleansing activities with their current software system prior to accessing the HI Service?
- Has a thorough analysis of all business activities been undertaken, to ensure the HPI-Os readiness to introduce Healthcare Identifiers?
- Does the HPI-Os current software vendor allow them to make changes that will allow the software to interface with the HI Service and access Healthcare Identifiers?
- Is the HPI-O able to identify the immediate transition initiatives necessary to accomplish a successful merger of the organisations current technologies with the requirements of the HI Services or is vendor software required?
- Has the HPI-O prepared a plan for software vendors for regulatory governance?
- Is the HPI-Os software vendor aware of the Medicare Australia HI Service Licensed Agreement, Notice of Connection etc?
- Is the HPI-Os software vendor aware of the National e-health Transition Authority Compliance, Conformance and Assessment (CCA) unit requirements?

3.2 Project Implementation Activities and Considerations

The following is a list of considerations for 'Planners', to refer to in the implementation of Healthcare Identifiers within a healthcare facility:

- Has the healthcare provider organisation undertaken some preparation prior to applying to the HI Service Operator to ensure obligations under *Healthcare Identifiers Act 2010, Healthcare Identifiers HI Regulations 2010, Privacy Act 1988 (Cth)* and other federal, state and territory privacy laws are met.
- Has the healthcare provider organisation conducted an initial operational impact assessment to identify what will/need to be done with the introduction of the Healthcare Identifiers?
- Has the healthcare provider organisation analysed their current 'As Is' environment and business processes and documented the 'To Be' processes?
- Has an implementation and communication plan been developed? If yes, does it include opportunities for staff feedback to ensure that all relevant activities for the implementation of healthcare identifiers are adequately addressed?
- When will the healthcare provider organisation adopt Healthcare Identifiers?
- Has the organisation conducted a clinical risk assessment on the introduction of Healthcare Identifiers and ensured that current patient data handling policies and procedures are updated?
- Has the HPI-O identified staff that will play a key role in the implementation of the Healthcare Identifiers?
- Has the HPI-O developed a resourcing plan to identify staffing requirements for introduction of the Healthcare Identifiers into current business practices?
- Has a training and development plan for staff been created for the introduction of the Healthcare Identifiers into current business practices?
- Has the HPI-O identified who will be responsible for all operation activities/interactions with the HI Service (e.g. change control process etc.)?
- Has the HPI-O developed a survey for stakeholders as well as staff once the Healthcare Identifiers have been introduced to obtain feedback?
- What reporting is required by the HPI-O once the Healthcare Identifiers have been introduced?
- What method will be used by the HPI-O to analyse, measure, verify and validate whether or not the new business processes and procedures are working as expected introduced since the introduction of the Healthcare Identifiers?
- Who will manage the change control process associated with the Healthcare Identifiers and the HI Service, on an ongoing basis?
- Has the HPI-O determined a preferred approach to integrating Healthcare Identifiers? Options include an initial bulk load if local software functionality allows or a gradual uptake?
- Has the HPI-O considered an initial data cleansing exercise prior to integrating Healthcare Identifiers? If so, are there adequate processes in place to resolve data quality issues?
- Has the HPI-O determined a business process, to manage exceptions when a duplicate IHI or replica IHI, is identified for a patient?

For example:

- Verify details with the patient if present and/or contact the HI Service after investigating the patient health record within the local software system;
 - Suspend the use of Healthcare Identifiers from active use, if a potential duplicate IHI or replica IHI is found for two or more patient health records; or
 - Merge patient health records after investigation.
 - Contact the HI Service Operator if assistance is required.
- Has the HPI-O determined what method will be used to keep a retrievable record of all Authorised Employees assigned to a shared logon to access the local software system and the HI Service, for audit log purposes to positively and uniquely identify actions, undertaken by the Authorised Employee?

4 Guide for Implementers/Change Managers – Maintenance activities

4.1 Quick Reference Guide

The following is a 'Quick Reference Guide' for 'Implementers/Change Managers' (Program Managers, Portfolio Managers, Project Managers, Application Managers etc.) to refer to, in the implementation of Healthcare Identifiers, within a healthcare provider organisation:

- Does the status of the HPI-O need to be set to deactivated, reactivated or retired within the HI Service? If so either, log onto HPOS or complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to deactivate, reactivate or retire a Healthcare Organisation record](#) 

Note:

The application form to deactivate, reactivate or retire a HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- To change the personal details of an existing RO or OMO for a HPI-O within the HI Service either, log onto HPOS or complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to amend Organisation Officer's personal information](#) 

Note:

The application form to change personal details of an existing RO or OMO for a HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- To replace a RO for a Seed HPI-O within the HI Service, complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to replace a Responsible officer or add/ remove an Organisation Maintenance Officer for an Organisation](#) 

Note:

The application form to replace RO and/or remove an OMO from a Seed HPI-O or Network HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- To remove an OMO from a Seed or Network organisation either, log onto HPOS or complete and submit the following paper based form, to the HI Service Operator for processing:

[Application to replace a Responsible officer or add/ remove an Organisation Maintenance Officer for an Organisation](#) 

Note:

The application form to replace RO and/or remove an OMO from a Seed HPI-O or Network HPI-O can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- To add or change the details of a healthcare provider, within the HI Service whose field of practice is not registered through the [Australian Health Practitioner Regulation Agency](#) either, log onto HPOS or complete and submit the following paper based form, to The HI Service Operator for processing:

[Application to amend a Healthcare Provider Record](#) 

Note:

The application form to add or change the details of an existing healthcare provider can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- A healthcare provider whose field of practice is registered with the [Australian Health Practitioner Regulation Agency](#)¹ should contact the agency, to change their details within the HI Service. To add additional details the healthcare professional can either log onto HPOS or contact the HI Service Operator.

For more information about the Australian Health Practitioner Regulation Agency and the 10 National Health Practitioner Boards that AHPRA supports:

Website:

<http://www.ahpra.gov.au/About-AHPRA/What-We-Do.aspx>

<http://www.ahpra.gov.au/Health-Professions.aspx>

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 - [GPO Box 2987](#)
 - [Melbourne, VIC, 3001](#)
 - [Or Fax: \(03\) 960 579 87](#)
 - For more information
 - Contact Number: [1300 361 457](#)
 - Email: healthcareidentifiers@medicareaustralia.gov.au²

- Has the RO for a HPI-O received training, to help them understand their role and responsibility for their organisation's participation in the HI Service?

For more information on the Responsible Officer role type, please refer to:

[Healthcare Identifiers – Responsible Officer Information Guide](#)³

- Has the OMO for a HPI-O received training to help them understand their role and responsibility for maintaining information about their organisation within the HI Service?

For more information on the Organisation Maintenance Officer/s role type, please refer to:

[Healthcare Identifiers – Organisation Maintenance Officer Information Guide](#)⁴

- Have all Authorised Employees for a HPI-O received training to help them understand their role and responsibilities, associated with patient administration and interacting with the HI Service?

For more information on the Authorised Employees role type, please refer to:

[Healthcare Identifiers – Authorised User Information Guide](#)⁵

Note:

The information guides can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

4.2 Change Management Implementation Activities and Considerations

The following is a list of considerations for 'Implementers and Change Managers', to refer to in the implementation of Healthcare Identifiers, within a healthcare provider organisation:

- Has the HPI-O confirmed a 'Go Live' date to introduce Healthcare Identifiers?
- Has the HPI-O developed a strategy for the phased introduction of Healthcare Identifiers?
- Has the HPI-O determined who will be involved/ responsible for conducting all the testing activities? Is it the HPI-O or its software vendor?
- Has a test environment been setup by the HPI-O to conduct testing of Healthcare Identifiers within the local software system?
- Have support staff been organised by the HPI-O for the 'Go Live' date (administrative, IT department, software vendor etc.)
- Has the HPI-O created a risk and issues log?
- What is the local policy within the HPI-O for the creation of 'Provisional' and 'Unverified' IHI records for patients?

For example:

- Provisional or Unverified IHIs are never created;
- Provisional or Unverified IHIs are always;
- Creation of Provisional or Unverified IHIs is a matter of local policy

- What is the local policy within the HPI-O for associating an IHI to a patient health record?

For example:

- Software system, assigns an IHI automatically once a Verified or Unverified IHI is returned from the HI Service, or after manual verification by an Authorised Employee involved in patient administration activities?

- What is the local policy and procedure within the HPI-O for handling error messages returned from the HI Service?
- Has the HPI-O determined (in relation to a patient health record) what output will Healthcare Identifiers be displayed on?

For example:

- Electronic or hard copy: Email correspondence, wristbands, labels, documents, reports letters, referrals, discharge summaries etc.

- Has the HPI-O determined if an IHI is displayed on a patient's health record or patient identification output will it include the IHI type and IHI status?
- Has the HPI-O determined how patient identification output will be reproduced?

For example:

- Barcode, readable media or system allocated to a patient health record.

- Has the HPI-O identified/conducted a preliminary assessment of their staffing requirements, with the impending introduction of the Healthcare Identifiers into current business processes (who will be involved on a day to day basis of interacting with the HI Service)?
- Is there a possible change in job description roles and responsibilities of individuals currently working within the healthcare provider organisation i.e. Perform additional duties that are specific to the interaction with the Healthcare Identifiers and the HI Service?

- Can training about the HI Service be provided to existing staff?
- Are additional resources required within the healthcare provider organisation with the introduction of the Healthcare Identifiers?
- Who will provide the training for staff within the healthcare provider organisation?
- Who within the HPI-O will be involved on the 'Go Live' day, when Healthcare Identifiers are introduced?
- Who within the HPI-O will manage and coordinate any post production issues that are associated/ arise with going live?
- Has the HPI-O determined the frequency of a batch search to check how current the local patient health record with IHI is against the HI Service?
- Has the HPI-O developed a strategy for the phased introduction of the Healthcare Identifiers which includes a test plan, test data and identified the, resource requirements testing of the approach?
- Is there any local software system changes, that can they be performed by current HPI-O staff in relation to the integration of Healthcare Identifiers or will they all be software vendor related?
- How will the HPI-O validate details of another HPI-O, in relation to Healthcare Identifiers?
- How will the HPI-O validate the HPI-I details of existing healthcare provider/s and new healthcare provider/s? Will new healthcare provider/s have to provide HPI-I details as part of the recruitment process or will the OMO of an HPI-O contact HI Service to confirm the HPI-I details of a healthcare provider?
- What information is gathered and published in relation to the HPI-O and the linked HPI-I in the HI Service HPD?
- Has the HPI-O determined alternative business processes and procedures to follow, if the HI Service is not available?

5 Guide for Software Vendors

5.1 Quick Reference Guide

The following is a quick reference guide for 'Software Vendors' to consider when incorporating their software with the Healthcare Identifiers (HI) Service:

- Contact Medicare Australia to obtain access to the HI Licensed Material a Software Vendor will need to accept the online *Licence Agreement - Use of the Healthcare Identifiers Licensed Material for Notice of Connection*:

<http://www.medicareaustralia.gov.au/provider/vendors/healthcare-identifiers-developers/licensed-material/licence-agreement.jsp>

- Once accepted, the Software Vendor will receive a logon ID to enable access to the HI Licensed Material. Medicare Australia's Online Technical Support (OTS) Liaison team will email a logon ID and instructions for obtaining a password, generally within two working days:

<http://www.medicareaustralia.gov.au/provider/vendors/healthcare-identifiers-developers/licensed-material/current-versions.jsp>

- A Software Developer should contact Medicare Australia when ready for Notice of Connection (NOC) testing for all or selected HI Service B2B web services. Medicare Australia will provide a tailored test plan (includes only the tests for the nominated web services) for use during the NOC process.

For more information:

Website: <http://www.medicareaustralia.gov.au/provider/vendors/healthcare-identifiers-developers/index.jsp>

Contact Number: 1300 550 115

Email: HIService@medicareaustralia.gov.au 

HI.Vendor.Operations@medicareaustralia.gov.au 

Note:

Medicare Australia, manages the Notice of Connection (NOC) process which tests that the local software system can connect to the HI Service.

- Contact the National E-Health Transition Authority (NEHTA) Compliance, Conformance and Accreditation (CCA) unit to obtain the following software conformance documents:
 - HI Software Conformance Requirements;
 - HI Software Conformance Assessment Scheme
 - The HI Business Use Cases;
 - The ICS Proforma Instructions;
 - The HI Declaration of Conformity;
 - The HI Software Test Cases and
 - The HI Test Data.

For more information:

Email: cca@nehta.gov.au 

Note:

To recognise conformance of HI implementation, an independent assessment of conformance requirements, must be performed by a National Association of Testing Authority (NATA) accredited test laboratory.

For more information:

Website: <http://www.nata.asn.au>

- Submit the following to the National E-Health Transition Authority (NEHTA) Compliance, Conformance and Accreditation (CCA) unit:

- Conformance test summary report;
- Notice of Connection Production Access Letter;
- HI declaration of conformity.

For more information:

Refer to HI Software Conformance Assessment Scheme or

Email: cca@nehta.gov.au 

6 Guide for End Users

6.1 Quick Reference Guide

The following is a quick reference guide for all 'End Users' to refer to, when interacting with the Healthcare Identifiers (HI) Service:

Note:

For the purpose of this guide, 'End Users', are defined as all employees authorised to act on behalf of a healthcare provider organisation to access the HI Service and perform one of the following role/s listed below:

- Responsible Officers (RO)
 - Organisation Maintenance Officers (OMO)
 - Authorised Employees
 - Healthcare Provider Identifier - Individuals (HPI-I)
- Have the 'End Users' received training regarding the HI Service and Healthcare Identifiers that is specific to the role they are performing?
- Has RO for a HPI-O who has accepted responsibility for their organisation's participation in the HI Service, reviewed the information guide to help them understand their role and responsibilities? For more information on the Responsible Officer role type, please refer to:

[Healthcare Identifiers – Responsible Officer Information Guide](#) 

- Has the RO received a HPI-O number and a PKI site certificate for a Seed healthcare provider organisation?
- Has the RO received an individual PKI certificate?
- Has the OMO for a HPI-O who will be responsible for maintaining information about their organisation within the HI Service, reviewed the information guide to help them understand their role and responsibilities? For more information on the Organisation Maintenance Officer role type, please refer to:

[Healthcare Identifiers – Organisation Maintenance Officer Information Guide](#) 

- Has the OMO received a HPI-O number and a location PKI site certificate for a Network healthcare provider organisation?
- Has the OMO received an individual PKI certificate?
- If applicable, have the additional OMOs for a Network HPI-O received an individual PKI certificate?
- Has the OMO identified HPI-Is associated with the HPI-O?
- Has the OMO obtained consent from the HPI-Is associated with the HPI-Os, to publish their details within the HI Service HPD?
- Has the OMO successfully linked all HPI-Is associated with the HPI-Os in the HI Service HPD?
- Have all Authorised Employees for a HPI-O who will assist with patient administration and interact with the HI Service, reviewed the information guide to help them understand their role and responsibilities? For more information on the Authorised Employee role type, please refer to:

[Healthcare Identifiers - Authorised User Information Guide](#) 

Note:

- Authorised Employees, can access the HI Service through their organisation's authentication credentials once, the organisation has successfully registered with the HI Service.
- Does the 'End User' have a clear and concise understanding of the local policy within the HPI-O for the creation of 'Provisional' and 'Unverified' IHI records for patients? For example:
 - Provisional or Unverified IHIs are never created;
 - Provisional or Unverified IHIs are always created.
- Does the 'End User' have a clear and concise understanding of the local policy within the HPI-O, regarding the association of an IHI to a patient record? For example:
 - Software system, assigns an IHI automatically once a Verified or Unverified IHI is returned from the HI Service, or after manual verification by an Authorised Employee, who is involved in patient administration activities?
- Does the 'End User' have a clear and concise understanding of the local policy within the HPI-O in relation to a patient health record regarding what output will Healthcare Identifiers be displayed on? For example:
 - Electronic or hard copy: Email correspondence, wristbands, labels, documents, reports letters, referrals, discharge summaries etc.
- Does the 'End User' have a clear and concise understanding of the local policy within the HPI-O regarding whether or not an IHI is displayed on a patient's health record or patient identification output and includes the IHI type and IHI status?
- Does the 'End User' (in particular the Authorised Employee) have a clear and concise understanding of the business processes to follow within the HPI-O, to manage exceptions when a duplicate IHI or replica IHI, is identified for a patient? For example:
 - Verify details with the patient if present and/or contact the HI Service after investigating the patient health record within the local software system;
 - Suspend the use of Healthcare Identifiers from active use, if a potential duplicate IHI or replica IHI is found for two or more patient health records; or
 - Merge patient health records after investigation?
- Has the healthcare provider associated with a HPI-O, reviewed the information guide to help them understand their role and responsibilities? For more information on the HPI-I role type, please refer to:

[Healthcare Identifiers – Individual Healthcare Provider Information Guide](#) 

Note:

The information guides can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- Does the HPI-I have an individual PKI certificate to access to the HI Service? For more information contact Medicare Australia:

Contact Number: [1300 361 457](tel:1300361457)

To request a new or update the existing PKI certificate permissions to include access to the Healthcare Identifiers Service the healthcare provider can complete the following paper based form:

[Application to request or update a PKI certificate](#) 

Note:

The application form to request a new or update PKI certificate permissions to include access to the Healthcare Identifiers Service can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- To lodge the application to request a new or update a PKI certificate form with the HI Service Operator:

[HI Service](#)

[GPO Box 2987](#)

[Melbourne, VIC, 3001](#)

[Fax: \(03\) 960 579 87](#)

- Has the HPI-I published their details on the HI Service HPD?
- Has the HPI-I provided consent to the OMO of the HPI-O that they work to link the HPI-I and the HPI-O in the HI Service HPD? For more information on the HI Service please refer to:

Website:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

Contact Number: [1300 361 457](tel:1300361457)

Email: healthcareidentifiers@medicareaustralia.gov.au 

Address: [PO Box 2987 Melbourne, Victoria, 3001](#)

Note:

For contact hours refer to the Medicare Australia:

Website: www.medicareaustralia.gov.au

6.2 Considerations

The following is a list of considerations for 'End Users', to refer to prior to implementation of Healthcare Identifiers, within a healthcare facility:

- Is the Authorised Employee of a HPI-O aware of their responsibilities to ensure that each patient health record has the following:
 - Individual Healthcare Identifier (IHI) assigned to it;
 - Demographic details are correct; and
 - All other patient information and clinical data is up to date.
- Does the Authorised Employee of a HPI-O have a clear and concise understanding of their role and responsibilities associated with patient administration and interaction with the HI Service? For example:
 - Consequences of creating duplicates or proliferating Unverified IHIs where an eligible patient IHI should be found;
 - Advising the HI Service if an individual may have multiple IHIs , or if a single IHI seems to have been allocated to more than one individual;
 - If current business processes within a HPI-O permit the creation of an anonymous patient health record, the 'End User' may want to consider creating and assigning an Unverified IHI, if that is also the local policy within a HPI-O;
 - Notifying the HI Service when a patient is deceased.
- Does the 'End User' have sufficient identifying information to assist them in correctly identifying a patient?
- Has the 'End User' received training in the use of the local software system to access and manage the HI Service and Healthcare Identifier data?
- Have appropriate 'End Users' been identified to problem solve or manage issues that arise in the allocation of an IHI for example, error handling?
- Have local policies and procedures been established to guide the 'End User' in the appropriate handling of an error for example, no match found and unexpected result messages returned by the HI Service?
- Does the 'End User' have a clear and concise understanding of alternative business processes and procedures to follow, if the HI service is not available?

7 For more information

- For more information about e-health visit the e-health website:

<http://www.ehealthinfo.gov.au/>

- For more information on the history and the development of the HI Service and the consultation process visit the Department of Health and Ageing website:

<http://www.health.gov.au/>

National e-health Transition Authority (NEHTA):

www.nehta.gov.au

- For more information about Healthcare Identifiers and the HI Service please refer to:

- Healthcare Providers and Organisations:

- Medicare Australia website

www.medicareaustralia.gov.au

- Healthcare Identifier overview

- *Healthcare Identifiers Act 2010*

<http://www.comlaw.gov.au/Details/C2010C00440>

- *Healthcare Identifiers (Consequential Amendments) Act 2010*

<http://www.comlaw.gov.au/Details/C2010A00073>

- *Healthcare Identifiers Regulations 2010*

<http://www.comlaw.gov.au/Details/F2010L01829>

Contact Number: 1300 361 457

Email: healthcareidentifiers@medicareaustralia.gov.au

Address: PO Box 2987 Melbourne, Victoria, 3001

Note: The Healthcare Identifiers Service Team is available Monday through to Friday from 8:30 - 17:00, local time, excluding Public Holidays.

- Software Vendors:

Website: <http://www.medicareaustralia.gov.au/provider/vendors/healthcare-identifiers-developers/index.jsp>

Contact Number: 1300 550 115

Email: HIService@medicareaustralia.gov.au

HI.Vendor.Operations@medicareaustralia.gov.au

- For e-Health and HI Service frequently asked questions, please refer to:

<http://www.ehealthinfo.gov.au/faqs/>

- For more information on the National e-health Transition Authority Compliance, Conformance and Assessment (CCA) unit, requirements please contact:

Email: CCA@nehta.gov.au 

- For more information about privacy please refer to:

- *Privacy Act 1988 (Cth)*

<http://www.privacy.gov.au/law>

- For further information on privacy regulations please refer to your state or territory laws:

<http://www.privacy.gov.au/law/states>

- For more information on organisation types supported by the HI Service, please refer to the following reference guide:

[HPI-O Organisation Type Classification Reference Guide](#) 

- For more information on role types, to assist users understand their role and responsibilities when accessing the HI Service, please refer to:

[Healthcare Identifiers – Responsible Officer Information Guide](#) 

For the officer of an organisation who has accepted responsibility for their organisation's participation in the HI Service.

[Healthcare Identifiers – Organisation Maintenance Officer Information Guide](#) 

For the officer of an organisation that is responsible for maintaining information about their organisation within the HI Service.

[Healthcare Identifiers - Authorised User Information Guide](#) 

For individuals within an organisation that require access to IHI records to assist with patient administration.

[Healthcare Identifiers – Individual Healthcare Provider Information Guide](#) 

For individuals who provide healthcare services to the general public.

The information guides can be found on the Medicare Australia website below:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

Note:

<http://www.medicareaustralia.gov.au/provider/health-identifier>

- For more information about the Australian Health Practitioner Regulation Agency and the 10 National Health Practitioner Boards that AHPRA supports:

Website:

<http://www.ahpra.gov.au/About-AHPRA/What-We-Do.aspx>

<http://www.ahpra.gov.au/Health-Professions.aspx>

For enquiries about registrations, applications or general information contact AHPRA using an online enquiry form, which is available 24 hours a day, 7 days a week.

Contact Number: 1300 419 495

Open 8:00am - 6:00pm (AEDT), Monday to Friday, or general enquiries and registrant queries

AHPRA offices: Open between 9:00am – 5:00pm, Monday to Friday

For a complete list of office locations:

<http://www.ahpra.gov.au/about-ahpra/contact-us.aspx>