# My Health Record

My Health Record is a secure online summary of a patient's health information collected from patients, providers, and Medicare. Primary care providers can quickly access information about patients' history such as shared health summaries, discharge summaries, prescription and dispense records, pathology reports and diagnostic imaging reports.

My Health Record is an initiative of the Australian Government Department of Health, which provides information, resources, training, and support on their Healthcare Professionals webpage.

NQPHN strongly endorses the use of My Health Record because it allows:

- timely access to up-to-date patient records, supporting clinical decision-making and continuity of care

- quick access to safety information, such as allergies and pre-existing medical conditions

- enhanced patient self-management

- a reduction of service and test duplication, increasing efficiency of service.

## Registering your practice to access My Health Record

A healthcare Organisation can be registered with My Health Record system via Health Professional Online Services (HPOS) accessible via the Provider Digital Access (PRODA) portal.

Register your practice for My Health Record at How to apply for the HI Service for organisations - Healthcare Identifiers Service for health professionals - Services Australia.

If you are already registered, and if you do not have conformant software, you can access the database via Provider Portal here.

If you want to access your own MyHealth Record, you can do so via your My Gov account here.

The Australian Digital Health Agency offers online training on My Health Record. Find their resources at My Health Record training and support | Australian Digital Health Agency.

Access resources and templates for General Practice on the RACGP website.

## HI Service:

Healthcare Identifier Service is a national system that uses identifiers for individuals and healthcare providers to clearly identify the patient, the treating health professional and the organisation where healthcare is provided.

- IHI: Individual Healthcare Identifier which identifies a patient (individual) receiving healthcare. It is a 16-digit number which starts with 800360

ISO 9001 QUALITY

- HPI-I: Healthcare Provider Identifier-Individual which identifies an individual healthcare provider who provides healthcare.  It is a 16-digit number starts with 800361

- HPI-O: Healthcare Provider Identifier-Organisation which identifies the healthcare provider organisation where healthcare is provided. It is a 16-digit number starts with 800362

## Roles in the HI service

Responsible Officer (RO): RO is the person responsible for registering a seed organisation to the My Health Record System and has the authority to act on behalf of the Organisation. There can be only one RO for a Healthcare Organisation.

Organisation Maintenance Officer (OMO): The OMO is a person who is registered with the HI Service and acts on behalf of a Seed organisation in day-to-day administration regarding the HI Service and the My Health Record system. A healthcare Organisation can have more than one OMOs.

## Shared services contacts

- Provider Digital Access (PRODA) Help Desk: 1800 700 199

- Health Professional Online Services (HPOS) Help Desk: 1800 723 471

- Healthcare Identifier Service Help Desk: 1300 361 457 (for help registering an organisation in My Health Record and the HI Service)

- NASH PKI eBusiness Service Centre: 1800 700 199 (for help with a NASH PKI)

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