Healthcare provider Frequently Asked Questions

You may have some questions about the *My Health Record* system and what it means for you. This page includes a subset of frequently asked questions by healthcare providers. A more extensive list can be found at **myhealthrecord.gov.au/providers**.

How does my organisation connect to *My Health Record*?	If your organisation is not already connected, go to myhealthrecord.gov.au/providers which will guide you through the following steps: 1. Register with the Healthcare Identifiers (HI) Service for a Healthcare Provider Identifier – Organisation (HPI-O). Your organisation will also need to apply to the HI Service to obtain a NASH PKI certificate. 2. Your organisation can then register to *My Health Record* through Health Professional Online Services (HPOS) using its individual PKI certificate. 3. If your organisation does not have access to HPOS, it will need to complete and submit an application form to register as a Healthcare Provider Organisation.
Do I need certain software to upload information?	• Your organisation will need conformant software that is compatible with My Health Record to upload information. • If your organisation is registered but you don't have access to compliant software, you can view a patient's *My Health Record* via the provider portal; however you will not be able to upload information through the provider portal. To access the provider portal, you will need a NASH certificate. • Computer and internet access is necessary to access the My Health Record system for a healthcare provider organisation.
Do I need approval to upload information to my patient's record?	• You don't need your patient's consent each time you view or upload information to their *My Health Record.* You can access an individual's record as part of providing them with care, subject to any access controls they have set. • The only instances when you can't upload information are when a patient has asked you not to, or if it is sensitive information prohibited by specific laws in the My Health Records Regulations.
Can I contact another provider who treats my patient?	• Yes, administrative information is provided within clinical documents uploaded to a patient's *My Health Record* including the name of the healthcare provider organisation that has authored the document. • This allows you to follow up with other healthcare providers involved in your patient's care if needed.
Can I see information from *My Health Record* on my local system?	• If you are registered for the *My Health Record* system you can access information on it via your local information system. • Visit myhealthrecord.gov.au/providers for information on how to use the system.