My Health Record - Healthcare Provider Registration
Access via conformant software

Step 1 – Register for a PRODA account

PRODA (Provider Digital Access) is a method of authentication to provide users with access to government services online - *https://proda.humanservices.gov.au*

As the person registering for My Health Record you will become your organisation's Responsible Officer (RO). The RO has other functions in relation to the organisation's interaction with the HI Service and the My Health Record System Operator. Your organisation will be required to comply with the My Health Record system *participation obligations.*

PRODA registration requires three forms of identification from the following list.

- Australian passport
- Medicare card
- Australian driver's licence
- ImmiCard
- Australian birth certificate
- Australian Visa and foreign passport
- Citizenship certificate
- Certificate of registration by descent

Password hint: cannot include more than one special character. Complete the registration and log in.

Step 2 – My Health Record Seed Organisation Registration

Healthcare providers and administrators can manage the My Health Record registration process via Health Professional Online Services (HPOS). Once you are logged into PRODA, click *Health Professional Online Services (HPOS)* from the list of services.

If this is your first time using PRODA...

You will be prompted to enter your healthcare identifier (i.e. AHPRA registration, HPI-I, HPI-O or RO/OMO number). You will then be prompted to accept the terms and conditions, set your email address, and set your notification preferences. It is recommended that you select *Immediate notification for each new correspondence.*

Once your PRODA and HPOS are linked...

From within the *Health Professional Online Services* tile, choose either *Link Identifiers* to link your PRODA account to your HPI-O or *Go to Service* to register your organisation. Follow the prompts.

If you are not listed on your organisation's Australian Business Register record, you may need to upload evidence to your online application.

The following documents may be uploaded. A full list of documents is included in the *Organisation Details* tab of the online application.

- Certificate of company registration from ASIC
- Notice by registrar of Australian Business Register
- Business bank statement
- Lease agreement or Rates notice
- Other document ('eg' a statutory declaration [Your CEO/owner should sign a letter on organisation letter head addressed "To whom it may concern", stating that "Full name and role" is authorised to act on behalf of the organisation and to commit the business".] Upload in the Documents section in HPOS.)

Submit the form, your process will end with a Pending status. The *HPOS Mail Centre* will notify you when the registration is complete.

Step 3 – Request a NASH Certificate

Once your HPI-O has been issued, click *My Programs* and then *Healthcare Identifiers*. Select *My organisation details* and select your organisation.

From the *Organisation snapshot* screen, click the last tab *Certificates* and then *Request a NASH PKI site certificate* at the bottom of the screen.

Complete the *Mobile Number* and other required fields, click *Save changes*. You will receive an SMS when the certificate is ready for download from HPOS (from the *Certificates* tab).

Step 4 – Link your existing PKI certificate

From the HPOS *Organisation snapshot* screen, click the last tab *Certificates* and then *Link existing PKI certificate* near the bottom of the screen. Identify the correct PKI certificate to link to your HPI-O.

Please speak with you software provider for next steps.

Need Help?

PRODA: 1800 700 199
(Mon – Fri 8am to 5pm AWST)

HPOS: 13 21 50
(Mon – Fri 8am to 5pm AWST)

Certificates: 1800 700 199
(Mon – Fri 8am to 5pm AEST)

My Health Record Help line:
1800 723 471
(24 hours, 7 days a week)

MyHealthRecord.gov.au