

# My Health Record

## Tier 1 Support



### General enquiries



#### My Health Record System Public Enquiry Line

T: 1800 723 471  
W: [myhealthrecord.gov.au](http://myhealthrecord.gov.au)

### Registration enquiries and training



#### Healthcare Identifier Service Enquiry Line

T: 1300 361 457  
E: [healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)



#### eBusiness Service Centre

T: 1800 700 199  
E: [ebusiness@humanservices.gov.au](mailto:ebusiness@humanservices.gov.au)



#### NEHTA Help Centre

T: 1300 901 001  
E: [help@nehta.gov.au](mailto:help@nehta.gov.au)

### Technical enquiries



#### Clinical Information System (CIS) Vendors

Contact your respective CIS support desk or refer to the [NEHTA website](#) for contact details



#### Online Technical Support

T: 1300 550 115  
E: [myhealthrecord.otshelpdesk@humanservices.gov.au](mailto:myhealthrecord.otshelpdesk@humanservices.gov.au)

### Department of Human Services (Human Services)

### National E-Health Transition Authority (NEHTA)

### CIS Vendors

### Human Services

**Purpose:**  
Provide individuals and Healthcare providers support with My Health Record enquiries

- Services:**
- My Health Record registrations and enquiries
  - My Health Record general information, questions, and complaints, (e.g. privacy, security, clinical safety)
  - Enquires regarding the My Health Record Opt-out trials

**Purpose:**  
Provide Healthcare providers support with Healthcare Identifier (HI) enquiries

- Services:**
- Setting up Seed and Network Organisations
  - Obtaining Healthcare Provider Identifiers for Organisations (HPI-O)
  - Obtaining Healthcare Provider Identifiers (HPI-I) for individuals
  - Enquiries about Individual Healthcare Identifiers (IHI) (e.g. IHI matching)

**Purpose:**  
Assist Healthcare Providers with Medicare and NASH PKI certificate enquiries

- Services:**
- General information and questions relating to Medicare and NASH PKI certificates
  - Installation support for PKI certificates
  - Support for lost or forgotten passwords for PKI certificate and tokens

**Purpose:**  
Provide support for complex seed and network organisation HPI-O structures, and PHNs

- Services:**
- Applying to register organisations for Digital Health
  - Training healthcare providers to use My Health Record
  - Software vendor Digital Health enquiries (pre-production)
  - Information on Seed/Network Organisations
  - Secure Message Delivery enquiries

**Purpose:**  
Provide Healthcare providers support with technical CIS software enquiries

- Services:**
- Technical CIS software enquiries relating to the My Health Record system
  - Installation support for Medicare and NASH PKI certificates

**Purpose:**  
Provide software vendors support with technical Digital Health enquiries and troubleshooting

- Services:**
- CIS vendors seeking technical support on behalf of providers using Digital Health and the My Health Record system