



# Contracted Service Provider User Guide

A Contracted service provider (CSP) is an organisation that can act on behalf of a healthcare organisation.

A CSP can request healthcare identifiers from the Department of Human Services (Human Services) and use or disclose them on behalf of a healthcare organisation in the course of providing IT services for communicating or managing health information.

## AUDIENCE

This guide is for:

- employees of a CSP who are authorised to register and act on behalf of a CSP organisation when using the Healthcare Identifiers (HI) Service
- responsible officers (ROs) of a healthcare organisation who will be linking a CSP organisation to the healthcare organisation(s) in their hierarchy
- healthcare organisations such as hospitals, general medical practices, pharmacies, pathology and diagnostic imaging facilities who use a CSP to help them use the HI service.

## REQUIRED READING

Ensure you have read the following material before reading this information guide.

- Healthcare Identifiers Service Information Guide—Introduction and Overview
- Healthcare Identifiers Act 2010
- Healthcare Identifiers Regulations 2010.

## Registering with the HI Service

To register with the HI Service, a CSP organisation needs to nominate at least one (but no more than three) employee(s) to be the point of contact between the CSP and Human Services. These employees, called CSP officers, have specific responsibilities in relation to the HI Service.

## Registering as a CSP officer

As a CSP officer, you will need to register:

- when your CSP organisation is initially registered, and

- whenever the person performing the CSP officer role for your organisation changes.

To register a CSP organisation you need to complete the appropriate forms, available at [humanservices.gov.au/healthprofessionals](http://humanservices.gov.au/healthprofessionals) then go to **Healthcare Identifiers Service**

To register as a CSP Officer you must do the following.

- Provide certified copies of supporting documentation with your form when registering with the HI Service. The form includes instructions on how to submit the information to Human Services.
- Register your own profile in the HI Service and provide 100 points of identification (unless you are a known customer to the Department of Human Services or are an existing HI Service user who has previously provided 100 points of identification).
- Provide a letter stating that you have authority to act on behalf of the CSP organisation when using the HI Service.

Responsible officers (ROs) and organisation maintenance officers (OMOs) in healthcare organisations can also register as CSP officers.

### Your responsibilities as a CSP officer

A CSP officer is responsible for making sure your CSP Organisation's information up to date and correct in the HI Service system.

Your duties as a CSP officer may include the following:

- providing Human Services with relevant documentation to prove the CSP organisation is eligible to participate in the HI Service
- registering other CSP officers to help you keep information about your organisation up-to-date
- Organising a search for the Individual Healthcare Identifiers (IHI) for the patient's of the healthcare organisation you are working for.

Healthcare identifiers must be requested, collected and used in accordance with the *Healthcare Identifiers Act 2010* and the *Healthcare Identifiers Regulations 2010*. Failure to do so is an offence.

### Maintaining your CSP organisation's information

You can maintain the following information on behalf of your CSP organisation:

- the name of your organisation
- the address of your organisation
- the contact details of your organisation.

To change or add names of legal entities and ABN details you must us with certified copies of supporting documentation.

.You can provide as much or as little additional information as you feel is necessary to identify your organisation. There is no limit on the amount of additional information you can provide about, but as a minimum you must provide an address and a telephone number or email address that we can use to contact you.

## Creating a link between a CSP organisation and a healthcare organisation

When a CSP record is created it will automatically be set to a status of deactivated until a healthcare organisation record is linked to the CSP record. A healthcare organisation can link its record with the record of a CSP once they have engaged the CSP to provide health information services. A CSP cannot access the HI Service until it is linked to an active healthcare organisation.

The link between the healthcare organisation and the CSP organisation can only be made by the healthcare organisation's RO. To do this they must fill out a form, available online at [humanservices.gov.au/healthprofessionals](http://humanservices.gov.au/healthprofessionals) then go to **Healthcare Identifiers Service**.

## Accessing the HI Service electronically

Once a CSP organisation has been registered, it will be issued with a Department of Human Services Public Key Infrastructure (PKI) Location Certificate. This will allow you them securely access the HI Service on behalf of the healthcare organisation that engaged them.

The HI Service can be accessed securely through an organisation's software system if it is compatible with the HI Service, or by using our Health Professional Online Services (HPOS).

If a PKI certificate was not requested when the CSP was registered for the HI Service, organisation you can get one by completing the appropriate form, found at [humanservices.gov.au/healthprofessionals](http://humanservices.gov.au/healthprofessionals) then go to **Healthcare Identifiers Service**

**Note:** This certificate gives a CSP electronic access to the HI Service. For information on how to register and access the eHealth Record go to [ehealth.gov.au](http://ehealth.gov.au)

## FOR MORE INFORMATION

Online [humanservices.gov.au/healthprofessionals](http://humanservices.gov.au/healthprofessionals) then go to **Healthcare Identifiers Service**

Email [healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)

Call **1300 361 457\***

\*Call charges apply.