



# Healthcare Identifiers Service—Organisation Maintenance Officer User Guide

## Audience

This guide is for organisation maintenance officers (OMO) — individuals responsible for keeping information about the healthcare organisation they work for up-to-date in the Healthcare Identifiers (HI) Service system.

## Required reading

Make sure you have read the following material before reading this guide:

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

## Registering as an Organisation Maintenance Officer

You can register as an OMO in the following ways:

- as a seed OMO when the seed organisation is registered. This gives you authority to maintain information about any organisations in your hierarchy. The seed organisation's responsible officer (RO) will be responsible for registering you
- at the same time a network organisation is registered. This gives you authority to maintain information about your network organisation(s). You will also be able to update information about network organisations created underneath your organisation. An OMO above you in your organisation hierarchy will be responsible for creating a network organisation and registering you
- at any time as a network OMO to assist with maintenance activities. An OMO above you in your organisation hierarchy will be responsible for registering you.

If you aren't already registered to be an OMO, you can register by downloading an application form available at [humanservices.gov.au/hiservice](https://humanservices.gov.au/hiservice).

When registering another OMO you must provide accurate personal information about the individual. This is important as you may be held responsible for their interactions with the HI Service, including any violations or breaches.

## Responsibilities of an Organisation Maintenance Officer

As an OMO, you are responsible for keeping information about your organisations (or any associated organisations) up-to-date in the HI Service system, so it can be quickly and accurately identified by others using the service.

Your duties as an OMO include the following:

- creating network organisations beneath the Seed Organisation that you represent
- registering other OMOs to help you with the task of maintaining information about your organisation(s)
- adding or removing links for other OMOs or linked healthcare providers within the organisational hierarchy

- requesting the Individual Healthcare Identifiers (IHI) of your organisation's patients so this information can be added to patient records. Contact us and your software vendor to arrange this
- updating your organisation's entries in the Healthcare Provider Directory (HPD)
- maintaining a list of authorised employees within your organisation who can access the HI Service.

### **Personally Controlled Electronic Health Record**

Your organisation(s) may be participating in the Personally Controlled Electronic Health Record (eHealth Record) system, a secure, voluntary, electronic record accessible by patients and authorised healthcare providers. The eHealth Record allows healthcare providers fast and easy access to a patient's health information, making continuity of care easier and improving treatment decisions.

As the organisation's OMO, you can set and adjust eHealth Record Access Flags against participating organisations within your hierarchy (may be performed by OMOs higher in the hierarchy or the responsible officer of the Seed Organisation). You can also set the Healthcare Provider Identifier-Individual (HPI-I)/Healthcare Provider Identifier-Organisation (HPI-O) Authorisation Links setting.

For more information about the eHealth Record system and the role and functions of the OMO go to [ehealth.gov.au](http://ehealth.gov.au).

### **Maintaining your organisation's information**

As an OMO, you can update details about your organisation(s) in the HI Service including names, addresses, contact details, entries in the HPD and links to individual healthcare providers who work for your organisation.

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

There's no limit to the amount of additional information you can provide about yourself, but you must provide an address and a telephone number or email address that we can use to contact you.

When creating or maintaining information about your organisation(s), make sure the details you provide, whether seed or network, are unique within the HI Service, and consistent with how your organisation(s) is known in the community. This will make it easier for others to accurately identify your organisation. For example, using a name like 'Ward 5' or 'Medical Practice' will not uniquely identify your organisation within either the HI Service or the health sector. We recommend you consider using a name like 'Royal North Shore Hospital Maternity Ward', or 'North Shore Medical Practice' as this will differentiate your organisation from other maternity or medical services within the community and reduce confusion.

You can change the details of your organisation or associated staff:

- through Health Professional Online Services (HPOS)
- via compatible practice software
- by calling us on **1300 361 457\***
- by completing the appropriate form available online at [humanservices.gov.au/hiservice](http://humanservices.gov.au/hiservice).

You may have employees who've been authorised to search for and retrieve IHIs from the HI Service (called authorised employees). Under the Healthcare Identifiers Act 2010, an organisation must keep details of current and past employees for seven years after the employee has ceased employment. The HI Service can request details of authorised employees under the legislation.

To make sure those details are maintained, you need to:

- submit a list of the organisation's authorised employees to the HI Service by completing the Healthcare Identifiers Service Authorised Employee Register form available from the list of healthcare provider organisation forms at [humanservices.gov.au/hiservice](http://humanservices.gov.au/hiservice). The HI Service will store the information on behalf of the organisation (this needs to be updated with staff changes);

OR

- make sure the software the organisation is using to connect to the HI Service includes details of authorised employees in the electronic transactions;

OR

- make sure the organisation maintains its own complete and up-to-date list of staff details (including employees who have left the organisation for seven years after they have left).

**Important note:** if authorised employees will be contacting the HI Service operator by phone, you must complete and submit the Healthcare Identifiers Service Authorised Employee Register form, even if electronic transactions include authorised employee details, or the organisation maintains a list. This is so their identity can be verified when they call.

### **Registering network organisations**

As an OMO, you can register network organisations under your existing organisation(s). To register a network organisation you will need to provide a name, address and contact details.

Once an organisation has been successfully registered we will issue you with a new HPI-O.

### **Linking individual healthcare providers to your organisations**

The HPD can be used to search for individual healthcare providers and organisations participating in the HI Service, using their healthcare identifier or contact details. The directory helps with communication between healthcare providers by providing a reliable source of information about participating healthcare providers.

You can link a healthcare provider to one or more of your organisation(s) in the HPD. To do this you need:

- at least one HPD entry for your organisation(s)
- permission from the provider to make the link
- the HPI-I of the provider you want to link.

If the individual healthcare provider no longer wants to be linked to your organisation you must remove the link as soon as you are advised.

If you don't know the HPI-I of the healthcare provider, you can search for their record in the HPD. If you can't find their record, it may be because they don't have an entry in the HPD.

### **Accessing the HI Service electronically**

Once you have successfully registered as an OMO you will be issued with a Department of Human Services Public Key Infrastructure (PKI) Individual Certificate which allows you to securely access the HI Service. If you already have a certificate your permissions will be updated to allow you to perform your duties in the HI Service system.

Once you have a PKI you can access the HI Service securely through your organisation's software system if it's compatible with the HI Service, or through HPOS.

If a PKI certificate wasn't requested when you were registered for a HPI-I, you can request one by completing an application form available online at **[humanservices.gov.au/hiservice](http://humanservices.gov.au/hiservice)**.

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

### FOR MORE INFORMATION

Online **[humanservices.gov.au/hiservice](http://humanservices.gov.au/hiservice)**  
Email **[healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)**  
Call **1300 361 457\***

\*Call charges apply.