

Health eSignature Authority Pty Ltd

The Health eSignature Authority Pty Ltd (HeSA) is a company wholly owned by the HIC. The HeSA was established in February 2001 to provide digital certificates to the Australian health sector.

With the introduction of the *Human Services Legislation Amendment Bill 2005* and the transition of the HIC to Medicare Australia in October 2005 the assets and liabilities of HeSA will transfer to the Commonwealth. When the legislation comes into effect Health eSignature Authority Pty Ltd will cease trading and apply for voluntary deregistration. The Registration Authority function currently undertaken by HeSA will transfer to Medicare Australia.

These digital certificates—also known as public key infrastructure certificates—enable the secure electronic exchange of data and transaction between health professionals and organisations within the health sector.

During the year, the HeSA maintained a strong customer and business enhancement focus. Key priorities included:

- facilitating the take-up and use of digital certificates across the health sector
- anticipating, and effectively responding to, the increasing demand for digital certificates
- promoting the seamless integration of public key infrastructure certificates into technical and business processes
- ensuring the HeSA's registration processes and associated services are timely and in alignment with the business needs of the health sector.

HeSA continues to play an active role in helping the HIC achieve its strategic objectives and in promoting the Australian Government's eBusiness agenda. More information about the HeSA and access to a range of information services and resources can be obtained at www.hesa.com.au.

Key business results

Take-up of certificates continued to increase during the year, with 6,133 live digital certificates issued during 2004-05. Certificates are considered 'live' while they remain current in the health sector.

During 2004–05, the HeSA implemented a range of improvements in relation to the key priorities outlined above. These included:

- increased automation of processes within the authority
- enhancements to subscriber agreements
- the alignment of HeSA and HIC Online registration processes to enable practitioners to apply online and to apply for both HIC Online registration and individual digital certification

Take-up of live digital certificates 2004–05

	2004–05
Individual certificates issued	1,891
Location certificates issued	4,242
Total certificates issued	6,133

- the alignment of HeSA and PBS Online registration processes to enable pharmacists to submit a claim to the HIC each time a PBS medicine is dispensed.

As an agent for the HIC, the HeSA receives and processes health care provider registrations for HIC Online and PBS Online. The eBusiness solution achieved significant streamlining of HeSA, HIC Online and PBS Online registration processes. As of 1 July 2005, HeSA processed 15,070 registrations for HIC Online.