



Healthcare Identifiers Service Information Guide

Organisation maintenance officer

Audience

This information guide is intended for individuals responsible for maintaining information about their organisation(s) in the Healthcare Identifiers (HI) Service. These individuals will act as an organisation maintenance officer (OMO) when operating in this capacity.

Required reading

Make sure 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.*

Your responsibilities as an organisation maintenance officer

As an OMO, you will be responsible for maintaining information associated with any organisation(s) you are linked to. The maintenance of this information allows your organisation(s) to be quickly and accurately identified for the purposes of healthcare delivery.

Your duties as an OMO may include the following.

- Registering other OMOs to help with the task of maintaining information about your organisation(s).
- Organising a bulk offline Individual Healthcare Identifier (IHI) search of patients with records in your organisation's software systems. You will need to contact Medicare Australia and your software vendor to arrange this.

As an OMO you are not authorised to search online for individual IHIs or create an IHI within the HI Service.

Registering as an organisation maintenance officer

You may be registered as an OMO in the following circumstances.

- At the same time a seed organisation is registered. This identifies you as a seed OMO and 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 as a network organisation is registered. This will give you authority to maintain information about your network organisation(s). You will also be able to update information of network organisations created underneath your organisation. An OMO above you in your organisation hierarchy will be responsible for registering you.
- At any other time to assist with maintenance activities. An OMO above you in your organisation hierarchy will be responsible for registering you.

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.

Maintaining your organisation's information

As an OMO, you can update details about your organisation in the HI Service including:

- the name of your organisation
- the address of your organisation
- the contact details of your organisation
- entries your organisation has in the Healthcare Provider Directory, including any links to individual healthcare providers who work for your organisation.

Refer to the *Healthcare Identifier Service Information Guide—Introduction and overview* for information about the Healthcare Provider Directory.

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To change or add names of legal entities and ABN details you must provide certified copies of supporting documentation to Medicare Australia.

There is no limit to the amount of additional information you can provide about your organisation. You can provide as much or as little additional information as you feel is necessary to identify your organisation. You must, however, nominate a contact person and an address that Medicare Australia can use to contact your organisation.

When creating or maintaining your organisation's information make sure the details you provide for your organisation(s), 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 and its Healthcare Provider Identifier – Organisation (HPI-O). 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. It is recommended 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 and reduce confusion.

Registering new organisations

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

Once your new organisation has been successfully registered you will receive a new HPI-O from the HI Service. You will also receive an Organisation Authentication Certificate or Organisation Public Key Infrastructure (PKI), which will allow you, your individual healthcare providers and your authorised employees to access the HI Service.

Linking individual healthcare providers to your organisations

The Healthcare Provider Directory can be used to search for individual healthcare providers and organisations participating in the HI Service, using their unique identifier or demographic details. This will help when sending secure referrals, discharge summaries and forwarding test requests for patients.

You can link a current individual healthcare provider to one or more of your organisation(s) in the Healthcare Provider Directory. To do this you will need to:

- receive consent from the provider to make the link

- have at least one Healthcare Provider Directory entry for your organisation(s)
- know the Healthcare Provider Identifier-Individual (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 immediately.

If you do not know the HPI-I of the healthcare provider, you can search for their record in the Healthcare Provider Directory. If they already exist in the directory and you have found the correct record you can get their HPI-I. If you can't find the healthcare provider's record this it might be because they don't want to appear in the Healthcare Provider Directory.

Accessing the HI Service electronically

Authentication Token

Once you have been successfully registered as an OMO you will be issued with an Individual Authentication Token or Individual Public Key Infrastructure (PKI), which will allow you to securely access the HI Service and protect the exchange of information. If you already have a token your permissions will be updated to allow you to perform your duties in the HI Service.

Once you have your Individual Authentication Token you can access the HI Service securely through your organisation's software system if it is compatible with the HI Service, or by using Medicare Australia's Health Professional Online Services (HPOS).

For information on developing software for the HI Service contact your software vendor.

For more information

Online www.medicareaustralia.gov.au

Email healthcareidentifiers@medicareaustralia.gov.au

Call **1300 361 457***

*Call charges apply.