



# Healthcare Identifiers Service Information Guide

## Responsible officer

### Audience

This information guide is intended for individuals authorised and responsible for registering a seed organisation and its hierarchy, who are accountable for the organisation's interaction with the Healthcare Identifiers (HI) Service. These individuals will act as a Responsible Officer (RO) 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 a responsible officer

As an RO you will be responsible for registering a seed organisation to participate in the HI Service.

Your primary responsibility is to make sure your seed organisation, its network organisations and any authorised employees comply with the *Healthcare Identifiers Act 2010* and supporting *Healthcare Identifiers Regulations 2010*.

Your other responsibilities include:

- providing Medicare Australia (the HI Service Operator) with all relevant documentation to prove the organisation is eligible to participate in the HI Service
- being accountable for the authorised access to the HI Service by all organisations and employees in the seed organisation's hierarchy
- registering and linking at least one organisation maintenance officer (OMO) to the seed organisation
- creating a link between your organisation and a contracted service provider organisation if required. Refer to the *Healthcare Identifiers Service Information Guide—Contracted Service Provider* for more information.

As an RO you are not authorised to search for an Individual Healthcare Identifier (IHI) or create an IHI within the HI Service.

When registering an OMO you must supply accurate information about the individual you are registering. This is important as you will be responsible for the OMO's interactions with the HI Service, including any violations or breaches.

For smaller healthcare organisations or individuals who are sole traders, you can also appoint yourself as an OMO. Refer to the *Healthcare Identifiers Service Information Guide—Organisation Maintenance Officer* for the responsibilities of this role.

### Registering as a responsible officer

You may register yourself as an RO:

- the same time as a seed organisation is registered
- as a replacement RO of an existing seed organisation.

You will need to 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 Medicare Australia.

For HI Service forms go to [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then **For health professionals > Healthcare Identifiers Service > Forms**

### Maintaining your organisation's information

The information provided to Medicare Australia about your organisation must be kept accurate and up-to-date.

Maintenance of information for the seed organisation and network organisations is handled by the OMO. If you are also acting as an OMO, refer to the *Healthcare Identifiers Service Information Guide—Organisation maintenance officer* for details about managing your organisation's information.

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### Accessing the HI Service electronically

#### Authentication Token

Once you have been successfully registered as an RO 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.

For information about accessing the HI Service with PKI go to [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then **For health professionals > Healthcare Identifiers Service > Accessing the HI Service with PKI.**

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](http://www.medicareaustralia.gov.au)

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

Call **1300 361 457\***

\*Call charges apply.