

## Practice Incentives Program (PIP) eHealth Incentive

Requirement 1 - Integrating Healthcare Identifiers into Electronic Practice Records



## Integrating Healthcare Identifiers into Electronic Practice Records

The intent of this Requirement is to make Healthcare Identifiers available for Secure Message Delivery and for use in the personally controlled electronic health (eHealth) record.<sup>1</sup>

The Federal, state and territory governments have developed a national Healthcare Identifiers Service (HI Service) which uniquely identifies healthcare providers and individuals who seek healthcare. Medicare Australia is the operator of the HI Service. The HI Service will give individuals and Healthcare Providers confidence that the right health information is associated with the right individual at the point of care.

The HI Service allocates three types of healthcare identifiers:<sup>2</sup>

- **Individual Healthcare Identifier (IHI)** - Allocated to individuals enrolled in the Medicare program or those who are issued with a Department of Veterans' Affairs (DVA) treatment card and others who seek healthcare in Australia.
- **Healthcare Provider Identifier – Individual (HPI-I)** - Allocated to healthcare providers involved in providing patient care.
- **Healthcare Provider Identifier – Organisation (HPI-O)** - Allocated to organisations that deliver healthcare (such as hospitals and medical practices)

PracSoft and Medical Director have been enhanced to interface with the HI service, and can interact with the HI service in real-time, retrieving and then storing a patient's IHI in the system.

**The Practice:** Each registered practice must apply for an HPI-O (Healthcare Provider Identifier- Organisation) number, which must be entered in the associated field [within the practice's details](#).

**Practitioners:** Each registered practitioner must apply for an HPI-I (Healthcare Provider Identifier-Individual) number, which must be entered in the associated field [within the practitioner's details](#).

**Patients:** Each registered patient will be provided with an IHI (Individual Healthcare Identifier) number, which is automatically retrieved and entered into the associated field [within the patient's details](#).

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<sup>1</sup> Source: <http://www.medicareaustralia.gov.au/provider/incentives/pip/files/9977.pdf>

<sup>2</sup> Source: <http://www.ehealthinfo.gov.au/assets/Healthcare%20Identifiers%20for%20Healthcare%20Professionals.pdf>



## Before you begin integrating Healthcare Identifiers in both Medical Director and PracSoft

Obtain the following information:

1. Ensure your practice is accredited with RACGP for PIP. For more information on accreditation: <http://www.racgp.org.au/your-practice/business/tools/standards/accreditation/>
2. Obtain a HPI-O. For information, visit the Medicare for Healthcare Professionals web site <http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N10097>
3. Obtain a HPI-I. For information, visit the Medicare for Healthcare Professionals site <http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N1012B>
4. Obtain a PKI certificate/s

PKI Certificate	Where to obtain PKI Certificate	Supported in MD/PS Version	PIP Incentive Requirement
<b>HI Service PKI Certificate</b> <ul style="list-style-type: none"> <li>• HI Signing Certificate</li> <li>• HI Encryption Certificate</li> </ul> <p>If you already have a PKI certificate for Online Claiming in PracSoft, you can update by applying to include access to the HI Service.</p>	<a href="http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N10271">http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N10271</a>	MD/PS 3.12.1a or later.	Requirement 1
<b>National Authentication Service for Health (NASH) PKI certificate</b> <ul style="list-style-type: none"> <li>• Secure Messaging Delivery (SMD)</li> <li>• Personally Controlled Electronic Health Record (PCEHR)</li> </ul>	<a href="http://www.medicareaustralia.gov.au/provider/vendors/pki/index.jsp#N1007A">http://www.medicareaustralia.gov.au/provider/vendors/pki/index.jsp#N1007A</a>	MD 3.14d	Requirement 2 (SMD) Requirement 5 (PCEHR)

For more information, please consult the following guides, available from the HCN eHealth Site at <http://www.hcn.com.au/ehealth>



## Practice Configuration for Medical Director with/without PracSoft

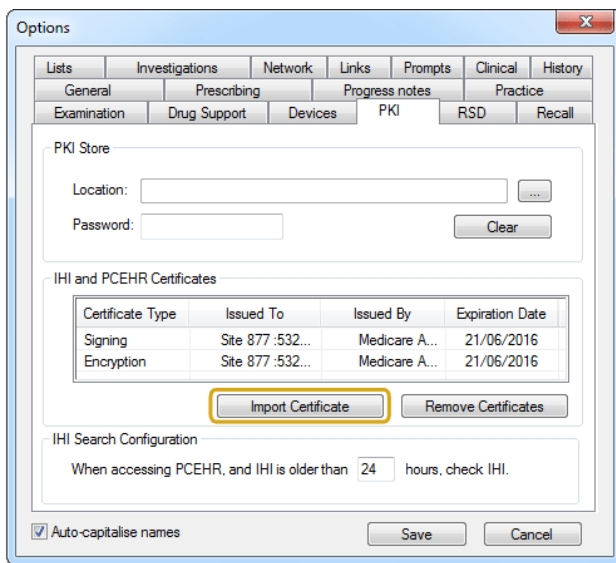
Once you apply for your Healthcare Identifiers (HI) Service Public Key Infrastructure (PKI) Certificates, you will receive these certificates on a CD.

Notes:

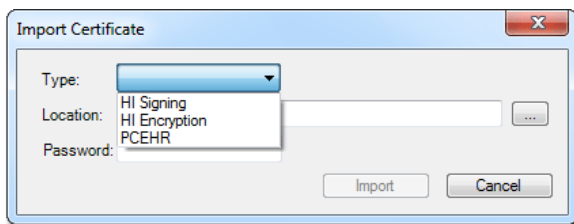
- The NASH PKI Certificate, required for Personally Controlled Electronic Health Record (PCEHR) and Secure Messaging, will be provided on a separate CD.
- If you use both Medical Director and PracSoft you only need to perform the steps below in one product.



### Import HI Signing and Encryption Certificates

1. Within Medical Director, select **Tools > Options**. Select the **PKI** tab.



2. Click the **Import Certificate** button to call the associated import window, as shown below.



3. Via the **Type** drop-down menu, select the **HI Signing** Certificate option.
4. Click the  button to browse to, and select your HI Signing Certificate (*Fac\_sign.p12*).
5. Enter the HI Signing Certificate's password.
6. Click the **Import** button.
7. Click the **Import Certificate** button again, to call the associated import window.
8. Via the **Type** drop-down menu, select the **HI Encryption** Certificate option.
9. Click the  button to browse to, and select your HI Encryption Certificate (*Fac\_encrypt.p12*).
10. Enter the HI Encryption Certificate's password.
11. Click the **Import** button.
12. Click the **Save** button on the Options window.



## Record HPI-O Number

1. Within Medical Director, select **Tools > Options**. The **Options** window appears.
2. Select the **Practice** tab.

The 'Options' dialog box is shown with the 'Practice' tab selected. The 'HPI-O No.' field is highlighted with a yellow box and contains the value '800362156666692'. Other fields include Practice name (HCN Samples Database), Address (1 New Street), City/Suburb (Bowen Hills), Postcode (4006), Phone (07 7878 7878), Fax (07 1212 1212), E-mail (testpractice@hotmail.com.au), Practice ID (88888), VSP number, Organisation Type (General Practice), Service Type (General medical practitioner service), PIP number (9999), and MASTA Account No. (25 % Markup). The 'Auto-capitalise names' checkbox is checked.

3. Within the **HPI-O No.** field, enter your supplied **Healthcare Provider Identifier- Organisation** number.
4. Click the **Save** button to confirm, and close the Options window.

## Record HPI-I Number

1. Within Medical Director, select **User > Setup Users** to access the User Database.
2. Locate and double-click the user record you wish to edit.
3. Enter your **HPI-I** number into the **HPI-I No** field provided.

The 'Edit Doctor Details' dialog box is shown with the 'User Details' tab selected. The 'HPI-I No.' field is highlighted with a yellow box and contains the value '8003616566667013'. Other fields include Name (Dr. A. Practitioner), Address (13 Best St.), City/Suburb (Pill Land), Postcode (5000), Phone (02 9908 4888), Fax (02 9953 0276), Prescriber No. (2173711), Provider No. (2426621B), State Registration No. (987654321), Qualifications (M.B., B.S., Dip R.A.C.O.G.), and E-mail (apractitioner@md.com.au). The 'PCEHR Details' section includes Title (Dr), First Name (Anthony), Middle Name, and Last Name (Practitioner). The 'ePrescribing' section shows Status (Registered: entity ID = RY62R) and options for Enable ePrescribing (checked), Receive dispense notification (Ask Patient checked, Dont Ask Patient unchecked), and Disable ePrescribing (unchecked). Other options include Top Level Access? (checked), Data Export Privileges? (checked), PKI Encryption (checked), Auto-capitalise names (checked), and Options Editing? (checked). The 'Status' section has Prescriber selected and Locum unselected. The 'OK' button is highlighted.

4. Click the **OK** button to save and close the window.



## Validate Patient IHI Number

Note that you only need to perform this step for your patients as they come in for consultation. However, it is highly recommended that you follow this process for at least one patient now, to ensure that your setup is configured and functioning correctly.

1. Within Medical Director's Clinical Window (or via the Patient List – F10), open the Patient Details window.

The screenshot shows the 'Patient Details' window with the following fields and options:

- Pt. Details** (selected tab): Title: Mrs, First Name: Jennifer S., Known as: Jennifer, Surname: Andrews, Date of Birth: 20/04/1970, Gender: Female, ATSI: Neither Aboriginal nor Torres Strait Islander, Address: 2 Kennedy Rd, City/Suburb: Demo Town, Postcode: 4523, Phone: 0712345678 (Home), 0712345679 (Work), E-mail: [empty].
- Head of Family**: John Andrews, Set button.
- Preferred Contact**: Phone, Medicare No: 3500 26512 1, Pension No: [empty], DVA No: [empty], Safety Net No: [empty], Record No: 107.
- Pension Status**:  None,  Pension/HCC,  Full DVA,  Limited DVA.
- IHI Information** (highlighted in yellow): IHI No: 8003 6014 2827 7508, Validate button, IHI Record Status: Verified, IHI History button, IHI No Status: Active.
- Consent**:  This patient has withdrawn consent to upload clinical documents to PCEHR.
- ePrescribing**:  Always receive dispense notification for this patient,  Ask for consent on every prescription for this patient,  Never receive dispense notification for this patient,  Disable ePrescribing.
- Footer**:  Update address for all family members,  Auto-capitalise names, Save button, Cancel button.

2. Select the **Pt Details** tab.
3. Ensure that the following details have been recorded and are correct:
  - First Name
  - Surname
  - Medicare No and position on card, or DVA No.
  - Date of Birth
  - Gender
4. Click the **Validate** button. The validation commences, and upon positive verification, the IHI Record Status will read 'Verified'.

This close-up screenshot shows the IHI validation section with the following details:

- Record No: 107
- IHI No: 8003 6014 2827 7508, Validate button
- IHI Record Status: Verified (highlighted in yellow), IHI History button
- IHI No Status: Active
- This patient has withdrawn consent to upload clinical documents to PCEHR
- ePrescribing**:  Always receive dispense notification for this patient



## Practice Configuration for PracSoft-only Users

### Import HI Signing and Encryption Certificates

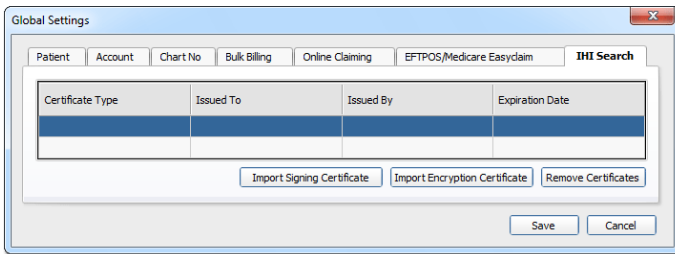
**For Existing PracSoft Users:** If you are an existing PracSoft user, and you conduct online claiming, you will already have a Department of Human Services PKI certificate. You do not need to import a new certificate. If you already have a PKI certificate, you can update it by applying to include access to the HI Service at <http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N10271>

**For New PracSoft Users, you will need:**

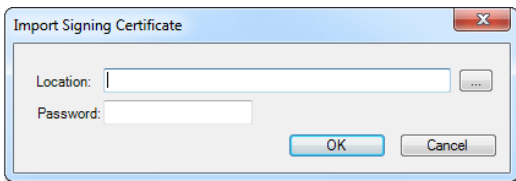
- Your IHI Signing Certificate
- Your IHI Encryption Certificate

Save these to a location you will remember. You will need to access this location shortly.

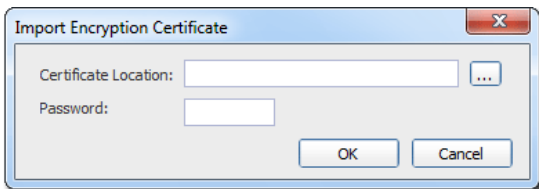
1. Within PracSoft select **Setup > Global Settings**.
2. Select the **IHI Search** tab.



3. Click the **Import Signing Certificate** button. The **Import Signing Certificate** window appears.



4. Click the **...** button to locate and select the Signing Certificate (*Fac\_sign.p12*). You will be returned to the Import Signing Certificate window.
5. Enter the password for the Signing Certificate.
6. Click the **OK** button. You will be returned to the Global Settings window.
7. Click the **Import Encryption Certificate** button. The **Import Encryption Certificate** window appears.



8. Click the **...** button to locate and select the Encryption Certificate (*Fac\_encrypt.p12*). You will be returned to the Import Encryption Certificate window.
9. Enter the password for the Encryption Certificate.
10. Click the **OK** button. You will be returned to the Global Settings window.
11. Click the **Save** button on the Global Settings window.



## Record HPI-O Number

1. Within PracSoft, select **Setup > Practice Details**. The **Practice Details** window appears.
2. Select the **Practice** tab.

**Practice Details**

**Practice** | Registration

Name: HCN Samples Database

Address: 1 New Street

Suburb: Bowen Hills | Postcode: 4006

State: QLD

Phone: 07 7878 7878 | Fax: 07 1212 1212

Phone (A/H):

Email: testpractice@hotmail.com.au

ABN:

PIP number: 9999

HPI-O number: 8003621566666692

Use practice suburb and postcode as default for new patients

Print | Email | Save | Cancel

3. Within the **HPI-O Number** field, enter your supplied **Healthcare Provider Identifier- Organisation** number.
4. Click the **Save** button to confirm, and close the **Practice Details** window.





## Record HPI-I Number

1. Within PracSoft, select **Admin > Practitioners**. The **Registered Practitioners** window appears.

The screenshot shows the 'Registered Practitioners' window with a table of practitioners. The table has columns for User ID, Location, Full Name, Show, Provider No, Payee Provider No, Status, Referral Required, and Practitioner Type. Three practitioners are listed: IF (Surgery, DR. I. FEELGOOD), AP (Surgery, Dr. I. Feelgood), and SP (Room1, Dr. Di Agnosis). All 'Show' checkboxes are checked. Below the table are buttons for Print, Add, Edit, Inactive, and Close.

User ID	Location	Full Name	Show	Provider No	Payee Provider No	Status	Referral Required	Practitioner Type
IF	Surgery	DR. I. FEELGOOD	<input checked="" type="checkbox"/>	011111L	011111L	Active	No	
AP	Surgery	Dr. I. Feelgood	<input checked="" type="checkbox"/>	2426621B	2426621B	Active	No	
SP	Room1	Dr. Di Agnosis	<input checked="" type="checkbox"/>			Active	No	

2. Locate and double-click the user record you wish to edit. The **Practitioner Details** window appears.

The screenshot shows the 'Practitioner Details' window for a practitioner named David Harris. The HPI-I No field is highlighted with a yellow box and contains the value 8003616566667013. Other fields include User ID (DH), Location (Room 1), Full name (David Harris), Provider No (011111L), Payee provider No (011111L), Practitioner type (Medical Practitioner), Letterhead (North Sydney Prac...), and Practitioner status (Proprietor). There are sections for Options, Default billing item No and fees, and Incentive payments.

Options:

- Practice group: 0
- Online claiming agreement signed
- Individual signing
- Patient claims
- Allied Health
- Added to location certificate
- Send scheduled SMS reminders
- Mark inactive
- Auto capitalise

Default billing item No and fees:

- Item No: [ ]
- No concessions: [ ]  Bulk Bill
- Discount concession: [ ]  Bulk Bill
- Health Care Card: [ ]  Bulk Bill
- Pensioner: [ ]  Bulk Bill
- Veterans Affairs: [ ]
- GST: No [ ] %

Incentive payments:

- Medicare plus: Medicare Plus [ ]
- Apply VAP incentive

3. Enter your **Healthcare Provider Identifier- Individual** number into the **HPI-I No** field provided.
4. Click the **Save** button to save and close the window.



## Validate Patient IHI Number

Note that you only need to perform this step for your patients as they come in for consultation. However, it is highly recommended that you follow this process for at least one patient now, to ensure that your setup is configured and functioning correctly.

1. Within PracSoft, select **Patient > Search Patient**, or press **F2**.
2. Locate and double-click the patient's record.
3. Within the patient's record, select the **Patient Details** tab.

<b>Patient Details</b>		Next of Kin	\$ Accounts \$	Visits	Notes
Address:	2 KENNEDY RD DEMO TOWN 4523	Sex:	Male	Medicare No:	3500 26512 1 1
Postal address:	2 KENNEDY RD DEMO TOWN 4523	Age:	56yrs 3mths	Expires:	
Home:	9123 4567	Marital status:	Married	Concessions:	None
Work:	9345 6789	Country of birth:		DVA file No:	5678
Mobile:		Regular practitioner:	AP - Surgery	Entitlement No:	1234
Fax:		Insurance:	None	HCC expiry:	
Email:		Occupation:	Plumber	IHI No:	
		Emergency Contact:	ANDREWS MRS JEN	IHI Record Status:	
		Home:	9123 4567	IHI No Status:	
		Mobile:			
				IHI History	Validate

4. Ensure that the following details have been recorded and are correct:
  - First Name
  - Surname
  - Medicare No and position on card, or DVA No.
  - Date of Birth
  - Gender
5. Click the **Validate** button. The validation commences, and upon positive verification, the IHI Record Status will read 'Verified'.

Entitlement No:	1234	
HCC expiry:		
IHI No:	8003 6014 2827 7508	
IHI Record Status:	Verified	
IHI No Status:	Active	
	IHI History	Validate



## Checklist

<input type="checkbox"/>	Practice has applied for and received their Healthcare Provider Identifier – Organisation (HPI-O)
<input type="checkbox"/>	Healthcare Provider Identifier – Organisation (HPI-O) has been recorded in Medical Director (MD) or PracSoft(PS)
<input type="checkbox"/>	Each healthcare provider has their Healthcare Provider Identifier – Individual (HPI-I)
<input type="checkbox"/>	Healthcare Provider Identifier – Individual (HPI-I) has been recorded in Medical Director (MD) or PracSoft (PS)
<input type="checkbox"/>	Practice has applied for Healthcare Identifiers (HI) Service Public Key Infrastructure (PKI) Certificate
<input type="checkbox"/>	Practice has imported the Healthcare Identifiers (HI) Service Public Key Infrastructure (PKI) Certificate
<input type="checkbox"/>	Medical Director (MD) or PracSoft (PS) is being used to access, retrieve and store verified Individual Healthcare Identifiers (IHI) for presenting patients

Health Communication Network Limited  
Level 4, 201 Pacific Highway,  
St Leonards, NSW 2065  
Tel: +61 2 9906 6633  
Fax: +61 2 9906 8910  
[www.hcn.com.au](http://www.hcn.com.au)  
A.B.N. 76 068 458 515  
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