



MedicalDirector
CLINICAL

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.¹

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:²

- **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 MedicalDirector Clinical 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](#).

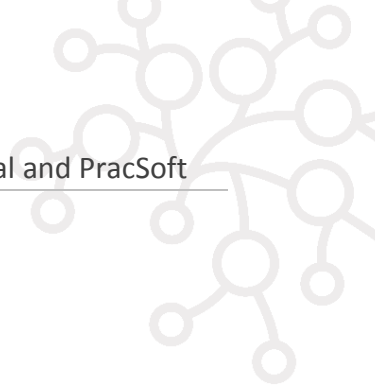
Practitioners: Each registered practitioner must apply for an HPI-I (Healthcare Provider Identifier-Individual) number, which must be entered in the associated field [within the practitioner's details](#).

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](#).

¹ Source: <http://www.medicareaustralia.gov.au/provider/incentives/pip/files/9977-1301en.pdf>

² Source: http://www.nehta.gov.au/component/docman/doc_download/911-healthcare-identifiers-faqs-for-providers?Itemid=





Before you begin integrating Healthcare Identifiers in both MedicalDirector Clinical 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 Clinical/PracSoft Version	PIP Incentive Requirement
HI Service PKI Certificate <ul style="list-style-type: none"> • HI Signing Certificate • HI Encryption Certificate <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>	http://www.medicareaustralia.gov.au/provider/health-identifier/index.jsp#N10271	Clinical/PracSoft 3.12.1a or later.	Requirement 1
National Authentication Service for Health (NASH) PKI certificate <ul style="list-style-type: none"> • Secure Messaging Delivery (SMD) • Personally Controlled Electronic Health Record (PCEHR) 	http://www.medicareaustralia.gov.au/provider/vendors/pki/index.jsp#N1007A	Clinical 3.14d	Requirement 2 (SMD) Requirement 5 (PCEHR)

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



Practice Configuration for MedicalDirector Clinical with/without PracSoft

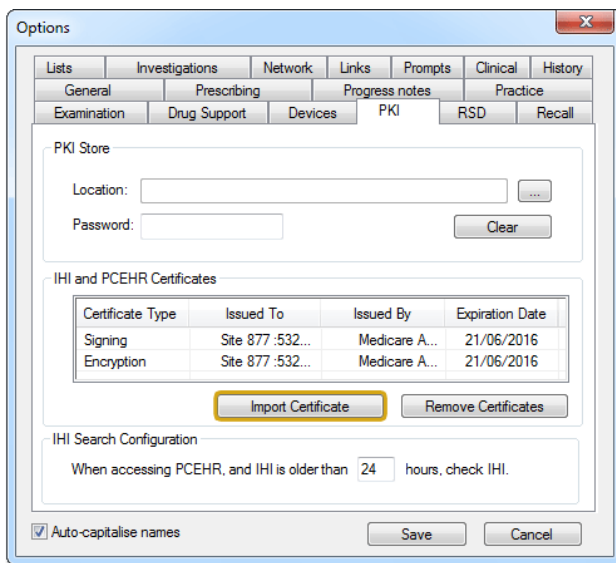
Once you apply for your Healthcare Identifiers (HI) Service Public Key Infrastructure (PKI) Certificates, you will receive these certificates on a CD.

Notes:

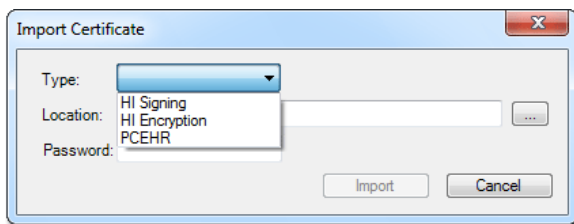
- The NASH PKI Certificate, required for Personally Controlled Electronic Health Record (PCEHR) and Secure Messaging, will be provided on a separate CD.
- If you use both MedicalDirector Clinical and PracSoft you only need to perform the steps below in one product.



Import HI Signing and Encryption Certificates

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

The screenshot shows the 'Options' dialog box 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 (888888), VSP number, Organisation Type (General Practice), Service Type (General medical practitioner service), PIP number (9999), and MASTA Account No. (25 %). 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 MedicalDirector Clinical, 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 screenshot shows the 'Edit Doctor Details' dialog box. The 'HPI-I No.' field is highlighted with a yellow box and contains the value '8003616566667013'. Other fields include Name (Dr A Practitioner), Address (205 Bourbong Street), City/Suburb (Bundaberg), Postcode (4670), Phone (1300 788 802), Fax (07 4151 1896), Prescriber No. (2173711), Provider No. (24266218), State Registration No. (987654321), Qualifications (M.B., B.S., Dip R.A.C.O.G.), and E-mail (practitioner.a@hcn.samplesdb.com.au). The 'PCEHR Details' section includes 'Participate in PCEHR' (checked), 'ePrescribing' status (Registered: entity ID = RY62R), and 'Enable ePrescribing' (selected). The 'Status' section has 'Prescriber' selected. 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 MedicalDirector Clinical'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 values:

- Title:** Mrs
- First Name:** Jennifer
- Known as:** Jennifer
- Surname:** ANDREWS
- Date of Birth:** 20/04/1970
- Gender:** Female
- Country of Birth:** Australia
- ATSI:** Neither Aboriginal nor Torres Strait Islander
- Ethnicity:** Australian
- Residential Address:** 2 Kennedy Road, Demo Town, Postcode: 4523
- Postal Address:** 2 Kennedy Road, Demo Town, Postcode: 4523
- Head of Family:** Mrs Jennifer Andrews (44 yrs)
- Preferred Contact:** Letter
- Medicare No:** 3500 26512 1
- Pension No:** (empty)
- DVA No:** (empty)
- Safety Net No:** (empty)
- Record No:** (empty)
- IHI No:** 8003 6014 2827 7508
- IHI Record Status:** Verified
- IHI No Status:** Active
- Pension Status:** None (selected), Pension/HCC, Full DVA, Limited DVA
- ePrescribing:** Always receive dispense notification for this patient (selected)

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

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

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

Practice Configuration for PracSoft-only Users

Import HI Signing and Encryption Certificates

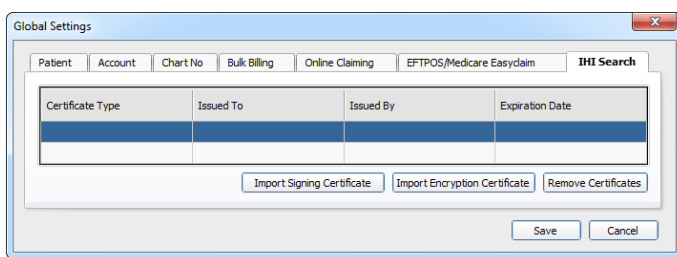
For Existing PracSoft Users: If you are an existing PracSoft user, and you conduct online claiming, you will already have a Department of Human Services PKI certificate. You do not need to import a new certificate. If you already have a PKI certificate, you can update it by applying to include access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

For New PracSoft Users, you will need:

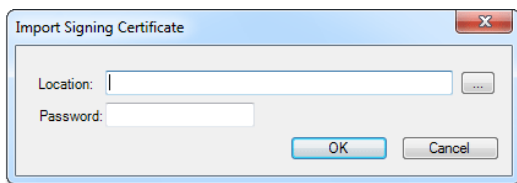
- Your IHI Signing Certificate
- Your IHI Encryption Certificate

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

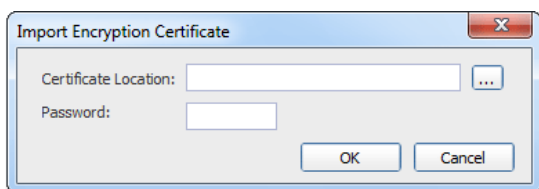
1. Within PracSoft select **Setup > Global Settings**.
2. Select the **IHI Search** tab.



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.

The screenshot shows a 'Practice Details' window with a 'Practice' tab selected. The form contains the following fields and values:

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		

Below the form is a checkbox labeled 'Use practice suburb and postcode as default for new patients' which is currently unchecked. At the bottom of the window are four buttons: 'Print', 'Email', 'Save', and '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.

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.

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.

Patient Details | Next of Kin | \$ Accounts \$ | Visits | Notes

Address: 2 KENNEDY RD
DEMO TOWN 4523

Postal address: 2 KENNEDY RD
DEMO TOWN 4523

Home: 9123 4567
Work: 9345 6789
Mobile:
Fax:
Email:

Sex: Male
Age: 56yrs 3mths
Marital status: Married
Country of birth:
Regular practitioner: AP - Surgery

Insurance: None
Occupation: Plumber

Emergency Contact: ANDREWS MRS JEN
Home: 9123 4567
Mobile:

Medicare No: 3500 26512 1 1
Expires:
Concessions: None
DVA file No: 5678
Entitlement No: 1234
HCC expiry:

IHI No:
IHI Record Status:
IHI No Status:
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 MedicalDirector Clinical or PracSoft
<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 MedicalDirector Clinical or PracSoft
<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"/>	MedicalDirector Clinical or PracSoft is being used to access, retrieve and store verified Individual Healthcare Identifiers (IHI) for presenting patients

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