

Healthcare Identifiers

Common connection issues and solutions

NASH PKI Certificate

Please check that your NASH PKI certificate is valid. They expire every 24 months for security purposes. A common problem that pharmacies have is they have refreshed their NASH PKI certificate, but have not asked their IT provider to upload the new certificate to the system. Please ensure your new certificate has been loaded to your software.

Solution: To check your NASH PKI, login to PRODA and complete the following steps:

1. Go to HPOS tile, select 'Go to Service'
2. Select 'My Programs'
3. Open the 'Healthcare Identifiers and My Health Record' tile
4. In 'My Organisations', select your Organisation and click 'My Organisation Details'
5. Go to 'Certificates' tab (on the far right) and select the relevant NASH PKI hyperlink
6. Check the expiry date

If you need a new NASH PKI, select 'Request a Reissue', follow the prompts and enter a mobile phone number. You will receive a text when the certificate is ready to download (10-15 mins). Download onto your computer. Call your IT provider as they will need to load the certificate to your software.

HPI-O (Healthcare Provider Identifier – Organisation)

Since HI registration (2 or so years ago), have you relocated? Changed ownership? Changed trading name? Changed ABN? Changed banner group?

Solution: You can review and update these details in PRODA. Login to PRODA and complete the following steps:

1. Go to HPOS tile, select 'Go to Service'
2. Select 'My Programs'
3. Open the 'Healthcare Identifiers and My Health Record' tile
4. In 'My Organisations', select your Organisation and click 'My Organisation Details'
5. Update the relevant details and save any changes

HPI-I (Healthcare Provider Identifier – Individual)

Do the pharmacist(s) have their HPI-I entered on their pharmacist user profile on your dispensing software? Along with AHPRA registration number, there should also be a HPI-I entered in the dispensing software 'user profile' for each pharmacist.

Solution: Each software is different, so please contact your software vendor or Country SA PHN if you need help checking this step.

Pharmacist(s) linkage to the Organisation

HI need to see that the pharmacist accessing the system is recognised as staff member at your organisation.

Solution: Please add all working pharmacist HPI-I's to the organisation by logging into PRODA and completing the following steps:

1. Go to HPOS tile, select 'Go to Service'
2. Select 'My Programs'
3. Open the 'Healthcare Identifiers and My Health Record' tile
4. Select the Organisation
5. From this page, select the location from which you are working from the locations listed.
6. From the Directory, select 'My Organisation Details'
7. From the Organisation Details – Organisation Snapshot, select the tab 'HPI-I Links'
8. Select 'Manage Providers'
9. Select "Add", enter the pharmacists HPI-I and search

Please note:

10. You are also required to 'Remove' Providers if they no longer work in your organisation
11. If you have a regular Locum, you can leave them attached
12. All providers who have registered and who provide health services should be linked to your organisation

If you require further support to fix your connection, please contact:

- **Healthcare Identifiers Service** - 1300 361 457
- **PRODA** - 1800 700 199 (*Select option 1 for general PRODA support or option 2 for NASH PKI enquiries*)
- **Country SA PHN** - support@country@saphn.com.au

