



Healthcare Identifiers Service—Responsible Officer User Guide

Audience

This guide is 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 guide.

Healthcare Identifiers Service Information Guide— Introduction and Overview

Healthcare Identifiers Act 2010

Healthcare Identifiers Regulations 2010.

Your responsibilities as a responsible officer

An RO is responsible for registering a seed organisation to participate in the HI Service.

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

Your other responsibilities include:

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

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.

A RO can also act in the role of an OMO. This may be necessary for smaller healthcare organisations or sole traders. Refer to the *Healthcare Identifiers Service— Organisation Maintenance Officer Guide* for the responsibilities of this role.

Personally Controlled Electronic Health Record

Your organisation(s) may be participating in the Personally Controlled Electronic Health Record (eHealth Record), which is now available. It is a secure, voluntary, electronic record accessible by the patient and authorised healthcare providers. The eHealth Record allows healthcare providers faster, easier access to a patient's health information, making continuity of care easier and improving treatment decisions.

As the organisation's RO, you can also act as an RO for the purposes of the eHealth Record. The functions of this role include, but are not limited to:

- co-signing an eHealth Record participation agreement
- authorising the addition or removal of other HPI-Os to be covered under the existing eHealth Record participation agreement
- adjusting eHealth Record Access Flags for participating organisations within their hierarchy (a Seed OMO can also perform this function), and
- setting HPI-I/HPI-O Authorisation links.

For more information about the eHealth Record and the role and functions of the RO go to **ehealth.gov.au**

Registering as a responsible officer

You may register yourself as an RO:

- at the same time a seed organisation is registered, or
- 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. Forms are available online at **humanservices.gov.au/hiservice**

Maintaining your organisation's information

The information you provide to us about your organisation must be kept accurate and up-to-date.

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

Accessing the HI Service electronically

Once you have successfully registered as an RO you will be issued with a Department of Human Services Public Key Infrastructure (PKI) Individual certificate, which will allow you to securely access the HI Service. If you already have a certificate your permissions will be updated to allow you to perform your duties in the HI Service system.

Once you have a PKI you can access the HI Service securely through your organisation's software system if it is compatible with the HI Service, or through HPOS.

If a PKI certificate was not requested when you were registered for a HPI-I you can request one by completing an application form available online at **humanservices.gov.au/hiservice**

Note: This certificate gives you electronic access to the HI Service. For information about how to register and access the eHealth Record go to **ehealth.gov.au**

For more information

Online **humanservices.gov.au/hiservice**

Email **healthcareidentifiers@humanservices.gov.au**

Call **1300 361 457***

*Call charges apply.