

Bp VIP.net My Health Record Setup Guide



VIP.net knowledge base*



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Last updated: 13 July 2021



Install a NASH certificate

NASH is the National Authentication Service for Health to enable secure access and the sharing of health information. The new NASH certificate issued by Health Professional Online Services (HPOS) will enable use of both the Online Provider Directory and My Health Records in Bp VIP.net.

Set up PRODA and obtain your NASH certificate

Run through the following tasks to obtain your NASH certificate and passphrase. Your practice may already have performed some of the steps.

	Action	Resource
1.	Register with PRODA (Provider Digital Access) and obtain your PRODA account login Username and Password.	Services Australia (PRODA)
2.	Obtain your HPI-O number through HPOS.	Services Australia (HPI- O)
3.	Obtain a NASH PKI Certificate through HPOS. An example success message from Online Services is shown below.	Services Australia (NASH)
4.	The passcode for your NASH PKI certificate will be sent via SMS to phone of the applicant registered in step 3. You will need this passcode when installing the NASH certificate.	Sent by SMS
5.	Copy the digital NASH PKI certificate to the Bp VIP.net server.	
6.	Install Medicare Online for Bp VIP.net.	Set up Medicare Online Claiming
7.	 Download the following certificates from Verizon Certificates Australia > Quick Links Sha1 Root CA Certificate Sha1 OCA Certificate Sha2 Root CA Certificate Sha2 OCA Certificate Sha2 OCA Certificate Sha2 oca Certificate 	Verizon Certificates Australia
8.	Copy all certificates from step 7 to the Bp VIP.net server.	
9.	Create a Group policy for the certificates so that all users within your domain can access the certificates for My Health Record. Your IT service provider can assist.	Microsoft Knowledge Base



	Health Professional Online Services						
Organisat	ion snapshot						?
Su Su	Success: Your request has been successful and the details have been updated.						
The details for thi To make updates For details of you Summary	is organisation are displayed below. , amend the information and select 'Submit'. r network, select <u>Network map</u> . Services Names Contacts Addresses ELS OMR HPI-I L	inks HPI	D CSP Links		Certificates		+
Certificate de	tails						
Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action		
NASH	CN=general.80036XXXXXXXXXXXXXXXXXXXXX changed,dc=XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	0000000000	01/05/2021	Active	Download Revoke	•	
Cancel							

Install the NASH certificate

1. In a Windows File Explorer, browse to the downloaded NASH certificate.

🔁 Open							×
← → • ↑ <mark> </mark>	« PCE	H > RA7000000	0 HPIO800.000.00000000 Best Pra	actice Software 🗸 🖑	Search RA700	000000 HPIO8	م0
Organize 🔻 Ne	ew folder	r				== •	•
4 Ouish second	^	Name	Date modified	Туре		Size	
Desktop	*	😼 fac_sign	15/05/2017 2:33 PM	Personal Information Exchange		3 KB	
👆 Downloads	*						
🔮 Documents	*						
C Dicturer	File <u>n</u> at	me:		~	All Files (*.*) Open	Can	~ cel

- 2. Double click the **fac_sign** file to open it. The **Certificate Import Wizard** screen is displayed.
- 3. Change the **Store Location** to **Current User**.

🔶 😺 Certificate Import Wizard	×
Welcome to the Certificate Import Wizard	
This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.	
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.	
Store Location	
O Local Machine	
To continue, dick Next.	
Next Cancel	

4. Click **Next**. The **File name** displays the fac_sign certificate.



- 5. Click Next on Certificate Import Wizard.
- 6. Enter your PIC passphrase you received by SMS.

Next

Cancel

 \times

← 🐉	Certificate Import Wizard	×
Р	rivate key protection To maintain security, the private key was protected with a password.	
	Type the password for the private key.	
•	Password:	
•	Import options: Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option. Mark this key as exportable. This will allow you to back up or transport your keys at a later time. Include all extended properties.	
	Next Cance	el

Tip: You can select *Mark this key...* as exportable but this is optional.

7. Click Next.



8. Select Place all certificates in the following store and click the Browse button.

The **Select Certificate** screen is displayed.





- 9. Select **Personal** and click **OK**.
- 10. Click **Finish** to complete the certificate import.

÷	J.	Certificate Import Wizard			×
		Completing the C	Certificate Import Wizard		
		The certificate will be impor	ted after you click Finish.		
		You have specified the follo	wing settings:		
		Certificate Store Selected	Automatically determined by the wizard		
		Content	PFX		
		File Name	C:\Downloads\Certificates Shar2\RA 2000000	000 HPIO 800	
		<		>	
			Finish	Cance	I

11. Click **OK** on the import success notification.



- 12. Repeat steps **1 7** and select the **Trusted Root Certificate Authorities** certificate store.
- 13. Repeat steps **10 12** to complete the certificate import.



Import the OCA and Root CA Certificates

The OCA and Root CA certificates must be installed with the NASH certificate to form the chain of trust for the NASH certificate to validate. You can follow the instructions for Installing the Nash certificate to install these certificates; the only difference will be the **Certificate Store** selected in Step 8.

- 1. Browse to and double-click the **OCA certificate Sha1** certificate file. Select either **Current User** or **Local Machine** (requires administration rights).
- 2. Import the certificate into Certificate Manager as you did the NASH certificate. However, at step 8, select to import into the **Intermediate Certification Authorities** store.
- 3. Browse to and double-click the OCA certificate Sha21 certificate file. Select either Current User or Local Machine.
- 4. Import the certificate into Certificate Manager as you did the Sha1 certificate. At step 8, select to import into the **Intermediate Certification Authorities** store.
- 5. Browse to and double-click the **Root CA certificate Sha1** certificate file. Select either **Current User** or **Local Machine**.
- 6. Import the certificate into Certificate Manager as you did the OCA certificates. However, at step 8, select to import into the **Trusted Root Certification Authorities** store.
- 7. Browse to and double-click the **Root CA certificate Sha2** certificate file. Select either **Current User** or **Local Machine**.
- 8. Import the certificate into Certificate Manager as you did the Sha1 certificate. At step 8, select to import into the **Trusted Root Certification Authorities** store.

Certificate import is complete.

Important: Because the NASH, OCA, and Root CA certificates have only been installed under one user, speak to your IT to create a Group policy for the certificates so that all users within your domain can access the certificates for My Health Record to view and upload records.



Troubleshoot NASH certificate installation

When running HI Provider Directory or accessing My Health Record from Bp VIP.net, you may receive one of the following errors:

- An error occurred attempting to connect to the HI service. No certificate was found with serial number 'nnnnnn'.
- An error occurred attempting to connect to the HI service. Keyset does not exist.
- Unable to access a PCEHR for this patient. Could not establish secure channel for SSL/TLS with Authority Error.
- Unable to access My Health Record for this patient. Certificate was not found with criteria 'xxxxxx'.

These errors are caused by the NASH certificate not being imported correctly, or Windows not trusting a PKI certificate because the Medicare certificate did not install.

For most Bp VIP.net installations, NASH certificates are only installed on the server computer. When Bp VIP.net is started on a client computer, the client will pull any updated certificates from the server and install them in the client's Windows certificate store. You may still need to do individual installations of the NASH certificate for Thick Client set ups.

Can Windows verify the Site certificate?

Perform this step first to determine how to correct the issue.

1. From the **Windows** desktop, run a search for 'internet options'. Double-click the result to open the **Internet Options** settings.



		ilters 🗸
ŵ	Best match	
O	Control panel	
	Settings	
	Block or allow pop-ups	
	Search suggestions	
	✓ internet options - See web results	>
ល៊ែ		
3		
2		
	$ \mathcal{P} $ internet options	
	O (II) = @ = @ @ @ @ @ %	

2. Select the **Content** tab and click **Certificates** to open the **Certificates** window.



🍖 Internet Propert	ies	? ×			
General Security	Privacy Content Connection	ns Programs Advanced			
Certificates					
Use cer	tificates for encrypted connection	ons and identification.			
Clear SSL s	tate Certificates	Publishers			
AutoComplete — AutoCo	Certificates			;	×
for you	Intended purpose: <a>	>		~	1
Feeds and Web Slice	Personal Other People I	Intermediate Certification A	uthorities Tru	sted Root Certification 🚺	•
read in	Issued To	Issued By	Expiratio	Friendly Name	
progran	🔄 general.80000000	. Test Medicare Australi	3/04/2021	general.800000	
	John Mason	teams MCA	5/03/2022	<none></none>	
	Import Export	. Remove		Advanced	
	<all></all>			View	
				Close]

- 3. Double-click your practice's HI certificate in the **Personal** tab of the **Certificates** window. The HI certificate will contain your practice name in the **Issued to** column.
- 4. Inspect the information provided in the **General** tab.

Certificate	X 🖬 Certificate X
General Details Certification Path Image: Certificate Information Image: Certificate Information This CA Root certificate is not trusted. To enable trust, install this certificate in the Trusted Root Certification Authorities store.	General Details Certification Path Certification path Test Medicare Australia Root Certification Authority Test Medicare Australia Organisation Certification Authority general.8003628233365350.id.electronichealth.net.au
 * Refer to the certification authority's statement for details. Issued to: general.80000000000000.id.electronichealth.n et.au Issued by: Test Medicare Australia Organisation Certification Authority Valid from 3/04/2019 to 3/04/2021 Ŷ You have a private key that corresponds to this certificate. 	View Certificate Certificate status: This CA Root certificate is not trusted because it is not in the Trusted Root Certification Authorities store.
ОК	OK

5. Click on the **Certificate Path** to verify the chain of trust.

If a red cross is indicated on any of the levels of the chain of trust and the **Certification status** reports that the CA Root certificate is not in the Trusted Root Certification Authorities store, the chain has not been established.

Try the following to resolve the chain of trust:

- If the Certification status reports that the CA Root certificate is not trusted, check that the NASH certificate has been installed on the local machine rather than through Internet Options. Installing it the local machine establishes the chain of trust as it installs all certificates within the NASH certificate.
- 2. Import the **Root** and **Organisation** certificates into the Trusted certificate store.

Install the root and organisation certificates

- 1. Double click on the **fac_sign** Personal Information Exchange file to open the **Certificate Import Wizard**.
- 2. Select Local Machine in the Store Location section and click the Next button.
- 3. On the **File to Import** screen select the **Browse** button to display the contents of the NASH certificate.

		← 🛛 🖉 Certificate Import	Wizard			×			
	File to Import Specify the file you want to import.					1	<		
		File name: PIO 80000000	0000000 SHA 2 - Best Practi	ce - SMD\fac_sign.p12	Browse				
	VorkArea > Certificates Shar2 > RJ	A 200000000HPIO 8000000	00000000 SHA 2 - Best Pra	ctice - SMD	~	ū	Search RA 2000000	000 HPIO 8.	× م
Organize 🔻 New folder							833	•	?
🚽 Nutanix Files \land	Name		Date modified	Туре	Size				
E Pictures	🖗 fac sign		4/04/2019 3:48 PM	Personal Informati	7 KB				
Shares	🛱 Medicare Australia Organisatio	n CA-SHA2 (2016-2026)	29/01/2020 2:43 PM	Security Certificate	2 KB		_	_	
Videos	🔄 Medicare Australia Root CA-SH	IA2 (2016-2036)	29/01/2020 2:43 PM	Security Certificate	2 KB				
🏪 Local Disk (C:)									
File nar	ne:					~	All Files (*.*)		\sim
	L						Open	Cance	el

- 4. Select the **Organisation** certificate and click **Open**.
- 5. Click **Next** on the **Certificate Import Wizard**.



- 6. Select **Place all certificates in the following store** and click the **Browse** button.
- 7. Select **Trusted Root Certification Authorities** from the **Certificate Store**.

Important: Install the certificate into both the Personal and Trusted Root Certificate stores. You will need to do this one at a time.

- 8. Click the **OK** button.
- 9. Click Next on the Certificate Import Wizard.
- 10. Click the **Finish** button to complete the import.
- 11. Repeat the steps above to import the **Root Certificate**.
- 12. Verify the chain of trust is now established for the NASH certificate.



Configure Bp VIP.net with the NASH Certificate

When the NASH certificate has installed successfully, Bp VIP.net must be configured to enable the use of both **Provider Directory (Health Index)** and **My Health Record (MHR)**.

Configure the NASH Certificate

- 1. Click on the Windows Start menu and type in 'Manage Computer Certificates'. Click Enter.
- 2. When the **Certificate Manager (Local Computer)** window is displayed, double click on the general certificate.



The Certificate screen is displayed.

3. Select the **Details** tab on the **Certificate** screen.



- 4. Select the **Serial number** and copy the number from the panel below.
- 5. Click **OK** to close the certificate screen.
- 6. Open Bp VIP.net and select **Setup > Facility Preferences > General Preferences**. The **Facility Preferences** screen is displayed.
- 7. On the Facility tab, select HealthLink from the Online External Provider Directory field.



lity Snapshot	Provider Options	Appointment Book 1	Appointment Book 2 Patients Medical	Desktop My Comms	Communications	Login/Tasks CHP	
Main Facility	Best Practice	Clinic	Facility ID	0020200B		Import Custom Dictionary	
Address			LSPN No	0			
Building/Box	Level 1					Maintain Custom Dictionary	
No/Street	2/130	Grantham Street	Email/Internet				
Suburb/City	Hamilton		Email	SUPPORT@BPSOF	TWARE.NET	Maintain User Autocorrect Words	
Postcode	3162	State VIC	Web site	http://www.bpsoftw	are.net/		
Country	Australia		SMTP Server	smtp-mail.outlook.co	m		
			SMTP Port	587	Use SSL	Use new patient screens	
Postal Address	(if different)		SMTP Username	support@bpsoftware	e.net		
Building/Box	Level 1		SMTP Password				
No/Street	2/130	Grantham Street		Use Outlook for	Email		
Suburb/City	Hamilton		-Online External Provide	Directory			
Postcode	3162	State VIC	Online External Hovide	Directory			
Country	Australia		Select a Provider Dire	ctory from the drop do	own list		
DI N				HealthLink	~		
Phone Number	S						
rnone	61 02	55223366]	
Fax	61 02	55223367					
						ок с	ance

8. Select the **Communications** tab.

S Facility Preferences	×
Facility Snapshot Provider Options Appointment Book 1 Appointment Book 2 Patient	ts Medical Desktop My Comms Communications Login/Tasks CHP
Set options for Argus Communication Argus Communication Veser ID/ Mailbox Password Program FileName URL Details Details	Memo TXT
HI Service Details HIService Start Date // Location Certificate Details	Remaining Credit 0 Top up BP SMS credit Default autotext entry for Appointment Reminders sms ✓ Default autotext entry for Appointment Delay Notifications
	OK Cancel

Important: The *HIService Start Date* must be entered when the location certificates are completed.

9. Click on the **Details** button in the **HI Service Details** section to enter the NASH certificate details. The **HI Service Location Certificates Form** is displayed.



10. Enter a Location Name.

Note: It is advisable to set the **HIService certificate** with the HI descriptor at the end to distinguish it from the **My Health Record** certificate.

- 11. Enter your **Location ID**, or Minor ID, which is provided by Best Practice Software.
- 12. Enter your NASH Certificate passphrase that you received via SMS.
- 13. Click in the **Attached Organisation** field to select your main internal facility record.

Note: The **HPI-O Number** will populate through if it has already been recorded on the **Facility Details (F3)** screen. If it has not yet been recorded, record the HPI-O in facility details after setting up the certificate.

HIService Location Certificat	tes Form	>
owse D <u>e</u> tails		
Certification Type	O My Health Record	
Location Name	BP Software HI	
Location ID	BPC00000	
Password (Passphrase)		
Attached Organisation	BPC_@, Best Practice Clinic	
HPI-O Number		
Certificate Serial No	1c25	
Contact Person Name		
Contact Phone		
Contact Email		
	ОК	Cancel

- 14. Enter the **Certificate Serial Number** as copied from the **Certificate Details** tab. Ensure there are no spaces in the serial number.
- 15. Enter the contact details (these details are not required for the certificate to work).
- 16. Click **OK** to complete the **HI Certificate** form.
- 17. If the **My Health Record** certificate details have not been previously recorded , a notification will display prompting the set up of the **My Health Record** certificate.

MyHealthRecord	×
The MyHealthRecord certificate is not set up. Would you like to set up the MyHealthRecord certificate using the current certificate?	
OK Cancel	

- 18. Click **OK**.
- 19. The **My Health Record** details are populated into the form.

owse D <u>e</u> tails		
Certification Type	O HIService OMy Health Record	
Location Name	BP Software MYHR	
Location ID	BPC00000	
Password (Passphrase)		
Attached Organisation	BPC_@, Best Practice Clinic	
HPI-O Number		
Certificate Serial No	1c25	
Contact Person Name		
Contact Phone		
Contact Email		

- 20. Enter a MHR descriptor at the end of the Location Name.
- 21. Click **OK** to complete the set up of the certificates.
- 22. Enter the start date (the date the certificate was issued) into **HI Service Start Date** field.
- 23. Click **OK** to complete this configuration.



Record practice and provider HPI numbers

Record your practice's HPI-O number

The numerical code on the NASH certificate name is your organisation's HPI-O number.

- 1. Log in to Bp VIP.net as an administrator user.
- 2. Press **F2** to search for your practice as an organisation. Open the practice's **Organisation Details** window (F3).
- 3. On the **Details** tab, record the practice's HPI-O number in **HPI-O Number**.

Organisation Details: Test Health Service 614 (ID: 1)											
Details Chargin	ng Detail <u>s</u> <u>H</u> ealth Fund Contracts In	vestigations Provider Details	Providers More Subsidiser Det	ails							
Name	Best Practice Clinic			Hold Statements Until	_/_/	Associations					
Role	Facility ~	Code BPC_@ BrandID	v debts to be redirected	Never Produce statements for thi Never charge overdue/initial stat Deactivate Organisation Background Color	is debtor tement fees Change	Test Health Service 614 Best Practice Clinic Dispensary 1 Dispensary 2					
Contact		☑ Inter	nal?	Text Color	Change						
Surname First Names		Email SUPPORT@BPS Website http://www.bpsof	DFTWARE.NET	Fax 61 02 Mobile 02 02 Preferred Letter • Ferred	mail	Add Unit Leave	Show Inactive				
Address	Account Address	Postal Address	Copy Address	Hospital Provider Num	0020200B	Other Bp Clinic Our Theatre					
Building/Box	Unit 7.08	Building/Box Unit 7.0	8	Hospital Facility Code	1234	Sydney Hospital					
No/Street	64 KYM Break	No/Street 64	KYM Break	HPI-O Number	8003-6282-3336-5350	Test Health Service 614					
Suburb/City	WAVE HILL	Suburb/City WAVE	HILL	CHP Service Provider Num							
Postcode	0852 State NT	Postcode 0852	State NT	Organisation Type	7561: General Health Admir						
Country	Australia	Country Australia	3	Organisation Service Type	7561-1: General Health Adn						
Warning				Organisation Service Unit	HI Verification						
						(DK Cancel				

- 4. Click **OK**. Bp VIP.net will automatically attempt to validate the supplied HPI-O number and alert the user of success or failure. A successful lookup will return the details of the organisation associated with the HPI-O. The **Update Organisation Details** message is displayed.
- 5. Click **No** to keep existing demographic information in the Organisation Details and only validate the HPI-O number, or click **Yes** to update all demographic information with the record on the Health Provider Directory.

Tip: The HI Verification button can also be used to verify the HPI-O number, but an auto-



matic validation is run on entering a number.



My Health Record setup is complete. A logged-in user with a HPI-I recorded can submit and view documents and other health summaries to the **My Health Record** service from **MyComms** or the **MHR** button on the tool bar.

O- VIP.net 2.1.526.020 - User - Be	Practice									- 0	×
File Edit Patient Medic Mr KARL LANCASTER	Setup Reports Window H 25 30 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7	elp Test Family Fastkey 24/05/1973 47 2 2 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	s UDF Fastkeys Y E 2 2000 Control of Control		sk	∽ Start				0.00	0.00
SMyComms (Letter : 2328)	🛄 ViewWithHeader 📣 MHP	t 👍 MedSpeech Finalise 📓	Ext Viewer 🔲 Copy Externa	i 🗹 Task 🄊	Bulk Import 🔞 Fax/E-Mail 🚝	Print/Send 🗙 [Delete 🥜 Edit 📑 N	lew Un1	Tag All	Clear All	•
Date Patient Name 18/11/2020 LANCASTER, KARI 20/11/2020 LANCASTER, KARI 20/11/2020 LANCASTER, KARI 15/12/2020 LANCASTER, KARI 21/12/2020 LANCASTER, KARI 15/12/2020 LANCASTER, KARI 15/01/2021 LANCASTER, KARI	From Quin assigned> De Vertre, Inspectoris @ De Vertre, Inspectoris @ Adams, Matthew @OT Adams, Matthew @OT Control and Inspector	To/Requested By Sr orlassigned> Sp DEAL, PERCY @BPC Sp DEAL, PERCY @BPC Sp Medicus, Ossis @BPC IR DEAL, PERCY @BPC IR DEAL, PERCY @BPC IR	ubject/Reason MHR ecialist Letter From Mi ecialist Letter From Mi ecialist Letter From Mi ecipient Multiple ecipient Multiple	Ref# HR 47 HR 45 HR 46 0 0	Modifier-Creator Matthew Adams - Matthew Ada Best Practice - Matthew Adams Best Practice - Matthew Adams Matthew Adams - Matthew Ada Best Practice - Matthew Adams Devi Devices Devi Device	Task Due-ID	Status Received Received Printed/Sent Draft	All O All O Cur Select Pr Mc Mc	From rrent Patient t oviders ore	Users	

Set HPI-I number for a provider

- 1. Log in to Bp VIP.net as an administrator user.
- 2. From Bp VIP.net, select Setup > Security > Maintain Users. The Setup Users window will appear.
- 3. Select the user that requires My Health Record access and click **Details**.
- 4. Record the provider's HPI-I Number.



©-	Setup Users X
<u>B</u> rowse D <u>e</u> tails	
Login ID	JSMITH Set Password
Surname	Smith
First Names	John
Provider	☐ Is Provider?
Security Group	Provider Access Rights
HPI-I Number	8003610833335085
	OK Cancel

5. Click **OK**.

Verify a HPI-number

- 1. The HPI-I number can be verified by running the **HI verification** on the **Provider** screen.
- 2. Select Setup > Providers > This Clinic.

	ntemai HIC Unine						
iurname ïrst Names	DEAL Internal	Provider Contact Details Building/Box Unit 7.08 No/Street 512	IGNATIUS ST	Display DEAL, PERCY @BPC		Communications	○ RSD ○ Fax
nown Name ïtle	Dr Sex M	Suburb/City PERTH Postcode 7300	State TAS	Backgro	und Colour Colour	Message Provider	
ate of Birth ype	/ / Specialist	Country Australia		Unit	۲		
redentials levenue	ABC	Mobile 02 Business 61				Numbers LSPN	
ags Facility Details — Name	8003-6165-6668-1675	Other Email SUPPOR	ITBPSOFTWARE.NET	BPC, Best Practice Clinic		Prescriber MBRN	526365
Building/Box No/Street	Unit 7.08 64 KYM Break	Internal		Online Provider Directory Not Linked with Dir	ectory 💿	Std Unit HPI-I Number	8003-6165-6668-1675
Postcode Country	0852 State NT Australia	File Number Prefix	(New patients only)	Unlink from Dire	tory	AHPRA Number	
Phone Fax	61 02 61 02	tal Health Professionals					

- 3. Select the internal provider and click the **Modify** button.
- 4. Record the **HPI-I Number** and click the **HI Verification** button at the bottom of the screen.



5. The Healthcare Identifiers screen is displayed and the Identifier Search with HPI-I Number option selected.

Pailthcare Identifiers				
		Australian Street Address		International Address
Family Name	DEAL	Unit Type/Number		Building/Box
Given Name	PERCY	Level Type/Number		No/Street
	Sex M	Building/Box	Unit 7.08	Suburb/City
Provider Type Code	2513: Occupational and Environmental Health Prc	No/Street	512 IGNATIUS ST	Postcode State
Provider Specialty Code	251311: Environmental Health Officer	Suburb/City	PERTH	Country Australia
Provider Specialisation Code		Postcode	7300 State TAS]
Wildcard Search String		Country	Australia	
HPI-I Number	8003-6165-6668-1675			
				Identifier Search with HPI-I Number
				Demographic Search with Provider Details
				Demographic Search with AUS Street Address
				O Demographic Search with International Address
				O Wildcard Search
				-
				Sasrah
				Search
				Transmission Log Close

6. Click Search.

The HPI-Search Results screen is displayed with the matched provider.

- 7. Click **OK** and click **Yes** on the **Update Provider Details** prompt to update information.
- 8. Click **Close** and **OK** to complete.
- 9. Record the HPI-I number for each internal provider who wishes to access My Health Record.

Important: If the HPI-I validation fails, ensure the provider has registered their record as 'searchable' on the Health Provider Directory. Providers must ring Healthcare Identifier Service Enquiry Line at Digital Health to register their record as 'searchable'.

Last modified 22 June 2021



Recording patient IHI numbers (Australia)

To access My Health Record, a patient must have an IHI number recorded in their **Patient Details** on Bp VIP.net. Ensure that your **Patient Details (F3)** screen has the **IHI Number** field.

Add IHI field to the Patient Details User Defined Form

1. Click Setup > User-Defined Forms and select the Patient Details UDF and click Modify.

Name	Туре	/
Provider Info	Provider Details	
Pdp	Practice Details Page	
Practice Info	Practice Details	
Family	Patient Details More	
Financial	Patient Details More	
ADTUD IN	DR. CDC 4.14	
AUSNumbers	Patient Details	
yanisaliun	Organisation Decails	
ER Ab 2	Medical Desktop Page	
DER Ab 3	Medical Desktop Page	
DER Ab 4	Medical Desktop Page	
DER ABSIS 2	Medical Desktop Page	
DER ABSIS 3	Medical Desktop Page	
DER Acne 2	Medical Desktop Page	
DER Acne 3 female	Medical Desktop Page	
DER DLQI-2	Medical Desktop Page	
DER DLQI-3	Medical Desktop Page	
DER Immunobullous Dia - follo	Medical Desktop Page	
DER Immunobullous Dia follow	Medical Desktop Page	
DER Immunobullous Di	Medical Desktop Page	
DER Immunobullous D. Jollo.	Medical Desktop Page	

- 2. On the Form Designer, click the Preset button, select the field type as Patient/Org.
- 3. Click the + next to the Patient group and select 'IHI Number' and click Insert.

Form Designer - AUSNumbers (PD) 75 fields used Image: Constraint of the second seco			
 Filing Number Prefix Filing Number Prefix Filing Number Suffix Fund ID - Code Fund ID - Name Fund ID No Funding End Date Funding Stat Date Guardian HC C bpity Date High User Card Expity High User Card Expity High User Card Expity High User Card Expity Language Primary Last Modified By ? Lead External Provider Lead External Provider Lead Provider Lead Provider Lead Provider Lead Provider Lead Provider Medical History 	Form Designer - AUSNumbers (PD) 75 fields used, 1	💁 Insert Preset Field	×
···· Next Appointment	Image: Second secon	 Filing Number Prefix Filing Number Suffix Full Filing Number Fund ID - Code Fund ID - Name Fund ID - Name Funding End Date Funding Start Date Guardian HCC Expiry Date HCC Number Healthlink E-mail Address HI Valid High User Card Expiry High User Card Expiry High User Card Number HI Number Indigenous Status (DS Only) Language (DS Only) Language Primary Last Modified By ? Lead External Provider Lead Provider Living Arrangements HL7 Matical History Next Apoointment V 	 Medical Patient/Org UDFs Insert Collapse All Refresh

- 4. Position the IHI Number field on the UDF and click F12 to save.
- 5. Click **F3** to reopen the **Patient Details** screen and verify the field has been added.

Record and verify the patient IHI number

There are various different ways to verify the IHI number for the patient.

1. If you have the IHI number for the patient, enter it in the IHI Number field and click OK.

Bp VIP.net will automatically verify the number and a **Verified Active** date and time will be displayed below the **IHI Number** field. The **MHR** button in the tool bar will display with a green tick to show that this patient is verified and opted in to **My Health Record** by default.

A green bullseye will display next to the patients age to indicate successful verification. A black bullseye indicates the IHI number has not been recorded and validated.



Patient Details													
Surname	LANCASTER				Building/Box					Providers	Family Financial	More	
Title	Mr	Sex	М	~ 🙆	No/Street				j 🖆	Lead Pro	wider		
First Name	KARL	1			Suburb/City				ĺ	🔂 DEAL,	PERCY	Specialist	1
Middle Name		Known			Postcode		State		ĺ				
				0	Country	Australia]				
Date of Birth	24/05/1973	47y	IHI	Q									
Employer Occupation Ethnicity IHI Number Warning	8003-6086-6669-632 Verified Active (21/1)	13 2/20 02:01	43)	80	Home Mobile Business Fax Other Email 003-6086-6669-632		1	XT Opt-in		Add Location: @ Test Health Email: SUPF	Remove BPC Service 614 Unit 7. VORT.SPAU@BPS(Modify 08/512 IGNATIUS ST DFTWARE.NET	Referrals PERTH TAS 7300
MED DVA HCC PENS Deactivate on		xp _/_ xp _/_ _/_/_ Reason		Contacts	Feescale Subsidise Health Insure HF Policy No	Bul r PVT FEE, I r MSTD, Me r	k Bill Private dicare		~			04	Cancel
Easyclaim O	PV Easy	claim OC	V	HIV	/erification	Patient	History					UK	Cancel

Important: When an IHI number is recorded for a patient, Bp VIP.net automatically verifies the number on saving the patient's details. If the number is not verified, the entered number will not save and a warning will be displayed. It is advisable to store the number provided in the **Notes** section until you can verify the validity of the number if this happens. If you delete part of the number in error, the automatic validation will delete the rest of the number and you will either need to obtain the number again from the patient, or use their Medicare and DVA numbers to verify the IHI number again.

- 2. If you do not have the IHI number, you can run verifications using the patients Medicare or DVA numbers.
- 3. Enter the patient details including the **Medicare** or **DVA** number into the **Patient Details (F3)** screen and click the **HI Verification** button at the bottom of the screen.

(
Patient Details		P Healthcare Identifiers				—
Surname	WATTS					
Title	Mr Sex			Australian Street Address		International Address
First Name Middle Name	GREGORY	Family Name Given Name	WATTS	Unit Type/Number		Building/Box
Date of Birth	12/05/1970 50y	Date Of Birth DVA File Number	12/05/1970 Sex M	Building/Box No/Street	25 Doncaster Avenue	Suburb/City Postcode State
Employer		Medicare Number	2298-26483-3 1	Suburb/City	Kensington	Country Australia
Occupation	Facilitator	IHI Number	0	Postcode Country	2033 State NSW	
Ethnicity IHI Number Warning MED 2298-20 DVA HCC PENS	Other European 6483.3 1 Exp		Search Results X Name : WATTS, GREGORY Date of Brith : 12/05/1970 Sear: M Hill Number : 303/3010/055119 Hill Status : Active Hill Status : Active Medicare CardNumber : 228/254831	Australian Postal Address Delivery Type and Number Building Box No/Street SuburbCRy Postcode Contry	V	D Number Search with UVA Number D Number Search with Medicare Number D Number Search With MS Streat Address Address Search with AUS Streat Address Address Search with AUS Streat Address Address Search with International Address Search
Deactivate on	// Reas					Transmission Log Close
Easyclaim (OPV Easyclaim C	CV HI Verification	Patient History		OK Cancel	



- 4. The patient information is populated and the ID Number Search with Medicare Number is selected by default. Click Search.
- 5. Click **OK** on the **Search Results** pop-up.
- 6. Click **Yes** to the **Update Patient Details** message to populate the IHI number into the **Patient Details** screen.
- 7. Click OK on the Patient IHI Number/Status Updated message.
- 8. Click Close.
- 9. The details will have populated back into the **Patient Details** screen and the verification status is recorded.

Accessing My Health Record

Important: The following My Health Record screen and button on the tool bar will be available in the Topaz release of Bp VIP.net.

Access to a patient's **My Health Record** can either be done through the **MHR** button on the tool bar or through clicking **Patient > Manage My Health Record**.

Bp VIP.net will opt in patients by default but this can be changed by clicking on the **Settings** tab and selection **Patient has opted out of My Health Record** and clicking **Save Settings**.

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Manage My Health Record - LANCASTER, KARL (8003608666696323)		×
This Screen lets you have Patient's My Health Record	This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual healthcare professionals as needed	۲
My Health Record Settings		
Patient has opted out of My Health Record	۲	
Save Settings		
Patient has My Health Record		Close

The **MHR** button in the tool bar also indicates the patient's activity on **My Health Record**.



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medicare 🛷 MHR 🗭 Kiosk	

- The grey cross indicates the patient is not IHI verified and therefore there is no access to My Health Record.
- They green tick indicates the patient is IHI verified and there is access to My Health Record.
- The envelope indicates that there are new uploaded documents in the patient My Health Record.
- The red cross indicates that the patient is IHI verified but either does not have a My Health Record or access is restricted and an access code can be provided by the patient. Please see the My Health Record page for more information on setting access codes on My Health Record. Accessing the My Health Record will prompt the access code to be added into the My Health Record - Access Level screen.