

# Digital Health Provider Contacts



Australian Government  
Australian Digital Health Agency



My Health Record

## My Health Record General Enquiries

### My Health Record Enquiry Line

☎ 1800 723 471  
(option 2 for providers)

#### For help with:

- ✓ registration enquiries for My Health Record
- ✓ general enquires or concerns relating to the My Health Record system (e.g. privacy and security)
- ✓ clinical safety related enquiries

## Healthcare Identifiers (HPI-Is, HPI-Os, IHIs)

### Healthcare Identifier Service Enquiry Line

☎ 1300 361 457  
✉ healthcareidentifiers@  
humanservices.gov.au

#### For help with:

- ✓ registering your organisation as a Seed or Network and getting a Healthcare Provider Identifier – Organisation (HPI-O)
- ✓ registering as an individual healthcare provider and getting a Healthcare Provider Identifier – Individual (HPI-I)
- ✓ digital credentials (Medicare and NASH PKI certificates)

## Digital Credentials (Medicare Certificates, NASH PKI Certificates)

### eBusiness Service Centre

☎ 1800 700 199  
✉ ebusiness@human  
services.gov.au

#### For help with:

- ✓ enquiries relating to Medicare and NASH PKI certificates
- ✓ installing your Medicare and/or NASH PKI certificates
- ✓ locating lost or forgotten passwords for PKI certificates and tokens

## Clinical Software Technical Support

### Contact your clinical software vendor

#### For help with:

- ✓ clinical software technical support and trouble shooting (e.g. error messages)
- ✓ installing Medicare and NASH PKI certificates

## Digital Health General Enquiries

### Australian Digital Health Agency Help Centre

☎ 1300 901 001  
✉ help@digitalhealth.gov.au

#### For help with:

- ✓ registering for My Health Record via the Digital Health Online Forms tool
- ✓ using the My Health Record eLearning platform and clinical software simulators (On Demand Training)