



Australian Government
Department of Health



My Health Record

For healthcare
providers

My Health Record

Assisted Registration: *A guide for
Healthcare Provider Organisations*





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Purpose

This guide is for healthcare provider organisations participating in the My Health Record system who wish to assist individuals to register for a My Health Record.

Providing Assisted Registration is voluntary. To offer Assisted Registration your organisation must have a Healthcare Provider Identifier – Organisation (HPI -O) and be registered to participate in the My Health Record system.

Note on terminology

This guide refers to a patient and an individual interchangeably. They have the same meaning, which is an individual who has received, is receiving or may receive healthcare.

The term individual is also used to refer to a parent applying to register a child for a My Health Record.

Any reference in this guide to parent refers to a person who has parental responsibility for a child or who is otherwise authorised to act on behalf of the child.

Note on privacy

It is important that you are aware of your organisation's privacy obligations under the Privacy Act 1988 or the privacy law of your state or territory, depending on the nature of your organisation. If you/your organisation choose to provide Assisted Registration, you must do so in a manner that complies with your privacy obligations. If you/your organisation contracts another organisation to provide Assisted Registration on your behalf, you must take steps (such as contractual measures) to ensure that the other organisation handles personal information consistently with your organisation's privacy obligations.

Assisted Registration

Assisted Registration is a way for you to help individuals register for a My Health Record. You do this by submitting their details to the My Health Record System Operator (System Operator) using compatible software. When you do this you are also providing assurance that you have checked their identity and obtained their consent to being registered and having their health information uploaded to their My Health Record. If successful, the registration will occur almost immediately and you will be able to upload clinical information to the individual's record straight away.

A healthcare provider organisation providing Assisted Registration does not do so as an agent of the System Operator.

Any person who is 14 years or older who wants to register themselves and/or their child under 18 years old can register through Assisted Registration. An adult who does not have capacity cannot be registered through Assisted Registration.



Individuals can register through these other channels :

- online at www.myhealthrecord.gov.au
- by phone – **1800 723 471**
- through a Medicare Service Centre
- by mail – application forms are available from Medicare Service Centres and online at www.myhealthrecord.gov.au.

You can find more information about the My Health Record system and the benefits for individuals and healthcare providers at www.myhealthrecord.gov.au or call the help line on **1800 723 471**.

Benefits of Assisted Registration

Assisted Registration was developed so that patients could register for a My Health Record with support and guidance, including from healthcare provider organisations involved in their care and whose guidance they trust. By providing Assisted Registration in a point-of-care setting you can help your patients sign up for a My Health Record before they leave your practice, and your organisation will be able to immediately begin uploading health information to their My Health Record. Assisted Registration can also be provided at non point-of-care settings and, as a registered healthcare provider organisation, you can help individuals register for a My Health Record despite not being directly involved in their care.

The My Health Record system will also benefit healthcare providers by enabling more health information to be available at the point of care.

The benefits of a My Health Record will be most significant for patients who need to share information with different providers or who have complex conditions. This might include those with chronic conditions, mothers and newborns, Aboriginal and Torres Strait Islander peoples, people with a disability, and older Australians.

Assisted Registration is particularly useful in remote locations, where access to the internet may be limited for individuals, but available to healthcare providers.



Section A: Steps for getting ready

This section outlines the steps your organisation needs to take before it can begin providing Assisted Registration to individuals.

Understand your role in providing Assisted Registration

Before providing Assisted Registration, your organisation needs to understand the requirements of the My Health Record Rules, its obligations in providing Assisted Registration and the prerequisites to providing the service.

My Health Record Rules

As a registered healthcare provider organisation you must comply with the current My Health Record rules - the *My Health Record Rules 2012* and *My Health Record (Participation Agreements) Rules 2012*.

In addition, organisations that choose to provide Assisted Registration must also comply with the *My Health Record (Assisted Registration) Rules 2012*. These are available at www.comlaw.gov.au/Details/F2012L02383.

Failure to comply with any My Health Record rules may result in the System Operator cancelling or suspending your organisation's registration in the My Health Record system. Depending on the circumstances, other sanctions may apply. Please refer to **Section C** for further information about audit and compliance.

Prerequisites

To offer Assisted Registration your organisation must:

- have an HPI-O and be registered to participate in the My Health Record system
- obtain the Assisted Registration Tool or equivalent software
- develop and implement Assisted Registration policies as required under the *My Health Record (Assisted Registration) Rules 2012*.

Eligibility and registration

Healthcare provider organisations need to register with the System Operator in order to participate. If you are unsure about the registration requirements for your organisation, refer to *Participating in the My Health Record system: a registration guide for healthcare organisations*, available at www.myhealthrecord.gov.au. You can also call the helpline on **1800 723 471**.

There is no additional registration process for your healthcare provider organisation to provide Assisted Registration to your patients.



Software

The stand-alone Assisted Registration Tool is available for healthcare provider organisations to provide Assisted Registration.

To obtain the Assisted Registration Tool your organisation's Organisation Maintenance Officer (OMO) or Responsible Officer (RO) needs to send an email to PCEHR.AssistedReg@health.gov.au and provide their full name, email address, contact phone number and the organisation's name and HPI-O certificate.

Privacy note:

This request must be made by the OMO or RO because the System Operator will need to collect and use that person's details to verify that the organisation is registered to participate in the My Health Record system. Without this information the organisation cannot obtain the Assisted Registration Tool.

The collection of the OMO's or RO's information is authorised by the *My Health Records Act 2012* and the *Healthcare Identifiers Act 2010*. Officers of the Department of Health will undertake this task on behalf of the System Operator.

Once the organisation's registration has been verified, the details of the OMO or RO who requested the Assisted Registration Tool will be stored by the System Operator for audit and security purposes, and may be disclosed to the Healthcare Identifiers Service Operator for the same purposes. The information is recorded at a point in time, so it will not be updated if or when the OMO's or RO's details change.

The complete privacy statement is available under the Privacy and security tab at www.myhealthrecord.gov.au and includes information about how to make a complaint if you think someone has breached your privacy, and how complaints are dealt with.

Users of the Assisted Registration Tool should ensure that there is appropriate internet access at the location it is being used, since the service relies on an internet connection.

Since early 2013 practice software vendors have been updating their software to include Assisted Registration functionality. This has the benefit of integration with local systems, so that time used in transcription of patients' details can be reduced. Contact your software provider for information about any planned upgrades.

Policies

All registered healthcare provider organisations must develop, maintain and enforce a My Health Record system policy that addresses matters specified in the *My Health Record Rules 2012*, such as security and access.

Organisations that choose to provide Assisted Registration must also develop, maintain and enforce an Assisted Registration policy that addresses matters specified in the *My Health Record (Assisted Registration) Rules 2012*, such as training and identification methods.

The policy must be drafted in a way that it can be used (by your organisation and potentially by the System Operator) to determine whether your organisation has followed that policy.



It is recommended that the policy reference other policies or processes of your organisation if they are relevant to its compliance with privacy or security requirements.

Your organisation must keep its policy up to date and review it at least once a year. This review must take account of any new risks or incidents that are identified, or changes to the system.

Each version of the policy must be identifiable and must be retained by your organisation. The System Operator may, at any time, request a copy of a particular policy from your organisation. If the System Operator considers that your policy does not reasonably address the matters specified in the *My Health Record (Assisted Registration) Rules 2012*, it may affect your participation.

It is recommended that, as far as possible, your policy use the same language as used in the *My Health Record (Assisted Registration) Rules 2012* and the privacy legislation that applies to your organisation. The policy must, in accordance with the *My Health Record (Assisted Registration) Rules 2012*, be in writing and reasonably address the following matters:

1. How your organisation will authorise its employees to provide Assisted Registration

The policy must describe how employees will be selected and authorised to provide Assisted Registration, and who is responsible for this selection and authorisation.

It is recommended that your policy describe eligibility requirements for an employee to be authorised to provide Assisted Registration to a patient, including specific training (see 2) and security clearance.

Your policy should specify the person who is responsible for deciding whether an employee will be authorised to provide Assisted Registration to patients, and how they will make and record that decision. It should also specify how and in what circumstances they will decide to suspend or cancel the authorisation of an employee, and how that decision will be recorded.

You may consider authorising employees to undertake very specific tasks in relation to Assisted Registration which are tailored to their roles. For example, you might authorise front-of-house staff to provide Assisted Registration information to patients and verify patients' identities, and you might authorise clinicians to submit the applications.

The term employee recognises contractors and other persons who provide services to an organisation regardless of whether they are remunerated for those services, including medical students and volunteer workers.

2. What training will be provided before an employee is authorised

The policy must describe the nature of training that an employee must undergo before being authorised to provide Assisted Registration to individuals. It should also specify who is responsible for providing training, and how training will be provided.



Training must be provided on the following matters:

- **process** – providing the necessary material to the individual and how your organisation will approach and treat patients, including vulnerable patients, patients who may need culturally appropriate approaches and patients who speak English as a second language
- **information** – providing information to patients, before the application process begins, about Assisted Registration, the My Health Record system and how their personal information will be used, and allowing them sufficient time to understand and ask questions and to complete the application form, ensuring that their consent, if given, is fully informed
- **software** – how to use the Assisted Registration Tool or equivalent software
- **privacy and security** – the handling of the applications during the process and once processing is complete, in particular how the forms are secured and how the patient's personal information is protected
- **retention** – whether the organisation will store signed forms or provide them to the System Operator, and how this is done (see 3)
- **Identity Verification Code (IVC)** – the handling of IVCs, in particular whether your organisation will provide patients with the option of receiving these through your organisation
- **identification** – your organisation's policy for identifying an individual and exercising reasonable care in identifying the individual, in particular which process/es must be used and if there is a particular employee who has the authority to deal with unexpected identification questions (see 4).

You may also want to consider providing some form of training in respect of your organisation's privacy obligations, legislative obligations and security obligations.

In developing this policy you should consider the setting/s in which your organisation will provide Assisted Registration (such as in the clinic or offsite), how applications will be processed (such as submitted immediately or within a certain number of days), and tailor the training if necessary. You should also consider how these arrangements may affect the risk of compromising your organisation's security measures.

It is not sufficient to train an employee only in the use of the Assisted Registration Tool or equivalent software.

It is not necessary for employees to be trained in formal identity verification.



3. How your organisation will record and handle individual consent

To apply through Assisted Registration, an individual must complete an application form which includes the individual's consent for:

- healthcare provider organisations to upload information to the individual's My Health Record, and
- your organisation to assist the individual in making the application.

The policy must describe whether your organisation will:

- store the application form itself, either electronically or in hard copy, in a secure manner and in accordance with the privacy laws applicable to your organisation, or
- send the application form to the System Operator, either by uploading it through the software or by posting it to the System Operator – your organisation must not upload and post.

Your organisation may choose to send the forms to the System Operator and retain copies for the forms for its own record keeping purposes.

The signed application form must be retained for at least three years by your organisation or be provided to the System Operator within 30 days of being signed by the individual.

Consider the benefits of your organisation storing the form. By storing the form your organisation will have direct access to the necessary document should a patient have a question about their registration. It may also be useful in terms of any audit activity your organisation undertakes relating to this service.

If your organisation stores the form, the policy must describe how it will be stored (electronically or hard copy), where it will be stored, and when and how forms will be destroyed. Organisations should consider any applicable Commonwealth, state or territory laws relating to the retention of personal information, since you may be required to retain the form for longer than three years. Your organisation must dispose of these forms in the same secure manner it disposes of clinical and personal records.

If your approach is to provide the forms to the System Operator, your policy needs to describe how this will be done (the options are to scan and upload the form during the application process, or to post the forms afterward). Your policy should describe what security measures staff will apply when dealing with the paper forms. If the forms are posted they must be marked confidential and sent to the correct address.

It is recommended that this policy also identify an employee who is responsible for security matters, specify a process that should be followed in any security incident, and specify how and in what circumstances the System Operator will be notified of a security incident.



4. How authorised employees will identify an individual for the purposes of Assisted Registration

The policy must describe the process to be used by an authorised employee in identifying an individual for the purpose of Assisted Registration, and the types of matters to be considered by the authorised employee before being satisfied of an individual's identity.

The policy must adopt one or more of the models listed in **Attachment 1** for identifying an individual as a known customer of your organisation. If your organisation has opted to use documentary evidence, authorised employees should sight the relevant identity documents and note which documents have been sighted, but should not keep a copy of the documents or record the document numbers (such as a licence or passport number) unless it is necessary for another purpose. This approach is consistent with an organisation's privacy obligation to only collect personal information which is necessary for performing a particular function.

Some of the known customer models may not be suitable for use by your organisation. Select the model/s most appropriate to your organisation's circumstances and include them in your training material and policies.

It will be necessary for an authorised employee to assert an individual's identity to the System Operator as part of assisting the individual. This is done by submitting the application form using the Assisted Registration Tool or equivalent software. An authorised employee must exercise reasonable care in identifying an individual. If the authorised employee cannot confidently identify an individual in accordance with your organisation's policy, they should not provide Assisted Registration.

For further guidance on developing your organisation's Assisted Registration policy, you should consider the 2014 Office of the Australian Information Commissioner audit report of the Assisted Registration policy of 10 healthcare provider organisations.

The review found that, in general, the assisted registration policies need to better address privacy obligations that apply to healthcare provider organisations undertaking assisted registrations. The review made five recommendations to assist organisations address their privacy obligations and we encourage you to review your organisation's assisted registration policy in view of these recommendations.

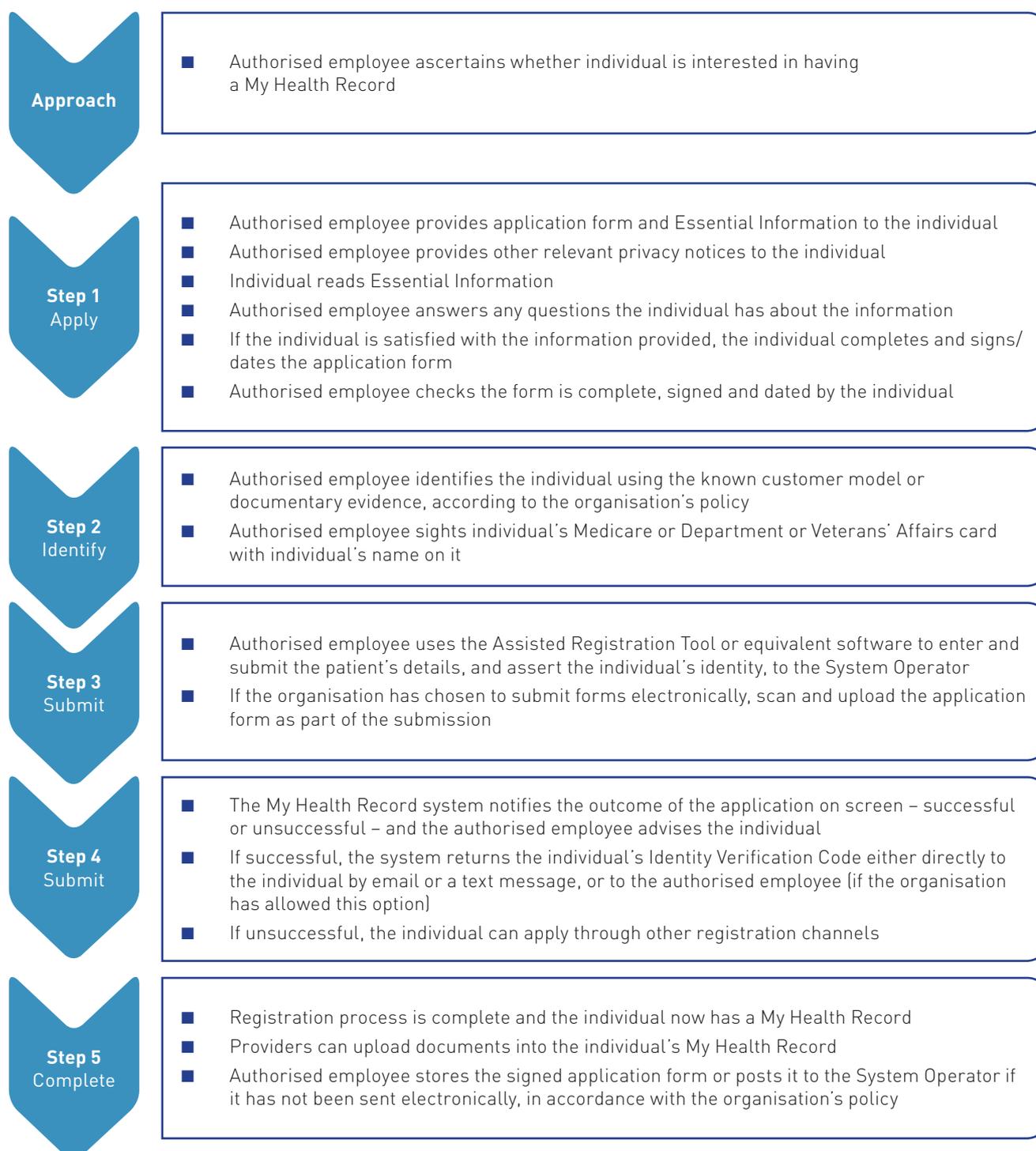
This report is available at www.oaic.gov.au/privacy/applying-privacy-law/list-of-privacy-assessments/.

Section B: The registration process

This section outlines the key interactions and obligations in the registration process.

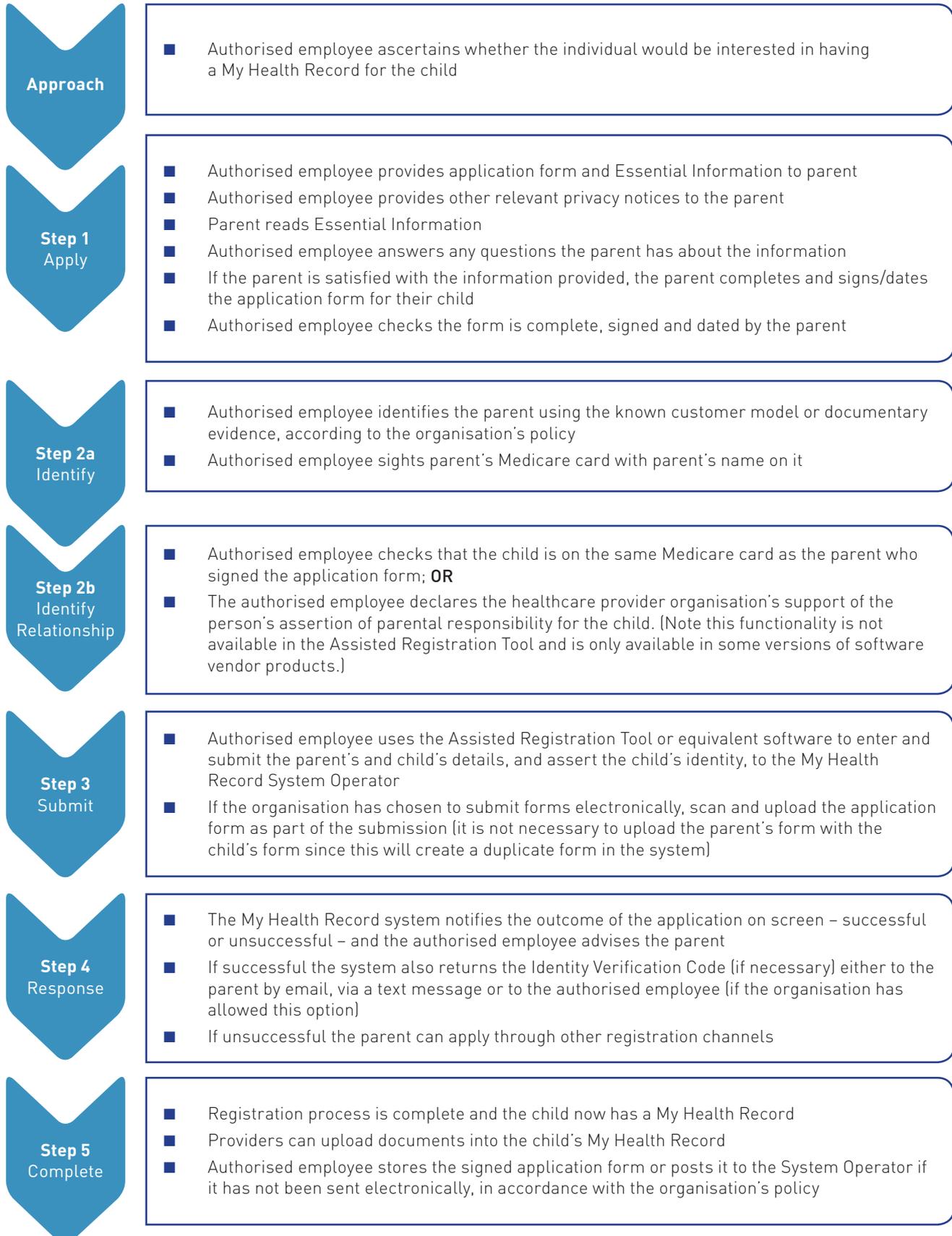
The following diagrams outline the steps for the Assisted Registration process once an individual confirms they want a My Health Record.

Registration – by person 14 and over





Registration – by parent of child under 18





Application and consent

When an authorised employee approaches a patient for Assisted Registration, the authorised employee needs to comply with their privacy obligations. The organisation's privacy obligations will depend on the type of organisation it is – for example, a private clinic, will be subject to the Australian Privacy Principles (under the Privacy Act 1988). If you're unsure of your organisation's privacy obligations, go to www.oaic.gov.au.

Your organisation must provide to the individual:

- *Essential information about assisted registration and your privacy in the My Health Record system* – this document provides information the individual needs to know about Assisted Registration and their privacy, before they give their consent to being registered and having their health information uploaded to their My Health Record
- the application form *Assisted Registration: Application to register for a My Health Record* – this form must be completed by the individual who wants to register for a My Health Record.

Your organisation is required by the *My Health Record (Assisted Registration) Rules 2012* to inform the individual that they may apply to register for a My Health Record through other channels: at a Medicare office, by telephone, in writing or online.

You should also give the individual some guidance about how long:

- they have to consider the information you have provided to them
- they have to provide the information required to apply
- your organisation will take to submit their application.

It is important when an individual applies that you obtain their informed consent. This means that the individual understands why their personal information will be collected by you and how this information will be used. They must know they will be registered for a My Health Record as a result of this process and that other organisations will be permitted to upload the individual's health information to the individual's My Health Record. This consent must be given voluntarily and can only be given by an individual with the capacity to understand and communicate their consent. If the individual has any questions and your organisation is unable to answer them, the Assisted Registration must not proceed because consent obtained in these circumstances may not be regarded as informed consent.

Personal information and consent can only be collected using 'fair means'. This means you cannot intimidate or deceive the individual or be unreasonably intrusive to obtain the individual's personal information and consent for Assisted Registration purposes – for example, you cannot collect personal information and consent:



- from an individual who is vulnerable (such as someone who appears stressed or distracted), traumatised or intoxicated
- in a manner that disrespects the individual's culture
- by misrepresenting the purpose of the collection or the consequences of not providing the information.

You must also be mindful of the unique privacy needs of certain individuals who may be regarded as particularly vulnerable, such as older persons, persons in aged care settings, persons attending a hospital (such as the emergency department), persons with a physical or mental disability, or persons requiring culturally appropriate approaches to advising them, such as those attending Aboriginal controlled community health organisations and those who speak English as a second language.

If your organisation chooses not to process the application while the individual is present, you need to consider how your organisation will contact the individual if their application is unsuccessful. If, for example, you want to collect the individual's telephone number for this purpose, you must inform them of the reasons so they can make an informed decision as to whether or not to give that information to you.

Eligibility

Assisted Registration cannot be offered to everyone. An individual can only apply through Assisted Registration if:

- the individual is at least 14 years old and is applying to register themselves, and/or
- the individual is applying to register a child (under 18 years) for whom the individual has parental responsibility.

Assisted Registration cannot be used to register:

- another person for whom an individual has legal authority (for example, an adult without capacity), and/or
- an individual who wants to register using another name (i.e. a name that differs from the name on their Medicare card such as a de facto surname or preferred given name) or pseudonym (i.e. a different identity for which they have been issued a Pseudonym Healthcare Identifier by the Healthcare Identifiers Service Operator).

Patient identification

Once the individual has completed and signed the Assisted Registration application form, the authorised employee will need to verify the identity of the individual.



The authorised employee must first ensure that individual is eligible to apply through Assisted Registration.

Next, the authorised employee must determine whether the individual is a known customer of your organisation in accordance with your organisation's policy. The authorised employee must take reasonable care in identifying the individual and be satisfied that the individual is the person whose identity is to be asserted to the System Operator.

When checking the identification of the individual, the authorised employee must ensure that the details of the individual match the individual details as recorded by your organisation and in the individual's application. These details include the patient's surname, first name, sex, date of birth, and Medicare or Department of Veterans' Affairs (DVA) number. The authorised employee must also check that the individual's name matches that on their Medicare or DVA card (i.e. spelling of name).

Your organisation should sight the relevant documents but should not take copies or record the document number unless it is necessary for another purpose.

If the authorised employee is not satisfied as to the identity of the individual, regardless of whether the individual meets any prescribed criteria, the employee should not assist the individual to register.

Relationship identification

An individual with parental responsibility for a child under 18 years can register the child through assisted registration. The individual making the application must assert they have parental responsibility for the child and:

- the child must be listed on the Medicare card of the individual applying; or
- the healthcare organisation must support the person's assertion of parental responsibility. (Note this functionality is not available in the Assisted Registration Tool and is only available in some versions of software vendor products.)

Support from a healthcare provider organisation about the individual's parental responsibility recognises that healthcare provider organisations have established relationships with patients and, as part of providing treatment to a child, make decisions about a person's authority to act on behalf of a child.

Support for a person's assertion of parental responsibility is voluntary. The length and type of relationship healthcare providers have with their patient may affect whether or not they choose to provide this assertion. For example an organisation which has had a relationship with a family over a number of years may consider they can support an individual's assertion of parental responsibility, but may not be confident in providing this assertion for someone presenting for the first time.

The child does not need to be present for the Assisted Registration process.



Recording details

The authorised employee must enter the required information about the individual (and in relation to an application for a child, the required information about the child) into the Assisted Registration Tool or equivalent software. Once entered, the authorised employee will need to assert that they are satisfied as to the identity of the individual. This will be transmitted to the System Operator who will decide whether to register the individual.

Registration response

The My Health Record system will send a message back to you via the same software advising if the registration has been successful.

If the application is successful, the System Operator will send the individual's IVC in the manner elected by the individual (text message, email or through your organisation). This should happen almost immediately.

If the individual has elected to receive their IVC through your organisation, the authorised employee will need to print this out for the individual, along with instructions on how the individual can access their My Health Record online. These instructions will be provided by the System Operator with the IVC.

If the application is unsuccessful, the individual may apply through other registration channels, such as online at www.myhealthrecord.gov.au or by phone on **1800 723 471**.

Note: If the software reports that it cannot identify the individual's healthcare identifier, this most likely means that the information submitted by the authorised employee does not match the records held by the Department of Human Services. If the authorised employee has confirmed that there are no data entry errors, the individual should be advised that they may need to confirm their details with Medicare.

Identity Verification Code

When an individual registers for a My Health Record (other than online), the individual is given an IVC to allow them to access their record online for the first time.

In Assisted Registration, the individual can elect to receive their IVC by:

1. **text message** – to the number elected by the individual
2. **email** – to the address elected by the individual, or
3. **through your organisation** – in this case the System Operator will send the IVC directly to your organisation via the software, and the authorised employee must provide it to the individual.



Your organisation may choose not to offer option 3, in which case this should be explained to the individual.

Regardless of the option chosen, if an application is successful an IVC will be provided by the System Operator almost immediately after the authorised employee has completed the Assisted Registration process.

An individual may choose not to receive an IVC if they don't want online access.

If a parent already has an IVC or online access to their own or another person's My Health Record, the parent **does not need to** request an IVC in a child's application. This is because the parent will be able to create a link to the child's record using the IVC or online access they already have.

An IVC is valid for 30 days after it has been issued. If it expires before the individual uses it, or if the individual elected not to receive an IVC and has changed their mind, the individual can request a new IVC by calling the helpline on **1800 723 471** or visiting a Department of Human Services, Medicare Service Centre.

Completing registration and recording consent

Once the authorised employee has been notified that an application is successful, a record of the individual's consent (the signed application form) must be retained. The form must be stored for at least three years by the organisation, sent to the System Operator, or both.

The authorised employee must ensure the individual's application form is retained in accordance with your organisation's policy.

If your organisation chooses to submit all application forms to the System Operator, this must occur no more than 30 days after the individual signed the application form. Forms may be submitted to the System Operator by post or electronically through the software, however they must not be submitted through both channels.

If your organisation chooses to store the forms, it may retain the electronic copy only and securely dispose of the original paper form in accordance with the privacy laws that apply to your organisation. When storing electronic copies of forms, organisations should have regard to matters set out in the Privacy Commissioner's Guide to Information Security available from <http://www.oaic.gov.au/privacy/privacy-resources/privacy-guides/guide-to-information-security>.

Note: If an application has been unsuccessful, you must dispose of or store the signed application form in accordance with your organisation's policy.



Section C: Audit and compliance

This section outlines how the System Operator will manage audit and compliance of Assisted Registration activities by healthcare provider organisations.

The terms of your organisation's participation agreement with the System Operator allow the System Operator to request, with reasonable notice, assistance in relation to any inquiry, investigation or complaint regarding the My Health Record system.

The System Operator will conduct random audits on application forms held by the System Operator and healthcare provider organisations to ensure they have been accurately completed and reflected in the My Health Record system. If any anomalies are detected in relation to a particular organisation, a more targeted audit will be conducted.

Random audits will also be conducted by the System Operator to monitor whether organisations are complying with the requirement to implement certain policies (see 'Policies' at **Section A**) and whether organisations are acting in accordance with their policies. The System Operator will also consider the suitability of organisations' policies.



Readiness checklist

The following checklist provides a summary of the key steps to prepare for Assisted Registration. **Sections A to C** of this document provide greater detail and guidance.

Value

Assess which of your patient cohorts would benefit from a My Health Record and if access to information from others involved in their care would assist you to coordinate their treatment. This might include a review of the health profile of your patients, such as those over 65 years or those with diabetes or other chronic diseases. Easy access to discharge summaries for patients who frequently visit hospital would assist your ability to coordinate their treatment and medications.

Eligibility to provide Assisted Registration

To provide Assisted Registration, your organisation must be registered as a healthcare provider organisation with the My Health Record system. For more information about participating in the My Health Record system, visit www.myhealthrecord.gov.au or email PCEHR.AssistedReg@health.gov.au.

Resources and training

Assess what resources might be required to offer Assisted Registration to your patients. The time and resources required will depend on your organisation's approach to patients to whom you provide Assisted Registration, such as whether your organisation will target particular cohorts or patients in general, or whether you will have staff dedicated to providing this service or performing it among other duties. You must authorise and provide training for employees who will provide Assisted Registration on behalf of your organisation.

Policies

Your organisation must develop and implement a written policy to support the provision of Assisted Registration. Legislation requires your organisation to have a policy in place that reasonably addresses how it will authorise employees to provide Assisted Registration, the training that will be provided before an employee is authorised, how your organisation will record individual consent and how individuals will be identified for Assisted Registration. More information about this requirement is at **Section A**.

Privacy

Your organisation must be aware of its privacy obligations under the Commonwealth's Privacy Act 1988 or the privacy law of your state or territory. You will need to comply with the obligations when you provide Assisted Registration.

Forms and information

Ensure Essential Information and Assisted Registration application forms are available for your patients. Go to www.myhealthrecord.gov.au to obtain these forms.

Software

Your organisation will need to have the Assisted Registration Tool or equivalent software which supports Assisted Registration (see "Software" at **Section A**).

Advice

You may want to seek independent legal advice if you have questions about your obligations.

If you have completed each of the steps described above and you understand your organisation's role and obligations in providing Assisted Registration, you are ready to begin providing Assisted Registration to individuals.

For more information about participating in the My Health Record system and Assisted Registration, visit www.myhealthrecord.gov.au, phone **1800 723 471** or email PCEHR.AssistedReg@health.gov.au.



Attachment 1: Identification framework

This table assists healthcare provider organisations in determining their identification policy.

PART A: KNOWN CUSTOMER MODEL ¹	POINTS
<p>The individual has presented at the healthcare provider organisation on at least three occasions (inclusive of presentation at which Assisted Registration is being provided) and the individual's Medicare or DVA card (with the individual's name) has been sighted</p> <p>OR</p> <p>The individual is attending a hospital with a clinical referral in the individual's name, at which time Assisted Registration is being provided and the individual's Medicare or DVA card (with the individual's name) has been sighted</p> <p>OR</p> <p>The individual is attending an emergency department, at which time Assisted Registration is being provided, and the individual's photographic identification and Medicare or DVA card (with the individual's name) has been sighted</p> <p>OR</p> <p>The individual has had at least three prescriptions in their name filled at the pharmacy on three separate occasions within the last 12 months (inclusive of the occasion on which Assisted Registration is being provided) and the individual's Medicare or DVA card (with the individual's name) has been sighted</p> <p>OR</p> <p>The individual is enrolled with an Aboriginal Medical Service and Assisted Registration is occurring in conjunction with a consultation at the facility, and the individual's Medicare or DVA card (with the individual's name) has been sighted</p> <p>OR</p> <p>The individual has presented at a healthcare service on at least three occasions (inclusive of presentation at which Assisted Registration is being provided) and the individual is enrolled in the My Health Record program</p> <p>OR</p> <p>The individual is a resident of an aged care facility at which the Assisted Registration is being provided and the individual's Medicare or DVA card (with the individual's name) has been sighted</p> <p>OR</p> <p>The individual is a customer or patient of the healthcare provider organisation and has undergone a 100 point documentary check (see Part B) with the organisation, either as part of becoming a patient or customer or as part of the Assisted Registration process</p> <p>OR</p> <p>The individual is supported by a referee in accordance with the process used by the My Health Record (as operated by the Northern Territory Department of Health)</p> <p>OR</p> <p>Another method approved by the System Operator.</p>	100

¹ The documents listed in Part A need to be sighted by the assisting healthcare provider organisation. This may occur at the time the organisation is assisting the individual to apply to register or on a previous visit to the organisation. The organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by the organisation's system and as included in the individual's application form. The organisation should sight the relevant documents but should not take copies of the documents or record the document numbers unless it is necessary for another purpose.



PART B: DOCUMENTARY EVIDENCE OF IDENTITY ²	POINTS
Primary Documents – you can use no more than one of these	
Birth Certificate	70
Birth Card issued by a Registry of Births, Deaths and Marriages	70
Australian Citizenship Certificate	70
Current Australian Passport	70
Current Foreign Passport or Travel Document with a Valid Visa	70
Expired passport which has not been cancelled and was current in the preceding two years	70
Other document of identity equivalent to a passport including diplomatic documents and some documents issued to refugees	70
Australian armed service papers	70
Secondary documents	
<p>The following must contain a photograph and a name. Additional documents from this category are awarded 35 points.</p> <ul style="list-style-type: none"> ■ Driver licence issued by an Australian state or territory ■ Licence or permit issued under a law of the Commonwealth, or state or territory government - (e.g. a boat licence) ■ Identification card issued to a public employee ■ Identification card issued by the Commonwealth, or state or territory government as evidence of the person's entitlement to a financial benefit 	70
<p>The following must have name and address:</p> <ul style="list-style-type: none"> ■ A mortgage or other instrument of security held by a financial body ■ Local government (council) land tax or rates notice ■ Land Titles Office record 	40
<p>The following must have name and signature:</p> <ul style="list-style-type: none"> ■ Marriage certificate (for maiden name only) ■ Credit card ■ Foreign driver licence ■ Medicare card (signature not required on Medicare card) ■ DVA treatment card (signature not required on DVA card) ■ Identification card issued to a student at a tertiary education institution ■ Membership to a registered club ■ NRMA or equivalent membership 	35
<p>Only one from each document type may be used - must have name and address on:</p> <ul style="list-style-type: none"> ■ Records of a public utility - phone, water, gas or electricity bill ■ Records of a financial institution ■ Lease/rent agreement 	35
<p>The following must have name and date of birth:</p> <ul style="list-style-type: none"> ■ Record of a primary, secondary or tertiary educational institution attended by the applicant within the last 10 years ■ Record of professional or trade association of which the applicant is a member 	25

² The healthcare provider organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by the organisation's system and as included in the individual's application form. The organisation should sight the relevant documents but generally should not take copies of the documents or record the document numbers unless it is necessary for another purpose.



Required resources

- Information for individuals: Essential information about assisted registration and your privacy in the My Health Record system:
www.ehealth.gov.au/internet/ehealth/publishing.nsf/content/assistedregessential
- Assisted Registration application forms (adult and child):
http://www.ehealth.gov.au/internet/ehealth/publishing.nsf/content/assistedreg_05

Security resources

- National eHealth Security and Access Framework:
www.nehta.gov.au/implementation-resources/ehealth-foundations/EP-1544-2014
- Stay Smart Online:
<http://www.communications.gov.au/what-we-do/internet/stay-smart-online>
- RACGP Computer and Information Security Standards:
www.racgp.org.au/your-practice/standards/computer-and-information-security-standards/

Privacy resources (national)

- Guide to information security:
www.oaic.gov.au/privacy/privacy-resources/privacy-guides/guide-to-information-security
- Guide to handling personal information security breaches:
www.oaic.gov.au/privacy/privacy-resources/privacy-guides/data-breach-notification-a-guide-to-handling-personal-information-security-breaches
- Australian Privacy Principle guidelines:
www.oaic.gov.au/privacy/applying-privacy-law/app-guidelines/
- Assisted registration policies of 10 registered healthcare provider organisations:
www.oaic.gov.au/privacy/applying-privacy-law/list-of-privacy-assessments/

Useful contacts

- website: www.myhealthrecord.gov.au
- email: PCEHR.AssistedReg@health.gov.au
- My Health Record System Help line: **1800 723 471**
- technical assistance with Assisted Registration Tool: **0402 884 909**