SECURE MESSAGING TIPS & HINTS

1. Check you are subscribed to & using a secure message delivery system (e.g. HealthLink, Argus, Medical Objects) to send/receive electronic referrals & reports to/from other organisations. If you are unsure, read more about secure messaging. Please advise us if you are not using secure messaging.

2. Major changes (e.g. new practice locations/names, new practice/secure messaging software upgrades, server upgrades, new workstations, new internet provider, change in directories for incoming and/or outgoing messages) may affect the functioning of your secure messaging. If unsure,
   - Contact your secure messaging provider (broker) and/or
   - Your practice management software provider.

3. Keep updated your practice and practitioners' details in secure messaging address books (some are in-built in Best Practice & Medical Director software), online provider directories or contact their helpdesk.

- Changes to your organisation details e.g. practice name, email, fax, phone, etc.
- Unique secure messaging ID for your practice or practitioner e.g. EDI, email or unique identifier.
- Healthcare Provider Identifier-Organisation (HPI-O) number
  - For HealthLink, add your HPI-O into your BP or MD address book or HealthLink online provider directory (user guide).
    - **Also contact HealthLink Support to make your HPI-O an alias to your HealthLink EDI.**
  - For Argus, update via your practice software address book.
  - Your Organisation Maintenance Officer (OMO) can find your HPI-O in HPOS via PRODA
  - If you don't have an HPI-O or PRODA access, you can register your organisation using Services Australia processes – register to get an HPI-O or register for PRODA access
- Check Medicare Provider Numbers for your existing practitioners.
  - The numbers are different for each practice location.
- Add new practitioners & their Medicare Provider Numbers.
- Remove practitioners who have left your practice.

4. In your practice software, ensure you regularly check the **Incoming Reports**, **Holding File** or similar folder for any secure documents received but not yet allocated. Match the documents to a patient/doctor or assign to the appropriate Doctor's inbox for their action/follow up.
   - If you are using a cloud-hosted software, your provider is likely to be a Contracted Service Provider (CSP). Get your provider's CSP number. Link the CSP to your organisation in HPOS and authorise the CSP to access My Health Record and other digital health services on your behalf. Note: If you have a CSP, a NASH certificate for your practice is usually not required.

5. Check your NASH PKI certificate has not expired
   - A NASH certificate is issued by Services Australia, usually lasts for 2 years & can be used to authenticate your organisation & encrypt data for secure messaging. It is also used for electronic prescriptions and My Health Record transactions.
   - Your OMO can check your NASH certificate expiry in HPOS (via PRODA) & renew it if expired. Refer to this NASH renewal guide video or read more about NASH & renewals here.
   - A new NASH certificate is downloaded from HPOS & installed into your system. Your practice software provider can assist the install.

Address: Level 5, Tower 2, 475 Victoria Ave, Chatswood NSW 2067
Mail: PO Box 1083, Chatswood NSW 2057
Phone: (02) 9432 8250
Fax: (02) 8088 4770
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www.snhn.org.au

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- You may be using another PKI certificate issued by your secure messaging provider, in which case contact your secure messaging provider (if certificate has expired).

6. If your practice details have changed, you may need to update your HPI-O record details in the Healthcare Identifiers (HI) Service, in HPOS via PRODA.
   - This includes changes to your Endpoint Locator Service (ELS) details (unique web addresses used for electronic info exchange), which you can get from your practice software provider.
   - For support, contact Services Australia.

7. Join Provider Connect Australia™ (PCA), a free national program that provides a single place to update your business information and services, which can automatically update your business partners participating in PCA including NSW Health, Argus, Healthdirect and the PHN. In the future, Services Australia will be joining PCA. Using PCA can help you reduce the time taken to update multiple individual business directories each time something changes.
   - Visit this page on how to register for PCA, including a video explaining the registration process.
   - You can also access a pre-registration checklist.

8. All discharge summaries from NSW public hospitals are sent to the patient's My Health Record (unless a My Health Record does not exist or the patient does not want them uploaded)
   - If you or your practice have not been receiving discharge summaries via secure messaging for any reason, you can check your patient's My Health Record for discharge summaries either via your practice software or the National Provider Portal (NPP) (you will need a PRODA account and your OMO has linked your HPI-I to your organisation's HPI-O).

9. You can request specific discharge summaries, specialist letters, pathology or radiology results from Northern Sydney LHD
   - If you know which hospital or health service the patient has attended, contact the relevant hospital HIS unit using the NSLHD Health Information Services contacts
   - If the hospital or health service the patient attended is not known, email NSLHD-MEDICOLEGAL@health.nsw.gov.au or call (02) 9926 7604.

Secure messaging provider contacts:

HealthLink
Argus
Medical Objects
ReferralNet

Services Australia contact (HI Service):

1300 361 457
healthcareidentifiers@servicesaustralia.gov.au

Practice software provider contacts:

Best Practice
Medical Director

For further support, contact your **PHN**:

- SNHN PCAT Coordinator
- SNHN PCAT team PCAIT@snhn.org.au or
- SNHN Digital Health team digitalhealth@snhn.org.au

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