After Hours Support
Residential Aged Care

WA Primary Health Alliance | **phn** PERTH NORTH, PERTH SOUTH, COUNTRY WA
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My Health Record glossary

Use this glossary to become familiar with the language associated with My Health Record

Relevant support resources

1. Digital Health in Aged Care
2. My Health Record in Aged Care
3. My Health Record registration checklist

Glossary of terms/acronyms

Term	Description
Clinical Information System (CIS)	A computer-based system that is meant to gather, store, and alter clinical data on patients. These systems may be used at single locations or across entire healthcare systems. The purpose of CIS is to integrate, collect, store and manage data from several sources to support healthcare operational management, support policy decisions and manage patient data.
Conformant software	Conformant software products have been assessed for conformance with national digital health requirements. This includes the ability to view a My Health Record, upload a shared health summary, upload prescriptions, provide assisted registration, and more.
Contracted Service Provider (CSP)	A contracted service provider (CSP) in the My Health Record system is an organisation that provides technology services or health information management services relating to the My Health Record system to a healthcare provider organisation, under contract to that organisation.
Electronic Medication Management System (EMMS)	Digital health systems such as electronic medication management can improve the safety and quality of health care. By using EMMS, healthcare services can reduce the number of preventable adverse medication events, and medication prescribing and dispensing errors. EMMS can improve the accuracy, visibility and legibility of medical information so that the communication between professionals and consumers is clearer. EMMS can apply to prescribing systems, such as general practitioner desktop systems or hospital clinical information systems that have electronic ordering; decision support systems, such as evidence-based order sets, allergy checking and medicine interactions; dispensing systems, such as pharmacy software and automated dispensing systems; ordering and supply solutions, such as the electronic transfer of prescriptions (ETP) and inventory solutions and; electronic medical records.
Health Professional Online Services (HPOS)	A fast and secure way for health professionals and administrators to do business with Services Australia.
Healthcare Identifiers (HI) Service	A national system for uniquely identifying healthcare providers, healthcare organisations and individuals receiving care. The HI Service is a foundation component of all national digital health products and services, including My Health Record. Healthcare identifiers help ensure individuals and healthcare providers have confidence that the right information is associated with the right individual at a particular point of care.
Healthcare Provider Identifier – Individual (HPI-I)	This is the unique identifier number given to an individual healthcare provider. Any healthcare provider registered with Australian Health Practitioner Registration Authority (AHPRA) will have a number automatically issued to them. This number begins with 800361 and is 16 digits long. Health practitioners not registered by AHPRA can apply for a HPI-I from the Healthcare Identifiers Service.
Healthcare Provider Identifier – Organisation (HPI-O)	A healthcare provider identifier – organisation, is a number that is assigned to eligible healthcare organisations once they have registered with the HI Service, to

Term	Description
	support their unique identification. The HPI-O number begins with 800362, is 16 digits long and is required to register for the digital health record system.
Health Professionals Online Services (HPOS)	Health Professionals Online Services is a web-based service provided by Medicare that allows providers to send and retrieve various types of information to/from Medicare.
National Authentication Service for Health (NASH)	National Authentication Service for Health (NASH) is a Public Key Infrastructure (PKI) certificate solution used to access digital health services such as Healthcare Identifiers (HI) Service, My Health Record, Electronic prescribing, Secure messaging.
National Provider Portal (NPP)	The National Provider Portal (NPP) allows healthcare providers to access the system without conformant clinical software.
Organisation Maintenance Officer (OMO)	The officer of an organisation who is registered with the HI Service and acts on behalf of a Seed Organisation and/or Network Organisations (if any) in its day-to-day administrative dealings with the HI Service and the My Health Record system. Healthcare organisations can have more than one OMO if they wish. In aged care, this role may be assigned to a facility manager or a clinical/administrative role. Alternatively, the RO may take on the OMO role as well.
Provider Digital Access (PRODA)	An online authentication system for healthcare organisations to securely access government online services, such as Health Professional Online Services (HPOS).
Responsible Officer (RO)	The officer of an organisation who is registered with the HI Service and has authority to act on behalf of the Seed Organisation and relevant Network Organisations (if any) in its dealings with the System Operator of the My Health Record system. For larger aged care organisations, the RO may be the chief executive officer or general manager. For smaller organisations (such as a single residential aged facility) the RO may be a business owner or facility manager.
Seed Organisation and Network Organisation	A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a residential aged care provider, a local GP practice, pharmacy, private medical specialist, or the head office of a larger medical group. A Network Organisation is a sub-entity of a seed organisation that provides healthcare services. A network organisation provides services as part of a seed organisation. An example of a Network Organisation could be a residential aged care facility, an individual department (e.g. pathology or radiology) within a wider metropolitan hospital. A network hierarchy operating in the My Health Record system consists of one Seed Organisation and one or more Network Organisations. All organisations will need to first register a Seed Organisation, before establishing any network organisations.