

Setting up access to the National Provider Portal (NPP)

Introduction

Overview of the National Provider Portal (NPP): The NPP is a secure, view-only online platform that allows healthcare providers to access a patient's My Health Record. If your organisation has conformant software, you can access My Health Record via your clinical software, instead of using the NPP.

Purpose of the document: This document provides a step-by-step guide on how to set up access to the NPP.

What your organisation requires before first accessing the NPP:

1. Ensure your organisation has drafted a compliant My Health Record security and access policy ([My Health Record participation obligations](#)) and completed relevant My Health Record training.
2. Ensure your organisation has a registered Healthcare Provider Identifier - Organisation (HPI-O) number ([Register for HPI-O](#))
3. Ensure all healthcare provider staff within your organisation have registered for an Individual PRODA account. ([How to register for a PRODA account](#))

Steps to follow for your organisation to access the NPP:

1. Link staff members to your organisation:

- Once your organisation is registered (i.e. has an HPI-O), you can link staff members to your organisation.
- Obtain each staff member's unique Healthcare Provider Identifier - Individual (HPI-I) ([Obtain HPI-Is](#)) or Registration Authority (RA) Number (found under 'profile' in PRODA)
- Task the Responsible Officer (RO)/Organisation Maintenance Officer (OMO) to complete the following steps in HPOS to link each staff member to the organisation (steps 6-8 are to be repeated for each healthcare provider):

Setting up access to the National Provider Portal (NPP)

1 My programs

Healthcare Identifiers and My Health Record

2 Healthcare Identifiers and My Health Record

Healthcare Identifiers - Register Allied Health Professional

Healthcare Identifiers - Register Seed Organisation

My Health Record - Register Organisation

Healthcare Identifiers - Manage existing Records

Healthcare Identifiers - Change Responsible Officer

Healthcare Identifiers - Change Organisation Ownership

3 Healthcare identifiers

HI Services available

- My organisation details
- View network map
- My OMO details
- Search HI Provider directory service for organisation
- Search HI Provider directory service for individual
- Search HI for organisation
- Search HI for provider individual

4 Where are you?

Input HPI-O number

HPI-O number

Select an organisation

Organisation name Address Suburb

Asses Health Pharmacy SHOP 13a EUCALYPTUS POINT QLD 4188 KANGAROO POINT

5 Organisation snapshot

Summary Services Names Contacts Addresses ELS OMO **HPI Links** HPO CSP Links Certificates

6 Manage Providers

Linked providers

HPI number Given name Family name

7 Add Provider

Organisation name: Galma Pharmacy

HPI number

RA number

8 Confirm selection

Organisation name: A Pharmacy

HPI number 8003610000000001

Given name Selly

Family name Smith

Privacy Note

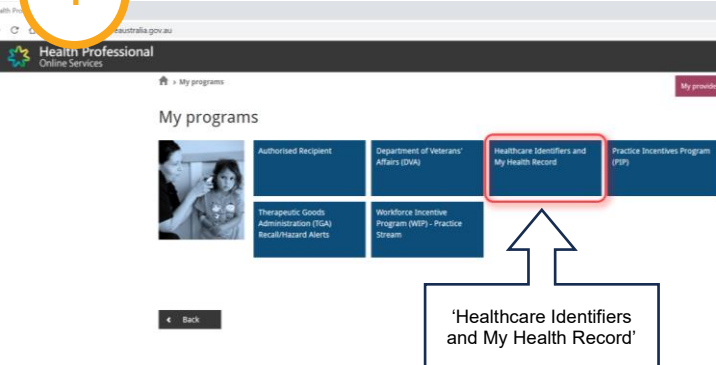
Confirm Cancel

For more information on how you can access the NPP, please visit [Implementing My Health Record in your healthcare organisation](#).

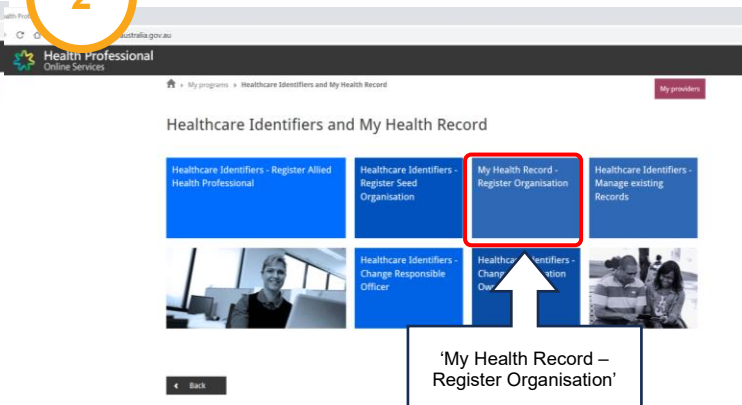
2. Authorising healthcare providers to access My Health Record via the NPP

- After linking staff to the organisation through HPOS, you will need to add authorisation links so each healthcare provider can access the My Health Record via the NPP.
- Follow the steps as illustrated below to authorise each healthcare provider staff member, so they can access My Health Record via the NPP.

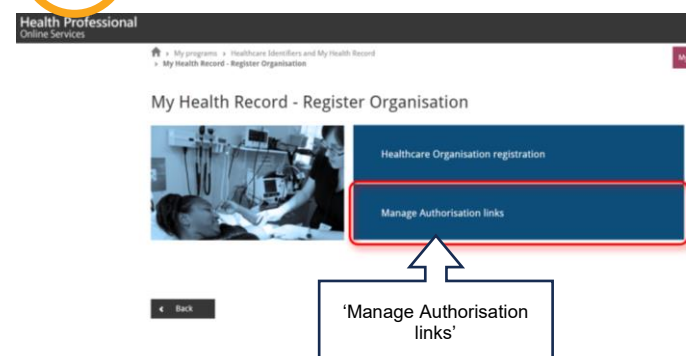
1



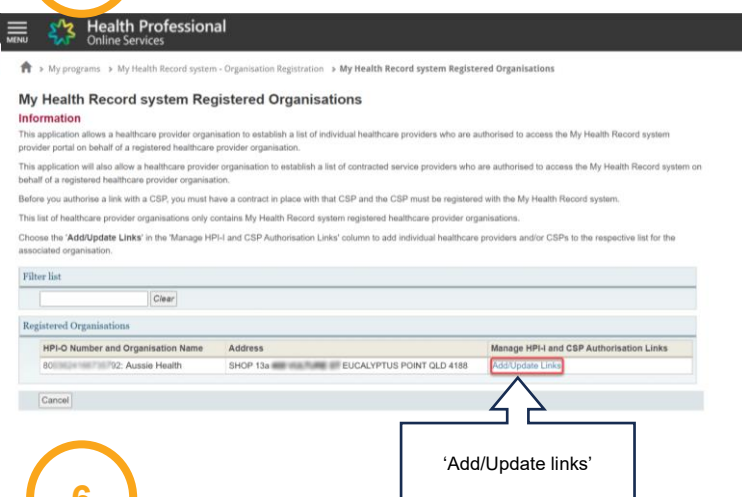
2



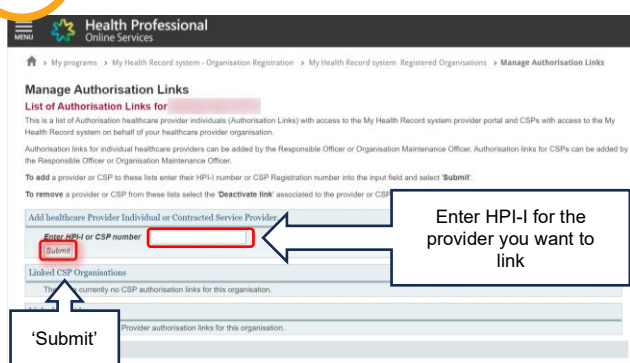
3



4



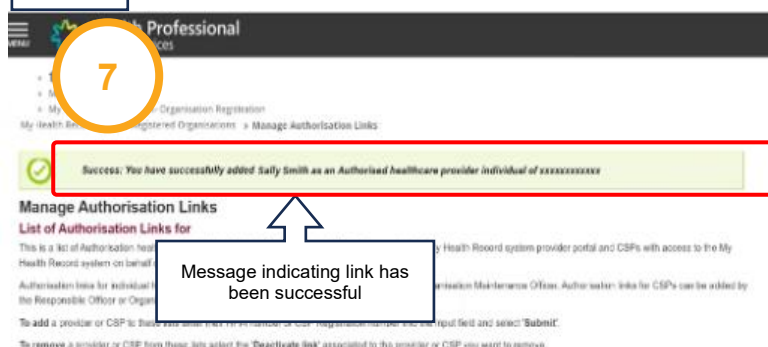
5



6



7



Accessing the National Provider Portal (NPP) for healthcare providers

Staff should now have access to the NPP. The first time they log in they will need to enter their HPI-I. Follow the steps outlined [here](#) to access the [NPP](#).

Removing a healthcare provider

If a healthcare provider leaves your organisation or their account is compromised, they will need to have their access removed in HPOS as per the following steps:

1. Navigate to **'my programs'**
2. Click **'healthcare identifiers'**
3. Click **'my organisation details'**
4. Locate the provider, click **'remove'** and follow the prompts to confirm.

Conclusion

Summary of the registration and access process:

- Link staff members to the organisation in HPOS
- Authorise providers to access the NPP in HPOS
- Access the NPP using PRODA account

Available resources:

- [eLearning modules](#)
- [Clinical software summary sheets](#)
- Digital Adoption support team:

✉ DigitalAdoptionSupport@digitalhealth.gov.au

☎ 02 6223 0741