



Healthcare Identifiers Service

Application to amend an organisation officer's personal details (HW042)

When to use this form

Use this form to amend the personal details of a Responsible Officer (RO) record or an Organisation Maintenance Officer (OMO) record within the Healthcare Identifiers (HI) Service.

You can use this form to remove, add or amend:

- personal details
- an inactive record.

You can remove, add or amend contact details online through the Health Professional Online Services (HPOS).

Healthcare Identifiers Service

The HI Service is a system that provides a consistent set of identifiers for individuals and healthcare providers. Healthcare identifiers provide a way for you to match the correct records to the person you are treating. You can include them in health records, patient files and other health related information. This improves accuracy when you share health information with other healthcare providers.

The *Healthcare Identifiers Act 2010* is available at legislation.gov.au

Health Professional Online Services

Healthcare providers can do online business with Services Australia through HPOS, including selected HI Service functions.

Some functions you can do include:

- add and update contact details
- search for other healthcare providers and organisations in the HI Service.

For more information about what you can do in HPOS, go to servicesaustralia.gov.au/hpos

Provider Digital Access

You need a Provider Digital Access (PRODA) account to access HPOS. Designed as a 2-step verification process, it requires a username, password and verification code to login. Create your PRODA account at servicesaustralia.gov.au/proda

Additional documents

Identifying information

If you are changing identifying information such as your name, date of birth or gender, you will need to provide certified documentary evidence which supports your changes (for example, marriage certificate).

Role of a Responsible Officer

The RO is responsible for a seed organisation's interaction with the HI Service. Their main responsibility is to make sure the seed organisation, its network organisations and authorised employees comply with the *Healthcare Identifiers Act 2010* and the Healthcare Identifiers Regulations 2010.

For more information about the role of an RO, go to servicesaustralia.gov.au/hiservice

Role of an Organisation Maintenance Officer

The OMO is responsible for keeping information about their organisation in the HI Service up-to-date and making sure information about authorised employees is maintained.

For more information about the role of an OMO, go to servicesaustralia.gov.au/hiservice

For more information

Go to servicesaustralia.gov.au/hiservice

or

Email healthcareidentifiers@servicesaustralia.gov.au

There may be risks with sending personal information through unsecured networks or email channels.

or

Call **1300 361 457** Monday to Friday, 8:30 am to 5 pm, Australian Eastern Standard Time.

Call charges may apply.

Privacy notice

19 Your personal information is protected by law, including the *Privacy Act 1988* and is collected by Services Australia and the Service Operator of the Healthcare Identifiers Service, for purposes related to the operation of the Healthcare Identifiers Service. The collection of this information is authorised by the *Healthcare Identifiers Act 2010*, and is required to process your application.

Your information may be used by Services Australia, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which Services Australia will manage your personal information, including our privacy policy, at servicesaustralia.gov.au/privacy

Declaration

20 I declare that:

- I will only access and use Healthcare Identifiers for the purposes defined in the *Healthcare Identifiers Act 2010*.
- the information I have provided in this form is complete and correct.

I understand that:

- penalties for unauthorised access and misuse apply under the *Healthcare Identifiers Act 2010*.
- giving false or misleading information is a serious offence.

Responsible Officer's signature

Date

or

Organisation Maintenance Officer's signature

Date

Returning this form

Return this form and any supporting documents:

- **by fax to: 03 9605 7987**
- by email to:
healthcareidentifiers@servicesaustralia.gov.au
There may be risks with sending personal information through unsecured networks or email channels.
- by post to:
Services Australia
HI Service
PO Box 2987
MELBOURNE VIC 3001

Office use only

Identifying information documentation sighted