

# GPComplete HI User Guide

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## Introduction

Healthcare Identifiers have been introduced by the Australian Government and every healthcare patient, provider and organization will be given a 16 digit unique identifier. These healthcare identifiers are created, held and managed by MedicareAustralia.

All patients with a DVA or Medicare number have been assigned the Individual Healthcare Identifier (IHI). All Australian Permanent residents who do not have Medicare or DVA numbers can apply to Medicare to be assigned one.

Healthcare provider organizations wishing to use Healthcare Identifiers will need to register their organization with MedicareAustralia to get a Healthcare Provider Identifier – Organization (HPI-O)

To register for Individual Healthcare Identifiers, practices need to complete a form to register as a seed organization 2978 to access HI Services.

<http://www.medicareaustralia.gov.au/provider/health-identifier/files/2978.pdf>

If the PKI Certificate number is not provided or "No, one is not required at this" is ticked in question 34 in the above form then the second form 3054 Application to request or update PKI certificate needs to be completed and submitted.

<http://www.medicareaustralia.gov.au/provider/health-identifier/files/3054-application-request-new-update-existing-pki-certificate.pdf>

## GPComplete Setup

To use The Healthcare Identifier service you will need the following

- GPComplete version 21 or above (You can see the current version by going to Help > About)
- The practice must have an HPI-O assigned
- The practice must have their pki certificate registered with Medicare for use of the Healthcare Identifier
- The PKI Certificate Disk (Medicare must have sent you one when you registered for online claiming)
- The PIC password for the PKI certificate

Once you have all of the above please call GPComplete support and we will assist you to setup the HI Service.

## Using Hi Service

### When registering a patient or on Patient Update.

Practices can search for the IHI of the patient at the time of registration or later by going into the patient details screen. You will need to fill the minimum fields to perform a search.

#### *Minimum fields*

- Last name
- First name
- DOB
- Sex
- Medicare Card No or DVA Card No

Once you have filled in the details click on Search IHI and the software will try to find the IHI for the patient by connecting to Medicare Australia.

If the software finds a verified IHI it will populate the fields

- IHI Number – Sixteen digit IHI number
- Number Status – This can be
  - Verified – Medicare has been able to verify the IHI with identifying information
  - Unverified – Individual has not provided supporting document to verify their identity. GPComplete will not store any IHI with the status of Unverified
  - Provisional – Patients who present at a Healthcare provider and are unable to identify themselves in any way. (GPComplete will not store any Provisional IHI)
- Record Status of IHI
  - Active – The IHI record is active
  - Deceased – There is a date of death recorded but not verified with Births, Deaths, Marriage record
  - Retired - There is a date of death recorded and verified with Births, Deaths, Marriage record
  - Expired - relates to Unverified or Provisional IHIs, and indicates the IHI is no longer active. Provisional IHIs expire after 90 days of inactivity and unverified IHIs expire after 130 years.
  - Resolved - IHIs which have been inactivated as part of a duplicate (two IHIs for the one patient) or replica (two different patients with the one IHI) resolution process and a new number is assigned
- Last Updated – The time when the IHI record was last updated or checked

## Patient Register

Form for Patient Register, showing Contact Details and Address Details.

**Contact Details**

**Primary Details**

Medicare No: 2950216291 / 1 Valid Till: mm/yyyy

Title: Mrs. (Lastname, Firstname, Midden)

Name: Banks, Jayne

Pref. Name: Jayne

DOB: 15 / 04 / 1969

Sex: Male Female

Family Name: N I

**Contact Details**

Home Work

Phone Mobile Fax

Next of Kin Next of Kin Ph:

Emerg. No

Email

**Address Details**

**Residential Address**

Address 1

Address 2

Suburb State: QLD

Postal Code ? Country: AUSTRALIA

**Single Address**

Are Mailing Address and Residential Address same? Yes

**Mailing Address**

Address 1

Address 2

Suburb State: QLD

Postal Code ? Country: AUSTRALIA

IHI Number: 80036 Search IHI

Number Status Clear IHI

Record Status

Last Updated

Registered By: Register Clear Close

## Patient Update

ergies **ALLERGIES HAVE NOT BEEN CHECKED!!!!**

arnings



vigator

- Information
  - Details(F2)
  - Family Members(Ctrl+Q)
  - Recalls/Reminders(Ctrl+R)
  - Bills/Appointments(Ctrl+B)
- Medical Records
  - New Notes(F3)
  - Old Notes(F4)
  - Measurements(Ctrl+L)
  - Obstetric(Ctrl+O)
  - Immunisations(Ctrl+I)
  - Allergies(Ctrl+A)
  - Medical History(Ctrl+M)
  - Family History(Ctrl+F)
  - Tobacco/Alcohol(Ctrl+T)
  - Occupation/Social(Ctrl+W)
  - Referral/Request
  - Summary(Ctrl+S)
- Tests / Reports
  - RESULTS(F6)
  - Pap Smears
  - Pathology Request(F5)
  - Imaging Request(Ctrl+X)
  - Correspondence(F7)
  - Devices

Form for Patient Update, showing Details and Address Details.

**Details**

**Primary Details**

Medicare No: / Valid Till: mm/yyyy

Patient No: 11031

Title: Mrs. (Lastname, Firstname, MI)

Name: GEORGE, MADELAINE

Pref. Name: MADELAINE

DOB: 09 / 07 / 1943

Sex: Male Female

Family Name: N I

**Home Work**

Mobile Fax

Emergency N Email

Next of Kin Ph Next of Kin

**Address Details**

**Residential Address**

Address 1

Address 2

Suburb State: QLD

Postal Code ? Country: AUSTRALIA

**Mailing Address**

Same as Residential Address

Address 1

Address 2

Suburb State: QLD

Postal Code ? Country: AUSTRALIA

IHI Number: 80036 Search IHI

Number Status Clear IHI

Record Status IHI History

Last Updated

Registered By: MR. ADMIN, ADMIN on: 04/01/2013

Save Print Show All Exit

## IHI History

You can use the IHI History button in the patient update screen to see the previous IHI number history of the patient.

## Manual Entry of IHI

If the patient does not have a Medicare or DVA card you can manually enter their IHI number and click on search. You will need the following minimum fields to be filled

- Last name
- First name
- DOB
- Sex
- IHI Number

## Change of Demographic Detail of patient

When the patient's last name, DOB or Sex is changed and the patient already has an IHI assigned the operator must validate the IHI record again or Clear the IHI from the patient's record. This is to ensure that a wrong IHI is not assigned to a patient.

## Batch Searching

There is an option to schedule a batch searching of IHI within GPComplete for populating initial data and validating old records. Practices who want to use this feature will need to create a schedule task to run the following command daily. Maximum of 500 records will be searched during each run

```
<GPCOMPLETE_DIRECTORY>\Service\IHIBatchService.exe /all /retrieve /output output.txt
```

Replace the <GPCOMPLETE\_DIRECTORY> with the actual path to the GPComplete install location.

## HPI-I

Practices can record the HPI-I of each provider during staff registration or later using staff update. For recording HPI-I after the staff is registered in GPComplete

- Search for the staff by going into staff search
- Double click on the staff record to open the record
- Click on Search at the bottom of the screen

Staff Details | Health Funds

<b>Basic Details</b> Code: MO Provider No.: 0124682T Provider Type: GP Prescriber No.: 6295619 IKey No.: 2101191A Tax File No.: Title: Dr. Name: MADZIAR, OLIVIA Pref. Name: OLIVIA Sex: <input type="radio"/> Male <input checked="" type="radio"/> Female Qualifications: MBBS Specialty:		<b>Address Details</b> <b>Residential Address</b> Address 1: 1 TEST ST Address 2: Suburb: ROBINA State: QLD Postal Code: 4226 ? Country: AUSTRALIA <b>Single Address</b> Are Mailing Address and Residential Address same? <input checked="" type="checkbox"/> Yes <b>Mailing Address</b> Address 1: 1 TEST ST Address 2: Suburb: ROBINA State: QLD Postal Code: 4226 ? Country: AUSTRALIA																			
<b>Contact Details</b> <table border="1"> <thead> <tr> <th></th> <th>Home</th> <th>Work</th> </tr> </thead> <tbody> <tr> <td>Phone</td> <td>2342232</td> <td></td> </tr> <tr> <td>Mobile</td> <td></td> <td></td> </tr> <tr> <td>Email</td> <td></td> <td></td> </tr> <tr> <td>Pager</td> <td></td> <td></td> </tr> <tr> <td>Emerg. Ctc</td> <td></td> <td></td> </tr> </tbody> </table>			Home	Work	Phone	2342232		Mobile			Email			Pager			Emerg. Ctc			<b>Other Details</b> ABN: <input type="text"/> <input type="checkbox"/> Has Payee Provider? Banking Code: BBB ? <input type="checkbox"/> Is Staff Locum? <input checked="" type="checkbox"/> LMO <input type="checkbox"/> Rural	
	Home	Work																			
Phone	2342232																				
Mobile																					
Email																					
Pager																					
Emerg. Ctc																					

Practice:  HPII:  **Search** X ERx NRXWH

Deleted? ☐ App Interval:  Away? ☐

Save Clear Close

- This will open up HPI-I Search
- Fill in the staff detail and click on Search
- Double Click the correct record
- Verify that the correct number is recorded
- Click on "X" if you want to clear the HPI-I

## HPI-O

To record HPI-O

- go to "Administration > Practice Profile > Search Profile" and find your default practice profile
- Double click to open the record

- Click on search next to HPI-O

Practice Details		Address Details	
ABN	<input type="text" value="00000000"/>	Address 1	<input type="text" value="NONE"/>
Name	<input type="text" value="PRACTICE NAME"/>	Address 2	<input type="text" value="NONE"/>
Manager	<input type="text" value="DR. PRACTICE MANAGER"/>	Suburb	<input type="text" value="NONE"/>
LSPN	<input type="text"/>	Postal Code	<input type="text" value="0000"/> ?
<input type="checkbox"/> RRMA 3-7		State	<input type="text" value="QLD"/> ▼
		Country	<input type="text" value="AUSTRALIA"/>
Contact Details		Minor ID	<input type="text"/>
Phone 1	<input type="text"/>	Sender Email	<input type="text"/>
Phone 2	<input type="text"/>	HPIO	<input type="text"/>
Fax	<input type="text"/>	Responsible Officer	<input type="text"/>
Email	<input type="text"/>	<input checked="" type="checkbox"/> Set Practice as Default <input type="checkbox"/> Practice Deleted	
Web	<input type="text"/>	Create Date	<input type="text" value="01 / 02 / 2001"/>
		<input type="button" value="Save"/> <input type="button" value="Clear"/> <input type="button" value="Close"/>	

- This will open the HPI-O search
- Fill in the practice details and click on search
- Double Click the correct record
- Verify that the correct number is recorded
- Click on "X" if you want to clear the HPI-O