



ePrescribing – Setup at your Practice

Acknowledgement of Country

“I would like to begin our training by acknowledging the Gadigal of the Eora Nation, the traditional custodians of this land and pay my respects to the Elders past, present and emerging.”



Setting Up ePrescribing in Clinic to Cloud

Agenda

- What is ePrescribing and the benefits.
- How ePrescribing works
- Healthcare Identifiers
- Setting up ePrescribing in Clinic to Cloud
- Product Demonstration of ePrescribing
- ePrescribing FAQs

Recording & Copy of the Notes

This session will be recorded.

A copy of the notes will be emailed to participants

Question and Answer Session

Please submit your questions in the chat window and we will answer them at the end for the presentation.

Evolution of Prescribing

Prescriber full name
Prescriber qualifications
Practice name
Address
Prescriber number
Provider ID (if applicable)
Phone number

Patient's Medicare no. Patient's Ref no.
Patient's full name
Patient's address
Postcode

Entitlement no.
PBS Safety Net entitlement cardholder
Concessionist or dependent PBS beneficiary or PBS Safety Net concession cardholder
Risk appropriate doses
PBS NPBS Brand substitution not permitted

Handwritten notes:
To
Coumadin 5mg 1st
As directed
Subst 6th MID MID
Subst 7th to 10
New gap should be
filled out to 75% max

Prescriber's signature Date
I declare that I have received appropriate training and the appropriate advice to use electronic prescriptions. I am authorised to use electronic prescriptions. (Printed) When only

Patient's or agent's signature Date of supply
Agent's address

Handwritten Prescriptions

Prescriber no.
Prescriber qualifications
Practice name
Address
Prescriber number
Provider ID (if applicable)
Phone number

Patient's Medicare no.
Pharmaceutical benefits entitlement no.
 PBS Safety Net entitlement cardholder (gross relevant to) Concessionist or dependent PBS beneficiary or PBS Safety Net concession cardholder

Patient's name
Address

Date
PBS Brand substitution not permitted

Pharmacist patient COPY

If not a Medical Practitioner, tick your prescriber type:
Dentist Nurse Practitioner Midwife Optometrist

Prescriber to sign original and duplicate Turn over for privacy notice

Computer Generated



Barcoding



Electronic Prescription

The Case for Change

According to the TGA

“It has been estimated that 2-3 per cent of all hospital admissions in Australia are related to medication errors.

As many as 30 per cent of unplanned admissions among patients aged 65 and over are associated with medication problems.

Medication errors resulting in hospitalisation cost approximately \$1.2 billion annually.

Depending on the medicines involved, documented outcomes range from minor to catastrophic.”

<https://www.tga.gov.au/resources/publication/publications/regulation-impact-statement-general-requirements-labels-medicines/what-problem#:~:text=It%20has%20been%20estimated%20that,are%20associated%20with%20medication%20problems.>

What is electronic prescribing?

“Electronic prescribing is an alternative to paper prescriptions, providing patients with convenient access to their medicines, and improving safety by reducing the risk of transcription errors.”

“Electronic prescribing provides a secure, fast, and efficient supply of medicines to Australians – in person via their doctor or telehealth consultation – sent directly to the patient’s mobile phone or email.”



<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers#resources>

What are the benefits of ePrescribing?

The benefits extend to the patient, healthcare provider and, more broadly, the healthcare system. These include:

- Provides an alternative choice for patients and can be a more convenient option
- Supplements delivery of telehealth services to ensure continuity of patient care
- Provides an opportunity to protect community members and healthcare providers from exposure to infectious diseases (such as COVID-19)
- Maintains patient privacy and integrity of personal information through token encryptions and data protection measures
- Reduces the risk of lost paper prescriptions
- Reduces administrative burden for healthcare providers and organisations.

What our customers said

“One of our doctors produces 135 scripts per week and this costs us in stamps, envelopes, and patients losing scripts and us having to reissue them, this has a significant impact on our running costs. Not having E-Scripts is not an option for us.”

Clinic to Cloud Customer Melbourne

Business Case

Stamps 135 X \$1.20 = \$162

Envelopes 135 = \$6.35

\$168.35 Per Week*

\$8,754.64 Per Year

*Does not include admin time, Dr's time, printer, toner, Paper.

How electronic prescribing works

Using an SMS or email 'token' to issue an electronic prescription

1. A patient requires a prescription and has chosen to receive it as an electronic prescription.
2. The prescriber issues the patient with an electronic prescription via SMS or email.
3. The patient takes or shares their electronic prescription token with their preferred pharmacy.
4. The pharmacy scans the token to view the electronic prescription and dispenses the medicine.
5. If the prescription has repeats, then a new token is sent to the patient via SMS or email by the pharmacy.

What is an Active Ingredient Prescribing?

“The active ingredient prescribing (AIP) initiative supports the safe prescribing, dispensing, and appropriate use of medicines.

Under the AIP initiative, prescribers must include the active ingredient names when preparing prescriptions. This means most medicines will be prescribed by their active ingredient, not the brand name.

The AIP applies to most medicines listed on the Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme (RPBS), however there are some exceptions.”

<https://www.health.gov.au/our-work/active-ingredient-prescribing/about>

**Basically,
means
using the
Generic
Brand !**

What is Closing the Gap?



Registering for the Closing The Gap – PBS Co-payment Program

Aboriginal and Torres Strait Islander people who are already registered for the Program as at 30 June 2021, do not need to be re-registered for the Program.

From 1 July 2021, any PBS prescriber or eligible AHP can register eligible Aboriginal and Torres Strait Islander people for the Program. Registration of eligible Aboriginal and Torres Strait Islander people will be via the Services Australia Health Professional Online Services (HPOS) portal and is a one-off registration.

Once an Aboriginal and Torres Strait Islander person has been assessed as being eligible for the program, the PBS prescriber or eligible AHP can authorise a HPOS delegate to act on their behalf to enter the registration details into HPOS. Before they can link their delegate to the HPOS account they will need to register for their own PRODA account.

<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing/for-prescribers#resources>

What are Healthcare Identifiers?



Acronyms Used

CSP – Contracted Service Provider

CTG – Closing the Gap PBS Co-Payment Program

ePrescribing – electronic Prescribing

eRx – The company eRx Script Exchange – www.ernx.com.au

HPI-O – Healthcare Practitioner Identifier – Organisation (e.g. Practice)

HPI-I – Healthcare Practitioner Identifier – Individual (e.g. Dr)

IHI – Individual Healthcare Identifier Individual (Patient)

HPOS – Health Professional Online Services

OMO – Organisation Maintenance Officer

PRODA – Providers Digital Access

RO – Responsible Officer

Steps for Setting Up ePrescribing

1. Register the Practice for a Healthcare Identifier (HPI-O)
 2. Obtain the Practitioners Healthcare Identifier (HPI-I)
 3. Link the Practitioner (HPI-I) to the in Practice (HPI-O) HPOS
 4. Link the Practice to Clinic to Cloud as a CSP
 5. Obtain an eRx Entity ID
 6. Enter the HPI-O In C2C
 7. Enter the HPI-I In C2C
 8. Ensure the eRx entity ID is in C2C
 9. Update your Qualifications in C2C
 10. Understand how to retrieve the IHI
- Send a test ePrescription e.g., Aspirin

1. Register the Practice for a HPI-O

If you are already registered for My Health Record you can skip this step!

If you are unsure if you have previously registered please contact;

Australian Digital Health Agency Connections Help Desk

1300 901 001 or help@digitalhealth.gov.au

1. Register the Practice for a HPI-O

[digitalhealth.gov.au](https://www.digitalhealth.gov.au)
for healthcare providers

[Initiatives](#) [Programs](#) [Training and support](#) [Newsroom](#)

Register your organisation for an HPI-O and with the My Health Record system

The Responsible Officer (RO) of your organisation will need to register the organisation with the HI Service to obtain an HPI-O.

- [Register for a PRODA account](#)
- [Link to Health Professional Online Service \(HPOS\)](#)
- [Register a seed organisation with the Healthcare Identifiers \(HI\) Service](#)
- [Register any networked organisations](#)

Australian Government
Services Australia

PRODA
Provider Digital Access

Register now

There are three steps to create a new account.

- 1 Create account**

Provide your details, create a username and password, and verify your email address.
- 2 Verify documents**

Verify 3 different identity documents.
- 3 Match existing services**

Complete matching process for your existing services.

Australian Government
Services Australia

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Login](#)

Do not have a PRODA account? [Register now](#)
or

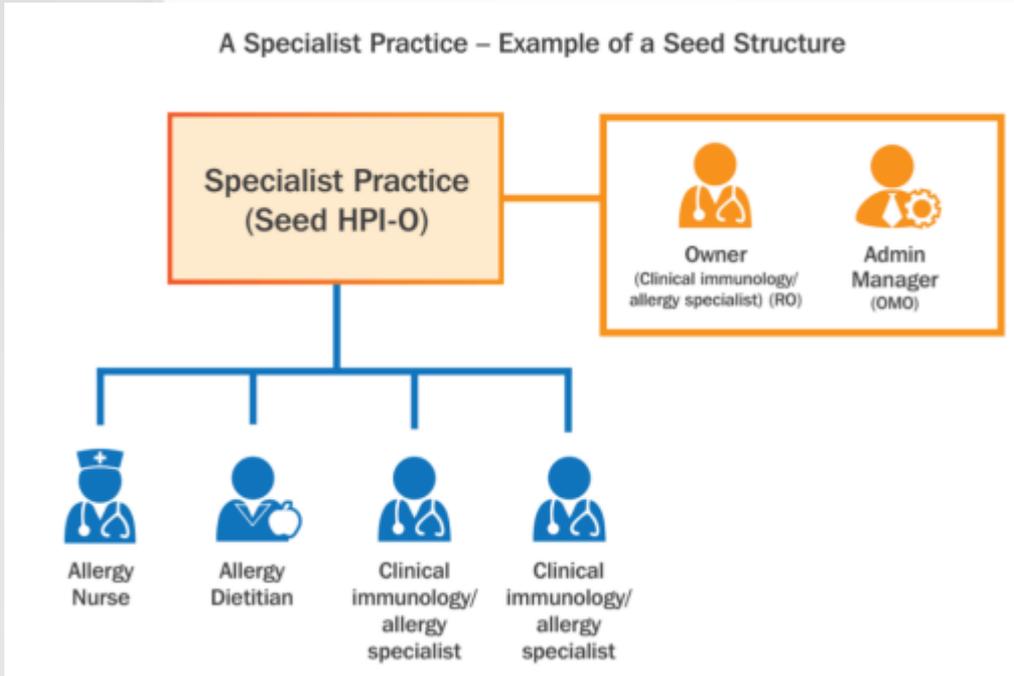
[Login using your Digital Identity](#)

Find out if this option is for you

The practice will need to have one nominated Registered Officer who will complete the registration process. Often the registration process can depend on the organisation structure so we recommend that the practice call and discuss their individual requirement with the Australian Digital Health Agencies Connection team on 1300 901 001 Option 2 or email help@digitalhealth.gov.au

<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/implementing-my-health-record-in-your-healthcare-organisation>

1. Register the Practice for a HPI-O



- RO – Responsible Officer
- OMO – Organisation Maintenance Officer

2. Obtain the Practitioners HPI-I

Option 1

If you know your AHPRA ID simply add 800361 to the front of the ID.

Note your user ID is the number you use to log onto your AHPRA account not your registration number.

Option 2

Call AHPRA on 1300 419 495, Monday to Friday 9am-5pm

Option 3

Call the HI Service enquiry line on 1300 361 457 Monday to Friday 9am-5pm.

Option 4

Log onto PRODA and click link identifiers on the HPOS tile.

Input your AHPRA Registration number and click search.



3. Link the Practice to the Practitioner



The screenshot shows the 'Health Professional Online Services' (HPOS) interface. At the top left, there is a 'MENU' icon and the text 'Health Professional Online Services'. Below this, the heading 'Healthcare identifiers' is displayed. A paragraph explains that users can access parts of the Healthcare Identifiers Service through HPOS and lists available services. A link to 'HI Service' is provided for more information. Under the heading 'HI Services available', a list of services is shown, with 'My organisation details' highlighted by a red box.

Healthcare identifiers

You can access some parts of the Healthcare Identifiers Service through HPOS. The services available are below.

Visit [HI Service](#) for more information.

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](#)

3. Link the Practice to the Practitioner

For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO **HPI-I Links**

Health Professional Online Services

Manage Providers

The providers currently linked to your organisation are displayed below. Select the provider number link, if it is active, to view their Provider Directory details.
To link additional providers to this organisation, select Add.
To remove a provider from this organisation, select Remove for that provider.
If you do not want to continue, select Cancel and you will go back to the Organisation snapshot screen.

Linked providers

HPI-I number	Given name	Family name
There are no associated provider entries for this organisation.		

Add linked provider Cancel

Health Professional Online Services

Add Provider

You can use this screen to link a healthcare provider individual to this organisation.
To locate the person, enter the HPI-I number or RA number and select Search.
If you do not want to continue, select Cancel and you will go back to the Manage providers screen.

Organisation name: Country SA PHN

HPI-I number

RA number

Search Cancel

4. Link the Practice to Clinic to Cloud



The screenshot shows a web interface with a navigation bar containing tabs: Summary, Services, Names, Contacts, Addresses, ELS, OMO, HPLI Links, HPC, CSP Links, and Cer. The 'CSP Links' tab is highlighted in yellow and circled in red. Below the navigation bar, there is a text area that says: "For details of your network, select [Network map](#)." and "The following is list of CSP organisations linked to this organisation. To amend this list, select [Manage CSP links](#)". The 'Manage CSP links' text is also circled in red.

Enter the 16-digit Clinic to Cloud CSP number as below:

8003637500071468

Select the CSP for Clinic to Cloud from the list and click **Confirm**.

4. Link the Practice to Clinic to Cloud



MENU

Home » My programs » My Health Record system - Organisation Registration » My Health Record system Registered Organisations » **Manage Authorisation Links**

Manage Authorisation Links

List of Authorisation Links for

This is a list of Authorisation healthcare provider individuals (Authorisation Links) with access to the My Health Record system provider portal and CSPs with access to the My Health Record system on behalf of your healthcare provider organisation.

Authorisation links for individual healthcare providers can be added by the Responsible Officer or Organisation Maintenance Officer. Authorisation links for CSPs can be added by the Responsible Officer or Organisation Maintenance Officer.

To add a provider or CSP to these lists enter their HPI-I number or CSP Registration number into the input field and select 'Submit'.

To remove a provider or CSP from these lists select the 'Deactivate link' associated to the provider or CSP you want to remove.

Linked CSP Organisations

There are currently no CSP authorisation links for this organisation.

Linked Providers

HPI-I Number	Provider Name	HI Status	Deactivate Link
		Active	Deactivate Link

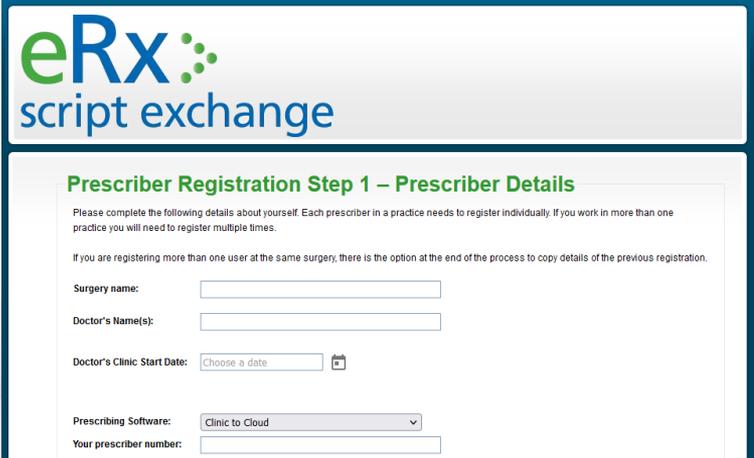
5. Obtain an eRx Entity ID

Register Here
www.ernx.com.au/register/

eRx will email Clinic to Cloud the entity ID.

It will take a few days.

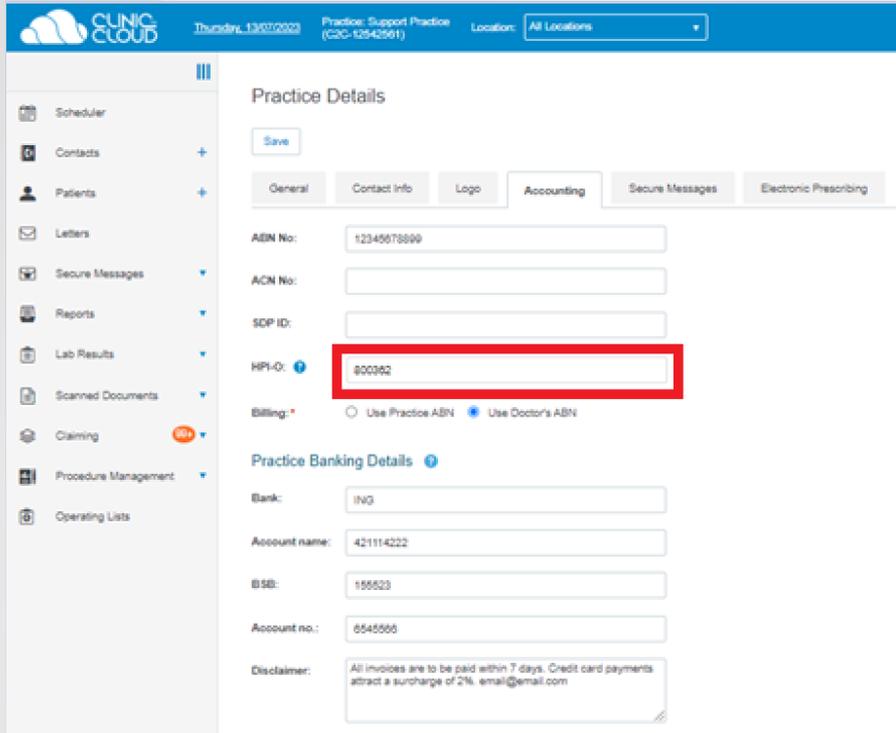
You can check if it has been entered in Clinic to Cloud under user settings.



The screenshot shows the 'eRx script exchange' logo at the top. Below it is the heading 'Prescriber Registration Step 1 – Prescriber Details'. The form contains the following fields and instructions:

- Instructions:** Please complete the following details about yourself. Each prescriber in a practice needs to register individually. If you work in more than one practice you will need to register multiple times.
- Optional Note:** If you are registering more than one user at the same surgery, there is the option at the end of the process to copy details of the previous registration.
- Surgery name:**
- Doctor's Name(s):**
- Doctor's Clinic Start Date:** 
- Prescribing Software:** 
- Your prescriber number:**

6. Entering the HPI-O in Clinic to Cloud



The screenshot shows the 'Practice Details' page in the Clinic to Cloud system. The page has a blue header with the 'CLINIC CLOUD' logo, the date 'Thursday, 13/07/2023', the practice name 'Practice: Support Practice (GFC: 62942991)', and a location dropdown set to 'All Locations'. A left-hand navigation menu includes Scheduler, Contacts, Patients, Letters, Secure Messages, Reports, Lab Results, Scanned Documents, Claiming, Procedure Management, and Operating Lists. The main content area is titled 'Practice Details' and has a 'Save' button. Below this are several tabs: General, Contact Info, Logo, Accounting, Secure Messages, and Electronic Prescribing. The 'Accounting' tab is active. The 'HPI-O' field is highlighted with a red box and contains the value '800362'. Other fields include ABN No (12345678909), ACN No, SDP ID, Billing (Use Practice ABN or Use Doctor's ABN), Practice Banking Details (Bank: ING, Account name: 421114222, BSB: 155503, Account no.: 6545555), and a Disclaimer.

Practice Details

Save

General Contact Info Logo Accounting Secure Messages Electronic Prescribing

ABN No: 12345678909

ACN No:

SDP ID:

HPI-O: 800362

Billing: Use Practice ABN Use Doctor's ABN

Practice Banking Details

Bank: ING

Account name: 421114222

BSB: 155503

Account no.: 6545555

Disclaimer: All invoices are to be paid within 7 days. Credit card payments attract a surcharge of 2%. email@email.com

In Clinic to Cloud click

- Setting
- Practice Details
- Accounting
- Enter the HPI-O
- The HPI-O is 16 Digits
- 800362 Is the start of the HPI-O
- Click Save to store.

7. Entering the HPI-I in Clinic to Cloud

ACCOUNT DETAILS **USER SETTINGS** PROVIDER NUMBER FEE SETTINGS

User Settings

Assign Origin Speech User ID

Current Speech Recognition User: Not Assigned

Origin Speech Username: *

Origin Speech Password: *

Personal Settings

Phone: ABN:

Provider Specialty:

Medical Registration Number: Prescriber Number: eRx Provider Entity ID:

HPI-I:

Please enter at least 10 digits for your HPI-I number

In Clinic to Cloud click

- Settings
- Users
- Click on the name of the user then click the pencil icon.
- Enter the 16 Digit HPI-I
- The HPI-I will start with 800361

8. Ensure the eRx entity ID is in C2C

ACCOUNT DETAILS **USER SETTINGS** PROVIDER NUMBER

User Settings

Assign Origin Speech User ID

Current Speech Recognition User: james.alcorn

Origin Speech Username: * jalcorn@clinetcloud.com.au

Origin Speech Password: *

[Assign](#) [Remove Assignment](#)

Allow Training Period

[Save](#)

Personal Settings

Phone: (0200) 000 - 000 ABN: 12345678912

Provider Specialty: Obstetrics and Gynaecology

Medical Registration Number: Prescriber Number: eRx Provider Entity ID: eg. 0A0BC (5 characters)

HPI-I: 800361 [Reset HPI-I](#) [Verify HPI-I](#)

Please enter the last 10 digits of your HPI-I number



9. Update your Qualifications in C2C

ACCOUNT DETAILS	USER SETTINGS	PROVIDER NUMBER	FEE SETTINGS
-----------------	---------------	-----------------	--------------

User Settings

Assign Origin Speech User ID

Current Speech Recognition User: Not Assigned

Origin Speech Username: *

Origin Speech Password: *

Personal Settings

Phone: ABN:

Provider Specialty:

Medical Registration Number: Prescriber Number: eRx Provider Entity ID:

HPI-I [Reset HPI-I](#) [Verify HPI-I](#)

Please enter the last 10 digits of your HPI-I number



10. Understand how to retrieve the IHI

The screenshot shows the CLOUD patient profile interface. At the top, it displays the date (Thursday, 13/07/2023), practice name (Support Practice), and location (All Locations). The patient's name is Miss Test. A navigation menu on the left includes options like Demographics, Health Status, Referral, Account Info (highlighted with a red box), WorkCover, Documents, Other, Interested Parties, Checklist, and eTask. The main content area shows the Account Info section, which is divided into three columns: Account Type, HEALTH FUND, and CREDIT CARDS. The Account Type column includes fields for Account Holder, Medicare No., Medicare Expiry, DVA, DVA No., DVA Card Expiry, DVA Card Colour, and DVA Disability. The HEALTH FUND column shows Health Fund (None), Membership No., Customer No., Position on a Card No., and Expiry Date. The CREDIT CARDS section indicates the patient doesn't have any cards. The OTHER section includes fields for IHI No. (highlighted with a red box), Pension No., Pension Expiry, HCC No., and HCC Expiry. There are also links for Edit, Clinical File, Invoice History, and Fee Estimate History.

Thursday, 13/07/2023 Practice: Support Practice (C2C-12542561) Location: All Locations

< Back

Miss Test

[Edit](#) [Clinical File](#) [Invoice History](#) [Fee Estimate History](#)

Account Info

Patient Number: 570
No card

Demographics
Health Status
Referral
Account Info
WorkCover
Documents
Other
Interested Parties
Checklist
eTask

Account Type:	Test	MEDICARE	OTHER
Account Holder:	Miss Test. etst KINGS CROSS NSW NSW 2011 Phone: 0400000000	Medicare No:	IHI No:
		Medicare Expiry:	Pension No:
HEALTH FUND		DVA	Pension Expiry:
Health Fund:	None	DVA No:	HCC No:
Membership No:		DVA Card Expiry:	HCC Expiry:
Customer No:		DVA Card Colour:	
Position on a Card No:		DVA Disability:	
Expiry Date:			
CREDIT CARDS			
Patient doesn't have any card.			

Click on Account Info, then click on Edit

10. Understand how to retrieve the IHI

✓ Mr Will Hyde

Save Cancel

Account Info

Account Type: Private

Account Holder: Start typing Surname, Name or Company name
Mr Will Hyde
151 East PJ
CHATSWOOD NSW 2067
Phone: 0000000000

HEALTH FUND

Health Fund: <select value>

Membership No:

Customer No:

Position on a Card No:

Expiry Date:

MEDICARE

Medicare No: 2953-29709-1 1

Medicare Expiry:

DVA

DVA No:

DVA Card Expiry:

DVA Card Colour: <select value>

DVA Disability:

OTHER

Pension No:

Pension Expiry:

HCC No:

HCC Expiry:

Register for Closing the Gap

Individual Healthcare Identifier Number - IHI Reset IHI

800360 80002 27843 Verify IHI

Please click Verify IHI to update Will's IHI

IHI Last Updated

16 Aug 2023 at 05:05:01 pm

✓ IHI Active - Verified

IHI History

8003608000227843 - Active - Verified - 8/16/2023

Send clinical information to My Health Record

Click Save



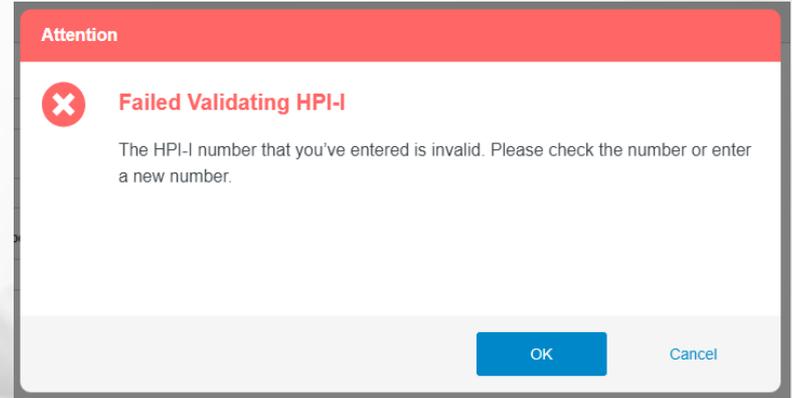
Product Demonstration



FAQ – When I enter the HPI-I it comes up invalid

Before you can enter the HPI-I the practices HPI-O must be entered first, then the practice must link the HPI-I in PRODA and the Practice must be linked to Clinic to Cloud as a CSP.

It is important these steps are completed first or the invalid IHI message will come up.



FAQ – Can ePrescribing be used without Healthcare Identifiers

No, the HPI-I, IHI and HPI-O must all be obtained before an ePrescription can be created.

Five things must be available for ePrescribing to work

1. HPI-O
2. HPI-I
3. Qualifications
4. eRx entity ID
5. IHI



FAQ – Do I need a MIMs Subscription

A MIMs subscription is optional.

However, it is very valuable as ePrescribing uses Active Ingredient Prescribing and can make it much easier to use ePrescribing.

The image displays two screenshots from the Alcorn software interface. On the left is a vertical navigation menu with the following items: My Settings, Practice Details, Locations, Users, User Audit Log, Online Payments, Define Your C2C, Doctor Schedules, Doctor Favourites, Patient Notifications, Patient Portal, Funds and Schedules, Non-MBS Items, Practice Middleware, Labels, Letter Templates, Fee Estimate Templates, Checklist Templates, MIMs, Tyro, and Xero. The 'MIMs' item is highlighted. The main content area shows the 'MIMs' toggle switch, currently set to 'Turn Off', with a '+ New Subscription Requests' button below it. On the right is a 'Create MIMs Subscription Requests' dialog box with the following fields: 'Who is requesting a MIMs subscription?' (Doctors: *), 'Who can MIMs speak to regarding the subscription?' (First Name: *, Last Name:), and 'What is the best way to reach you?' (Mobile Phone: *, Work Phone: *, Email: *). 'Send' and 'Cancel' buttons are at the bottom right.

FAQ – Can our Test Patient be used

The test patient the practice uses for training cannot be used as it does not have an IHI.



FAQ – Who Pays for the SMS Messages?

- The 15-cent electronic prescription fee (EPF) paid to pharmacies via the Community Pharmacy Agreement will end on 30 June 2023.
- The Australian Digital Health Agency will continue to reimburse the cost of electronic prescribing SMS notifications to 30 September 2023.
- SMS notifications will then be funded through the national prescription delivery service.

https://www.health.gov.au/sites/default/files/2023-05/connecting-to-the-national-prescription-delivery-service_0.pdf

Changes to SMS

Question	Response
How does the SMS fee work?	SMS notifications fee for electronic prescriptions will continue to be reimbursed by the department to ensure that no out of pocket expenses are incurred by healthcare providers. The existing arrangements with the SMS notifications gateway service providers will remain in place until 30 September 2023. From 1 October 2023, SMS subsidies will continue using a single SMS gateway service provided by Fred IT.
Will there be a service for users to be notified of successful delivery under the single service model?	At this stage there are no changes planned for the Fred IT SMS gateway. This does not preclude changes in the future should the department/industry require it.
Will there be charges to software providers for SMS notifications post 30 September 2023?	For those who utilise the new Government-funded Fred IT SMS gateway there will be no charge for SMS notifications from 30 September 2023.
With the ending of SMS service options, will there be SLAs placed on delivery?	At this stage there are no changes planned for the Fred IT SMS gateway and associated service levels. This does not preclude changes in the future should the department/industry require it.

Important Contacts

Australian Digital Health Agency Connections team 1300 901 001 Option 2 or email help@digitalhealth.gov.au

eRx - www.erp.com.au/register/ 1300 700 921 support@erp.com.au

Healthcare Identifiers 1300 361 457

PRODA 1800 700 199 or email proda@servicesaustralia.gov.au



Q&A Session



Do we have to register for My Health Record before we can get HPI-O or HPII?

The HPI-I is automatically available from AHPRA

The practice needs to apply for a HPI-O

If you have already got My Health Record you do not need to apply again for the HPI-O.



Will AHPRA give the HPI-I to a practice manager?

AHPRA Will only give the HPI-I to the registered practitioner.

AHPRA issues an HPI-I to every registered practitioner in the National Scheme. The HPI-I number can be obtained by logging into AHPRA's [online portal](#).

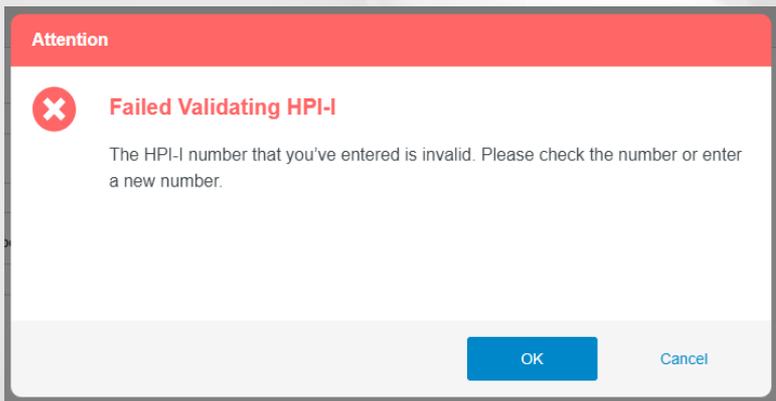


When we enter our HPI-I in C2C, it is not able to be verified

The HPI-O needs to be entered first in Clinic to Cloud.

The next step is the clinicians need to be linked in HPOS.

The last step is that the practice needs to link Clinic to Cloud as a CSP or Contracted Service Provider.



Do we need the doctors to do something to link HPI-I to the HPI-O on the doctor's PRODA?

The HPI-I needs to be linked to the HPI-O in PRODA.

If a new doctor joins the practice they will need to be linked, and if a doctor leaves they will need to be removed in PRODA.

The HPI-O needs to be linked to Clinic to Cloud as a Contracted Service Provider.

As a prescriber, this seems more convoluted than the good old paper-based scripts I currently use through C to C. What is the advantage of this to me or the patient?

The advantage of using ePrescribing include;

Patient

- Safer as the correct medication as it reduces the chance of a transcription error from the pharmacy typing the prescription.
- The prescription goes to their phone, patient less likely to lose their phone than a printed script.

Clinician

- Does not have to use a printer
- For telehealth does not have to mail the script to the patient.
- Saves time.
- Do not have to reprint lost prescriptions.

Other advantages are in the presentation.

Does this approval number have to be done every single time something is prescribed? or can certain doctors get just a special number to use all the time?

The approval number has to be given every single time an authority PBS prescription is prescribed and approved by:

- calling Services Australia Telephone Authority Applications Free call service 1800 888 333 or
- using the [Services Australia PBS authorities website](#).

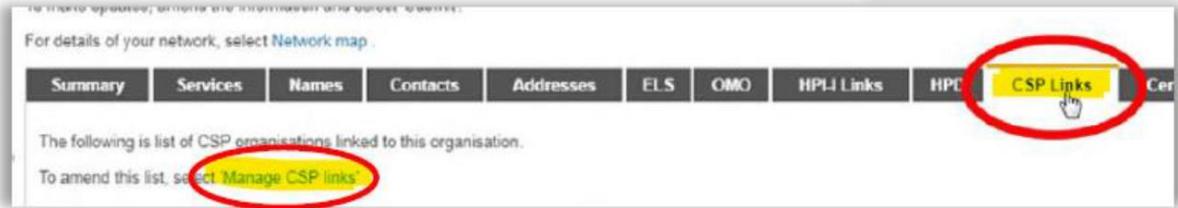
The approval number must be included on the PBS prescription to enable the pharmacist to supply the medication. A prescriber who is granted approval but decides not to continue with therapy should advise Service Australia.

Currently, there is no one special number for doctors to use all the time when prescribing an authority PBS prescription.

Where is CSP in Clinic to Cloud?

The CSP Is not located in Clinic to Cloud.

This is done in HPOS, you don't need to enter anything in Clinic to Cloud.



The screenshot shows a web interface with a navigation bar containing tabs: Summary, Services, Names, Contacts, Addresses, ELS, OMO, HPLI Links, HPC, CSP Links, and Cer. The 'CSP Links' tab is highlighted in yellow and circled in red. Below the navigation bar, the text reads: 'The following is list of CSP organisations linked to this organisation. To amend this list, select **Manage CSP links**'.

Enter the 16-digit Clinic to Cloud CSP number as below:
8003637500071468

Select the CSP for Clinic to Cloud from the list and click **Confirm**.

Is the IHI automatically generated by the system?

The Individual Healthcare Identifier for a patient is generated by the Healthcare Identifiers service. More information can be found here.

<https://www.health.gov.au/topics/health-technologies-and-digital-health/about/healthcare-identifiers>

<https://www.servicesaustralia.gov.au/how-to-get-individual-healthcare-identifier?context=22591>

Clinic to Cloud uses the patient's information to verify and retrieve the IHI

You will also have to manually get for all patients on your database

The IHI is retrieved by going into the patient demographics, then clicking on edit, and save. At this stage it is a manual process that needs to be completed by the Doctor.

Mr Will Hyde

Save Cancel

Account Info

Account Type: Private

Account Holder: Mr Will Hyde
131 East Pl
CHATSWOOD NSW 2067
Phone: 0000000000

HEALTH FUND

Health Fund: <select value>

Membership No:

Customer No:

Position on a Card No:

Expiry Date:

MEDICARE

Medicare No: 2953-29709-1 1

Medicare Expiry:

DVA

DVA No:

DVA Card Expiry:

DVA Card Colour: <select value>

DVA Disability:

OTHER

Pension No:

Pension Expiry:

HCC No:

HCC Expiry:

Register for Closing the Gap

Individual Healthcare Identifier Number - IHI Reset IHI

800360 80002 27843 Verify IHI

Please click Verify IHI to update Wife's IHI

IHI Last Updated

16 Aug 2023 at 05:05:01 pm

✓ IHI Active - Verified

IHI History

8003608000227843 - Active - Verified - 8/16/2023

Send clinical information to My Health Record

Authorisation number vs. authority number?

There is different naming conventions in different states. These are what the authorisation number is referred to in your relevant state/territory:

- NSW and NT it is called Authorisation number.
- WA and TAS it is called Authority number.
- QLD and ACT it is called Approval number.
- SA it is called Permit number.
- VIC it is called Warrant number.

This number is required when a medication is a **Schedule 8 (S8)** for **controlled substance**.

Our clinic does not wish to turn on My Health Record

My Health Record is currently not mandated by the government, but as a Healthcare provider, it is recommended to offer this service to consumers who have medical conditions.

My Health Record is consumer-controlled, and there is no obligation to have a My Health Record.

A consumer can opt out of the program at any time.

Can nurses use electronic prescription or is it only for the doctors?

Clinic to Cloud have nurses with prescribing rights who are using ePrescribing.

Practices should make their own enquiries about this, below is a link for more information and a good starting point.

https://www.pbs.gov.au/info/healthpro/explanatory-notes/section1/Section_1_2_Explanatory_Notes



THANK YOU

