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**Clinical Information Systems Connecting to  
the PCEHR System**

**Use Cases v1.1  
Amendment 1: Assisted Registration**

7 March 2013

**National E-Health Transition Authority Ltd**

Level 25

56 Pitt Street

Sydney, NSW, 2000

Australia

[www.nehta.gov.au](http://www.nehta.gov.au)

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# Document information

## Key information

**Owner** Head of Product Delivery

**Contact for enquiries** t: 1300 901 001  
e: servicedesk@nehta.gov.au

## Approvals

This document has been approved on the basis that the appropriate input has been obtained during its development.

Head of Product Delivery

7 March 2013

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# 1 Introduction

This document lists the amendments to the Use Cases document for Clinical Information Systems connecting to the PCEHR System, version 1.1, 6 September 2012 to cover assisted registration of an eHealth record for an adult and child.

## 1.1 Related documents

- Clinical Information Systems Connecting the PCEHR System – Conformance Requirements v1.5, 6 September 2012.
- Clinical Information Systems Connecting to the PCEHR System – Conformance Requirements v1.5, Amendment 1: Assisted Registration, 7 March 2013.

# 2 Amendments

## 2.1 Addition to Section 1.3, Scope

Add the following to the end of the list in section 1.3:

- Assisted Registration: Assisted registration of an eHealth record for an adult and child. (Assisted registration for newborns and bulk registration for lead sites is not in scope.)

## 2.2 Additions and replacements for Section 2, Glossary, acronyms and abbreviations

Add the following column to the right-hand side of the table in section 2:

Previously known term

### 2.2.1 Additional terms for Section 2

Add the following to the table in Section 2:

Adult	In the context of this document, an adult refers to a person 14 years or older.	
Assisted Registration	Assisted registration means the process, in accordance with subrule 5(2), in which a registered healthcare provider organisation assists a consumer to apply to register for a PCEHR [DOHA2012].	
Assisted Registration Form	Refers to a paper form that has to be completed by the healthcare recipient or authorised representative before an Authorised Employee can assist with registering the person for a PCEHR record.	
Authorised Employee	An employee of a healthcare organisation who is authorised by that organisation for the purpose of assisting with eHealth record registration.	

Child	In the context of this document, a child refers to a person that is on the same Medicare card as the authorised representative.	
CIS	Clinical Information System	
Department of Health and Ageing	The Commonwealth Department of Health and Ageing has a diverse set of responsibilities and aims to deliver better healthcare services for all Australians including the eHealth record system.	
DoHA	Department of Health and Ageing	
eHealth record	<p>An eHealth record of an individual means the record of information that is created and maintained by the System Operator in relation to the individual, and information that can be obtained by means of that record, including the following:</p> <ul style="list-style-type: none"> <li>• information included in the entry in the Register that relates to the individual;</li> <li>• health information connected in the eHealth record system to the individual;</li> <li>• other information connected in the eHealth record system to the individual, such as information relating to auditing access to the record; and</li> <li>• back-up records of such information.</li> </ul>	PCEHR
eHealth record system	<p>The eHealth record system is a system that is for:</p> <ul style="list-style-type: none"> <li>• the collection, use and disclosure of information from many sources using telecommunication services and by other means, and the holding of that information, in accordance with individuals' wishes or in circumstances specified in the PCEHR Act; and</li> <li>• the assembly of that information using telecommunication services and by other means so far as it is relevant to a particular individual, so that it can be made available, in accordance with the individual's wishes or in circumstances specified in the PCEHR Act, to facilitate the provision of healthcare to the consumer or for purposes specified in the PCEHR Act;</li> <li>• that involves the performance of functions under the PCEHR Act by the System Operator.</li> </ul> <p>The eHealth record system was launched on 1 July 2012 and provides a way of managing health information online that will make it more accessible to Australians who choose to sign up with the system, and their chosen healthcare providers.</p> <p>The eHealth record system is supported by a legislative framework consisting of the Personally Controlled Electronic Health Records Act 2012, Healthcare Identifiers Act 2010, Personally Controlled Electronic Health Records Regulation 2012, Healthcare Identifiers Regulations 2010 and PCEHR Rules.</p>	PCEHR System

Healthcare Identifiers Service	The Healthcare Identifiers (HI) Service enables unique identifiers to be created for individuals and healthcare providers across the Australian health system – see IHI, HPI-I and HPI-O.	
Healthcare organisation	A healthcare organisation is an entity, or a part of an entity, that has conducted, conducts, or will conduct, an enterprise that provides healthcare (including healthcare provided free of charge). An example of a healthcare organisation is a public hospital or a corporation that runs a medical centre.	
Healthcare professional	A healthcare professional is a person who is involved in or associated with healthcare delivery. For the purposes of the eHealth record system, a healthcare professional is a person who has an HPI-I and is authorised by a registered healthcare organisation to access the eHealth record system on their behalf.	
Healthcare Provider Identifier - individual	The Healthcare Provider Identifier for individuals (HPI-I) is a 16-digit unique number used to identify individual healthcare professionals who deliver healthcare in the Australian healthcare setting.	HPI-I
Healthcare Provider Identifier - Organisations	The Healthcare Provider Identifier for Organisations (HPI-O) is a 16-digit unique number used to identify organisations who deliver healthcare in the Australian healthcare setting.	HPI-O
HI Service	Healthcare Identifiers Service	
Identity verification code	The identify verification code is a code generated during the consumer registration process. The IVC proves that their identity has been verified by the eHealth record system. The IVC is used to access the individual's eHealth record online for first time.	
IVC	Identify verification code	
Parental declaration	A declaration made by an adult having parental responsibility	
Parental responsibility	<p>Parental responsibility means:</p> <ul style="list-style-type: none"> <li>The adult is the child's parent (including a person who is presumed to be the parent because of a presumption (other than in section 69Q) in Subdivision D of Division 12 of Part VII of the <i>Family Law Act 1975</i>) and the adult has not ceased having parental responsibility because of an order made under the <i>Family Law Act 1975</i> or a law of a state or territory; or</li> <li>The adult is subject to a parenting order within the <i>Family Law Act 1975</i> which provides that the child is to live with the adult, the child is to spend time with the adult, or the adult is responsible for the child's</li> </ul>	

	<p>long-term or day-to-day care, welfare and development; or</p> <ul style="list-style-type: none"> <li>The adult is entitled to guardianship or custody of or access to the child under a law of the Commonwealth, a state or a territory.</li> </ul>	
System Operator	The System Operator of the eHealth record system is the person with responsibility for establishing and operating the eHealth record system. The System Operator is the Secretary of the Department of Health and Ageing.	

### 2.2.2 Replacement terms for Section 2

Replace existing terms with the following in Section 2:

Authorised representative	An authorised representative is a person authorised under a law of the Commonwealth, a state or a territory, or a decision of an Australian court or tribunal, or otherwise deemed an appropriate person by the System Operator, to act on behalf of an individual.	
Clinical Information System	CIS is a computer based system that provides a clinical data repository that stores clinical data such as the patient's history of illness and the interactions with care providers.	

### 2.2.3 Deletion of terms for Section 2

Remove the following terms in Section 2:

PCEHR	Personally Controlled Electronic Health Record
PCEHR System	The national software system that contains Personally Controlled Electronic Health Records

## 2.3 Addition: New Section 7

Add the following new section after page 35, following Section 6:

# 7 Assisted Registration

This section contains business use cases for Assisted Registration.

## 7.1 UC.CIS.501 – Assisted PCEHR registration of an adult

<b>Use Case Name</b>	UC.CIS.501 – Assisted PCEHR registration of an adult
<b>Use Case #</b>	004894



<b>Role</b>	<ul style="list-style-type: none"><li>• Authorised Employee</li><li>• CIS</li></ul>
<b>Purpose</b>	To assist a consumer with registering an eHealth record.
<b>Outline</b>	Enables an Authorised Employee to assist a consumer (adult) to register an eHealth record.
<b>Occasions of Use</b>	The consumer supplies sufficient information to the Authorised Employee to assist the consumer (adult) to register an eHealth record.
<b>Pre-Conditions</b>	<ul style="list-style-type: none"><li>• Consumer wishes to register an eHealth record.</li></ul>
<b>Post-Conditions</b>	<ul style="list-style-type: none"><li>• On success, the consumer (adult) has successfully registered an eHealth record.</li><li>• On success, the paper assisted registration form has been captured for further processing.</li><li>• Upon failure, the consumer (adult) has not registered an eHealth record.</li><li>• Upon failure, the assisted registration form has been disposed of.</li></ul>

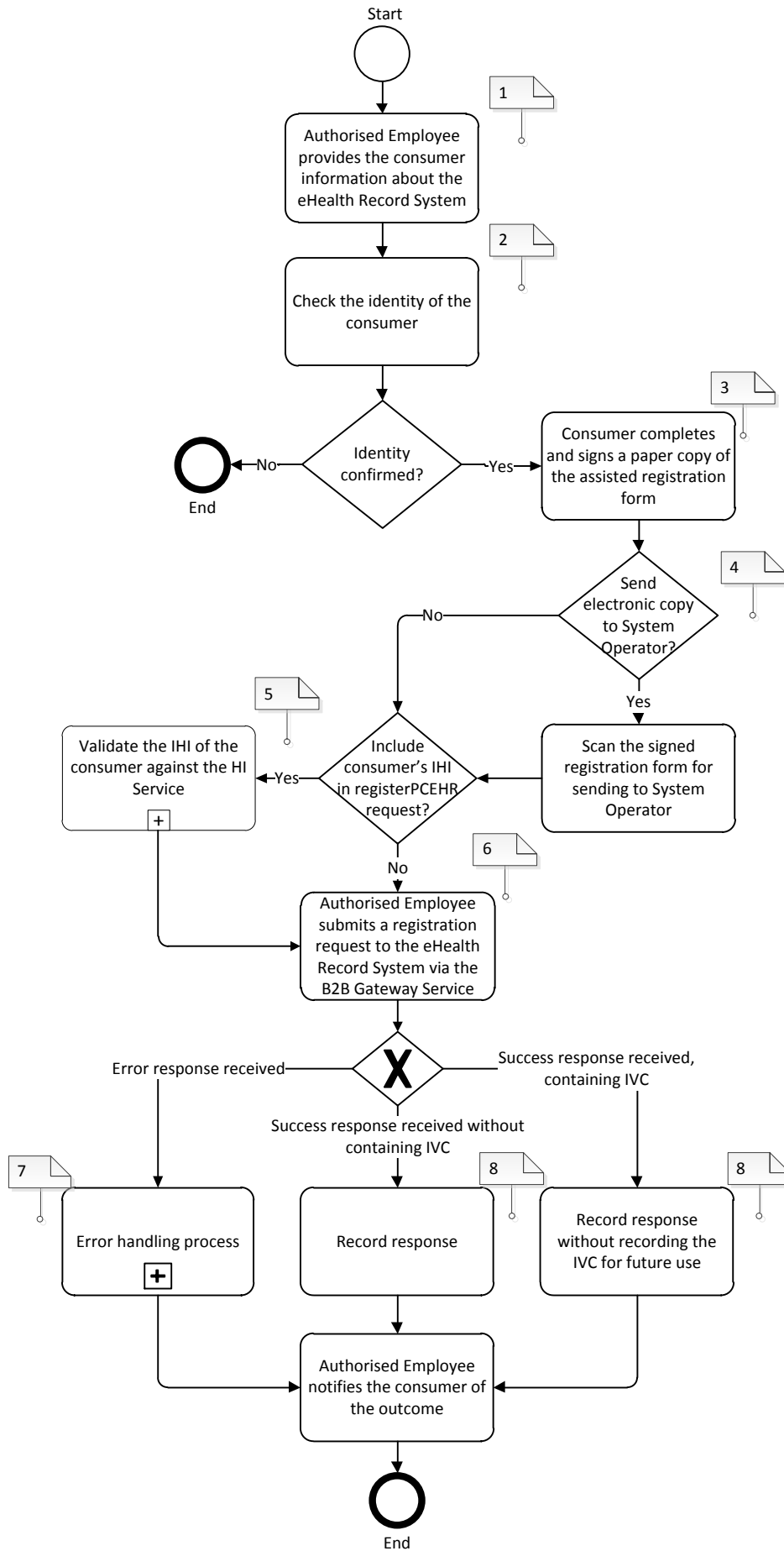


Figure 1: UC.CIS.501 – Assisted PCEHR registration of an adult

<b>Notes</b>	<p><b>1 Supply of relevant eHealth information</b></p> <p>The consumer is given information about the eHealth record system (including the PCEHR privacy statement) to read.</p> <p><b>2 Check the identity of the consumer</b></p> <p>It is important that the identity of the consumer is known before the authorised employee can assist the consumer to register an eHealth record. The authorised employee shall sight documentation that verifies the identity of the consumer (adult) before assisting the consumer to register an eHealth record. An authorised employee ensures the consumer meets one of the approved identify verification models [DOHA2012].</p> <p>The authorised employee must ensure the details of the consumer match the consumer details as recorded by the healthcare organisation and on the registration form. These details include surname, first name, sex, date of birth, Medicare / DVA number and indigenous status.</p> <p><b>3 Completion of the assisted registration form</b></p> <p>The consumer completes and signs the assisted registration form used by the authorised employee.</p> <p>The form records demographic details of the consumer, including consent for the registration of an eHealth record and the uploading of information, and an indication of how the consumer would like their identify verification code (IVC) to be returned (if requested).</p> <p><b>4 Electronic copy of completed and signed assisted registration form</b></p> <p>The healthcare organisation collects the consumer's consent on a paper copy of the assisted registration form, and either stores the form locally for no less than 3 years or sends it to the System Operator for storage within 30 days of the consumer signing the assisted registration form.</p> <p>The authorised employee may send an electronic copy of the assisted registration form to the System Operator with the registration request, or the healthcare organisation may email the form within 30 days of the consumer signing the assisted registration form.</p> <p>It is the policy decision of the healthcare organisation as to when, within the 30 days, it will forward the copy.</p> <p>If the registration request was not successful, the assisted registration form does not need to be retained or sent to the System Operator, and should be disposed of.</p> <p><b>5 Validate IHI against the HI Service</b></p> <p>The eHealth record system requires the CIS to supply either an IHI or demographics (i.e. name, sex, DOB, Medicare/DVA/military card details) of the consumer in the registerPCEHR request. If the IHI is included in the request, the IHI is required to be validated against the HI Service before submitting the request to the eHealth record system. This allows the authorised employee to verify that the IHI is verified and active, and is the correct IHI for the consumer.</p> <p>If the IHI is not known, the authorised employee may choose to obtain the IHI from the HI Service.</p> <p>Details of IHI search and validation are available in the HI business use</p>
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	<p>cases [NEHTA2012h] and conformance requirements [NEHTA2012i].</p> <p><b>6 Register an eHealth record</b></p> <p>The registerPCEHR B2B gateway service is invoked to register the consumer's eHealth record [NEHTA2012j, NEHTA2012k].</p> <p><b>7 Error response handling process</b></p> <p>The clinical information system is expected to correctly handle error messages received from the eHealth record system. The reason for failing to successfully register for an eHealth record is expected to be presented to the authorised employee in such a manner that the reason is comprehensible to both the authorised employee and consumer. The authorised employee is therefore able to advise the consumer of the reason for the failure to register an eHealth record.</p> <p><b>8 Record eHealth record system response</b></p> <p>The response returned from the eHealth record system is recorded for the purpose of communicating the outcome to the consumer.</p> <p>The response may also be recorded electronically by the clinical information system, printed or manually noted for the purpose of record keeping.</p> <p>If the IVC is contained in the response returned from the eHealth record system, the IVC shall not be recorded for future use, other than audit purposes.</p>
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## 7.2 UC.CIS.502 – Assisted PCEHR registration of a child

<b>Use Case Name</b>	UC.CIS.502 – Assisted PCEHR registration of a child
<b>Use Case #</b>	004902
<b>Role</b>	<ul style="list-style-type: none"> <li>• Authorised Employee</li> <li>• CIS</li> </ul>
<b>Purpose</b>	To enable the Authorised Representative to assist the consumer (child) to register an eHealth record.
<b>Outline</b>	Enables an Authorised Employee to assist a consumer (child) to register an eHealth record.
<b>Occasions of Use</b>	The Authorised Representative supplies sufficient information to the Authorised Employee to assist the Authorised Representative to register an eHealth record for the consumer (child).
<b>Pre-Conditions</b>	Authorised Representative wishes to register a child's eHealth record.

<b>Post-Conditions</b>	<ul style="list-style-type: none"><li>• On success, an eHealth record is registered for the consumer (child).</li><li>• On success, the paper assisted registration form has been captured for further processing.</li><li>• Upon failure, an eHealth record is not registered for the consumer (child).</li><li>• Upon failure, the assisted registration form has been disposed of.</li></ul>
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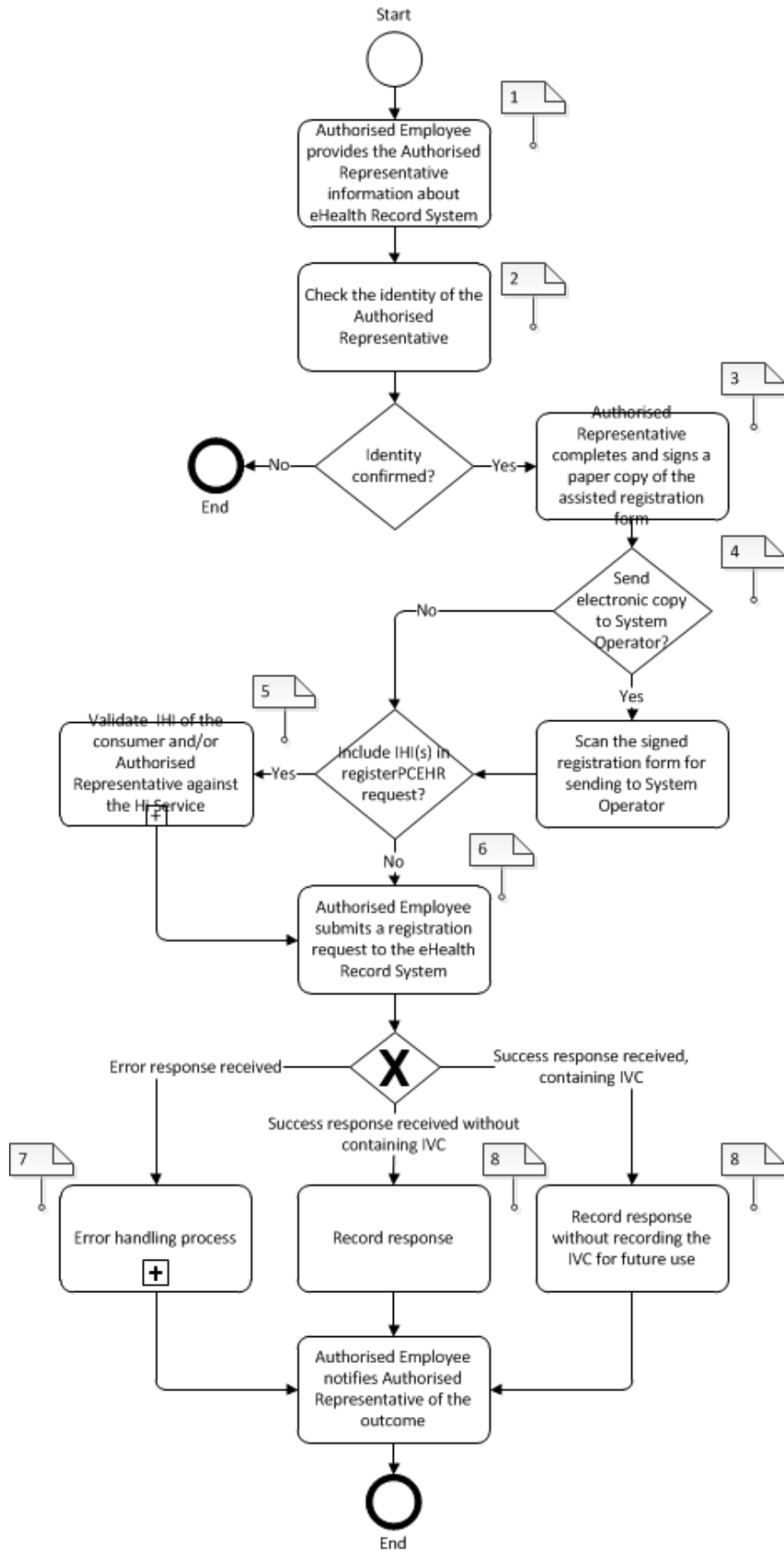


Figure 2: UC.CIS.502 – Assisted PCEHR registration of a child

<b>Notes</b>	<p><b>1 Supply of relevant eHealth information</b></p> <p>The authorised representative is given information about the eHealth record system (including PCEHR privacy statement) to read.</p> <p><b>2 Check the identity of the authorised representative</b></p> <p>It is important that the identity of the consumer is known before the authorised employee can assist with registering a consumer's eHealth record. The authorised employee shall sight documentation that verifies the identity of the authorised representative before assisting with the registration. The authorised employee ensures the authorised representative meets one of the approved identify verification models [DOHA2012].</p> <p>The authorised employee must ensure the details of the authorised representative match the authorised representative details as recorded by the healthcare organisation and on the assisted registration form. These details include surname, first name, sex, date of birth, and Medicare number.</p> <p>The consumer (child) must appear on the authorised representative's Medicare card. DVA and Military Health Identifier details cannot be used.</p> <p><b>3 Completion of the assisted registration form</b></p> <p>The authorised representative completes and signs the assisted registration form on behalf of the consumer (child).</p> <p>The assisted registration form records demographic details of the consumer and authorised representative, including consent given for the registration of an eHealth record, the uploading of information, parental declaration, and an indication of how the authorised representative would like the identify verification code (IVC) to be returned (if requested).</p> <p><b>4 Electronic copy of completed and signed assisted registration form</b></p> <p>The healthcare organisation collects the authorised representative's consent on a paper copy of the assisted registration form, and either stores the assisted registration form locally for no less than 3 years or sends it to the System Operator for storage within 30 days of the authorised representative signing the assisted registration form.</p> <p>The authorised employee may send an electronic copy of the assisted registration form to the System Operator with the registration request, or the healthcare provider organisation may email the assisted registration form within 30 days of the authorised representative signing the registration form.</p> <p>It is the policy decision of the healthcare organisation as to when, within the 30 days, it will forward the copy. If the registration request was unsuccessful, the assisted registration form need not be retained or sent to the System Operator.</p> <p><b>5 Validate IHI against the HI Service</b></p> <p>The PCEHR requires the CIS to supply either an IHI or demographics (i.e. name, sex, DOB, Medicare/DVA/military card details), of the consumer and/or authorised representative, in the registerPCEHR request. If the IHI is included in the request, the IHI</p>
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	<p>shall be validated against the HI Service before the request is submitted to the eHealth record system. This allows the authorised employee to verify that the IHI is verified and active, and is the correct IHI for the healthcare recipient and/or authorised representative.</p> <p>If the IHI is not known, the authorised employee may choose to obtain the IHI from the HI Service.</p> <p>Details of IHI search and validation are available in the HI business use cases [NEHTA2012h] and conformance requirements [NEHTA2012i].</p> <p><b>6 Register for a PCEHR</b></p> <p>The registerPCEHR B2B gateway service is invoked to register the healthcare recipient's eHealth record [NEHTA2012j] &amp; [NEHTA2012k].</p> <p><b>7 Error response handling process</b></p> <p>The clinical information system is expected to correctly handle error messages received from the eHealth record system. The reason for failing to successfully register an eHealth record is expected to be presented to the authorised employee in such a manner that the reason is comprehensible to both the authorised employee and authorised representative. The authorised employee is therefore able to advise the authorised representative of the reason for the failure to register an eHealth record.</p> <p><b>8 Record eHealth record system response</b></p> <p>The response returned from the PCEHR system is recorded for the purpose of communicating the outcome to the authorised representative.</p> <p>The response may also be recorded electronically by the clinical information system, printed or manually noted for the purpose of record keeping.</p> <p>If the IVC is contained in the response returned from the eHealth record system, the IVC shall not be recorded for future use, other than audit purposes.</p>
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## 2.4 Addition to Appendix A: References

Add the following to Appendix A: References:

- [DOHA2012] PCEHR (Assisted Registration) Rules 2012, DoHA, 2012  
Available at <http://www.comlaw.gov.au/Details/F2012L02383>,  
Last accessed 7 January 2013
- [DOHA2013] Assisted Registration: A guide for healthcare provider organisations, DoHA, 2013  
Available at [ehealth.gov.au](http://ehealth.gov.au)  
Last accessed 25 January 2013
- [NEHTA2012h] Healthcare Identifiers Business Use Cases, version 2.3, NEHTA, 2012
- [NEHTA2012i] Use of Healthcare Identifiers in Health Software Systems – Conformance Requirements, version 2.0, NEHTA, 2012



- [NEHTA2012j] PCEHR Registration Service – Technical Service Specification v1.1, NEHTA, 2012
- [NEHTA2012k] PCEHR Registration Service - Logical Service Specification, version 1.1, NEHTA, 2012

# Appendix A Change log

The table below lists the major changes and fixes applied to the previous version of this document, dated 28 February 2013.

<b>ID</b>	<b>Section</b>	<b>Change Detail</b>	<b>Rationale</b>
1	1	Included Introduction section	Provide an introduction to this document
2	2	Added new section 'Amendments'	Provide a new section for the amendments
3	2	Removed Indigenous status from note 2 of use case UC.CIS.502	Align with NEHTA technical specifications
4	All	Title change to include version being amended Editorial review and reformatted to latest template	Meet quality criteria for publication