



My Health Record Software Vendor Support

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Support contacts

Department of Human Services

Online Technical Support

The Online Technical Support (OTS) section is the first point of contact for software vendors. Depending upon the situation there are two options:

OTS Liaison

OTS Liaison supports new software vendors by distributing information (e.g. agreements, developer's kit, documents, software, and notifications). They are also responsible for customer relationship management and liaising with the relevant business area.

OTS Helpdesk

The OTS Helpdesk helps software vendors diagnose and resolve technical issues during the testing and production stages.

Operating hours: 8.30am-5.00pm Monday to Friday (AEST).

Australian Digital Health Agency

Innovation, Implementation & Support Services

The Innovation, Implementation & Support Services team at the Australian Digital Health Agency assist software vendors developing products that connect to the My Health Record system. They provide expert advice regarding architectural and technical aspects of specifications for software products that transact with the My Health Record system.

My Health Record System Operator

The My Health Record Operations Team manages the day to day operational activities of the My Health Record System. They provide an after-hours helpline for serious incidents which may include any matter referring to **clinical safety (missing, incorrect or misleading information), privacy, fraud or security** due to the My Health Record System availability or the integrity of the system.

Getting help

Testing registration

If you require assistance with the process of registration for My Health Record testing, please contact Department of Human Services (DHS) on:

Email: otsliaison@humanservices.gov.au

Phone: 1300 550 115

During testing

If you require technical assistance during the testing phase, please contact DHS (OTS) on:

Email:

myhealthrecord.otshelpdesk@humanservices.gov.au

Phone: 1300 550 115 (Business hours AEST)

During development

If you require assistance with developing your software, please contact the Australian Digital Health Agency:

Email: help@digitalhealth.gov.au

Phone (in Australia): 1300 901 001

In production – business hours

If you want to report a technical issue the first point of contact is DHS (OTS):

Email: otsliaison@humanservices.gov.au

Phone: 1300 550 115

In production – after hours

If you want to report a serious issue impacting providers use of the My Health Record system where an error or other issue in the software will, or has the potential to, impact on the **operation, clinical safety (missing, incorrect or misleading information), privacy, fraud, security or reputation** of the My Health Record system call My Health Record Incident Support.

Phone: 1800 723 471 (Option 2)

Participating as a Contracted Service Provider

Guidance about registering in the My Health Record system as a Contracted Service Providers can be found at:

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/contracted-service-provider-registration>

Contact summary

OTS Liaison (new vendors)

Phone: 1300 550 115

Fax: 02 6124 6633

Email: otsliaison@humanservices.gov.au

Australian Digital Health Agency (Development Assistance)

The My Health Record website also provides a link through to the website dedicated to developers of software that connects to the My Health Record system:

Software developers' resource centre

(<https://www.digitalhealth.gov.au/implementation-resources>)

Phone: (in Australia): 1300 901 001

Email: help@digitalhealth.gov.au

OTS Helpdesk (technical support Business hours AEST)

Phone: 1300 550 115

Fax: 02 6143 7040

Email:

myhealthrecord.otshelpdesk@humanservices.gov.au

OTS eCertificates

Phone: 1800 700 199 (Option 3)

Fax: (02) 1300 134 590

Email: registration@humanservices.gov.au

After Hours Support

For serious issues, My Health Record Incident Support:

Phone: 1800 723 471 (Option 2)

Provider enquiries for My Health Record system

The numbers noted above are specifically intended for use by software vendors and they are not appropriate contact points for Healthcare Providers. Healthcare Providers who require assistance with the My Health Record system should call:

Phone: 1800 723 471 (Option 2)

You may also find the My Health Record website useful:

<http://www.myhealthrecord.gov.au>