nehta

Healthcare Identifiers Service

Vendor Q&A v1.0

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Approved for external information

What is the conformance assessment process for healthcare identifiers?

To minimise any risk to clinical safety, privacy and security arising from the use of healthcare identifiers, software systems must complete the NEHTA HI CCA and the Department of Human Services - Medicare Notice of Connection (NOC) testing processes for the selected Health Identifiers (HI) services they wish to access. Successful completion of these two processes is necessary to be granted access to the HI Service. For more information, refer to the *Conformance Assessment Scheme for Healthcare Identifiers* (NEHTA-1079:2011) or contact the Department of Human Services – Medicare for more information on the NOC testing process.

Which business use cases apply to my software system?

The business use cases that apply depend on the scope of your software system. You need to read the *Business Use Cases* (NEHTA-1077:2012) to decide which business use cases best match the functionality of your software. For example, software systems that are designed for front offices and have a user interface might apply the HI business use case 10 (UC.010: register patient) and business use case 15 (UC.015: update patient health record), while back office batch software might apply business use case 25 (UC.025: bulk update of IHI details).

Do I need to read the requirements or do I just read the test cases?

All requirements are listed in the *Software Conformance Requirements for the Use of Healthcare Identifiers* (NEHTA-1080:2012) document. Software systems need to meet the requirements listed in this document. The HI conformance test cases will be executed by accredited software testing laboratories to ensure the requirements outlined in the document are implemented correctly.

How do I get technical support for the HI Service vendor environment?

The HI Service vendor environment is managed by the Department of Human Services – Medicare. Technical issues involving the Vendor Environment can be directed to the Department of Human Services - Medicare. Contact details are provided to you when you sign the *Department of Human Services - Medicare Licence Agreement*.   Department of Human Services – Medicare will also provide access to HI Service interface technical specifications once you sign the licence agreement.

Who performs testing?

Testing for HI conformance is performed by testing laboratories accredited by the National Association of Testing Authorities (NATA) to perform Healthcare Identifiers conformance testing. Organise your HI testing directly with your preferred NATA accredited testing laboratories.

Notice of Connection (NOC) testing is performed by the Department of Human Services – Medicare. To contact the department, email hi.vendor.operations@humanservices.gov.au

What documentation do I need to complete after my product has passed HI conformance testing? Who do I send it to?

When your software passes HI conformance testing, the software testing laboratory will complete a HI test summary report. You then need to complete a *HI Declaration of Conformity* (available on www.nehta.gov.au). This is a self-declaration and is supported by the test summary report. You need to forward the completed declaration of conformity and test summary report to the Department of Human Services - Medicare. See the *[Conformance Assessment Scheme for Healthcare Identifiers](NEHTA-1079:2011)* (NEHTA-1079:2011) for more information.

Where do I go for help?

Questions about the HI Conformance Assessment Scheme and associated conformance requirements and test cases can be emailed to help@nehta.gov.au.

Questions about the NOC testing process or technical questions about the interface specifications can be sent to hi.vendor.operations@humanservices.gov.au.

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Contact for enquiries
Telephone: 1300 901 001 or email: help@nehta.gov.au

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