

# Healthcare Identifiers Service Conformance Profile Update

Information Session  
26 November 2024



Australian Government

Australian Digital Health Agency



# Acknowledgement of Country



The Australian Digital Health Agency acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to Elders past and present.



# Agenda

- Healthcare Identifiers (HI) Service June 2024 release changes
- Conformance Profile v5.0 – draft for feedback
- Next steps, feedback process and timeframes
- Q&A



# Changes to HI Service in June 2024 release

**Monique Warren**  
**Director, Connected Care Adoption**  
**Digital Health Branch, Services Australia**



# HI Service June 2024 release summary

Change	Will it require a software update?	Will it apply if you don't upgrade to CP v5.0?
<ul style="list-style-type: none"><li>• Addition of mobile number and email address as new search elements</li><li>• Ability for clinical systems to update additional names and one additional date of birth for Verified Individual HIs (IHIs)</li></ul>	yes	no
<b>Configurable changes (currently off)</b>		
<ul style="list-style-type: none"><li>• Improved message/response for Retired IHIs</li><li>• Mandatory IRN in Medicare ID search</li></ul>	maybe depends on CIS design	yes when turned on



# Addition of mobile number and email address as new search types

## Pre-June 2024

- ID number search types: Medicare number, DVA number and IHI
- Address search types: Australian and international address

## June 2024 changes

Updated version of IHI web services includes:

- mobile phone number as ID number search type
- email address as an address search type

***Need to update software to take advantage of these changes.***



# Update additional names and additional date of birth for verified IHIs

## Pre-June 2024

Consumers can add additional names in myGov through their Medicare Online Account.

## June 2024 changes

Update IHI web service modified so that a healthcare provider can update these data elements through their clinical system for verified IHIs on behalf of patients:

- Additional names (up to 9)
- Additional date of birth (1)

PIA – requires privacy notice and capture of consent

***Need to update software to take advantage of these changes.***



# Improved messages and responses for Retired IHIs

## Pre-June 2024

- IHI status for Retired IHI returned in the text of an error message.
- Inconsistent with the response for other IHI statuses.

**Test this change  
in SVT before  
28 February 2025**

## June 2024 changes

- Return successful match when unique match found on Retired IHI, sending back Retired status in an information message instead of an error message.
- Configurable and **currently turned off**.





# Mandatory IRN in Medicare ID search

## Pre-June 2024

- IRN optional for Medicare ID search.
- Most clinical information systems include IRN.

**Test this change  
in SVT before  
28 February 2025**

## June 2024 changes

- Make IRN a mandatory field for ID search using Medicare number.
- If IRN isn't included, response will be an error message asking for IRN.
- Configurable and **currently turned off**.



# Considerations for change and adoption

Will your current system handle these changes without a system change:

- Detect a Retired IHI when information message 2270 is returned (instead of error message 0164) and raise an alert
- Include mandatory IRN with Medicare search.

***These changes can be tested in the HI Service Software Vendor Test (SVT) environment until 28 February 2025.***



# HI Service Conformance Profile v5.0

Yuki Yu  
Assistant Director  
Conformance and Assurance



# HI Service Conformance Profile

- HI Service Conformance Profile describes software behaviour that aims to reduce or mitigate identified risks
- First version of HI Service Conformance Profile published in 2011
- Current version v4.1 published June 2024
- New version v5.0 (today's agenda) currently in draft
- Software systems must meet the HI Service Conformance Profile before integrating with HI Service



# HI Service Conformance profile updates (v5.0)

Scope:

- Supports changes made to the Individual Healthcare Identifier (IHI) web services in June 2024 HI Service release
- Backlog / editorial updates to improve clarity

The new Conformance Profile v5.0 is uplifted to enable systems to implement the new web service functions in a safe and secure manner.



# What does it mean for your product?

## If you want to implement the new web service features, you must:

- Uplift your software to implement the new web service features (TECH.SIS.HI.5, 6,12, 30) and Conformance Profile v5.0
- Conduct self-assessment
- Conduct HI Service Notice of Connection (NoC) testing
- Complete the HI Service Conformance Test Specification
- Conduct HI observed assessment with the Agency
- Declare conformance against HI Service Conformance Profile v5.0
- Receive Production Access Letter



# Summary of changes in HI Service Conformance Profile v5.0



# Permitted search types

## Updated section 2.5

Mandatory search types:

- Medicare card search **with** IRN and patient demographic details
- DVA file number search with DVA file number and patient demographic details

Optional search types:

- Mobile number search with mobile number and patient demographic details
- Email address search with email address and patient demographic details
- Address search with address and patient demographic details

Discontinued search type:

- Medicare card search **without** IRN, and patient demographic details





# IHI number validation

## Changed from Recommended to Mandatory

**005812**

### **IHI number validation**

The software SHALL be able to perform an IHI number validation on an IHI number using IHI Inquiry Search via B2B [TECH.SIS.HI.06] or IHI Batch Searching via B2B [TECH.SIS.HI.12].

**Priority**

Mandatory

**Applicable To**

UC.010, UC.011, UC.015, UC.016

**Additional Notes**

The ability to search by IHI number significantly increases the likelihood of finding a successful match.

**Your software  
may already  
be conformant**



# Manual entry of an IHI

## Changed from Recommended to Conditional

**005802**

**Manual entry of an IHI**

If the software permits the manual entry of a patient demographic record, the software SHALL permit the manual entry of an IHI.

**Priority**

Conditional

**Applicable To**

UC.005, UC.010, UC.011, UC.015, UC.016, UC.035

**Additional Notes**

An IHI may be obtained from the HI Service through other channels such as Health Professional Online Services (HPOS) or the HI Service operator's HI Service Team. This will require the manual entry of the IHI into the software. This is of particular use for patients that do not have Medicare or DVA cards.

**Your software  
may already  
be conformant**



# Prohibit automated update with returned data

## New requirement

Identified risk:

- Currently, IHI search web services may return demographic data (e.g. name, sex, date of birth) that is different to the local patient record
- Software might see the returned value is different from the local record and incorrectly update the local record

**Your software  
may already  
be conformant**

Mitigations:

- Software does not update the local record with returned data
- Software raises a warning to inform users to action appropriately



# Prohibit automated update with returned data

024050

## Prohibit automated update with returned data

When the software attempts to search or validate an IHI and the returned demographic details do not match all the input details, the software:

- SHALL raise a warning that informs the local operator that the local patient record does not match the patient's details in the HI Service, and
- SHALL NOT automatically update the local record with the returned data, and
- SHALL NOT store the returned demographic details in the local system, including the audit log.

**Priority**

Mandatory

**Your software  
may already  
be conformant**



# New error code for IHI retired status

## Edited requirements on retired status

- When the HI Service returns a 'retired' status, the status will be returned in:
  - Information message 2270 (future)
  - Error message 0164 (current)
- The software will be required to detect both new and old error codes and raise an alert/warning
- Impacts 8 requirements related to Retired IHI status

Your software  
**MAY NOT**  
be conformant



# New Use Case 16 (UC.016 - Optional)

## Update patient details in the HI Service

- UC.016 is performed when a local operator wants to add or update patient personal details in the HI Service.
- The local operator can add or update the patient's mobile number, email address, additional names or additional date of birth in the HI Service.
- Software must be conformant with UC.16 to add or update patient details in the HI Service.
- HI Service NoC testing and conformance assessment is required.



# Example of conformance requirements in UC.16



# Mobile number search

**024055**

**Mobile number search**

The software SHOULD be able to conduct a mobile number search using the mobile number in the local record.

**Priority**

Recommended

**Applicable To**

UC.010, UC.015, UC.016, UC.025, UC.035

**Additional Notes**

The IHI Inquiry Search via B2B and the IHI Batch Searching via B2B system interface specifications outline the detailed search that can be conducted to retrieve an IHI.

The ability to search by parameters other than the IHI number, Medicare Card number and DVA file number would provide additional flexibility in conducting IHI searches and increase the likelihood of locating a successful match.





# Mobile number and email address search

**024005**

## **Mobile number and email address search**

If the software conducts an IHI search using the mobile number or email address, then the software SHALL attempt to discover an IHI via a Medicare card number or DVA file number search before trying to discover an IHI via mobile number or email address.

**Priority**

Conditional

**Applicable To**

UC.010, UC.015, UC.016, UC.025, UC.035

**Additional Notes**

This requirement ensures the software discovers an IHI via Medicare card number and DVA file number as often as possible.



# Validate IHI before updating patients' details in HI Service

<b>024015</b>	<b>Validate IHI before updating patients' details in the HI Service</b> The software SHALL validate the IHI before updating the patients' details in the HI Service.
<b>Priority</b>	Mandatory
<b>Applicable To</b>	UC.016
<b>Additional Notes</b>	<p>This requirement ensures that the IHI is valid for the patient before updating their details in the HI Service.</p> <p>The patient's detail includes the mobile number, email address, additional names or date of birth in the HI Service.</p> <p>The HI Service will reject attempts to change patient's details for an IHI that is not active and verified.</p>



# Feedback template

## Deliverable Review Feedback Template

Reviewer to fill in						
No.	Section/ Chapter/ Reference	Reviewer	Issue	Issue Type	Impact / Suggestion	Impact Assessment
1			How likely are you to upgrade your system in the next 12 months to take advantage of the "update IHI" webservice changes (mobile number, email address, additional names and additional date of birth)?			
2			How likely are you to upgrade your system in the next 12 months to take advantage of searching IHI using mobile number and email address?			
3						
4						



# Next steps

- Agency to email conformance profile, slides and feedback form this week
  - add [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au) to your safe senders list
- **Please review and provide feedback by 24 December 2024**
- **Conduct SVT testing for mandatory IRN and new retired status message by 28 February 2025**
- Agency to send consolidated response to feedback and revised conformance profile in February 2025
- Agency to publish final conformance profile and related material mid-2025

## Reminder:

**You must declare any significant change to your system, including this new functionality**



# Timeframe for upgrading to new conformance profile

**Kieron McGuire**  
**Director**  
**Foundation Products**



# Considerations

## Conformant products

Recommend upgrading for product improvements (e.g. IHI validation to support finding IHIs for temporary residents), noting:

- New FHIR interface expected to be available July 2026
- Consultation early 2025 on timeframes for upgrading and sunseting conformance profiles as part of Conformance Framework

## In flight products

Advise us on feedback form if you intend to implement the new web service features – we can provide an interim conformance statement

## New products

All new products will need to conform to v5.0 once published



# Questions?

