

Linking CSP numbers in HPOS


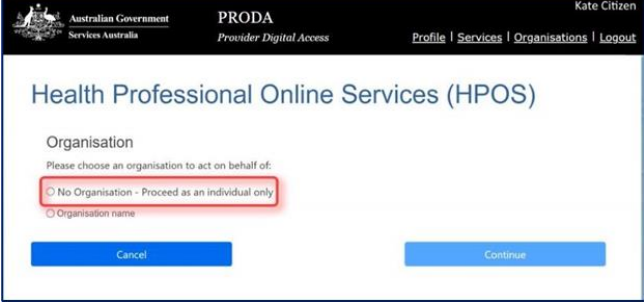
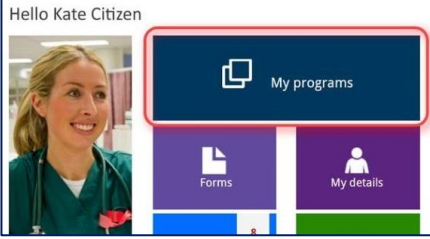

How to link your Contracted Service Provider (CSP) in HPOS

If your organisation uses software that is a contracted service provider (CSP), you need to link the CSP number in **two** areas in HPOS, to successfully connect to My Health Record.

These steps are to be completed by an organisation maintenance officer (OMO) or responsible office (RO). Please check the following before you begin:


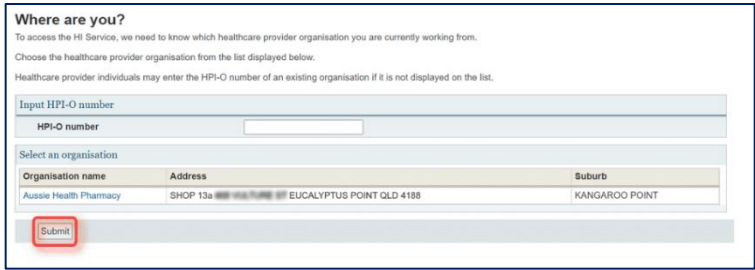


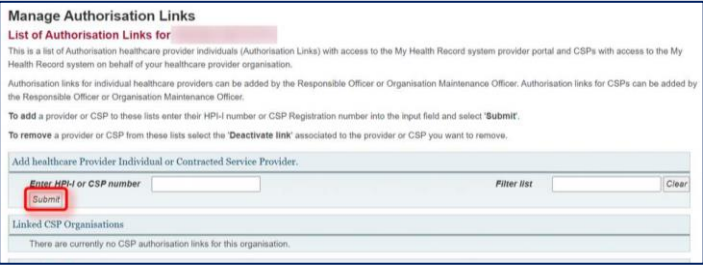

- Your organisation is registered with the Healthcare Identifiers Service and has an HPI-O. [Find out how to register your organisation.](#)
- Your HPI-O is linked to your PRODA account. [Find out how to link your HPI-O](#)
- You have your software vendor's 16-digit CSP number. You will either find this on their website or need to call them to obtain this.

Initial steps:

<p>Before you begin, log in to your individual PRODA account</p> <p>Select 'Go to service' on the HPOS tile.</p>	
<p>Select 'No Organisation - Proceed as individual only'</p>	
<p>Select 'My programs'.</p>	
<p>Select 'Healthcare Identifiers and My Health Record' tile.</p>	



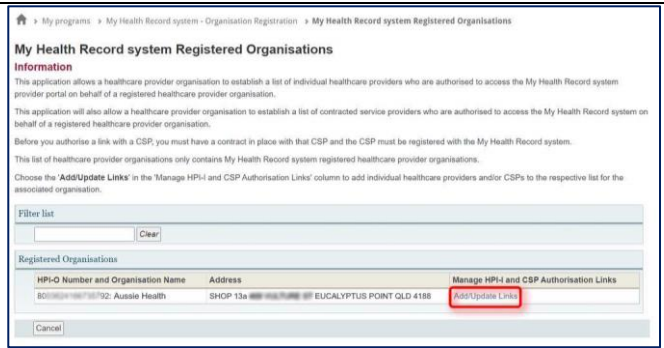


First area – Linking your organisation with a CSP number in PRODA

You will need to input the CSP number in two locations to gain access to My Health record. The follow shows you the steps to the first area, both start from the ‘**Healthcare Identifiers and My Health Record**’ tile.

<p>Select ‘Healthcare Identifiers - Manage existing Records’.</p>	
<p>Select ‘My organisation details’ from the HI service available list or use the organisations HPI-O number if it is not displayed.</p> <p><i>Note: If you are connected to multiple organisations, select the required organisation name.</i></p>	
<p>Select the ‘My organisation details’ hyperlink.</p>	
<p>Go to the ‘CSP links’ tab, then select the ‘Manage CSP links’ hyperlink.</p>	
<p>Enter the Clinic to Cloud software vendor’s 16-digit CSP number: 8003637500071468.</p>	
<p>Select ‘Confirm’.</p>	

Second area – Linking the CSP with My Health Record

To input the CSP number in the second location, use the navigation pathway at the top of the screen and select **'Healthcare Identifiers and My Health Record'** or go back to **'My Programs'** -> **'Healthcare Identifiers and My Health Record'**.

<p>Select the 'My Health Record system – Register Organisation' tile.</p>	
<p>Select 'Manage Authorisation links'.</p>	
<p>Click on 'Add/Update links' on your organisation you want to add the authorisation link to.</p>	
<p>Again, enter the Clinic to Cloud 16-digit CSP number: 8003637500071468 and select 'Submit'.</p>	
<p>Select 'Confirm'.</p>	

HPOS

- For help with Health Professional Online Services
- Phone: 132 150 (option 6)

My Health Record Registration Support

- Phone: 1300 901 001, Option 2
- help@digitalhealth.gov.au