Getting started with digital health

Digital health registration guide

This fact sheet supports Occupational Therapists (OTs) to understand and navigate the process of registering for digital health products used across Australian health care settings.



Digital Health Registration in OT Practice

Digital health products support information sharing and continuity of care across settings such as community health, aged care, disability and private practice. For OTs, registration enables access to relevant health information to support assessment, intervention and care coordination, while maintaining professional accountability and client confidentiality.



Which Digital Tool do I need for my work?

Digital health registration looks different depending on where and how you work as an OT. While not every tool is required in every setting, most pathways rely on a small number of core identifiers that sit underneath everything else.

Further information about key digital health tools for OTs can be explored in **OTA's Digital Health in OT Practice Fact Sheet.**

Before you start

To help you decide which digital tools you need to register to, consider the following:

- ✓ Confirm whether you are registering as an individual practitioner or as part of an organisation
- ✓ Identify which digital health products are required for your role or workplace
- ✓ Check whether organisation-level registration has already been completed
- ✓ Ensure your AHPRA registration and proof of identity documents are current
- ✓ Use a professional email address and reliable mobile number
- ✓ Allow uninterrupted time to complete verification steps

Ensuring good clinical and digital governance

As you start to incorporate digital health products into your practice confirm the following:

- ✓ I know my HPI I and it is recorded in my practice software.
- ✓ My organisation has an HPI O and is registered for the HI Service and My Health Record.
- ✓ Our clinical software is configured for My Health Record and secure messaging.
- ✓ Our practice is registered with Provider Connect Australia and details are up to date.
- ✓ We have a policy for using My Health Record and secure messaging (who accesses what, when and how).

Putting Digital Health Registration into Context

Here are some examples of how occupational therapists might integrate digital platforms and secure messaging into their contexts:

NDIS	Medicare Benefits Scheme	Residential Aged Care
Leah is an occupational therapist employed by an NDIS registered provider. Her employer manages organisational digital health access, while Leah maintains her own HPI-I and PRODA registration. Leah may use secure messaging systems to exchange reports and recommendations with GPs or other health providers (with consent). Where relevant to a participant's health care, she may also access My Health Record through organisational systems, particularly to support transitions between hospital, health and community settings.	Alex is an occupational therapist operating as a sole practitioner and delivering services under the Medicare Benefits Scheme. Alex holds an HPI I and uses PRODA to access digital health systems. His practice is registered with an HPI-O, enabling connection to My Health Record. Where appropriate, Alex may view relevant information in My Health Record and uses an approved secure messaging system to receive GP referrals and send OT reports securely, supporting efficient communication with referrers.	Sarah is an occupational therapist working in a residential aged care facility. The organisation manages its digital health registration, including holding an HPI O. Sarah maintains her own HPI I and PRODA, which allow her to access systems appropriately as part of the care team. Using the organisation's approved systems, Sarah may access My Health Record to view discharge summaries, medication changes or advance care planning information following a resident's hospital admission and uses secure messaging systems to share information with GPs and hospitals during care transitions.



Cyber Security Essentials for OTs

Alongside registration, OTs have responsibilities to protect client information when using digital systems. Key cyber security practices include:

- Using strong, unique passwords and multi-factor authentication where available
- Never sharing login details
- Locking screens and logging out when not in use
- Keeping devices updated with current security software
- Being alert to phishing or suspicious requests for information

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Registration links & useful information

Ensure your registration process is successful by reviewing clear, current, step-by-step guidance from reputable sources.

Allied Health Professions Australia	
Digital Health Hub	Provides current information on registering and connecting to digital health products, with guidance on provider digital access, Healthcare Provider Identifiers (HPI-I and HPI-O), connecting clinical software, and secure messaging.
Occupational Therapy Australia	
Digital Health Fact Sheet	Provides essential information for occupational therapists to navigate and implement digital tools for safer, more connected care.
Australian Digital Health Agency	
How to access my health record (general guidance)	Provides instructions on how to access your My Health Record via your myGov account.
Secure Messaging fact sheet (via digital health or e-communications	Provides important information about how to use secure messaging in your practice.
Provider Connect Australia information & portal access	Provides information on how to centrally register to work across different providers and digital platforms.
Services Australia	
Register as a health care provider organisation	Provides instructions for organisations to register for a Healthcare Provider Identifier–Organisation (HPI O), enabling access to the My Health Record system.
HI Service – individual providers (HPI I)	Provides instructions on how individuals can register for a Healthcare Provider Identifier-Individual (HPI-I)

Remember

- Start registration early, as some steps may take time
- Clarify local roles and responsibilities for digital access
- Keep registration and contact details up to date
- Seek support from practice managers, digital health leads or IT staff as needed