

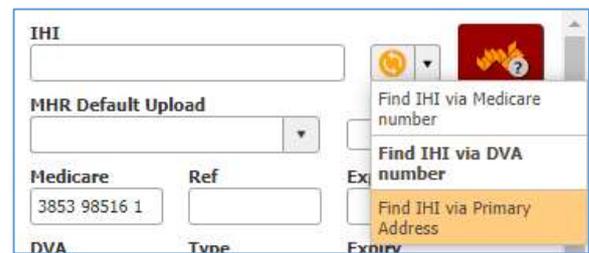
My Health Record

Retrieving and Verifying IHI Numbers

The Individual Healthcare Identifier (**IHI**) is a unique 16-digit number allocated by the Government and is required when accessing a patient's **My Health Record** from within Audit4. The patient IHI is also required for ePrescribing.

Retrieving the Patient IHI

1. Open the patient's demographics screen. The IHI field is in the top right corner. Initially the IHI field will be blank.
2. Click the **IHI Lookup/Verify** button and you can find and retrieve the IHI directly from Services Australia.



Alternatively, click the arrow to right of the **IHI Lookup/Verify** button to specify the lookup option from the following:

- DVA Number
- Medicare Number
- Primary Address

Note: The bolded entry in the **IHI Lookup/Verify** options list will be used by default.

The patient's **Given Name**, **Surname**, **Date of Birth**, and **Gender** are required before you can attempt to retrieve an IHI. Whenever changes to one of these fields are saved to the patient's file, Audit4 will automatically re-verify the patient's IHI.

Verifying an existing IHI for a single Patient:

1. Open the patient's demographics screen –the IHI is in the top right corner.



2. The icon on the right represents the current status of the Patient's IHI, which can be one of the following:

-  The patient demographics do not contain sufficient information to retrieve an IHI
-  The patient's IHI is ready to be retrieved / re-verified
-  The patient's IHI has been successfully verified
-  The IHI has been successfully verified, however some details returned did not match. Click the blue icon to see these details and update the patient's demographics
-  The patient's IHI could not be looked up / validated

Further information about the status of the patient's IHI can be viewed by hovering your mouse cursor over the **IHI Lookup/Verify** icon.

Verifying Multiple Patient IHIs with the Appointment Day Check:

1. From Audit4 Appointments, open the **Day Check** from the ribbon across the top of the screen. A screen similar to the following will appear:

Calendar	Location	Appointment	Patient	Balance	Appointment Type	Appointment Status	Latest SMS	Referral Status	Medicare Status	DVA Status	Fund Status	IHI Status	Concession
Example	A Location	Tue 06 Oct 2020 12:30 pm	Karen ANDERSON	\$ 0.00	Follow-up Consult	Booked		✘	●	✘	●	✔	●
Example	A Location	Tue 06 Oct 2020 1:10 pm	KIRRIILY Arnold	\$ (790.50)	Initial Consult	Booked		✘	●	✘	●	✔	●
Example	A Location	Tue 06 Oct 2020 1:30 pm	Mr John C Smith	\$ 0.00	Follow-up Consult	Booked		✘	●	●	●	●	●
Example	A Location	Thu 08 Oct 2020 11:50 am	Ms Lorraine Gadsden	\$ 0.00	Follow-up Consult	Confirmed		✘	●	●	●	✘	●
Example	A Location	Mon 26 Oct 2020 3:30 pm	Emma CLARKE	\$ 0.00	Follow-up Consult	Reminder in Progress		✘	●	✘	●	●	●
Rubious	A Location	Thu 05 Nov 2020 12:45 pm	Gert G Corbett	\$ 0.00	Follow-up Consult	Ready to Bill		✘	●	✘	●	●	●

Note: The date range displayed will match the visible range in Appointments at the time the Day Check is opened. You can adjust the filters on the Day Check to suit your needs.

2. Click the **Verify IHIs** ribbon button at the top of the screen to **Find / Verify** the IHI of every patient in the Summary table (which, depending on the filter options may span multiple pages).

For further information about patient identifiers:

<https://www.servicesaustralia.gov.au/individuals/services/medicare/individual-healthcare-identifiers>