

NASH certificates

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NASH (National Authentication Service for Health) PKI Site Certificates are used by Zedmed to create secure connections to online patient services, including My Health Record and ePrescribing. The earlier **PKI certificates** have been deprecated.

Also see **Expiring NASH certificates**.

Useful contacts

PRODA

For help with Provider Digital Access - phone 1800 700 199 (option 1) or email proda@servicesaustralia.gov.au

HPOS

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

NASH Certificates

For inquiries relating to NASH PKI certificates and help with lost or forgotten passwords for PKI certificates and tokens - phone 1800 700 199 (option 2) or email ebusiness@servicesaustralia.gov.au

Healthcare Identifiers Service

For assistance with HPI-Is, HPI-Os and IHIs - phone 1300 361 457 or email healthcareidentifiers@servicesaustralia.gov.au

NASH Overview

NASH certificates are provided to registered organisations using the Health Professional Online Services (HPOS) online portal. You log into this portal using a **PRODA** (Provider Digital Access) account, which gives access to a range of online services that the account is linked to.

When you log into HPOS, you can request and download a NASH PKI Site Certificate or get a new certificate if your existing certificate is going to expire. You can also link your existing PKI certificates.

Your practice's HPI-O number is an important part of this process as it's required to request a certificate, and it's also added to the Practice Details in Zedmed to prove the practitioner is working from a registered organisation.

For more information, see the **Services Australia NASH guide**.

Renew a NASH PKI Certificate

To renew a NASH Certificate, you follow the steps in the **Request a NASH PKI Certificate** section below to download a new one, then follow the **Install a NASH PKI Certificate** section to add the new certificate to Zedmed.

Request a NASH PKI Certificate

To request and download a NASH PKI Certificate follow the [Government Digital Health guide](#). Information can also be found at [Services Australia](#). Once you have the certificate, it can be added to Zedmed.

Note: PKI Certificate requests and downloads are supported by HPOS. If you have any problems with your certificate, please contact the HPOS Help Desk on 1800 723 471. If you need help with PRODA, contact their helpdesk on 1800 700 199. If you need help with your HPI-O number, contact the Healthcare Identifier Service Helpdesk on 1300 361 457.

Install a NASH PKI Certificate

The section explains how to load and configure a NASH PKI Site Certificate in Zedmed.

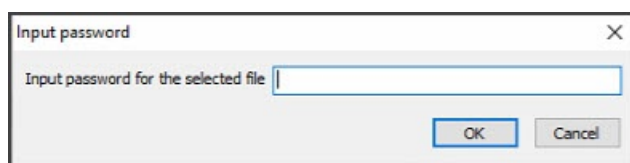
Before loading the site's NASH certificate, check:

- The HI Service is working correctly. You do not have to be on the server to load the site's NASH certificate.
- The site has the HI service set up and functioning within Zedmed.
- The doctors have completed their registration as a Healthcare Provider Registration (for the My Health Record).
- The relevant Participation Agreement for Healthcare Provider Organisation has been completed.
- The site NASH certificate and corresponding PIC have been downloaded via the site's PRODA Account.
- The doctors have been set up with their HPI-I so they can access a patient's My Health Record.

Step 1 - Load the Practice NASH Certificate

To load the certificate:

1. Go to Zedmed's **Reception** tab and select **Clinical Records**.
The **Clinical Records** screen will open.
2. Select **Tools > Global Options**.
The **Global Options** screen will open.
3. Select the **Communications** tab.
4. Select the **SMD and My Health Record** tab.
5. Ensure that the **My Health Record URI** is set to Production.
6. In the Practice Certificate section, select **Load Certificate**.
7. Navigate to where the certificate is located and select the 'site.p12' file
8. Select **Open**.
9. Enter the PIC into the password field.



If you get the error "The form Address is empty" see the troubleshooting section below.

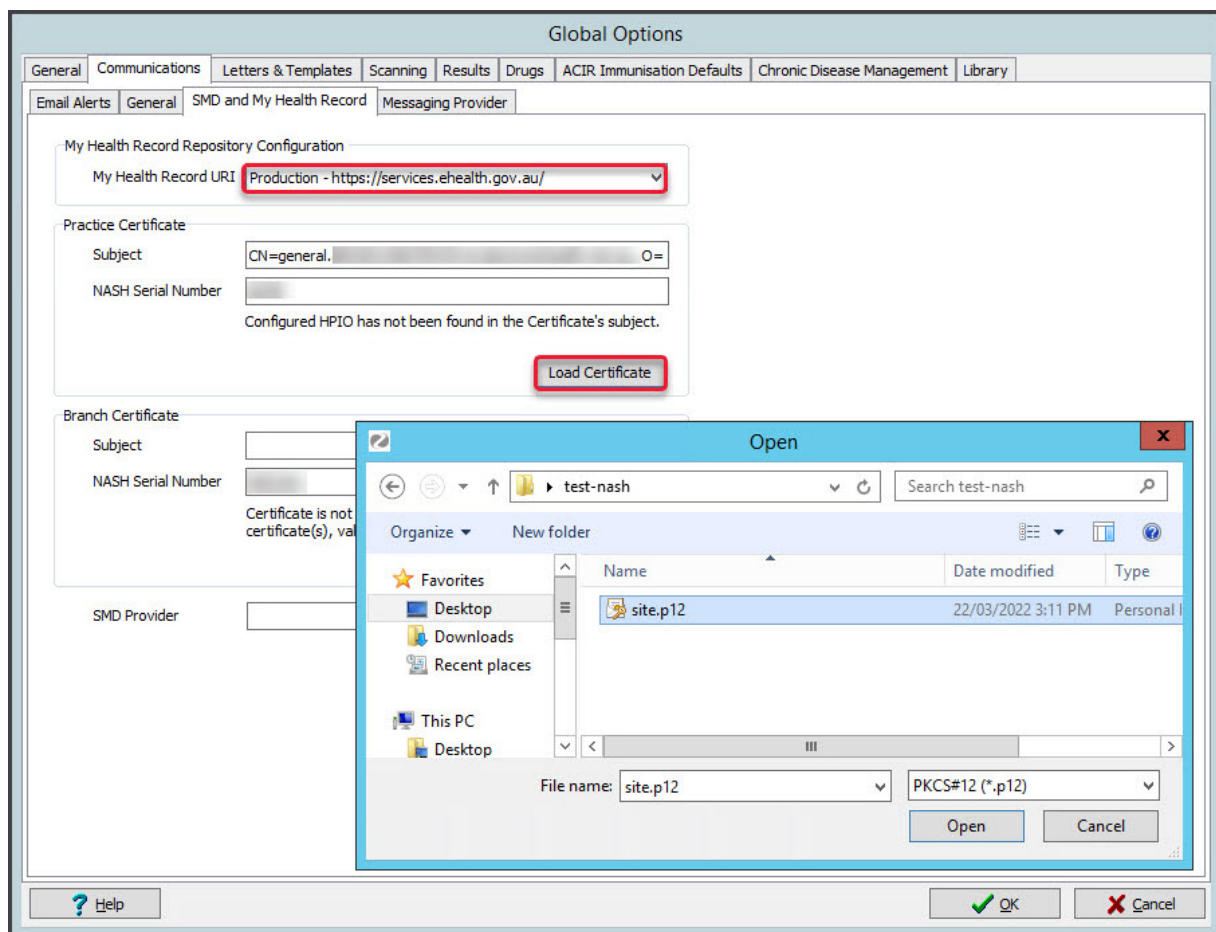
10. Select **OK**.

It will then say the certificate has been successfully imported.

11. Select **OK**.

It will then enter the information into the 'Subject:' and 'NASH Serial No:' fields.

12. Select **OK**.



Step 2 - Load NASH Certificate for each branch

This step is only if the practice has registered branches in PRODA as separate entities. When a branch is a separate identity, it will be provided with its own NASH certificate which must be added to Zedmed. Repeat the steps below for branches with their own NASH certificate.

To add the NASH certificate:

1. Log into Zedmed at that branch the certificate is for.

To do this, select the branch from the login screen or use F3 to **switch branches**.

2. On the **Reception** tab, select **Clinical Records**.

The **Clinical Records** screen will open.

3. Select **Tools > Global Options**.

4. Select the **Communications** tab.

5. Select the **SMD and My Health Record** tab.

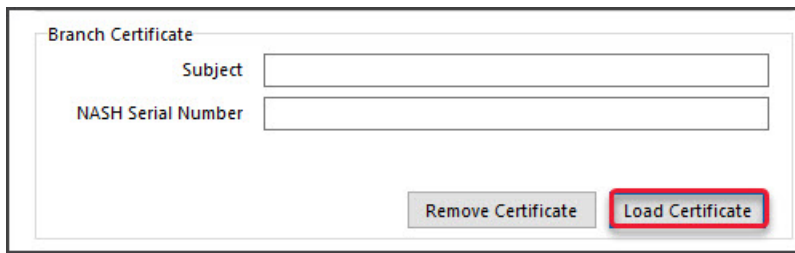
6. In the Branch Certificate section, select **Load Certificate**.

7. Navigate to where the certificate is located and select the file.

8. Select **Open**.

9. Enter the PIC into the password field and select **OK**.

It will then say the certificate has been successfully imported.



Branch Certificate

Subject

NASH Serial Number

10. Select **OK**.

It will then enter the information into the 'Subject:' and 'NASH Serial No:' fields.

11. Select **OK**.

Step 3 - Configure the Practice Settings

Update the Practice Setup with the Organisation Type and Service.

To update a practice's details:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup > Practice**.

The **Practice Details** screen will open with the **Practice** tab selected.

The HPI-O should already be entered as part of the HI Service setup.

3. From the drop-down list, select the required option within the **Organisation type** and **Organisation service** fields.

□

4. Select the **HI Service Settings** button at the bottom.

The **HI Service Settings** screen will open.

5. Select **Service Settings** on the left menu.
6. Select the **Load Certificate** button.
7. Navigate to where the certificate is located and select the file.
8. Select **Open**.
9. Enter the PIC into the password field.
10. Select **OK**.

It will then say the certificate has been successfully imported.

11. Select **Close** to save and exit.

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Now when you look up a patient their eHealth will show as green and you can search the HI Service.

The screenshot shows a patient record window for 'Mericek, Thomas'. The left sidebar has a menu with 'eHealth' selected. The main area is titled 'EHealthID - Individual Healthcare Identifier (IHI)' and contains the following fields:

IHI Number	[Redacted]	Search HI Service	Register for My Health Record
Number Status	Active	Clear IHI Details	Reinstate Previous IHI
Record Status	Verified	Previous IHI Details [Dropdown]	
Last Updated	17/03/2022 8:26:53 AM		

At the bottom of the window are buttons: Delete, Print, Online PV, DVA PV, Find, Close, and Cancel.

Step 4 - Check the Doctor Setup

Check that the doctor's HPI-I has been entered in the doctor setup.

To check the doctor's setup:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Doctors > Find Treating Doctors**.

The **Find Doctor Detail** screen will open.

3. Use the **Dr Code** field to select the doctor using their initials.

The **Doctor Details** screen will display the selected doctor's information.

4. Ensure that the doctor's HPI-I has been entered.

If required, enter the number in manually if it is known, or perform a search using the **'Search HI Service'** button.

5. Repeat these steps for all the doctors that will be using My Health Record.

The screenshot shows the 'Doctor Details' form. It is divided into two main sections: 'Identity' and 'Practice'.

Identity Section:

- Family Name: Davis
- Given Names: Phillip
- Title: Dr
- EHealthID (HPI-I): [Redacted]
- ABN/Bus. Name: [Redacted]
- AHPRA Number: MSS1246114772

Practice Section:

- Dr Code: PD
- Default Item #: 110
- Fee type override: Medicare Schedule
- Dr Type: [Redacted]
- Branches: Branch 1
- Bank List: Albert Road MC Bank Account

On the right side of the Practice section, there are checkboxes for: HIC Registered, HIC Online, DVA Registered, and REI Registered, all of which are checked.

Troubleshooting

Argus

HealthLink has purchased Argus and is aiming for a national decommission by the end of 2025, with a key milestone of transitioning all enterprise environments no later than 30th September. **Argus** customers should **register with HealthLink** to be migrated to HealthLink. Zedmed is no longer onboarding Argus customers and aims to fully remove Argus from the Zedmed product suite by the end of 2025.

Address is empty error

If you get this error after entering your PIC in the Global Options setup, copy the Argus path into the 4 sections shown below on the **General** tab.



Make sure the path in the Argus field is in the **Send Path** and **From Address** fields for both the **Argus** and **Promedicus**.

The screenshot shows the "Global Options" window with the "General" tab selected. On the left, there's a list of "File Extensions to Import" including ACK, CDA, GRI, HL7, MPS, ORU, PIT, REF, RRI, SNP, XML, and ZIP. The main area is divided into sections: "Defaults", "Other Service 1", "Other Service 2", "Other Service 3", and "Outgoing Mail". In the "Defaults" section, there's a table with columns "Send Path" and "From Address". The "Argus" and "Promedicus" rows have their "Send Path" fields populated with "C:\Zedmed\Upload\Argus". The "From Address" fields for these rows are empty. These two rows are highlighted with a red rectangular box. Below this table, there are checkboxes for "Send acknowledgements via this communications service", "Keep a copy of successfully loaded files", "Embed RTF into PIT", and "Recipient Address in Filename". The "Outgoing Mail" section at the bottom has fields for "SMTP Server" (smtp), "Port Number" (25), and "Sender E-mail", along with a "Send Test" button. At the very bottom, there are "Help", "OK", and "Cancel" buttons.