

PKI Certificates guide

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This guide has been retired as Medicare PKI certificates are no longer used. The Medicare and NASK PKI certificate guides have been replaced by 1 consolidated NASH guide <https://help.zedmed.com.au/help/nash-pki-certificates>

PKI Certificates are digital certificates used to secure online connections between software and servers. The Australian Digital Health Agency uses them to secure connections to healthcare delivery resources including My Health Record and Medicare Web Services. This means Zedmed needs valid PKI certificates installed to connect to these services.

The PKI Certificates used by Zedmed are:

- Medicare PKI Site Certificate – used to access Medicare Web Services, including claims and AIR.
- NASH PKI Site Certificate – used to access online patient records, including My Health Record and ePrescribing.

Getting PKI certificates

Both Medicare and NASH (National Authentication Service for Health) certificates are provided to registered organisations on 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.

This option is also used to get a new certificate if your existing certificate is going to expire.

- Request and download a Medicare PKI Site Certificate.

You can only use this option to get your first certificate. Renewed certificates are provided by Medicare directly using a posted CD or an emailed link.]

- 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.

To learn more, see our step-by-step guide to [Requesting a PKI Certificate](#).

Note: PKI Certificate requests and downloads are supported by HPOS. If you have any problems with your certificates, 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.

Add a Medicare PKI Site Certificate

This process is documented in the [Add a PKI Site Certificate](#) guide, which steps you through the process of installing a Medicare PKI Certificate into Zedmed.

Renew a Medicare PKI Site Certificate

This process is documented in the [Renew a PKI Site Certificate](#) guide, which steps you through the process of renewing a Site Certificate.

Note: On March 13, PKI Site Certificates will expire and Medicare has been sending communications to advise practices that they need to upgrade. If you have not upgraded, please follow the instruction send from Medicare. If you are not sure if you have upgraded, you can check

Add a NASH PKI Site Certificate

This process is documented in the [Add a PKI NASH Certificate](#) guide, which steps you through the process of loading a site's NASH certificate into Zedmed.

Renew a NASH PKI Site Certificate

To renew a NASH Certificate, you follow the steps in the [Request a PKI NASH Certificate](#) guide to download a new one, then follow the [Add a NASH PKI Certificate](#) guide to add the new certificate to Zedmed. For more information, see the [Services Australia NASH guide](#).
