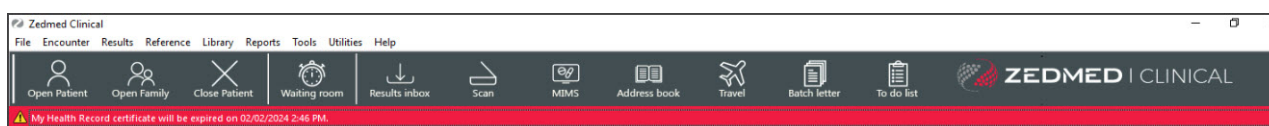


NASH certificate update

Last Modified on 23/04/2024 2:22 pm AEST

If you have received a notification from PRODA that your NASH Certificate is expiring, you need to install a new certificate. NASH certificates are required to create connections to online patient services, including My Health Record and ePrescribing.

A My Health Record certificate expiry notification in Zedmed is another indication that your certificate needs to be updated.



Shortcuts to specific sections:

- [Step 1 - Download a new NASH Certificate](#)
- [Step 2 - Load the practice NASH Certificate](#)
- [Step 3 - Load NASH Certificate for each branch](#)
- [Step 4 - Configure the Practice Settings](#)
- [Step 5 - Contact Zedmed if you are registered for eRx](#)

Step 1 - Download a new NASH Certificate

To download a NASH PKI Certificate, follow the [Government Digital Health guide](#). Information can also be found at [Services Australia](#). Once you have the certificate, proceed to step 2.

Digital Services Australia contacts:

- For PRODA inquiries, call 1800 700 199 (option 1) or email proda@servicesaustralia.gov.au
- For NASH inquiries, call 1800 700 199 (option 2) or email ebusiness@servicesaustralia.gov.au

If you are a Zedmed Cloud customer, jump to Step 5 and contact Zedmed Support, who will arrange for the certificate installation.

Step 2 - Load the practice NASH Certificate

To load the certificate:

1. Go to Zedmed's **Reception** tab and select **Clinical Records**.

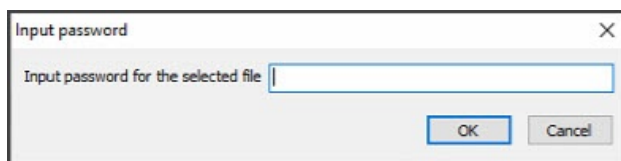
The **Clinical Records** screen will open.

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.

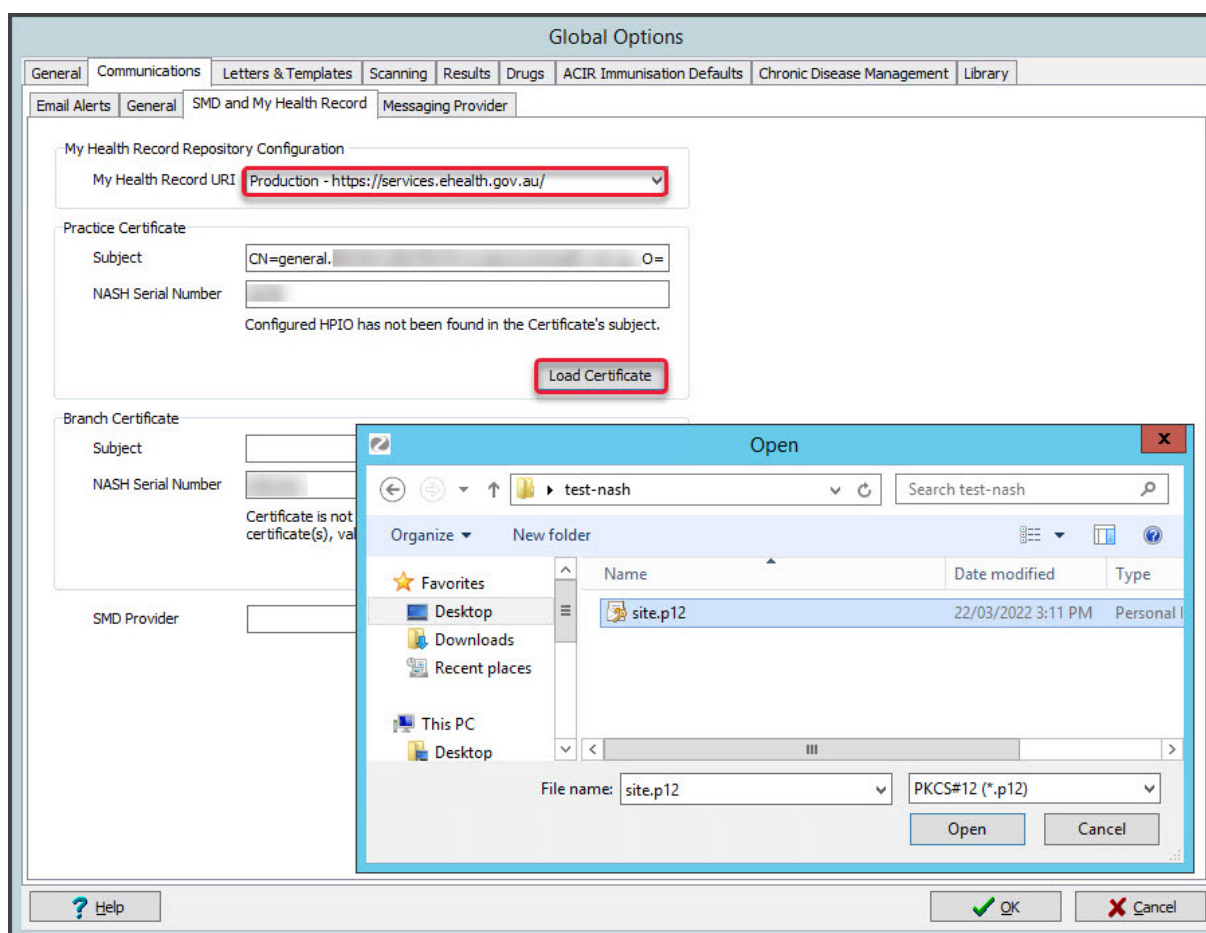
10. Select **OK**.

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 3 - 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.

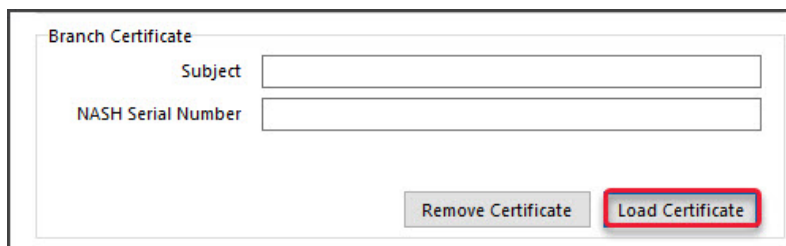
To do this, select the branch from the login screen or use F3 to **switch branches**.

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 4 - 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.

Practice Details

Practice

Branches

Bank Accounts

Departments

Integrations

Name: ZEDMED DEMONSTRATION SYSTEM

ABN: [] Meddaims Minor ID: [] Export to

Category Fields

Name	Values
1 test 1	Values
2 Doc test	Values
3	Values
4	Values
5	Values

eHealth Information

HPI-O: [] Search HI Service Check HI Provider Classifications

Organisation type: **General Practice** Organisation service: **General practice medical**

Integrated Eftpos/Easyclaim provider: Tyro

☒ Automatically Process Tyro Bulk bill transactions Notify unprocessed after 7 days

API Gateway Key: []

☒ Family Links ☐ Find arch'd/deceased ☐ Global File Numbers
☒ Round to 5 cents ☒ Show DoB in Selectors ☒ Using Zedmed Clinical

Password Settings

Complexity: [] Require at least one number
Require at least one punctuation character
Require upper and lowercase

Off High

☐ Maximum password retry attempts: 5
☐ Password expiry interval (in days): 30
☐ Password reuse interval (in days): 90
☐ Disable Inactive account after (in days): 90
☐ Lock program if inactive for (in minutes): 10

Radiology Settings

Patient Types

HI Service Settings

Close

Cancel

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.

The screenshot shows the 'Practice Details' window with the 'HI Service Settings' tab selected. The 'Batch Settings' section has 'Service Settings' highlighted. Under 'Global Settings', 'Enabled' is checked. The 'Certificate' section shows a 'Subject' field with 'CN=' and a 'Serial Number' field with '0AE1A7'. A 'Load Certificate' button is highlighted. The 'SMTP Server' is 'smtp.office365.com' and the 'Port' is '587'. The 'HI Service URI' is 'Production - https://www3.medicareaustralia.gov.au/pcert/soap/services/'. The 'HPI-I/HPI-O Manual entry validation' is set to 'Enabled'. The 'Local Settings' section shows the 'Office HI Service URI' as 'http://'. The 'Personnel' section shows the 'Responsible Officer' as a dropdown menu. A password prompt window is open, asking for the 'Input password for the selected file'. The 'Notifications' panel on the right shows 'There is 1 unread message'.

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

The screenshot shows the 'Mericek, Thomas' patient record. The 'eHealth' status is highlighted with a green checkmark. The 'EHealthID - Individual Healthcare Identifier (IHI)' section shows the 'IHI Number' as a dropdown menu, 'Number Status' as 'Active', 'Record Status' as 'Verified', and 'Last Updated' as '17/03/2022 8:26:53 AM'. There are buttons for 'Search HI Service', 'Register for My Health Record', 'Clear IHI Details', and 'Reinstate Previous IHI'. The 'Previous IHI Details' section shows a dropdown menu. The bottom of the window has buttons for 'Delete', 'Print', 'Online PV', 'DVA PV', 'Find', 'Close', and 'Cancel'.

Step 5 - Contact Zedmed if you are registered for eRx

Practices that use eRx will need Zedmed Support to update their eRx configurations in Zedmed. Call 1300 933 000 or email support@zedmed.com.au and ask for your eRx configuration to be updated for the new certificate.

