

IHI Search Instructions - Practitioner

Version: 1 | Last Modified on 31/07/2026 9:39 am AEST

When attempting to ePrescribe in Zedmed, a warning may display indicating that the patient does not have an Individual Healthcare Identifier (IHI).

Below are instructions for Practitioners to navigate from Clinical to Office and perform the required checks.

When the patient has an appointment

1. Select **Stop** on the Encounter if it is open
2. **Close Patient**
3. Select **Windows** or **Office icon** to navigate to Office and open the **Appointments Screen**.
 - a. Find the patient appointment and **right click**, select **Patient Verification**
 - i. A dialog will display, the first row should indicate the patient is known to Medicare (patient must have a MC or DVA card)
 - ii. Select **OK**
 - b. Select **HI Service Check**, the IHI will be pulled down

Anderson, Lucas	First Review (10:00 - 10:30)	Add (Patient) Add (Non-Patient) Add (From Cancellation Waiting List) Ctrl+W Find Appointments Details Edit Delete Request Payment Card Send Telehealth Link Pull File Shift+F7 Attend F7 Cancel Patient Details Clinical Details C Bill HI Service Check Shift+F1 Patient Verification Shift+F2 Confirm Appointment Shift+F3 SMS Patient
Chapman, William	Second Review (11:00 - 11:30)	
Alaji, Julius	Long Consult (12:00 - 13:00)	
Black, Emma (She/Her)	Second Review (13:00 - 13:30)	
Holloway, Knut	Second Review (14:00 - 14:45)	
Anderson, Lucas	URGENT (15:00 - 15:15)	
C Layton, Allison	First Review (15:30 - 16:00)	

- c. Select **Clinical Details** to return to the Patient's Clinical Record
4. **Restart the Encounter** and select the Drugs module to create the ePrescription.

When the patient does not have an appointment

1. Select **Stop** on the Encounter if it is open
2. **Close Patient**
3. Select **Windows / Office icon** to navigate to Office
4. Use the landing page search bar to search and open the Patient
5. **Patient Details**
 - a. Select **Patient Verification**
 - i. A dialog will display, the first row should indicate the patient is known to Medicare (patient must have a MC or DVA card)
 - ii. Select **OK**
 - b. Select **eHealth**, the IHI screen displays

c. Select **Search HI Service** – the IHI will be pulled down

d. Select **Clinical Information** to open the Patient's Clinical Record

e. **Restart the Encounter** and prescribe the Drug

Visual Icon for IHI in Office

Appointments Display Grid - Auto-refresh every 2 minutes

Appointment Search View Refresh Waiting Room Patient Bill Encounter

Search Next Avail. Clayton Campus <All Doctor

Wed	Davis, Phillip	First Review (10:00 - 10:30)	0
10 AM	Anderson, Lucas	First Review (10:00 - 10:30)	0
11 AM	Chapman, William	Second Review (11:00 - 11:45)	0
12 PM	Aiaji, Julius	Long Consult (12:00 - 13:00)	0
1 PM	Black, Emma (She/Her)	Second Review (13:00 - 13:45)	0
2 PM	Holloway, Knut	Second Review (14:00 - 14:45)	0

View IHI in Clinical