

Factsheet

Validating IHI's in Communicare

An individual healthcare identifier (IHI) is a unique 16-digit number the My Health Record system uses to identify an individual. It also helps healthcare providers communicate accurately with each other and identify and access patient records in the My Health Record system.

The Healthcare Identifier Service (HI Service) is a module that communicates with Medicare to search for or validate:

- Individual Healthcare Identifiers - (IHI)
- Healthcare Provider Identifier - Individual (HPI-I)
- Healthcare Provider Identifier - Organisation (HPI-O)

Having an IHI does NOT mean a patient has a My Health Record

Healthcare Identifier Statuses

White There is no healthcare identifier or it has been validated with Medicare (statuses should be visible below the box) and it is usable within Communicare.

Purple The healthcare identifier has not been validated with Medicare due to user cancellation of the check, insufficient details to perform the check, or connection problems. Statuses will show as 'Unknown'. The healthcare identifier will not be usable elsewhere in Communicare until it has been validated.

Red The healthcare identifier has been validated with Medicare (correct statuses will show below the box) however it has been disabled for use. A user prompt should explain the reason, most likely it is due to being a duplicate of another healthcare identifier record. Such a situation must be manually resolved by correcting details.

Follow the steps on the following pages to validate a patient's IHI in Communicare.

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Step 1

Select **'Patient Biographics'**

Enter **'Patient Name'** or **'Patient ID'** to search for patient

Double click on **'Patient Name'**

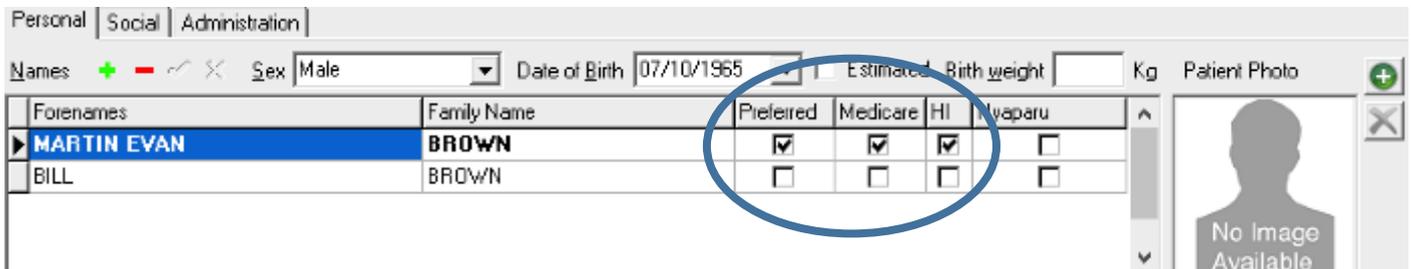


Step 2

A Patient may have multiple names but they can only have one preferred name/ Medicare name and HI name.

A patients Medicare name is used for the patients Medicare verification.

A patients HI name is used for verifying the IHI number



Step 3

When the Medicare card is validated and a match is successful an **'IHI Number'** will be populated.



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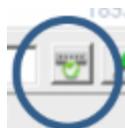
Step 4

The status of the IHI will be indicated as below. If the IHI is "Unknown" and shaded as purple you can try to re-validate.

Number Status	Record Status	Meaning
Active	Verified	The record has been confirmed as active and verified by the HI Service, and should be available for use in Communicare.
Unknown	Unknown	The record has not been confirmed as active, has not been verified or is invalid, and is not available for use in Communicare.

Step 5

Revalidate the IHI by clicking the "validate IHI" icon



To view the IHI history click the



This will indicate when the IHI was last validated and the IHI number.

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IHI Number	Checked Date	Number Status	Record Status
8003 6080 0004 5922	12/04/2021 12:58 pm	Active	Verified

If you are having trouble validating the IHI please contact your Communicare administrator.

