


Common problems if there are issues with My Health Record

Last Modified on 07/10/2022 4:47 pm ACDT

In some cases, you may be presented with a warning or alert you must resolve. Revalidation is generally a simple process to re-confirm the existing IHI is still valid.



Page NOTT
Facility: ADL MRN: 000004 CRN: Home: 134 Belby Est, ERMINGTON NSW 2115
Female , aged 52 years , born on February 04, 1970 , never admitted

OVERVIEW VIEWS DOCUMENTS ACCESS CODES

Dashboard / Patients / Page NOTT

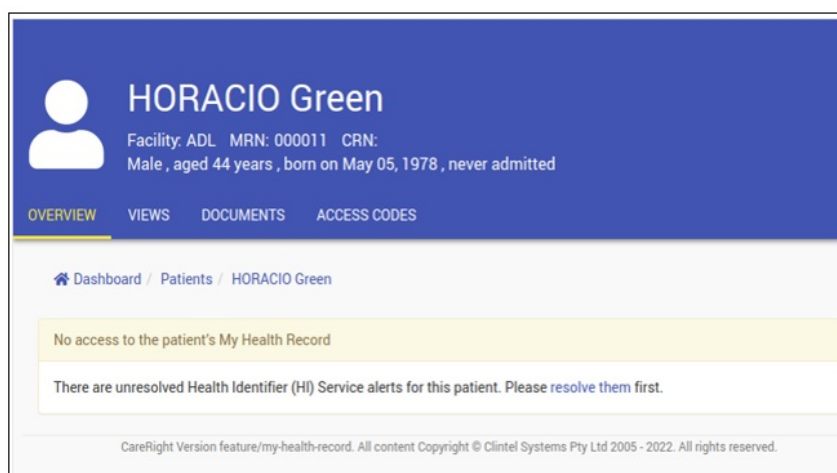
No access to the patient's My Health Record

An IHI Number is recorded, but it needs to be revalidated first.

[Revalidate](#)

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In other cases, the system may warn you there are alerts or problems to investigate



HORACIO Green
Facility: ADL MRN: 000011 CRN:
Male , aged 44 years , born on May 05, 1978 , never admitted

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No access to the patient's My Health Record

There are unresolved Health Identifier (HI) Service alerts for this patient. Please [resolve them first](#).

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Simply follow the links and identify the issue(s) raised by the system before proceeding.



HORACIO Green

Facility: ADL MRN: 000011 CRN:
Male , aged 44 years , born on May 05, 1978 , never admitted

HEALTHCARE IDENTIFIERHISTORY

SearchRevalidateDelete

Dashboard / Patients / HORACIO Green

IHI Number saved: Medicare Card Number has been set to 5950096792; Medicare IRN has been set to 1

IHI Number is duplicated with other patient(s): 000001. This patient may be a duplicate of other patient(s): 000001

Alerts raised by the HI Service (see task):

- Other patient record(s) have the same IHI Number: 000001
- Other patient record(s) are potential duplicates: 000001

IHI Number

8003 6083 3333 9265

Record Status

Verified

Status

Active

Last Validated

29/07/2022 at 04:24 PM

Example alert, uploading a prescription

Dashboard / Patients / HORACIO Green

PrescriptionAdd Drug

Medical Provider

Select a medical provider

Provider does not have a HPI-I. Record will not send to My Health Record.

Location

Adelaide

My Health Record Setup Errors

Patient Required Fields

- Title
- Unresolved HI Service alerts
- Patient does not have a Home Address

Date

29/07/2022

Print PrescriptionCancel