



Australian Government
Department of Health



My Health Record

For healthcare
providers

My Health Record

Identification framework





PART A: KNOWN CUSTOMER MODEL ¹	POINTS
<ol style="list-style-type: none"> 1. The individual has presented at the healthcare provider organisation on at least three occasions (inclusive of presentation at which Assisted Registration is being provided) and the individual's Medicare or DVA card (with the individual's name) has been sighted OR 2. The individual is attending a hospital with a clinical referral in the individual's name, at which time Assisted Registration is being provided and the individual's Medicare or DVA card (with the individual's name) has been sighted OR 3. The individual is attending an emergency department, at which time Assisted Registration is being provided, and the individual's photographic identification and Medicare or DVA card (with the individual's name) has been sighted OR 4. The individual has had at least three prescriptions in their name filled at the pharmacy on three separate occasions within the last 12 months (inclusive of the occasion on which Assisted Registration is being provided) and the individual's Medicare or DVA card (with the individual's name) has been sighted OR 5. The individual is enrolled with an Aboriginal Medical Service and Assisted Registration is occurring in conjunction with a consultation at the facility, and the individual's Medicare or DVA card (with the individual's name) has been sighted OR 6. The individual has presented at a healthcare service on at least three occasions (inclusive of presentation at which Assisted Registration is being provided) and the individual is enrolled in the My eHealth Record program OR 7. The individual is a resident of an aged care facility at which the Assisted Registration is being provided and the individual's Medicare or DVA card (with the individual's name) has been sighted OR 8. The individual is a customer or patient of the healthcare provider organisation and has undergone a 100 point documentary check (see Part B) with the organisation, either as part of becoming a patient or customer or as part of the Assisted Registration process OR 9. The individual is supported by a referee in accordance with the process used by the My eHealth Record (as operated by the Northern Territory Department of Health) OR 10. Another method approved by the System Operator. 	<p>100</p>

¹ The documents listed above in the Known Customer Model need to be sighted by the assisting healthcare provider organisation. This may occur at the time the organisation is assisting the individual to apply to register or on a previous visit to the organisation. The organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by the organisation's system and as included in the individual's application. The organisation should sight the relevant documents but should not take copies of the documents or record the document numbers unless it is necessary for another purpose.



PART B: DOCUMENTARY EVIDENCE OF IDENTITY ²	POINTS
Primary Documents – you can use no more than one of these	
Birth Certificate	70
Birth Card issued by a Registry of Births, Deaths and Marriages	70
Australian Citizenship Certificate	70
Current Australian Passport	70
Current Foreign Passport or Travel Document with a Valid Visa	70
Expired passport which has not been cancelled and was current in the preceding two years	70
Other document of identity equivalent to a passport including diplomatic documents and some documents issued to refugees	70
Australian armed service papers	70
Secondary documents	
<p>The following must contain a photograph and a name. Additional documents from this category are awarded 35 points.</p> <p><input type="checkbox"/> Driver licence issued by an Australian state or territory</p> <p><input type="checkbox"/> Licence or permit issued under a law of the Commonwealth, or state or territory government - (e.g. a boat licence)</p> <p><input type="checkbox"/> Identification card issued to a public employee</p> <p><input type="checkbox"/> Identification card issued by the Commonwealth, or state or territory government as evidence of the person's entitlement to a financial benefit</p>	70
<p>The following must have name and address:</p> <p><input type="checkbox"/> A mortgage or other instrument of security held by a financial body</p> <p><input type="checkbox"/> Local government (council) land tax or rates notice</p> <p><input type="checkbox"/> Land Titles Office record</p>	40
<p>The following must have name and signature:</p> <p><input type="checkbox"/> Marriage certificate (for maiden name only)</p> <p><input type="checkbox"/> Credit card</p> <p><input type="checkbox"/> Foreign driver licence</p> <p><input type="checkbox"/> Medicare card (signature not required on Medicare card)</p> <p><input type="checkbox"/> DVA treatment card (signature not required on DVA card)</p> <p><input type="checkbox"/> Identification card issued to a student at a tertiary education institution</p> <p><input type="checkbox"/> Membership to a registered club</p> <p><input type="checkbox"/> NRMA or equivalent membership</p> <p><input type="checkbox"/> EFTPOS card</p>	35
<p>Only one from each document type may be used - must have name and address on:</p> <p><input type="checkbox"/> Records of a public utility - phone, water, gas or electricity bill</p> <p><input type="checkbox"/> Records of a financial institution</p> <p><input type="checkbox"/> Lease/rent agreement</p>	35
<p>The following must have name and date of birth:</p> <p><input type="checkbox"/> Record of a primary, secondary or tertiary educational institution attended by the applicant within the last 10 years</p> <p><input type="checkbox"/> Record of professional or trade association of which the applicant is a member</p>	25

² The healthcare provider organisation must ensure that the details of the individual as contained in their identity document(s) correspond with the individual's details as recorded by the organisation's system and as included in the individual's application. The organisation should sight the relevant documents but generally should not take copies of the documents or record the document numbers unless it is necessary for another purpose.