



SOUTH EASTERN NSW PHN

Information Sheet

NASH CERTIFICATE RENEWAL

Background

The e-Business team at Medicare have made some significant changes to the way National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificates handle expirations. These changes will have an impact on several systems within your practice, so it is important that you act on any notices provided by Services Australia. The NASH certificate can be renewed on Health Professional Online Services (HPOS) by the Responsible Officer (RO) or Organisation Maintenance Officer (OMO). More information about [how to request or renew an existing NASH certificate can be found here](#).

The NASH certificate allows your organisation to access the Healthcare Identifiers (HI) Service which supports the use of My Health Record, Secure Messaging, Electronic Prescriptions and Prescription Exchange Systems. NASH certificates typically expire every two years. This guide outlines how NASH certificates are renewed.

What to do

When your NASH certificate expires you will need to update two systems

1. Secure Messaging

Your NASH certificate is used to encrypt and decrypt all secure messages you receive. This means that if your certificate expires, you will not be able to send or receive electronic referrals, discharge summaries and/or some pathology and diagnostic images. The guides below outline how to in:

- [Healthlink](#)

2. My Health Record

Your NASH certificate allows your organisation to access the My Health Record, you will need to install the new certificate before you can continue to access eHealth records. Instructions for installing new certificates can be found below.

- [Best Practice](#)
- [Medical Director](#)

3. Electronic Prescriptions and Prescription Exchange Service (PES)

Your NASH certificate allows prescriptions to be sent and received on the PES for dispensing, you will need to install the new certificate before you can continue to access prescription information via the PES. Instructions for installing new certificate can be found below:

- [Corum LOTS](#)
- [FRED Dispense](#)
- [ZDispense](#)

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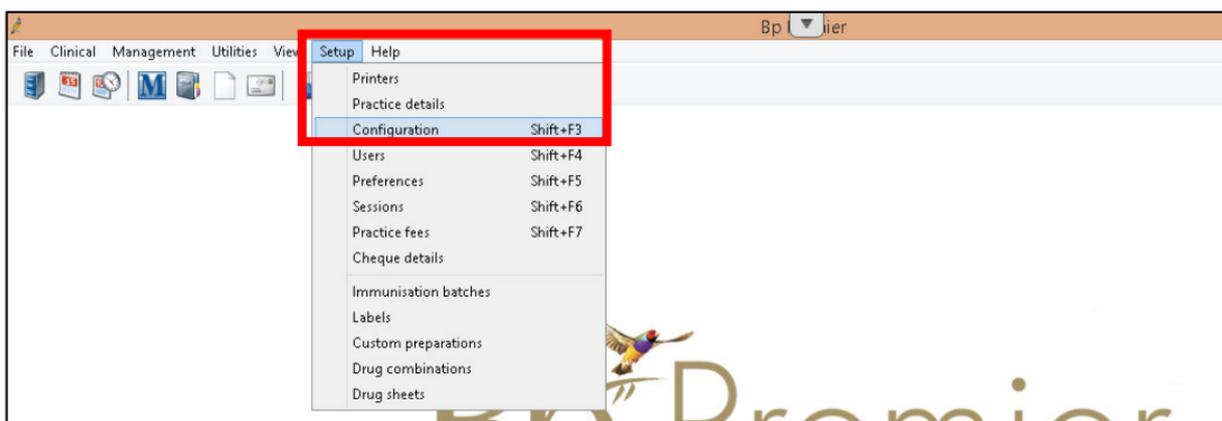
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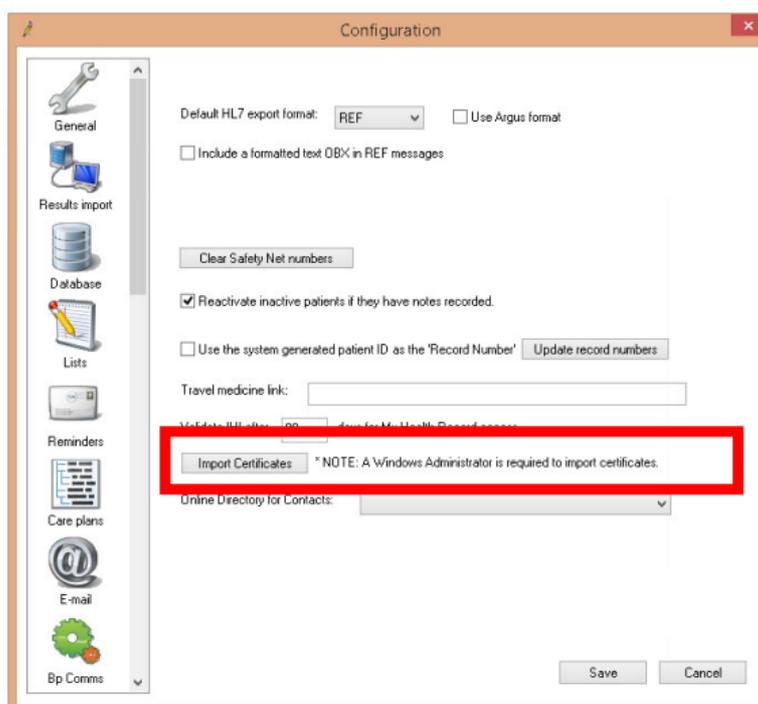
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INSTALLING NASH BEST PRACTICE

1. From the main menu, select SETUP then CONFIGURATION (SHIFT + F3).



2. Select the GENERAL menu, then select IMPORT CERTIFICATES.



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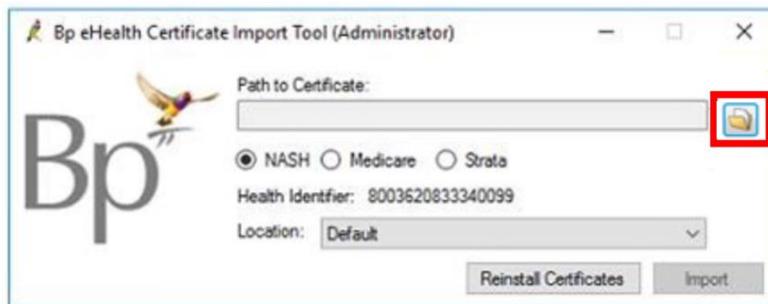
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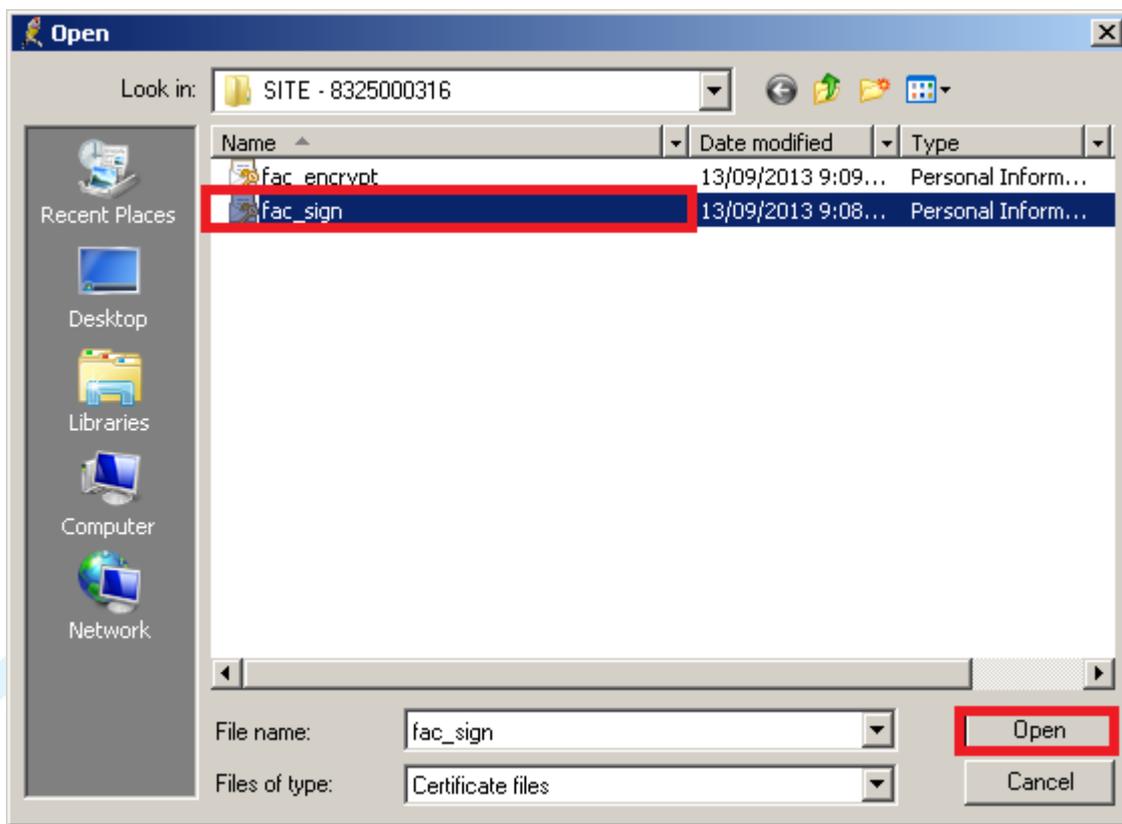
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3. Log in to certificate manager using your Best Practice username and password. Please note, you must have administrator access to perform this import.
4. The BP eHealth Certificate Import Tool screen will appear. Select the File Explorer icon.



5. Select the NASH certificate (file named FAC_SIGN.p12), then select OPEN.



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6. Enter the password (PIC code) provided. It will have come via text message or email when you requested the NASH certificate online through HPOS (PRODA). Then, select OK.



7. Select the NASH radio button and click IMPORT. If the import was successful, a success message will be displayed.

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