



Frequently Asked Questions: Health Assessment Portal (HAP) for Refugee Clinics and General Practitioners (GPs)

Background

What is HAPlite?

HAPlite is a reduced version of the Department of Home Affairs (Home Affairs) health processing system called the Health Assessment Portal (HAP) that is accessible via the internet.

What is the Health Assessment Portal (HAP)?

The HAP is a system used by Home Affairs and its migration medical service provider, Bupa Medical Visa Services, to process immigration health examinations and assessments.

What will Refugee Clinics or GPs use HAPlite for?

Refugee clinics or GPs will have access to HAPlite to view client information, view and download health records including reports and x-ray image files.

Which client cohorts are included in these arrangements?

These arrangements are for clients who are referred to you by Humanitarian Settlement Program (HSP) Service Providers who deliver settlement services on behalf of the Department of Social Services (DSS). The full health records for these clients will be available in HAPlite for you to access (except where residual paper health examination reports exist).

Getting ready for HAPlite implementation

What are the minimum technical requirements for HAPlite?

A computer that is connected to the internet with a current browser (i.e. Internet explorer 11, Chrome, Firefox or Safari).

How do I prepare for HAPlite implementation at my clinic?

You will need to review the training and communications information provided by Home Affairs and participate in training sessions where requested. You will also need to complete the user access forms provided by Home Affairs.

What is the information staff provided in the user access form used for?

The information provided by your clinic in the HAPlite access form will be stored in the department's security system (ESS) and used to create user accounts for your staff. It may also be used by Home Affairs to contact your clinic/staff where required.

Who can access information provided in this user access form?

The information can be accessed by nominated clinic administrators at your clinic and a limited number of Home Affairs' system administrators, who will only access this information where there is a business need to do so (i.e. to assist you to resolve a technical issue).

What if I believe my privacy has been breached?

Please contact Home Affairs immediately through the Client Feedback channels published on the Home Affairs website at: <http://www.homeaffairs.gov.au/about/contact/provide-feedback/compliments-complaints-suggestions/visa-citizenship-service>

Accessing HAPLite

How will I access HAPLite?

You will be able to access HAPLite via the Home Affairs *ImmiAccount* system.

What is ImmiAccount?

ImmiAccount is the front door to Home Affairs' online services. Refugee clinics or individual GPs will be set up as an 'organisation' within ImmiAccount so that they can create their own user accounts and access the HAPLite.

How will my clinic be represented in ImmiAccount as an organisation?

A draft explanation of clinic structures for each State is at **Attachment A**. In some states, only one or two bigger state coordination units will be set up as 'organisations' within ImmiAccount. Staff from all metropolitan and regional clinics within these states will then log in to HAPLite via one clinic.

Please Note: Clinic structures are still to be finalised and these will vary from state to state, depending on requirements.

How do I get access to HAPLite?

Home Affairs will set up clinics as an 'organisation' in *ImmiAccount* by 15 April 2018 along with two nominated clinic administrators from each location.

Once clinic administrator accounts are created, then clinic administrators will be able to 'invite' additional staff at their clinic to create their own accounts. No additional user access forms are required for this process.

Please view the tip sheets on creating your account and logging in to HAPLite for detailed instructions.

What user roles are available?

There are two roles available for users:

- one role which enables users to access and view health records in HAPLite;
- an additional clinic administrator role will enable users to manage user accounts within *ImmiAccount*.

What else will I do as a nominated clinic administrator?

Clinic administrators play an important role as they are able to assist clinic users with resetting their password. They can also manage users at the clinic by inviting new users and by removing/suspending old users. As a quality assurance check, Home Affairs periodically monitor user accounts for inactivity. Where little or no activity is identified on a user's account, we will contact clinic administrators to confirm access is still required and/or that no former staff have retained their access after ceasing their employment with your clinic. It is the clinic administrator's role to maintain and ensure user access is up to date.

How often will I have to log back in?

Your *ImmiAccount* session will remain active for four hours. You will, however, need to 're-launch' your HAPlite session every 20 minutes. Please see the available tip sheets for more details about how to login and re-login where required.

Using HAPlite

How will clinics be alerted to a referral under the new arrangements?

When a HSP Service Provider refers a client to your clinic prior to their arrival in Australia, they will provide a health identifier (HAP ID) for the client, their name and whether there is any potential medical issue or other condition.

How will clinics access the client's records?

You can access these records by searching for the client's record in the HAPlite using the HAP ID provided. Please see the available tip sheets for more information.

What information will clinic staff be able to see in the HAPlite?

You will be able to view Home Affairs' health records for a refugee client, including their:

- completed health examination reports and any digital x-ray examinations;
- digital photo (uploaded by the panel clinic that completed their initial health examinations); and
- the details of the assessment of their case by a Medical Officer of the Commonwealth (MOC)

Privacy and security

Is the HAPlite system secure?

Yes, the HAPlite system is hosted in the Home Affairs' Secure Gateway Environment. This is an Australian Defence Signals Directorate (DSD) certified hosting environment, which provides the necessary security controls to protect the online HAPlite system. HAPlite data is also stored securely on servers within the department's internal network.

Won't Home Affairs be breaching privacy arrangements by allowing Refugee clinics to access client health data?

No. Clients who complete medical examinations for the purpose of migration to Australia specifically consent to Home Affairs disclosing their personal information to state and territory health authorities and the relevant health clinics for the purpose of monitoring health and settlement.

The only clients that you are able to access in HAPlite are those referred to you by HSP Service Providers so that you can access their records in the system.

Note: You cannot access other health records more generally.

Are there any security concerns with the new arrangements?

As noted above, the HAPlite is a secure system. You will be accessing copies of health examination records that you previously received via email or on CD via the service providers, prior to 1 May 2018. Consequently, the proposed new arrangements are significantly more secure in terms of the protection of client data.

Is my clinic able to enter additional personal information into the new system?

No. You will only have "Read Only" access to health records.

Where can I get more information about the way Home Affairs handles personal information?

The Home Affairs privacy policy and related documents are available on the Home Affairs website at: <http://www.homeaffairs.gov.au/privacy>

Support arrangements

What support will Home Affairs provide for you?

In the first instance, users should contact their HAPlite Organisation Administrator for assistance. If further assistance is required, please contact health@homeaffairs.gov.au where required.

DRAFT Refugee Clinic HAPlite SET UP (Attachment A)

State/Territory	TB clinic
ACT	Companion House Referrals to be sent to:
NSW	NSW state coordination point Referrals to be sent to: Note: This clinic will also cover clinics from the following metro and regional clinics including:
NT	Referrals to be sent to:
QLD	QLD state coordination point Referrals to be sent to: Note: This clinic will also cover clinics from the following metro and regional clinics including: