



Programme for the Integration of Mental Health Data

Frequently Asked Questions (FAQs)

NGO online connection to PRIMHD

1. I do not have a broadband connection, how can I access PRIMHD Online to meet my PRIMHD reporting obligations?

You do not need broadband connection; you can access PRIMHD Online via dial-up using Telstra's Health Remote. All other processes are the same.

2. I want to choose the Telstra's Health Remote option for secure transmission of data; do I need a firewall for this?

Yes, a firewall is required to connect to the New Zealand Health Network, irrespective of which accredited connectivity product you are using. If your connectivity product does not include a firewall as part of the service, such as Telstra's Health Remote, the NGO is expected to provide its own. The firewall is required for the safe storage of data on the NGO computers.

If you have a Local Area Network (LAN) with a number of users sharing an Internet connection, then the firewall needs to be a hardware device. For single users connecting through the Internet, a firewall software package is sufficient (e.g. McAfee or Symantec 'off the shelf' security packages available at computer stores.) There is no requirement for the firewall device or software to be accredited, however it is expected that organisations with a substantial LAN would choose one of the accredited Virtual Private Network providers that provides a hardware solution as part of the service.

3. What is the process and how long does it take for an NGO to obtain online access to the National Health Index (NHI)?

In total, 2-3 weeks is the average timeframe to obtain authorisation and connection (assuming all documentation is completed correctly and technology aspects go according to plan).

After the Deed of Agreement for NHI access and connection request form is sent to the Ministry of Health's Contact Centre in Wanganui, this team checks the details and copies them to the Identity Data Management Team in Wellington for authorisation and approval.

It takes approximately 5 days for the Identity Data Management Team to complete the authorisation process, send a letter to the NGO, and advise the Wanganui Contact Centre.

A further 3-5 days are required for Technology Services at the Ministry to set up the user account and system security settings. It is not until this stage that the NGO is able to connect to and use the online NHI system.

4. What is the process to obtain a Digital Certificate and how long does it take?

The process should not take longer than 1-2 weeks. If you find it takes longer than two weeks please contact the Health Registration Authority to check status at 0800 117 590.

The process is as follows:

- The NGO completes the Digital Certificate application form and sends it to the Health Registration Authority. – Refer to the PRIMHD website for the Digital Certificate application form
- The Health Registration Authority receives the form and inputs the information into the system for approval. This should not take longer than 2-3 days.
- Once the approval is given, the information gets passed along to HealthLink, who issue the certificate
- HealthLink prints and couriers off certificates every Tuesday and Thursday.

Please note:

1. If the form sent to the Health Registration Authority (HRA) has an unauthorised signature (only select people in each NGO can sign the application), they won't be able to process it, this will cause delay to the process. To avoid this situation, contact the HRA to confirm who the authorised signatories are.
2. Healthlink currently prints 25 certificates only per day. They have indicated that they can increase this if they receive more than 50 requests for certificates per week.

5. I am changing Virtual Private Network (VPN) Service Network providers; what do I need to do?

If an NGO decides to change providers – the digital certificate remains the same, but they need to notify the Health Network Moderator at the Ministry of Health, of the change in provider.

An email to healthnetwork@moh.govt.nz will be sufficient unless there is any other material change in the NGOs situation (such as contact person or authorised signatory). In this case resending the Health Network application form is best practice.

6. Who pays for the Digital Certificate?

Ministry of Health pays for new and renewal certificates, so there is no cost to the NGO.

7. Who pays the Secure Connection cost?

NGOs pay for the secure connection. Because PRIMHD can only be accessed via the Health Network, NGOs can only gain access to the Health Network via an accredited secure network service. While the Health Network itself is free of charge, NGOs will need to pay an accredited commercial service vendor to gain access to the Health Network.

Further information is available on the Ministry's website on selecting an accredited network service, possible costs (installation and ongoing) and approaching a network service vendor. Visit <http://www.moh.govt.nz/moh.nsf/indexmh/primhd-ngos>

8. Our NGO uses the MedTech Patient Management System (PMS) – is it possible to report PRIMHD data through MedTech?

No, at the moment this is not possible. Representatives of the sector are working with MedTech to see whether this might be possible in the future.

9. Can an NGO send data on CD instead of using the File Transfer Protocol (FTP) – the current means the Ministry exchanges data?

No, CD is not considered a viable long-term solution for reporting.

10. Once an NGO starts entering the NHIs of their clients through PRIMHD Online, do those NHIs become visible to other NGOs who are also using PRIMHD Online?

No, they do not. Each organisation using PRIMHD Online is only able to view data for their own organisation. As soon as NHIs are entered to the PRIMHD Data Mart they are encrypted and therefore not identifiable. This is the case for all NHIs sent to the Ministry.

11. What is the normal turnaround of the Provisional Compliance process by the Ministry?

The Ministry will normally provide feedback on average within 2-3 days from receiving a valid set of test data (test script and corresponding XML requests). This can vary due to type of organisation, the number of concurrent organisations working towards Provisional Compliance and possible system problems.

12. Can proxy settings affect my access to PRIMHD Online?

Yes, if your organisation uses proxies, then this may stop you from successfully entering PRIMHD Online. You can change the proxy settings yourself, however please note that in some bigger organizations you may need administrator rights to do it. In this case, contact your IT support.

You can change your proxy settings by taking the following steps:

- First check that Internet Explorer version is 7 or higher – open Internet Explorer, go to Help and click on About Internet Explorer. The first number will tell you the version you are using.
- Second, check the Digital Certificate is installed. Go to Internet Explorer menu bar -> Tools -> Internet Options. Chose Content – Certificates and you should see the certificate details on the list. Also you can try to find “Health Secure CA” in the list under ‘Intermediate Certification Authorities’ tab.
- Third, if all good till now, check the proxy server settings - Open Internet Explorer, go to Tools -> Internet Options -> Connections tab -> LAN settings. If the ‘Proxy Server – Use a proxy server for your LAN’ check box is ticked than that setting may stop the connection. Un-tick the box and Ok.