

Future state options *(to be used to help complete the questionnaire)*

The following options are being explored to better understand the impacts, benefits and risks associated with different approaches to error message handling.

These options are provided to support consultation and discussion. No decision has been made, and no preferred option has been selected. Feedback received through this consultation will help inform future consideration of opportunities to improve HI Service messaging.

Option 1 - Reduce HI Service validation and messaging

Overview:

Under this approach, the HI Service would remove a subset of validation activities and associated error messages that may reasonably be performed within conformant software products before a transaction is submitted.

The HI Service would continue to perform core business processing and record matching functions but would return fewer validation-related messages.

This option is based on the view that certain validations may be more efficiently performed by software developers at the point of data entry.

Example 1

Current state	Potential future state
(ERROR) The postcode contains invalid characters. Only numeric characters are acceptable. The postcode must contain four numeric characters for an Australian address. (MESSAGE CODE 00083)	Validation performed within software before submission. No HI Service error message returned
HI Service performs validation and returns message.	Validation responsibility moves to software product. Users receive feedback before a transaction is submitted.

Potential benefits

- Reduced service complexity.
- Reduced message catalogue.
- Validation occurs closer to the user.
- Faster and more consistent data entry feedback.

Potential risks

- Loss of specific and actionable HI Service feedback.
- Increased reliance on vendor implementation.

- Potential variation in behaviour across software products.
- Increased unmatched transactions and data quality risks if validation is not consistently implemented.

Option 2 - Retain validation but simplify and standardise messages

Overview

Under this approach, the HI Service would continue performing the majority of existing validations, however the message catalogue would be reviewed and rationalised.

Duplicate, inconsistent or overly technical messages would be removed or simplified. Similar validation outcomes could be consolidated into a smaller set of standardised messages.

Example 1

Current state	Potential future state
(ERROR) The given name contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens. (MESSAGE CODE 01418)	(ERROR) The given name contains invalid characters. Please review and correct the entry.
HI Service performs validation and returns message.	Same validation outcome retained. Message wording simplified and standardised to improve usability

Potential benefits

- Retains existing validation protections.
- Improves consistency and readability.
- Reduces complexity within the message catalogue.
- Provides clearer and more actionable feedback.
- Minimises implementation impacts for software developers.

Potential risks

- Some implementation effort may still be required where systems rely on existing message text.
- Benefits may be less significant than more extensive reform approaches.

Option 3 - Error Codes only with vendor-managed messaging

Overview

Under this approach, the HI Service would return error codes only rather than detailed user-facing messages.

Software developers would be responsible for translating those codes into messages presented to users. The HI Service would continue to define and maintain the validation conditions upon which the message text is based.

This reflects the fact that some vendors already customise or replace HI Service messages in their products.

Current state	Potential future state
(ERROR) The postcode contains invalid characters. Only numeric characters are acceptable. The postcode must contain four numeric characters for an Australian address. (MESSAGE CODE 00083)	HI Service returns: Error Code 00083 Software displays: Please enter a valid four-digit Australian postcode.
HI Service provides both the error code and the user-facing message.	HI Service provides the error code. Software developers determine how the message is presented to end users.

Potential benefits

- Greater flexibility for software developers.
- Ability to tailor messaging to different user groups and workflows.
- Potentially improved user experience through context-specific messaging.

Potential risks

- Inconsistent messaging across products.
- Increased development and maintenance effort for vendors.
- Potential for differing interpretation of error codes.
- Clinical safety, support and conformance risks if messages are implemented inconsistently.

When completing the questionnaire, please consider:

- The impact of each option on your software product.
- The impact on healthcare providers and end users.
- Support and troubleshooting implications.

- Implementation effort and transition considerations.
- Risks and benefits associated with each approach.
- Whether there are alternative approaches the HI Service should consider.

Your feedback will help ensure future improvements are informed by real-world software development, support and operational experience.