Support and resources

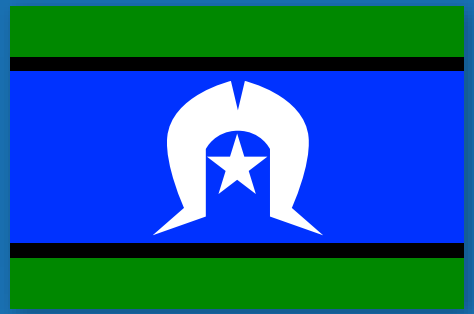
- Visit digitalhealth.gov.au/pca-register to access the pre-registration checklist
- Email: pca@digitalhealth.gov.au
- Phone: 1300 901 001
- Primary Health Network (PHN) Locator

Australian Government
Australian Digital Health Agency

Provider Connect Australia (PCA)

Presenter
Australian Digital Health Agency
2023

Acknowledgement



The Australian Digital Health Agency acknowledges the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

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Agenda

- What is Provider Connect Australia (PCA)?
- Benefits of PCA
- Registering for PCA
- Using the PCA Portal
- Resources and support
- Questions and answers

The red tape challenge

Healthcare provider organisations must maintain their service delivery details and update business partners with changes.

These **business partners** can include:

Health services directories (such as the National Health Services Directory)

Online booking systems

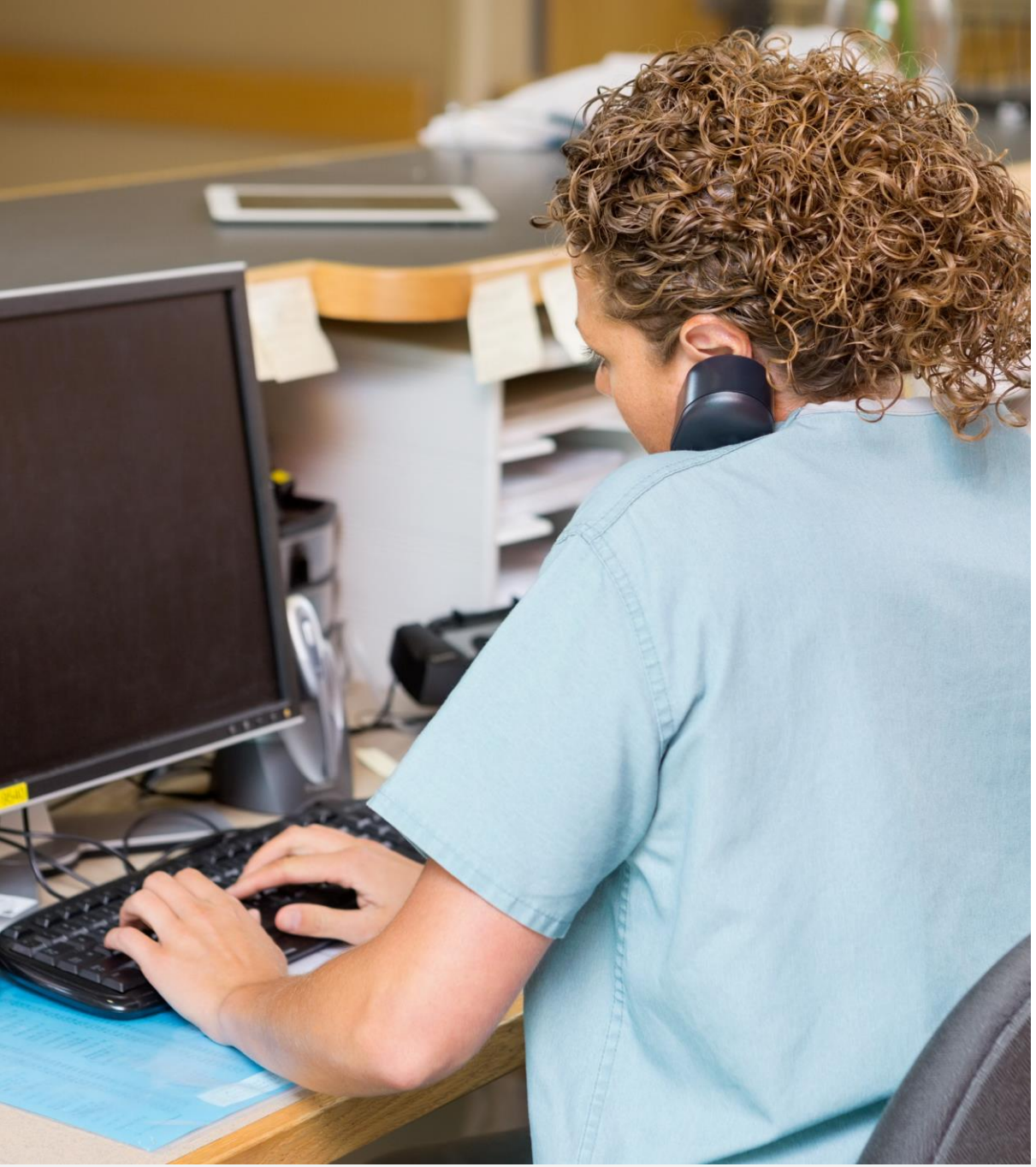
Funders (such as Medicare, private health insurers, workplace and accident insurers)

Primary Health Networks

Communication services (such as secure messaging services and prescription exchanges)

Diagnostic services

Public and private hospitals



Impacts on healthcare organisations

- X **Missed updates** leading to **incomplete and out of date information**
- X **Errors on forms and in transcription** into business partner systems
- X **Barriers to uptake of new programs** that require yet another registration
- X **Systemic lack of access to accurate and up-to-date healthcare service information** hampering usability of many systems including secure messaging

Busting red tape with Provider Connect Australia

Provider Connect Australia is:

- A **fee-free service** provided by the Australian Digital Health Agency.
- **Connects** healthcare providers with their business partners.
- **Streamlines** registration and ongoing updates.
- A **foundation of a better connected** healthcare system.

What can PCA do for me?

Reduce duplication

of effort – less forms to complete

Streamline notifications

of changes to my business partners

Complete and up to date

listings in directories

Reduced time

to follow up and redirect messages received in error

How does it work?

Healthcare provider organisation

Primary care, Allied health, Pharmacy, Specialist, Hospital and Jurisdiction

Provider CONNECT Australia™

Service delivery details
Practice names
Service types
Contact details
Practitioners

Service delivery details

Verification Services
Organisations, HPI-Os, Practitioners, HPI-Is

HI Service, Ahpra, Medicare etc.

Business partners

Services Australia

NHSD
Specialised directories

eHealth NSW

Secure messaging systems

Primary Health Networks

Booking services

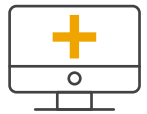
Private health insurers, workplace and traffic accident insurers

Private and government clinical programs

Peak bodies and accreditation services

Consumers

Healthcare provider organisations



Diagnostic providers

Jurisdictions

Other providers

Australian Government
Australian Digital Health Agency

Registering for PCA

PCA pre-registration checklist

Prior to registering an organisation with PCA, users must:

- have an individual PRODA account
- locate the organisation's Australian Business Number (ABN) (if applicable)

If the organisation wishes to include healthcare identifiers (HPI-O and HPI-I's) in the information published to business partners, the organisation must:

- link the Agency as a Contracted Service Provider (CSP) in HPOS; and
- locate the organisation's HPI-O.

Set up your organisation in PCA

Log into the PCA Portal using PRODA account details to:

01

Register a healthcare provider organisation

02

Import Healthcare Identifier (HI) information or subsidiary organisations

03

Add healthcare locations

04

Add healthcare services

05

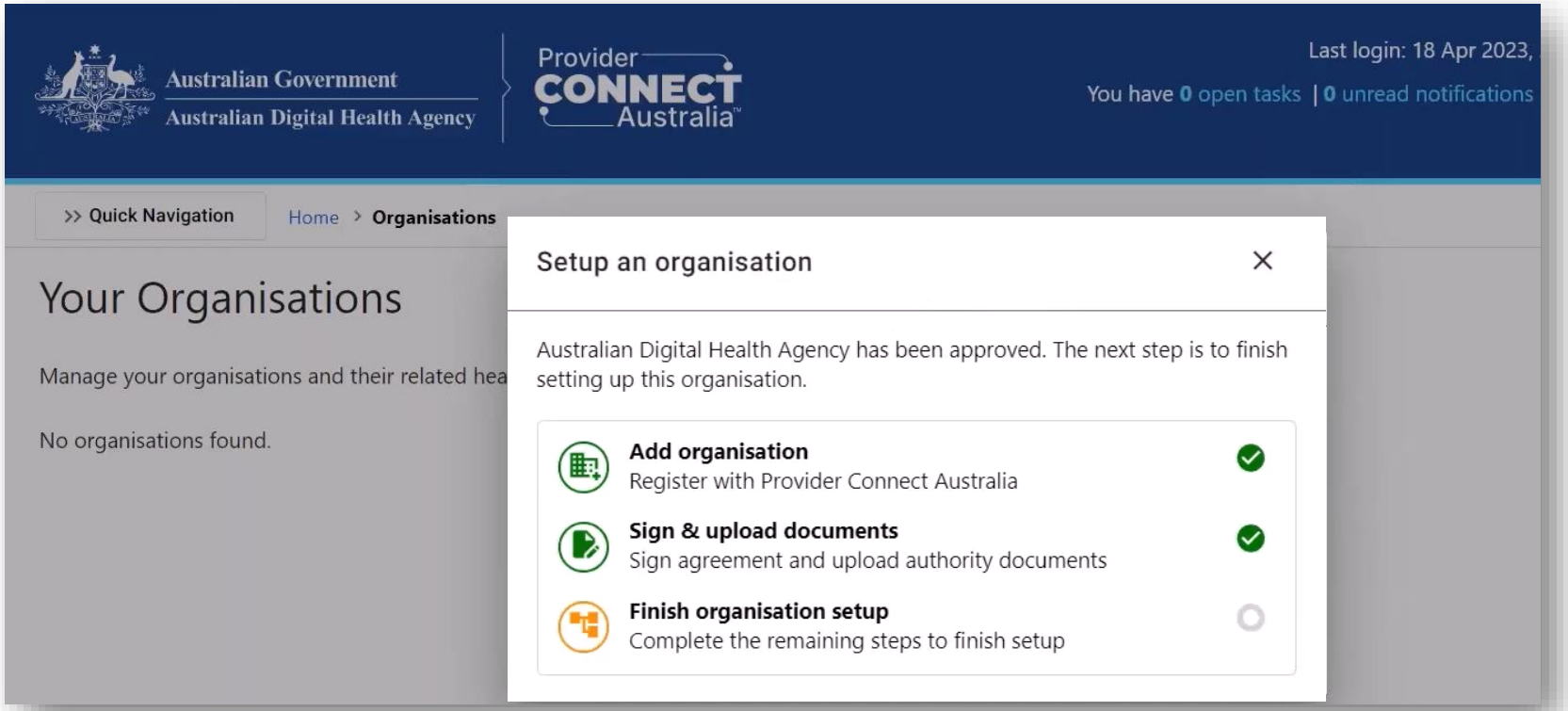
Add healthcare practitioners

06

Publish healthcare service details

PCA: Setup Helper Wizard

- An organisation is only required to register **once**
- An **agreement** must be signed & **authority documents** uploaded
- The helper wizard prompts the user to complete setup



Participation Agreement & Authority Documents

- Choose who will sign a participation agreement and what evidence documents will be uploaded
- Ensure ASIC generated documents contain:
  - the ABN you're registering in PCA
  - Company/Legal Name associated with the ABN
  - Full name and role of the individual signing the agreement (e.g. Director, Company Secretary)

Participation Agreement & Authority Documents

Documents for signing

Document type
Participation agreement
Statutory declaration

Document type	Document nam
Participation agreement	
Statutory declaration	

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every particular.

3 *Signature of person making the declaration* — 3 *John Smith*

Mandatory: Signature of person making declaration

4 *[Optional: email address and/or telephone number of person making the declaration]* — 4

5 *Place*
6 *Day*
7 *Month and year*

Declared at [5] ACME Medical Centre, Mt Gravatt on [6] Tuesday 7th of [7] January 2023

Mandatory: Place and date of declaration

Before me,

8 *Signature of person before whom the declaration is made (see over)* — 8 *Joanne Trundell*

Mandatory: Signature of person witnessing the declaration

9 *Full name, qualification and address of person before whom the declaration is made (in printed letters)* — 9

Joanne Trundell
Registered Nurse
55 Bluehills Drive, Bunya QLD 4055

10 *[Optional: email address and/or telephone number of person before whom the declaration is made* — 10

Mandatory: Full Name, Qualification and Address of person witnessing the declaration

Note: ONLY qualified people may witness the declaration (see page 2)

Example of completed statutory declaration can be viewed here

Using the PCA Portal

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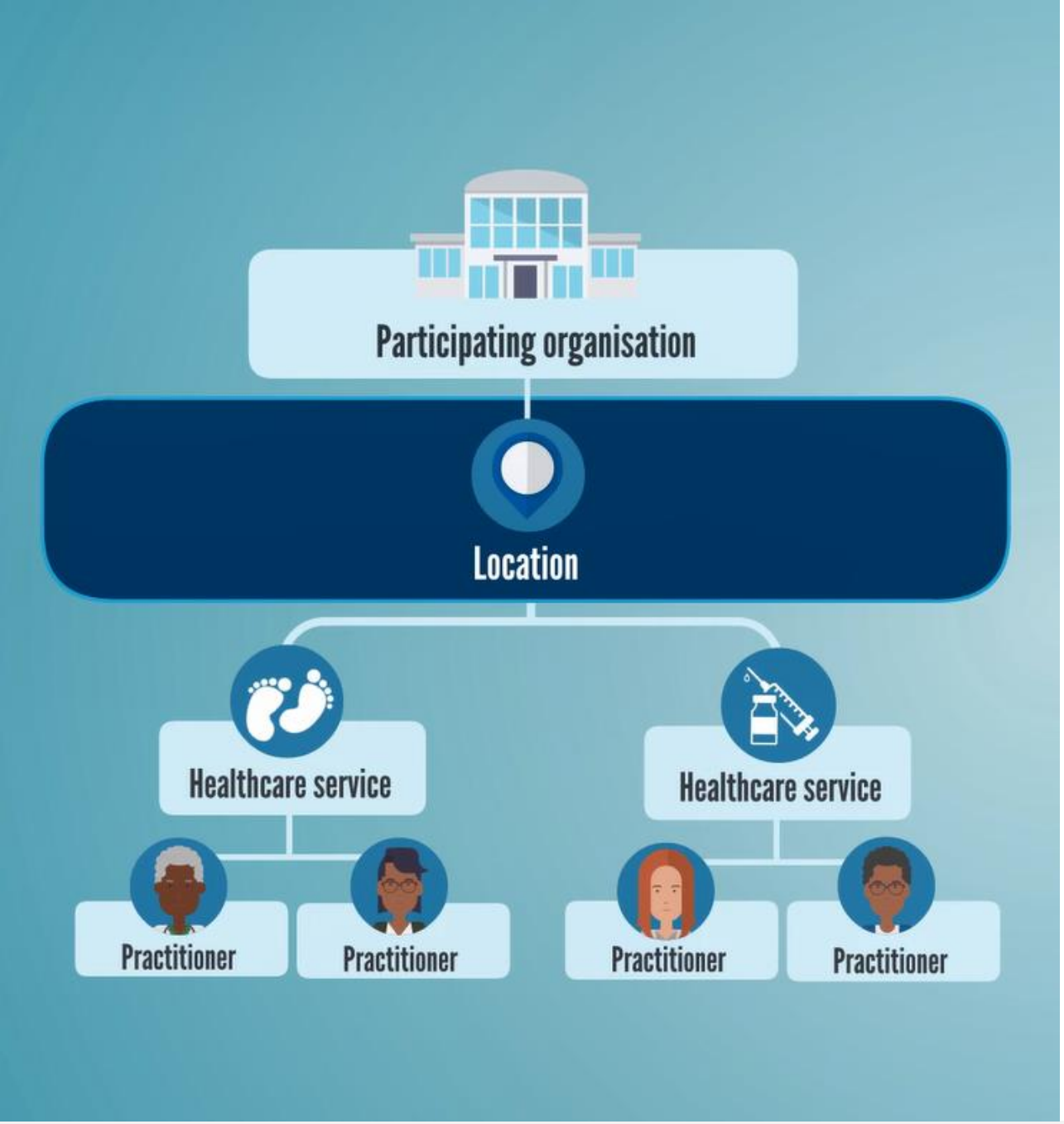


Adding healthcare locations

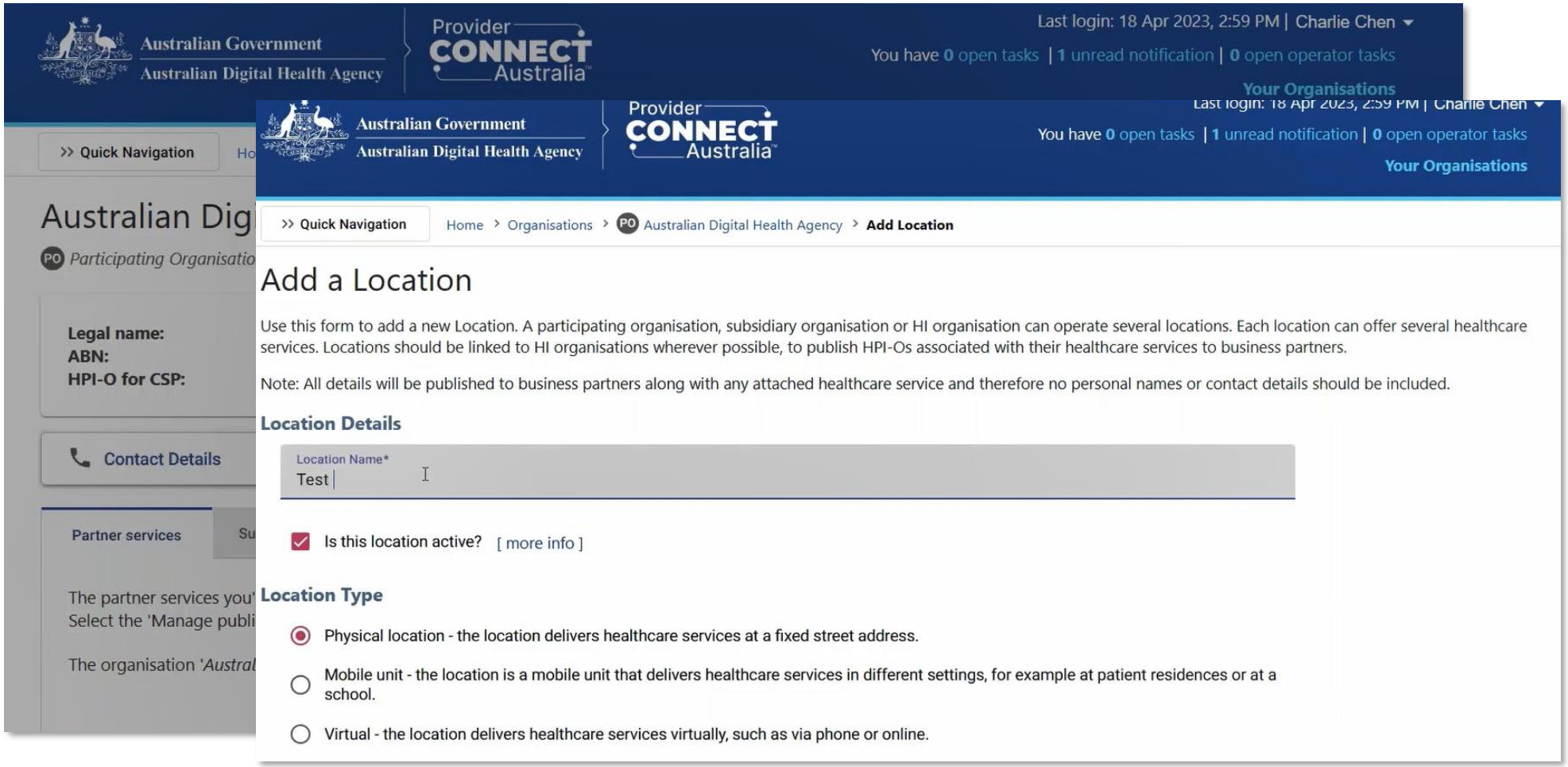
Locations are the places where your organisation provides its healthcare services.

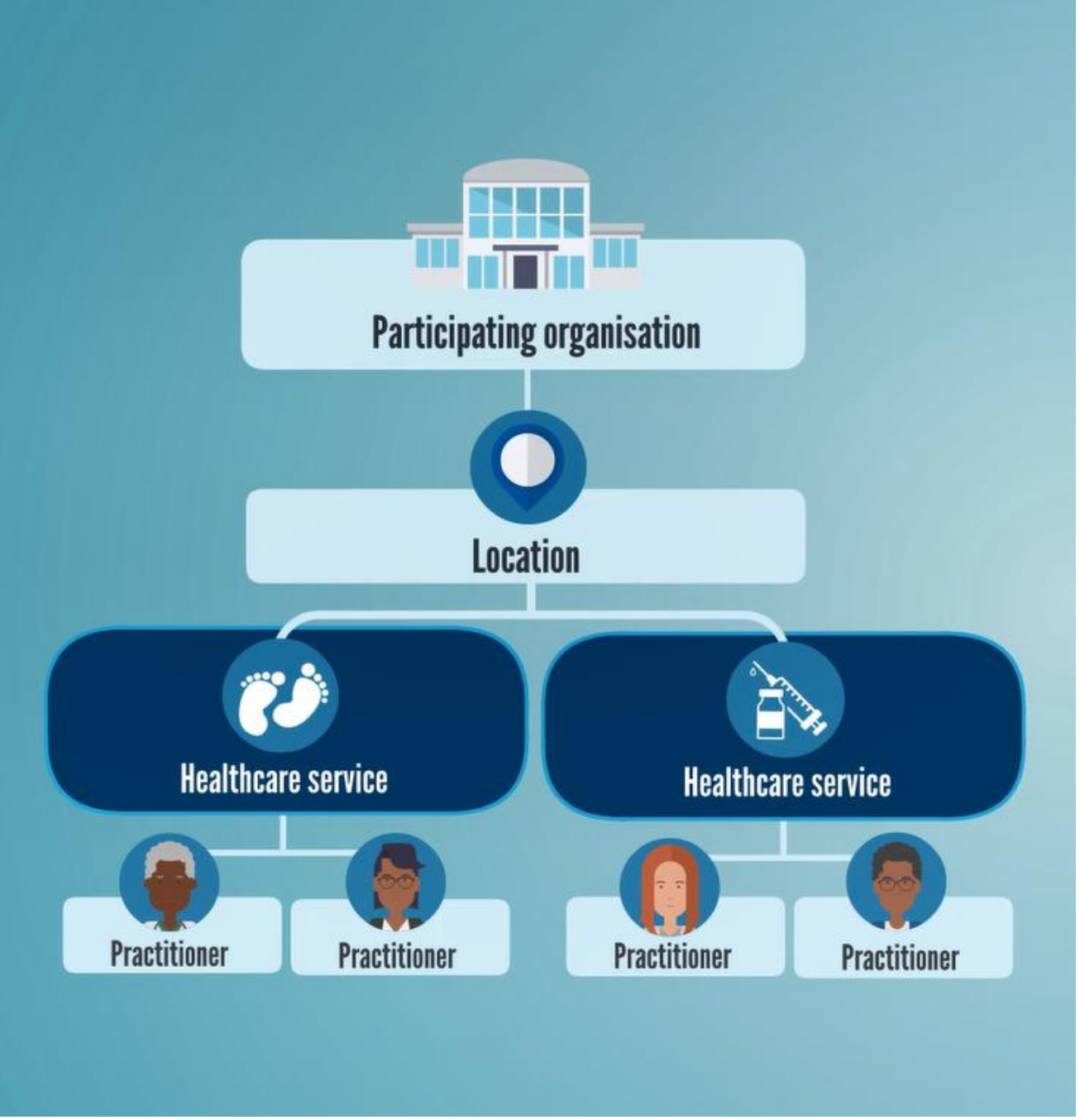
Location types:

- ***Physical address*** – the location delivers healthcare services at a fixed street address.
- ***Mobile unit*** – the location is a mobile unit that delivers healthcare services in different settings, for example at patient residences, work sites or at a school.
- ***Virtual*** – the location delivers healthcare services virtually, such as via phone or online.

Postal/street addresses and amenities can be added.

Adding healthcare locations





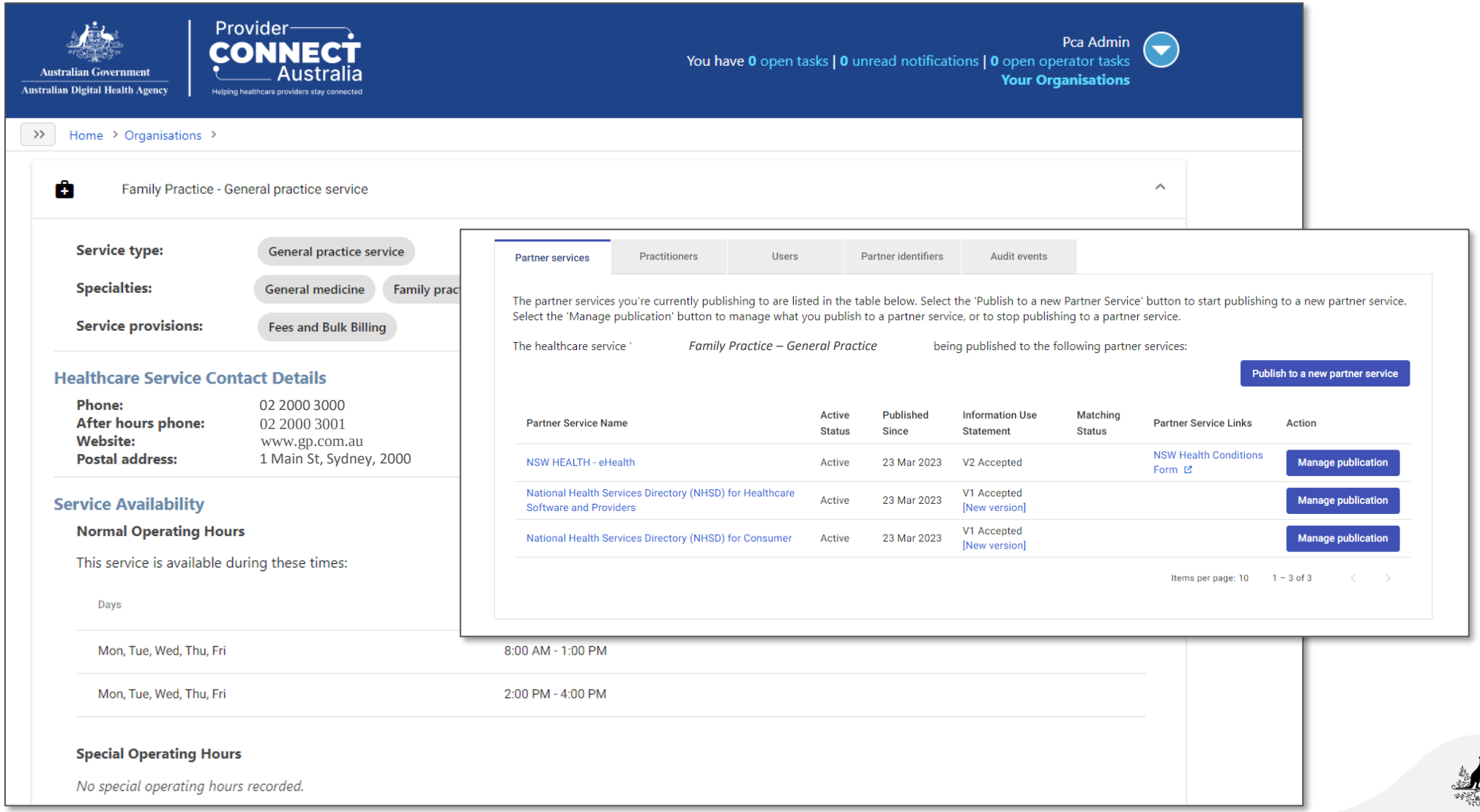
Adding healthcare services

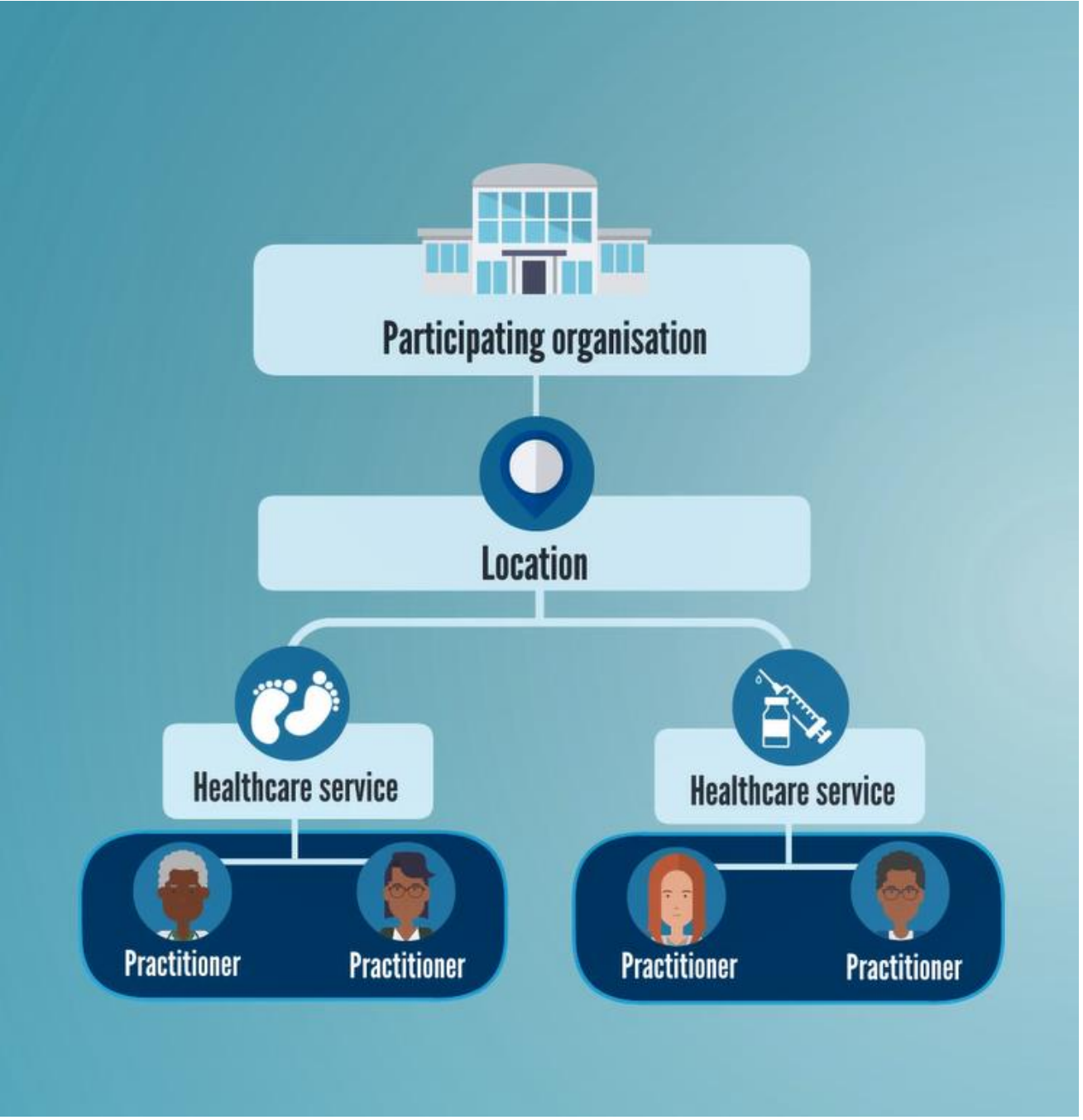
Healthcare services describe the specific services provided at a particular location, such as General Practice, Podiatry or Paediatric services.

Service information which can be added:

- Languages spoken at the healthcare service
- Healthcare service provision conditions
- Healthcare service eligibilities
- Appointments and referral details
- Operating hours

Add Healthcare Service Details





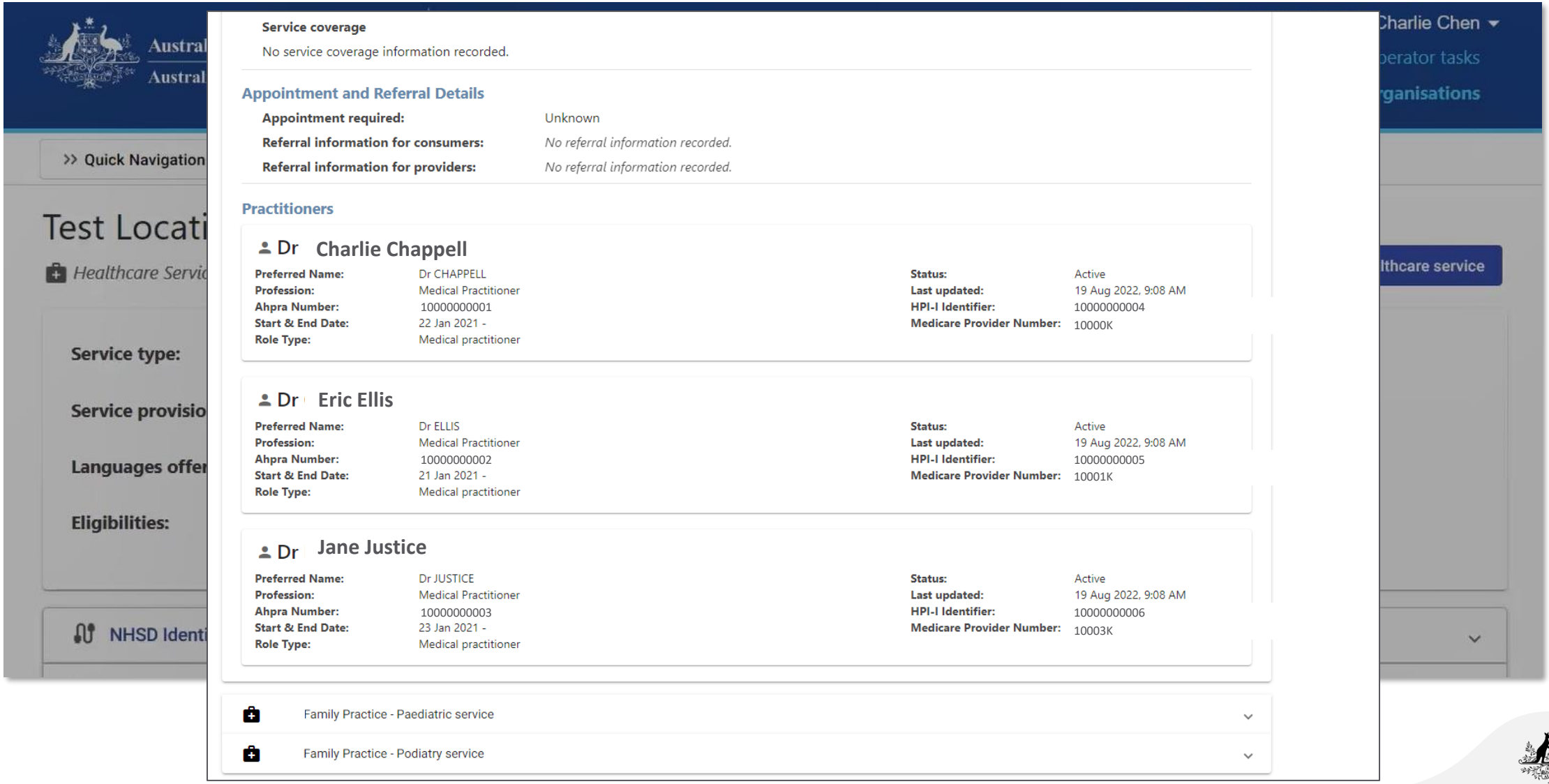
Adding healthcare practitioners

Practitioners are imported from Ahpra and are linked to one or more of healthcare services. Once linked additional details can be added about their role in providing healthcare services, for example, General practitioner, Podiatrist, Paediatrician.

Details which can be included:

- Languages spoken
- Identifiers (HPI-I, Medicare Provider Number)

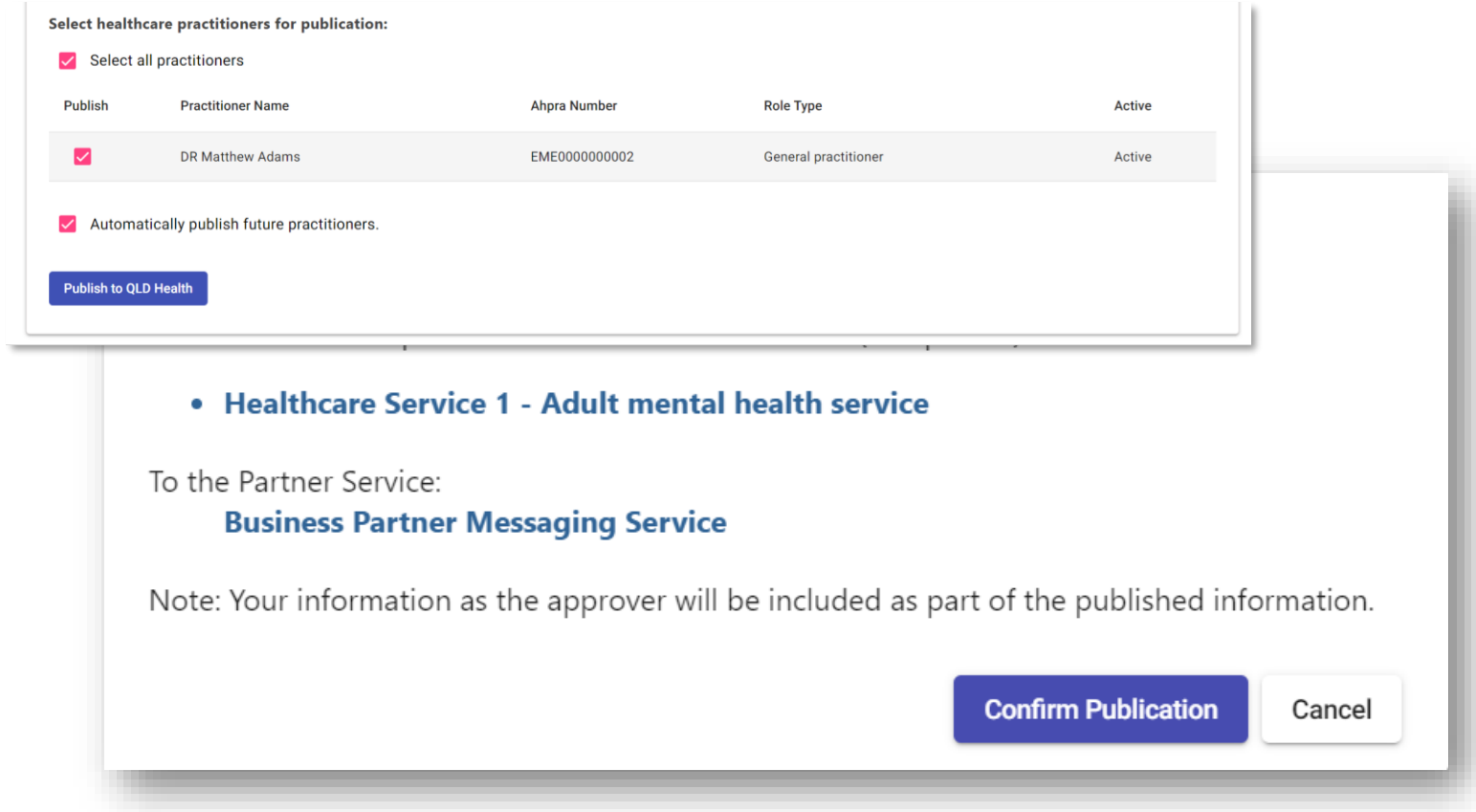
Add Practitioner Details



Publish information to partner services

Update your **business partners** when:

- New practitioner/s join or leave
- Your organisation's contact details change
- The location of healthcare services changes
- New services are offered or discontinued
- There are changes to operating hours
- New partner services require information about your organisation



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Questions and Answers

Further information and support

Australian Government

Australian Digital Health Agency

My Health Record

My Health Record Help line: 1800 723 471

Australian Digital Health Agency

Web: www.digitalhealth.gov.au

Email: help@digitalhealth.gov.au

Agency help line: 1300 901 001

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