

Provider **CONNECT** Australia™

Helping healthcare providers stay connected



What is **Provider Connect Australia?**



A single place to update your business information that reduces duplication and streamlines notifications.



A new service that improves the completeness and accuracy of directories.



A secure, reliable and efficient way to help healthcare providers stay connected.

How is it different to Vaccine Clinic Finder Connect?

VCF Connect was designed to manage COVID-19 vaccine clinic details on the Vaccine Clinic Finder.

Provider Connect Australia works similarly to VCF Connect but has more functionality and benefits. It is the next step in streamlining how you maintain the accuracy of your healthcare services and practitioner details with your business partners.



Australian Government
Australian Digital Health Agency

How it works

Once registered with Provider Connect Australia™, you can import your vaccine services from VCFC and add all your other business information (healthcare services and locations). This will automatically be sent to your registered business partners. Over time, business partners will include pathology and radiology services, public service directories, secure messaging providers and more.

This means you can maintain a single master copy of your organisation's details and your chosen business partners will automatically receive any updates.

Provider Connect Australia will save you time, reduce human error and remove the hassle of filling out multiple forms.

Registration and set-up process

Security is a key design element of Provider Connect Australia, which adheres to Australian Government security requirements. The registration process establishes your agreement that the Australian Digital Health Agency, as operator of Provider Connect Australia, can securely collect and share information on your behalf.

The initial set-up process to add your healthcare services and service locations is comprehensive to enable you to make the most of the service. The time you invest up front will ensure your business information is accurate, complete and can automatically be shared with all your registered business partners.

Get ready to register

Visit digitalhealth.gov.au/pca-register to access the [pre-registration checklist](#), user guides, and a video that explains the registration process.

CSR-4360 - Revised 06/03/2023

Support and resources

- Visit digitalhealth.gov.au/pca-register to access the [pre-registration checklist](#)
- Email: pca@digitalhealth.gov.au
- Phone: [1300 901 001](tel:1300901001)
- Primary Health Network (PHN) [Locator](#)



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Provider Connect Australia (PCA)

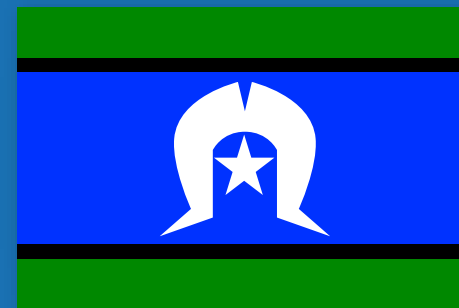
Presenter

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.



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)



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



Online booking systems



Diagnostic services



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



Public and private hospitals



Primary Health Networks





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



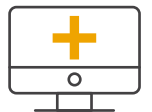
Business partners

- 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



Registering for PCA



PCA pre-registration checklist



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Login

Home

Welcome to Provider Connect Australia™

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.



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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

The screenshot shows the 'Setup an organisation' wizard in the Provider Connect Australia system. The header includes the Australian Government and Australian Digital Health Agency logos, the 'Provider CONNECT Australia' logo, and user information: 'Last login: 18 Apr 2023, You have 0 open tasks | 0 unread notifications'. The main content area shows 'Your Organisations' with a sub-header 'Manage your organisations and their related health services' and the message 'No organisations found.' The wizard steps are:

Step	Description	Status
	Add organisation Register with Provider Connect Australia	<input checked="" type="checkbox"/>
	Sign & upload documents Sign agreement and upload authority documents	<input checked="" type="checkbox"/>
	Finish organisation setup Complete the remaining steps to finish setup	<input type="checkbox"/>

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	Document name
Participation agreement	
Statutory declaration	
Document type	Document name
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*

Before me,

Mandatory: Place and date of declaration

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*

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

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

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

10

Example of completed statutory declaration can be viewed [here](#)



Using the PCA Portal



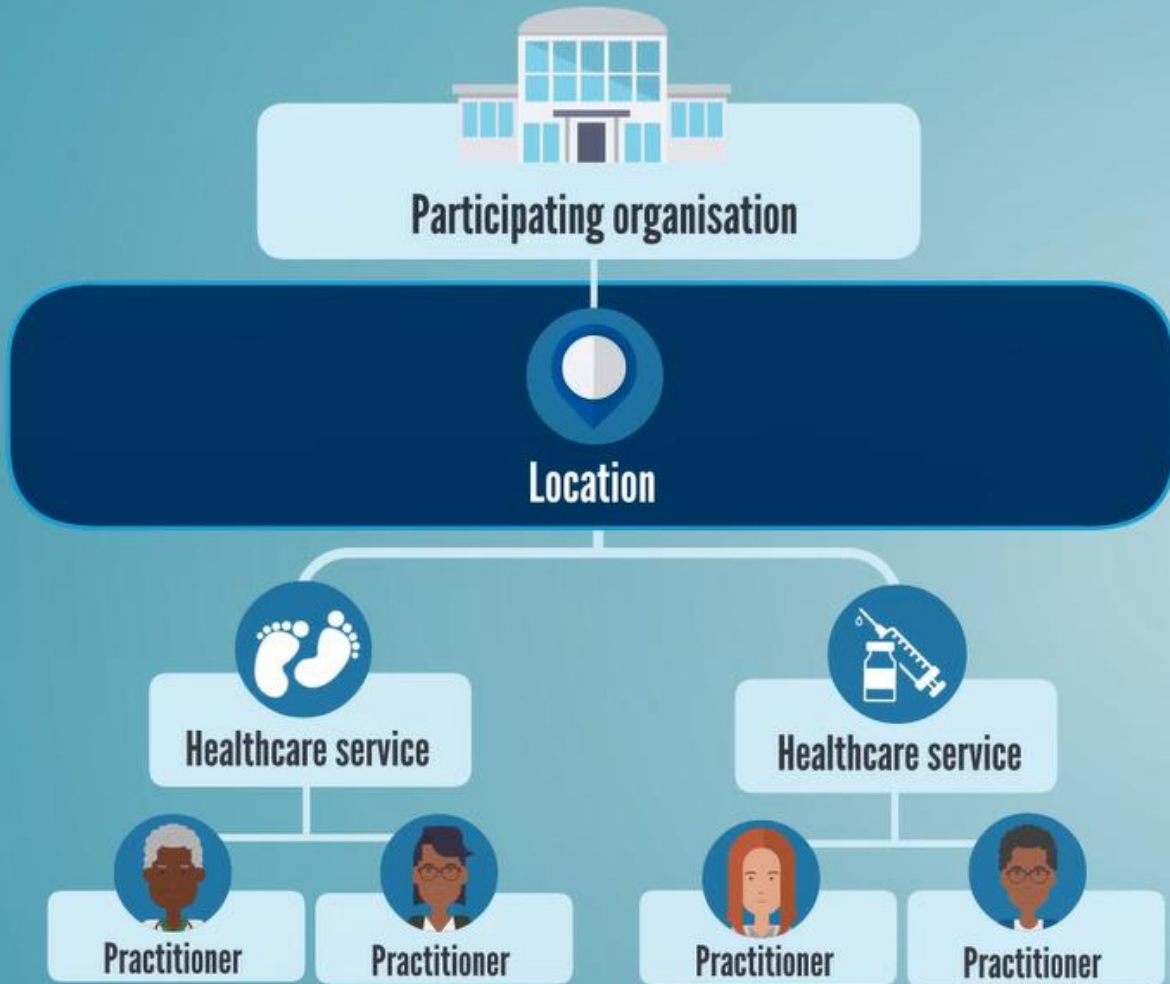
Adding healthcare locations

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

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Provider **CONNECT** Australia™

Last login: 18 Apr 2023, 2:59 PM | Charlie Chen ▾
You have 0 open tasks | 1 unread notification | 0 open operator tasks

Your Organisations
Last login: 18 Apr 2023, 2:59 PM | Charlie Chen ▾
You have 0 open tasks | 1 unread notification | 0 open operator tasks

Your Organisations

>> Quick Navigation Home > Organisations > PO Australian Digital Health Agency > **Add Location**

Add a Location

Use this form to add a new Location. A participating organisation, subsidiary organisation or HI organisation can operate several locations. Each location can offer several healthcare services. Locations should be linked to HI organisations wherever possible, to publish HPI-Os associated with their healthcare services to business partners.

Note: All details will be published to business partners along with any attached healthcare service and therefore no personal names or contact details should be included.

Location Details

Location Name*
Test | I

Is this location active? [more info]

Location Type

Physical location - 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 or at a school.

Virtual - the location delivers healthcare services virtually, such as via phone or online.

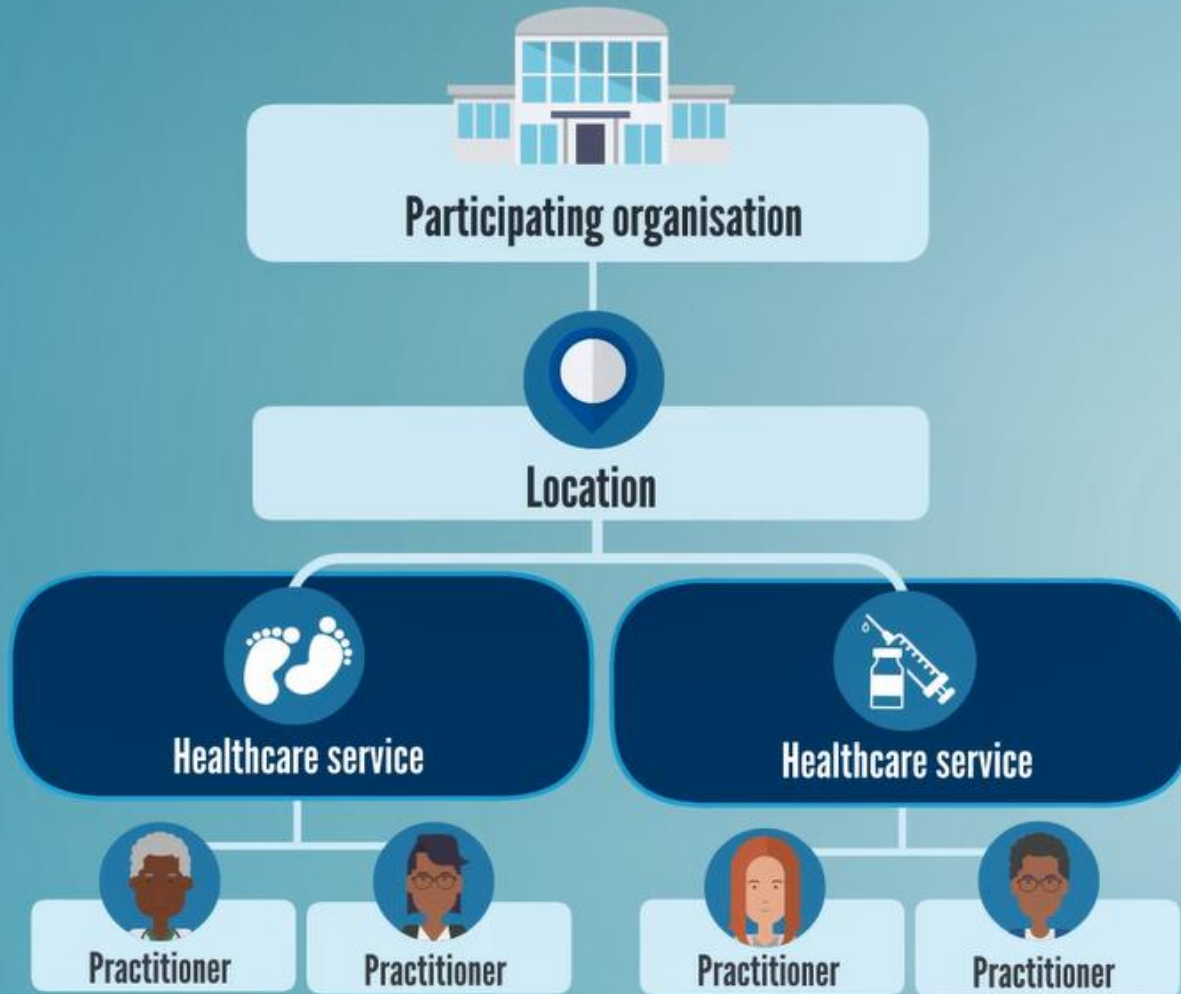


Adding healthcare services


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


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Pca Admin 
You have **0** open tasks | **0** unread notifications | **0** open operator tasks
Your Organisations

>> [Home](#) > [Organisations](#) >

 Family Practice - General practice service

Service type: General practice service

Specialties: General medicine Family prac

Service provisions: Fees and Bulk Billing

Healthcare Service Contact Details

Phone: 02 2000 3000
After hours phone: 02 2000 3001
Website: www.gp.com.au
Postal address: 1 Main St, Sydney, 2000

Service Availability

Normal Operating Hours

This service is available during these times:

Days	Time
Mon, Tue, Wed, Thu, Fri	8:00 AM - 1:00 PM
Mon, Tue, Wed, Thu, Fri	2:00 PM - 4:00 PM

Special Operating Hours


No special operating hours recorded.

Partner services
Practitioners
Users
Partner identifiers
Audit events

The partner services you're currently publishing to are listed in the table below. Select the 'Publish to a new Partner Service' button to start publishing to a new partner service. Select the 'Manage publication' button to manage what you publish to a partner service, or to stop publishing to a partner service.

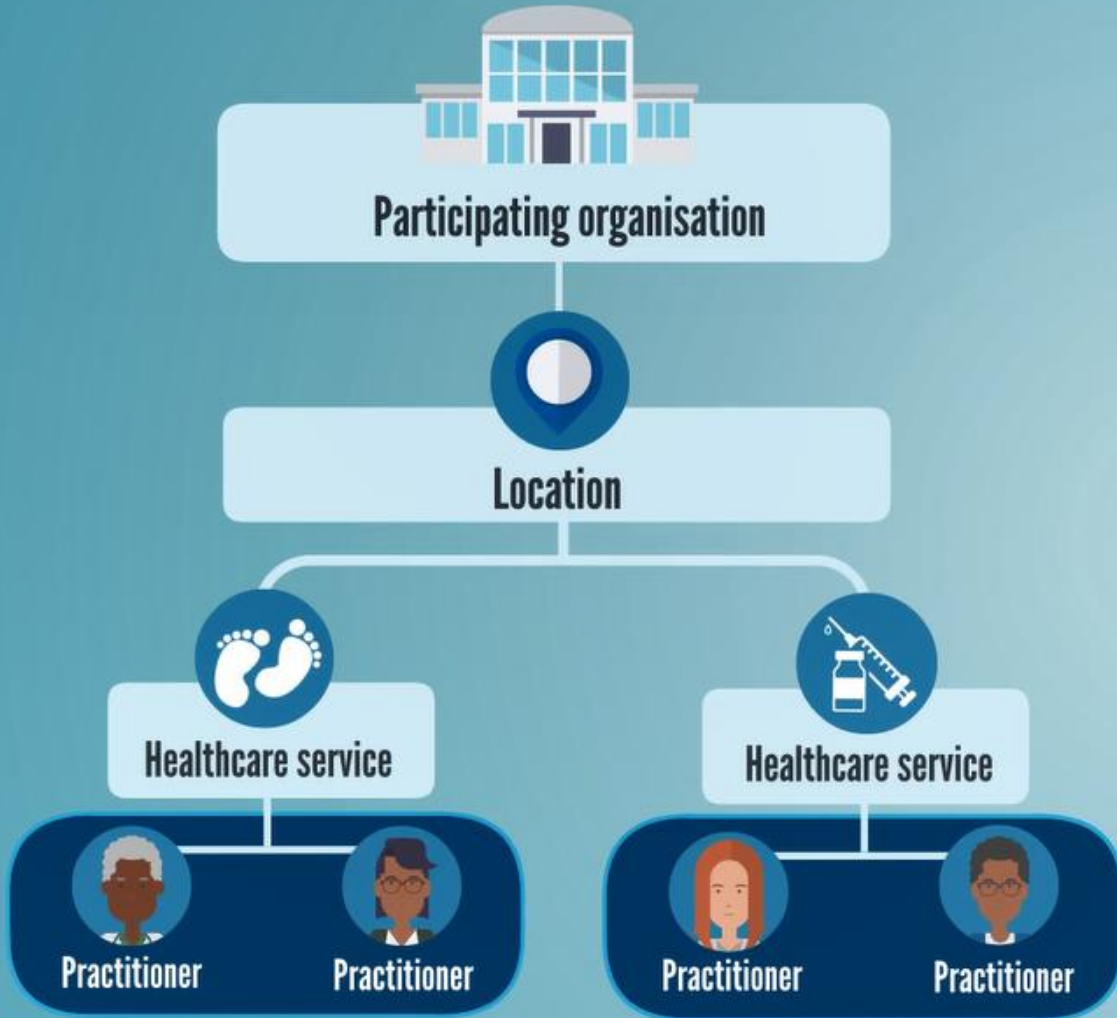
The healthcare service '*Family Practice – General Practice*' being published to the following partner services:

Publish to a new partner service

Partner Service Name	Active Status	Published Since	Information Use Statement	Matching Status	Partner Service Links	Action
NSW HEALTH - eHealth	Active	23 Mar 2023	V2 Accepted		NSW Health Conditions Form 	Manage publication
National Health Services Directory (NHSD) for Healthcare Software and Providers	Active	23 Mar 2023	V1 Accepted [New version]			Manage publication
National Health Services Directory (NHSD) for Consumer	Active	23 Mar 2023	V1 Accepted [New version]			Manage publication

Items per page: 10 1 - 3 of 3 < >

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

Service coverage
No service coverage information recorded.

Appointment and Referral Details
Appointment required: Unknown
Referral information for consumers: No referral information recorded.
Referral information for providers: No referral information recorded.

Practitioners

Dr Charlie Chappell

Preferred Name:	Dr CHAPPELL	Status:	Active
Profession:	Medical Practitioner	Last updated:	19 Aug 2022, 9:08 AM
Ahpra Number:	10000000001	HPI-I Identifier:	10000000004
Start & End Date:	22 Jan 2021 -	Medicare Provider Number:	10000K
Role Type:	Medical practitioner		

Dr Eric Ellis

Preferred Name:	Dr ELLIS	Status:	Active
Profession:	Medical Practitioner	Last updated:	19 Aug 2022, 9:08 AM
Ahpra Number:	10000000002	HPI-I Identifier:	10000000005
Start & End Date:	21 Jan 2021 -	Medicare Provider Number:	10001K
Role Type:	Medical practitioner		

Dr Jane Justice

Preferred Name:	Dr JUSTICE	Status:	Active
Profession:	Medical Practitioner	Last updated:	19 Aug 2022, 9:08 AM
Ahpra Number:	10000000003	HPI-I Identifier:	10000000006
Start & End Date:	23 Jan 2021 -	Medicare Provider Number:	10003K
Role Type:	Medical practitioner		

Family Practice - Paediatric service

Family Practice - Podiatry service

Charlie Chen ▾

Operator tasks

Organisations

Healthcare service

Australian Government
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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

Select healthcare practitioners for publication:

Select all practitioners

Publish	Practitioner Name	Ahpra Number	Role Type	Active
<input checked="" type="checkbox"/>	DR Matthew Adams	EME0000000002	General practitioner	Active

Automatically publish future practitioners.

[Publish to QLD Health](#)

- **Healthcare Service 1 - Adult mental health service**

To the Partner Service:

Business Partner Messaging Service

Note: Your information as the approver will be included as part of the published information.

[Confirm Publication](#)

[Cancel](#)



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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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