

5.8 Useful contacts

Gold Coast PHN	07 5612 5408 practicesupport@gcphn.com.au www.gcphn.org.au Engagement Officer flyer
Provider Digital Access (PRODA) PRODA	1800 700 199 (option 1) proda@servicesaustralia.gov.au PRODA Information Training: PRODA eLearning
Health Professional Online Services (HPOS)	132 150 (option 6) HPOS Access Training: HPOS eLearning
Medicare Provider Enquiries (Medicare Programs)	Phone: 132 150 (Option 2 - Claiming, payment, Provider Registration, MyMedicare and Organisation Register enquiries)
Services Australia Incentive Program	1800 222 032 Incentive Program Information Training: Incentive Programs eLearning
MBS	13 21 50 askmbs@health.gov.au MBS online Training: MBS Training eLearning
Healthdirect	1800 580 771 videocallsupport@healthdirect.org.au Registration Form Video Call Video Call
Australian Immunisation Register	1300 650 039 air@humanservices.gov.au
Department of Veteran Affairs	1800 550 457
Services Australia eBusiness	1800 700 199 ebusiness@humanservices.gov.au
Primary Sense	07 5612 5476 primarysense@gcphn.com.au www.primarysense.org.au
Medical Director	1300 300 161 www.medicaldirector.com
Best Practice	1300 40 1111 support@bpsoftware.net www.bpsoftware.net
Translating and Interpreting Service (TIS National)	131 450
My Aged Care	1800 200 422
MyGov help desk	132 307 - option 1
eRx	1300 700 921
Healthlink	1800 125 036
My Health Record	1800 723 471
Gold Coast Hospital and Health Service – GP Advice Line	1300-004-242 (option 3) GCGPLU@health.qld.gov.au – please ensure you de-identify patient information if sending by email. Only provide the initials of your patient's name and date of birth. Available Monday to Friday, 8am to 4pm.
Gold Coast Public Health Unit	(07) 5667-3200 GCPHU@health.qld.gov.au (do not include any patient information) For after hours health advice, phone 13 HEALTH (13 43 25 84)
Medicare Urgent Care Clinic	Southport 07 5680 0040 Oxenford 07 5573 1122 www.gcphn.org.au/medicare-urgent-care-clinic