

PRODA & HPOS GUIDE

Version 1.1

Contents

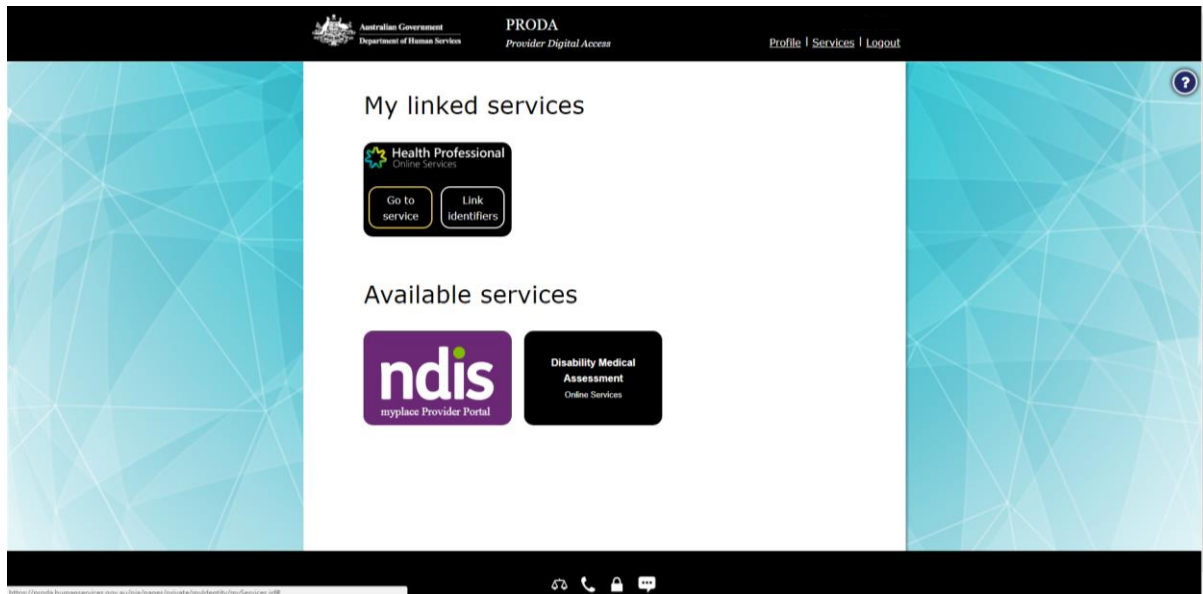
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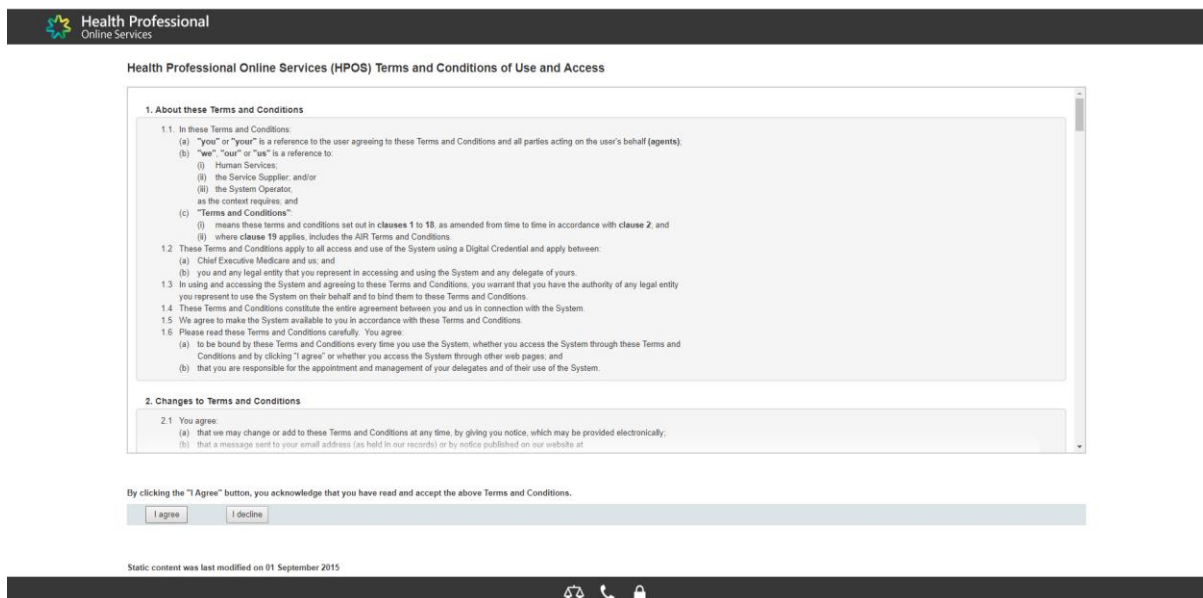
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Accessing HPOS through PRODA



Log into PRODA by accessing the Department of Human Services webpage. Search for PRODA and select the appropriate link. Once signed in, click on the 'Go to service' button in the Health Professional Online Services box.



Once read, select agree to the HPOS terms and conditions

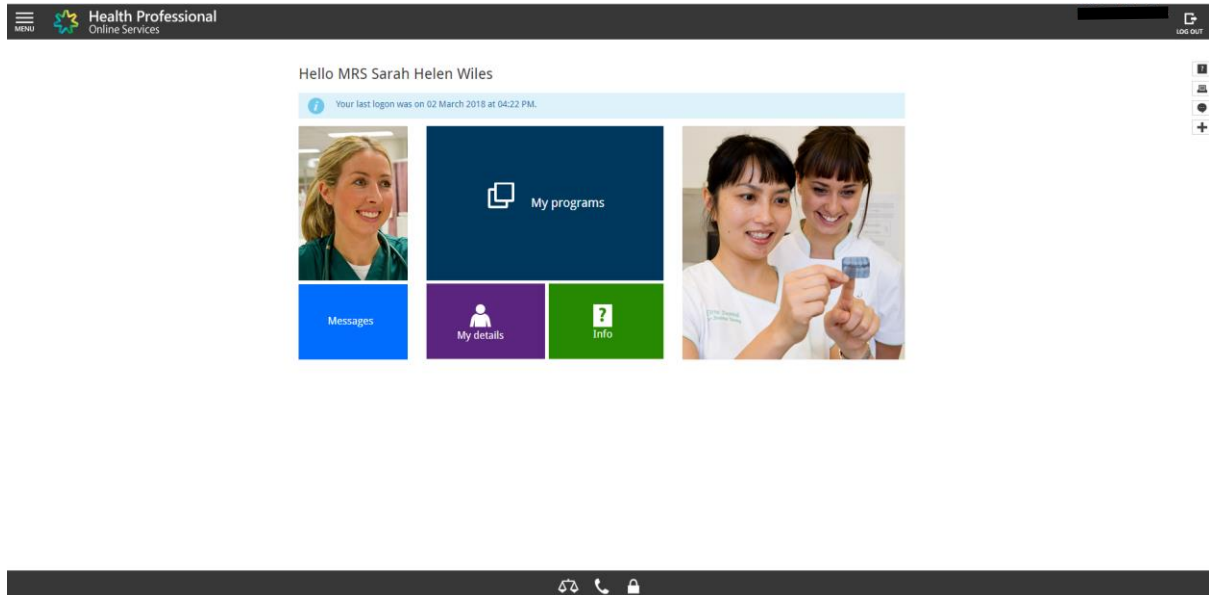
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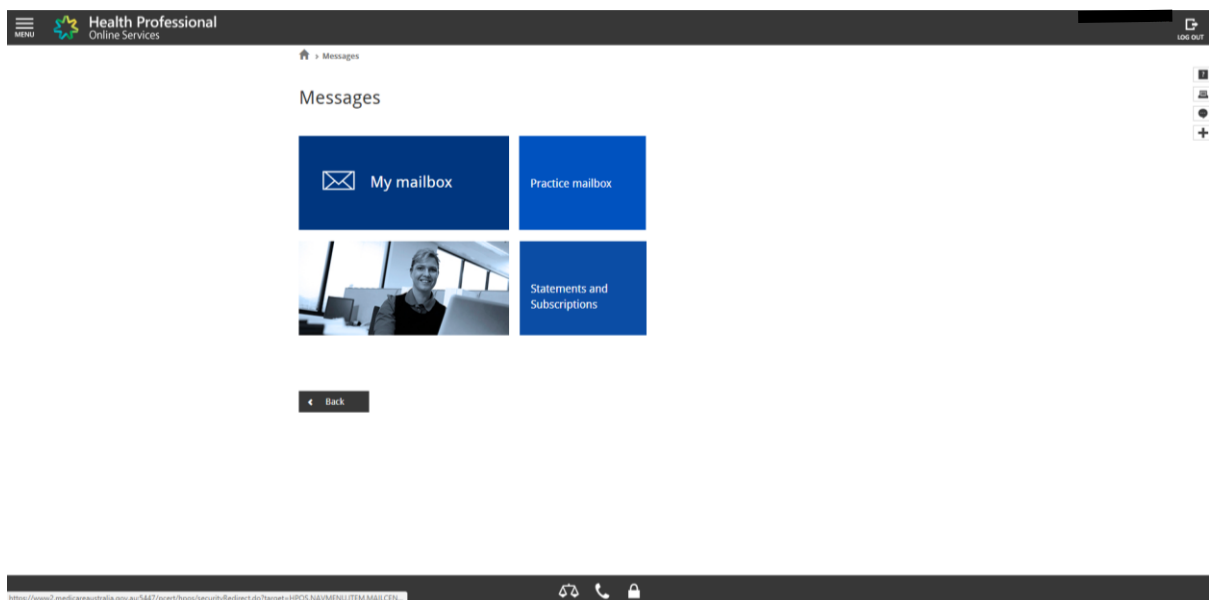
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Accessing HPOS My Mail

1. Login to PRODA.
2. Click on “Go to service”.
3. Go to Messages.



Once on the HPOS home page click on the ‘Messages’ button.



Click on the ‘My Mailbox’ button on the screen that appears.

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Health Professional Online Services

Messages > Mail Centre - My mailbox

Mail Centre - My mailbox

Compose new mail | Form upload

My Mail | Filed | All | Trash | Settings

To update your Mail Centre email notifications select the Settings icon

Search by:

Program mailbox: ALL

Range: All | Previous week | Previous month | Date range (below)

Search | Reset

Display: All | Move selected to: | Move

| | Program mailbox | Subject | Update Date/Time | Ref No |
|--|------------------------|--|---------------------|--------------|
| | Medicare | HW003 Request for Country SA PHN | 05/02/2018 02:13 PM | 144319271-02 |
| | Healthcare Identifiers | CSP application for HPI-O 8003629166711370 | 24/01/2018 03:17 PM | 143126883-01 |

Static content was last modified on 6 December 2014

You will now have access to your HPOS mailbox, allowing you to review all received and sent secure messages. Click on the 'Compose new mail' button to begin a new secure message.

Health Professional Online Services

Home > Mail Centre - My mailbox > Compose new mail

Mail Centre - My mailbox - Compose new mail

My Mail | Filed | All | Trash | Settings

Please note: All delegated users will be able to view and/or reply to mail messages in this mailbox.

Enter details below to create your new mail

To: Healthcare Identifiers

Subject: (250 characters max)

Text: (4800 characters max)

Attachment/s: Choose File | No file chosen | Add File (maximum of 5 files)

Send | Cancel

The drop-down box will allow you to select the recipient of the message, the fields with the asterisks are required fields, this works largely the same as most mainstream email services.

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Select 'Healthcare Identifiers' to send a message to the HI Service (Health Care Identifiers Service).

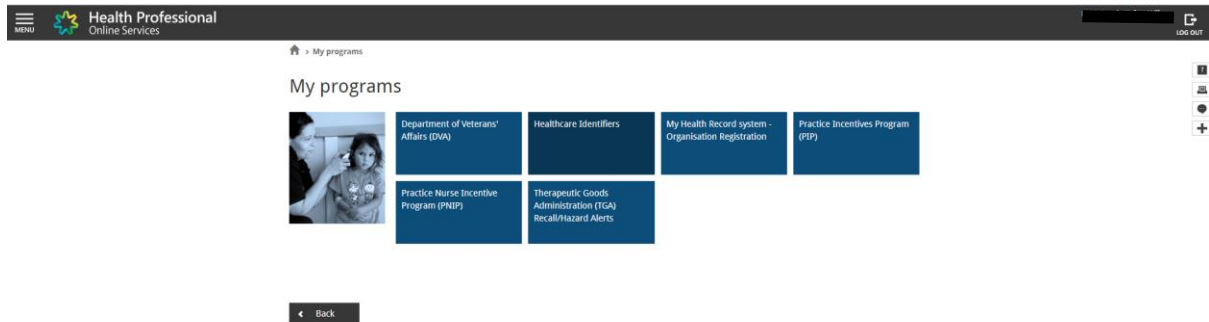
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Adding services to your organisation

1. Login to PRODA.
2. Click on “Go to service”.
3. Go to My Programs.
4. Go to Healthcare Identifiers.



From the HPOS home screen click on the 'My Programs' button, then click on the 'Healthcare Identifiers' button on the screen that appears.



Click on the 'My organisation details' link to view, access and change your organisation's information within HPOS.

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Health Professional Online Services

Organisation snapshot

The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPS I Links HPS CSP Links Certificates

Organisation details

| | |
|---------------------------------|------------------|
| HPS-O number | 8063029166711370 |
| Organisation preferred name | Country SA PHN |
| Organisation status date | 20/12/2017 |
| ABN | 27152430914 |
| ACN | 152430914 |
| Other EOI | |
| Responsible officer given name | Colin |
| Responsible officer family name | Standing |

[Add organisation](#) [Complete change of ownership](#)

[Cancel](#)

Here you will be able to view a snapshot of your organisations details, as recorded in HPOS.

Health Professional Online Services

Organisation snapshot

The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPS I Links HPS CSP Links Certificates

Organisation service summary

| Organisation type | Organisation service type | Organisation service unit | Start Date | End Date | Action |
|-------------------------------|---------------------------|---------------------------|------------|----------|-----------------------|
| Other Healthcare Services nec | Healthcare service nec | | 20/12/2017 | | Amend |

[Add new Organisation service details](#)

[Cancel](#)

<https://www2.medicareaustralia.gov.au/S447/pccr/ehp-hpos/organisation/snapshot.gpf#>

Click on the 'Services' tab, then the 'add new Organisation service details' link.

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Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPS Links HPD CSP Links Certificates

Add new Organisation service details

All required fields are marked with an asterisk.*

*Organisation type
*Organisation service type
Organisation service unit
Organisation service start date
Start date accuracy indicator
Organisation service end date
End date accuracy indicator

Save changes Reset Cancel changes

Organisation service summary

| Organisation type | Organisation service type | Organisation service unit | Start Date | End Date |
|-------------------------------|---------------------------|---------------------------|------------|----------|
| Other Healthcare Services nec | Healthcare service nec | | 20/12/2017 | |

Select the relevant organisation OMO type from the drop-down list.

Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPS Links HPD CSP Links Certificates

Add new Organisation service details

All required fields are marked with an asterisk.*

*Organisation type
*Organisation service type
Organisation service unit
Organisation service start date
Start date accuracy indicator
Organisation service end date
End date accuracy indicator

Save changes Reset Cancel changes

Organisation service summary

| Organisation type | Organisation service type | Organisation service unit | Start Date | End Date |
|-------------------------------|---------------------------|---------------------------|------------|----------|
| Other Healthcare Services nec | Healthcare service nec | | 20/12/2017 | |

Then select organisation service type.

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Health Professional Online Services

Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPLI Links HPD CSP Links Certificates

Add new Organisation service details

All required fields are marked with an asterisk.*

*Organisation type: Retail Pharmacy

*Organisation service type: Community Pharmacy

Organisation service unit: [Dropdown]

Organisation service start date: [Date]

Start date accuracy indicator: [Dropdown]

Organisation service end date: [Date]

End date accuracy indicator: [Dropdown]

Save changes | Reset | Cancel changes

Organisation service summary

| Organisation type | Other Healthcare Services nec | Start Date | End Date |
|-------------------|---|------------|----------|
| Organ | Diabetes Australia Sub Agency | 20/12/2017 | |
| Health | Diabetes Management | | |
| | Dose Administration Aid Packing (eg. Websteppak) | | |
| | Herbal Medicines | | |
| | Home Delivery Service | | |
| | Home Medicines Reviews (HMRs) | | |
| | Immunisation Travel Advisory Service Medical Certificates | | |
| | Medical Certificates | | |

Select the services relevant to your organisation, multiple can be added.

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View and manage OMO'S (Organisation Maintenance Officer)

1. Login to PRODA.
2. Click on "Go to service".
3. Go to My Programs.
4. Go to Healthcare Identifiers.
5. Go to My organisation details.
6. Click on the OMO tab.

The screen below shows the linked OMO's to the organisation.

Health Professional Online Services

Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS **OMO** HPI Links HPD CSP Links Certificates

The following organisation maintenance officers have been linked to this organisation.

To amend this list, select [Manage maintenance officers](#)

| Given name | Family name | OMO number |
|------------|-------------|------------|
| Colin | Standing | 0833346493 |
| Sarah | Wiles | 9166695756 |

Cancel

javascript:void(0)

To manage the OMO's click on the link as shown in red in the screen below.

To cancel and/or return to the previous screen click on the "Cancel" button.

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Health Professional Online Services

Organisation snapshot
The details for this organisation are displayed below.
To make updates, amend the information and select 'Submit'.
For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS **OMO** HP/L Links HPD CSP Links Certificates

The following organisation maintenance officers have been linked to this organisation.
To amend this list, select [Manage maintenance officers](#).

| Given name | Family name | OMO number |
|------------|-------------|------------|
| Colin | Standing | 0833346493 |
| Sarah | Wiles | 9166695756 |

[Cancel](#)

<https://www2.medicareaustralia.gov.au/5447/pccr/ehp-https/organisation/snapshot.js?#>

You can remove an OMO by clicking on the “remove” link in the Action tab.

To add an OMO to the organisation, click on the “Add” button.

To cancel and/or return to the previous screen click on the “Cancel” button.

Health Professional Online Services

Organisation maintenance officer (OMO) list
Displayed is a list of the maintenance officers currently linked to this organisation.
You can view or update maintenance officers by selecting the OMO number.
You can remove maintenance officers by selecting the Remove link.
To add a new OMO to this organisation, select Add.
If you do not want to continue, select Cancel and you will go back to the Organisation snapshot screen.

Country SA PHN

| OMO number | Given name | Family name | Action |
|------------|------------|-------------|------------------------|
| 0833346493 | Colin | Standing | Remove |
| 9166695756 | Sarah | Wiles | Remove |

[Add](#) [Cancel](#)

<https://www2.medicareaustralia.gov.au/5447/pccr/ehp-https/organisation/snapshot.js?#>

If the OMO you want to add is already a known customer to the Department of Human Services you can provide an identification number of choice.

If you want to add an unknown/new OMO you are required to select “Add new OMO”.

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Health Professional Online Services

Add organisation maintenance officer (OMO)

To add a known Organisation Maintenance Officer (OMO) enter their reference number and select Add.

Reference numbers can be one of the following:

- OMO number
- Responsible officer number
- Healthcare provider individual identifier (HPI-I)
- Registration Authority (RA) number

To create a new OMO, complete the name, contact and address details and select Add.

If you do not want to continue, select Cancel and you will go back to the OMO list screen.

Please enter the details of the new OMO

All required fields are marked with an asterisk *

* Identification number search Add new OMO

*Identification number

*Identification number type

Add Cancel

By clicking on “add new OMO” the below form will appear.

Make sure all details are correct and all fields with an asterisk are filled out. After completing, click on the “Add” button.

If you want to have multiple OMO’s you can repeat this process.

To cancel and/or return to the previous screen click on the “Cancel” button.

Health Professional Online Services

If you do not want to continue, select Cancel and you will go back to the OMO list screen.

Please enter the details of the new OMO

All required fields are marked with an asterisk *

* Identification number search Add new OMO

Titles

Given names

Only name indicator

*Family name

Suffixes

Preferred name indicator

*Name usages

☐ Registered name (Legal name) ☐ Reporting name

☐ Newborn name ☐ Professional or Business name

☐ Maiden Name (name at birth) ☐ Other name (Alias)

*Name usage start date

*Start date accuracy indicator

*Date of birth

*Date of birth accuracy indicator

*Sex

*At least one of the following contact details must be provided

Telephone

Mobile

Fax

Email

*Country

Unstructured address indicator

*Postal delivery type

Postal delivery number

Unit type

Unit number

Level type

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View and manage linked Healthcare Providers

1. Login to PRODA.
2. Click on “Go to service”.
3. Go to My Programs.
4. Go to Healthcare Identifiers.
5. Go to My organisation details.
6. Click on the HPI-I-Links tab.

The screen below shows the Healthcare Providers linked to the organisation.

To manage the Healthcare Provider’s, click on the link as shown in red on the screen below.

To cancel and/or return to the previous screen click on the “Cancel” button.

Health Professional Online Services

Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'

For details of your network, select [Network map](#)

Summary Services Names Contacts Addresses ELS GMD **HPI-I Links** HPI C-SP Links Certificates

The following healthcare providers have been linked to this organisation.

To amend this list, select [Manage providers](#)

| Given name | Family name | HPI-I number |
|---|-------------|--------------|
| There are no associated provider entries for this organisation. | | |

Cancel

You can remove a Healthcare Provider by clicking on the “remove” link in the Action tab.

To add a Healthcare Provider to the organisation, click on the “Add linked provider” button.

To cancel and/or return to the previous screen click on the “Cancel” button.

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Manage Providers

The providers currently linked to your organisation are displayed below. Select the provider number link, if it is active, to view their Provider Directory details.

To link additional providers to this organisation, select Add.

To remove a provider from this organisation, select Remove for that provider.

If you do not want to continue, select Cancel and you will go back to the Organisation snapshot screen.

| Linked providers | | |
|--|------------|-------------|
| HPI-I number | Given name | Family name |
| There are no associated provider entities for this organisation. | | |



You can add a Healthcare Provider by entering either their HPI-I number (AHPRA user ID number with prefix '800361' in front) or RA number. Click on search.

In case you don't know the RA or HPI-I number you can search for it. For help go to chapter: "Look up HPI-I".

The system will look up the Healthcare Provider linked to the number.

To cancel and/or return to the previous screen click on the "Cancel" button.

Add Provider

You can use this screen to link a healthcare provider individual to this organisation.

To locate the person, enter the HPI-I number or RA number and select Search.

If you do not want to continue, select Cancel and you will go back to the Manage providers screen.

Organisation name: Country SA PHN

| | |
|--------------|----------------------|
| HPI-I number | <input type="text"/> |
| RA number | <input type="text"/> |



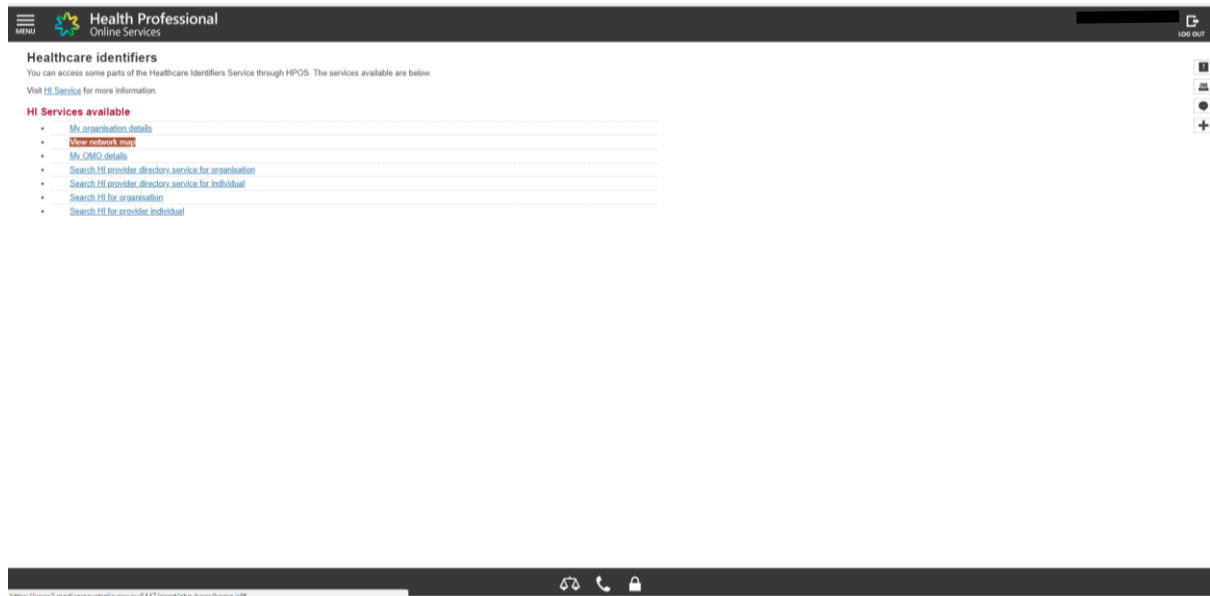
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View linked Healthcare organisations

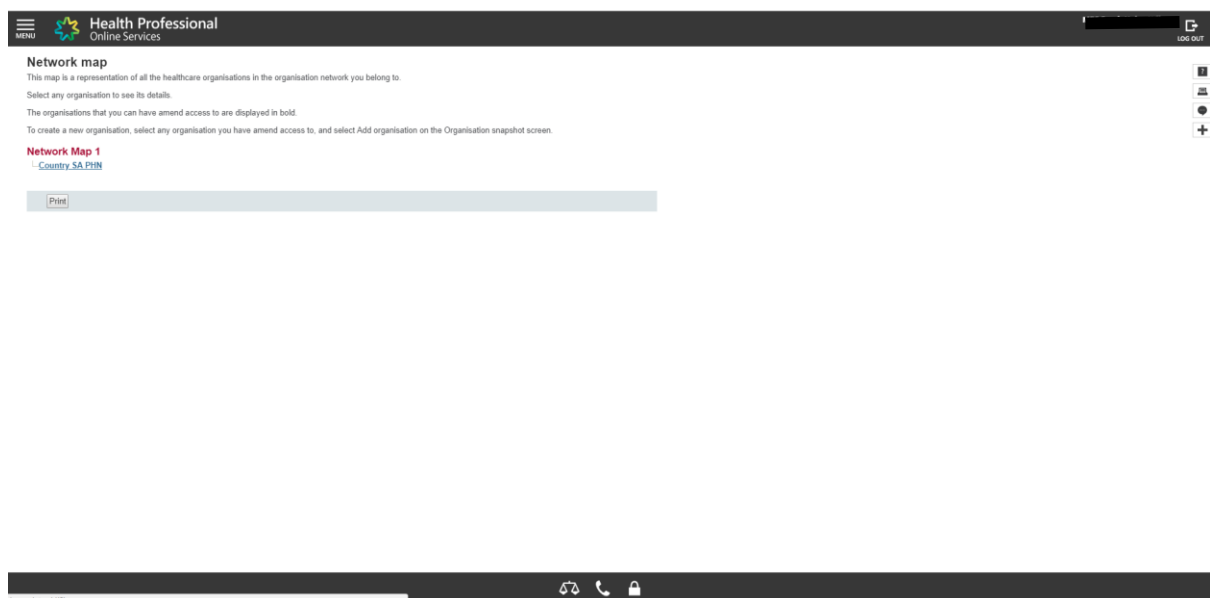
1. Login to PRODA.
2. Click on “Go to service”.
3. Go to My Programs.
4. Go to Healthcare Identifiers.
5. Click on view network map.



The screen below shows the Healthcare organisations you are linked to.

To view the organisation detail's, click on the link of the organisation name.

To get out of this screen you will need to click on the “Menu” button on the top left of the screen.




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Look up HPI-I numbers

1. Login to PRODA.
2. Click on “Go to service”.
3. Go to My Programs.
4. Go to Healthcare Identifiers.
5. Click on Search HI for provider individuals.

MENUHealth Professional
Online Services

LOG OUT

Healthcare identifiers

You can access some parts of the Healthcare Identifiers Service through HPOS. The services available are below.

Visit [HLS Service](#) for more information.

HI Services available

- [My organisation details](#)
- [View network map](#)
- [My OMO details](#)
- [Search HI provider directory service for organisation](#)
- [Search HI provider directory service for individual](#)
- [Search HI for organisation](#)
- [Search HI for provider inclusion](#)

https://www2.medicareaustralia.gov.au/5447/jcan?ehp_hpos/search/HPI.plf?react=true

Enter a person's AHPRA Registration Number and Family Name in the form and click search.

In case you don't know the AHPRA number, but you know the Surname and Profession of the person you can look up the AHPRA number on <https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>.

Health Professional
Online Services

LOG OUT

Search for provider individual

You can search for a Health Professional Identifier - Individual (HPi-I).
Enter the HPi-I number or AHPRA Registration Number and Family Name below and select Search or
Enter Family Name, Given Name (Optional), DoB, Sex, Address and select Search.

Please enter the details of the Healthcare provider individual

☒ Identification number search

☐ Demographic search

HPi-I Number

AHPRA Registration Number

*Family name

Only name indicator

☐

Given name

Sex

Date of birth

Postcode

State

Search

Clear

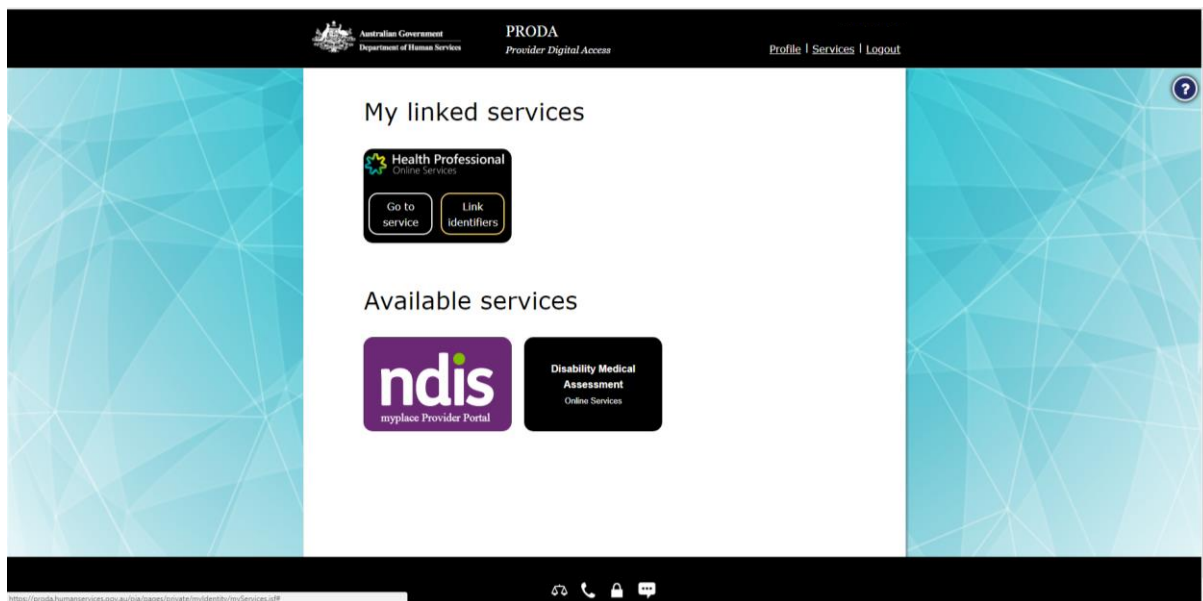
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Link an OMO to your account

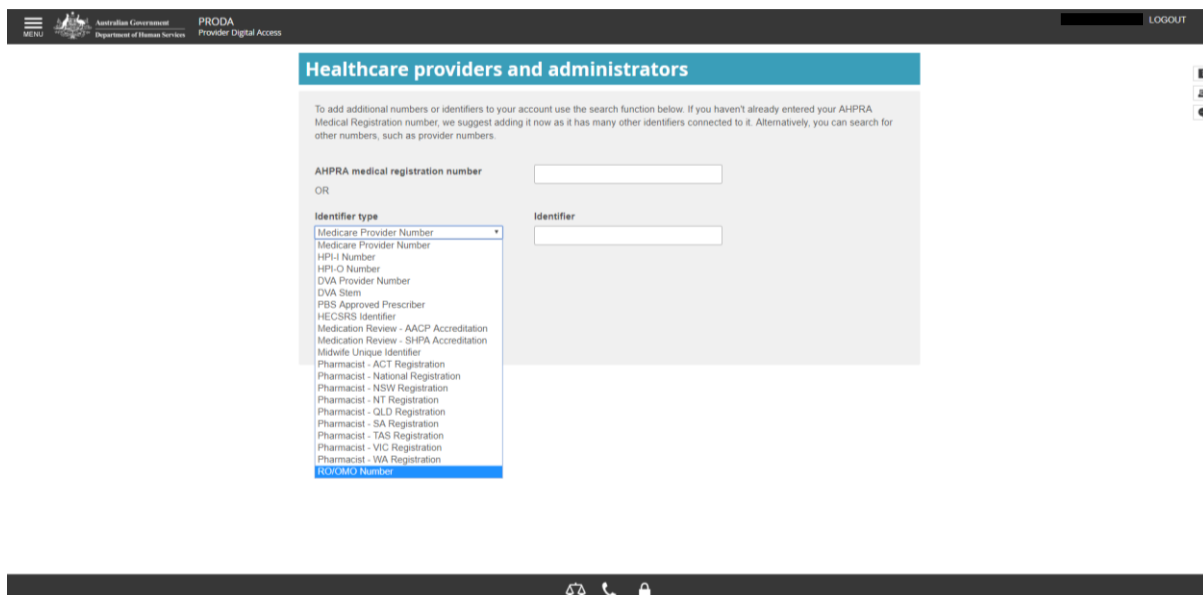
1. Login to PRODA.
2. Go to Link identifiers.



Drop down the list of “Identifier type”.

Select RO/OMO Number.

Enter the number of the OMO. This number is provided after adding the OMO under the organisation details.



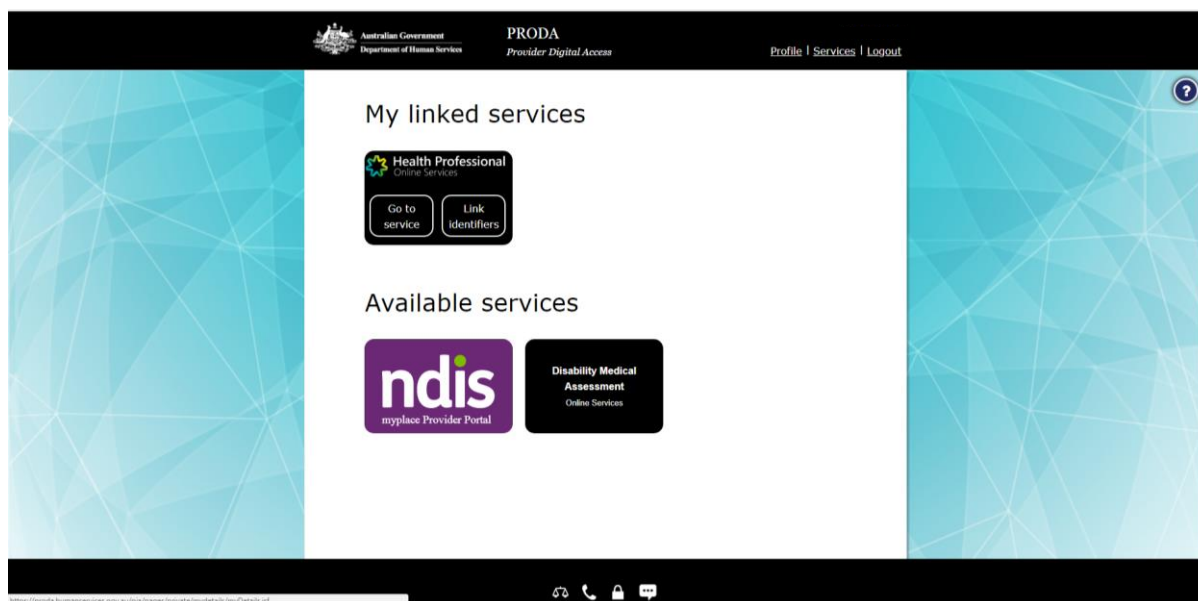
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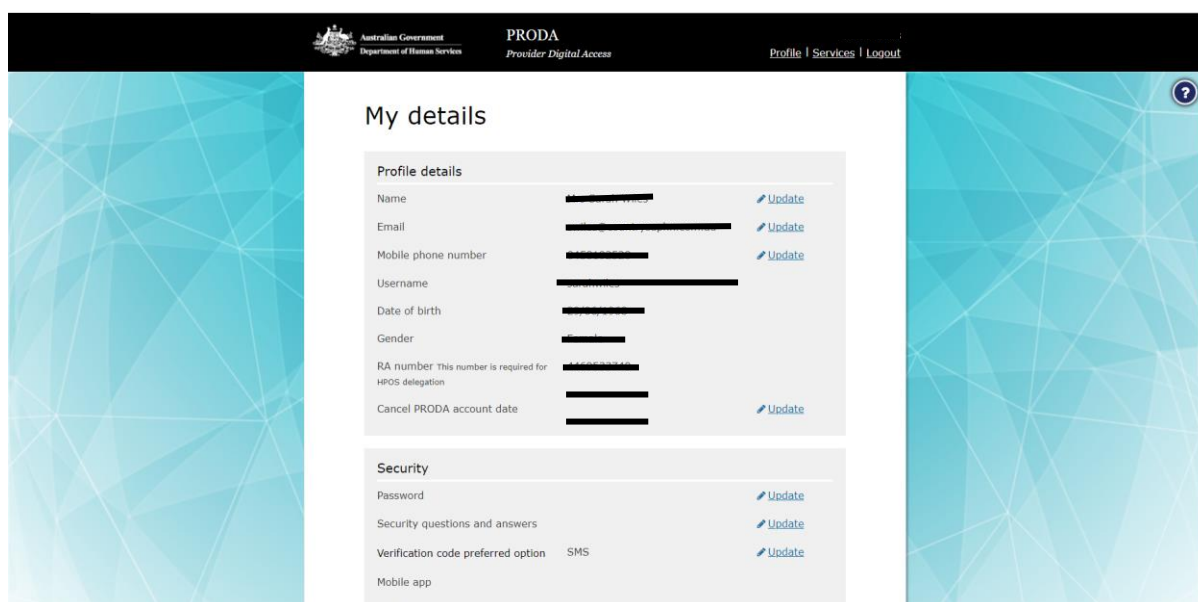
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View PRODA account details

1. Login to PRODA.
2. Click on Profile, located in the top right corner.



In the details screen you can find the individual RA number. This is also where you can change/update account details.



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