PRODA & HPOS GUIDE

Version 1.1



Contents

Accessing HPOS through PRODA	2
Accessing HPOS My Mail	3
Adding services to your organisation	6
View and manage OMO'S (Organisation Maintenance Officer)	10
View and manage linked Healthcare Providers	13
View linked Healthcare organisations	15
Look up HPI-I numbers	16
Link an OMO to your account	17
View PRODA account details	18



Accessing HPOS through PRODA

Australian Government artigige 21 th Department of Human Services	PRODA Provider Digital Access	Profile Services Logout	
My linked Contro Services Go to Service Link Identified	services		
Available s ndis nylac Provide Perfo	Disability Medical Assessment Online Services		
	க ் டு த		

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.

1. Abo	out these Terms and Conditions	
1.1 1.2 1.3 1.4 1.6		
2. Cha	anges to Terms and Conditions	
2.1	1 You agree. (a) that we missiphange or add to these Terms and Conditions at any time, by giving you notice, which may be provided electronically; (b) that a missiph sent to your annal address (as held in our records) or by rotice published on our website at	
By clicking	the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.	
Lance	ree I decline	

Once read, select agree to the HPOS terms and conditions



Accessing HPOS My Mail

- 1. Login to PRODA.
- 2. Click on "Go to service".
- 3. Go to Messages.



53 **L**

Once on the HPOS home page click on the 'Messages' button.



Click on the 'My Mailbox' button on the screen that appears.



P Or	nline Se	rvices	ressional			
	Messages	⇒ Mail	l Centre - My mailbox			
Mai	l Cen	tre -	My mailbox			
						Compose new mail Form upload
	My	Mail	Filed All	Trash Settings		
(i Sear	To upd	ate you	r Mail Centre email notifications select the !	Settings icon		
Sear	To upd rch by: 'am mail	ate you	r Mail Centre email notifications select the !	ALL •		
Sear Progr Range	To upd rch by: ram mail e *	ate you	r Mail Centre email notifications select the 3	ALL • Previous week Previous month Date range	: (Below)	
Sear Progr. Range	To upd rch by: ram mail e *	ate you	r Mail Centre email notifications select the 5	ALL ALL ALL ALL ALL ALL ALL ALL	t (below)	
Sear Progra Range	To upd rch by: ram mail e *	ate you Ibox *	r Mail Centre email notifications select the 3	ALL ALL ALL ALL ALL ALL ALL ALL	(Below) Move	selected to: Move
Sear Progr. Range	To upd rch by: ram mail e *	ate you	r Mail Centre email notifications select the t	ALL ALL ALL ALL ALL ALL ALL ALL	(Below) Move Update Date/Time 5 05/02/2018 02:13 PM	selected to: Move Ref No © 144319271-02

53 📞 🔒

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.

ail Centre - My	mailbox - Compose new mail	
My Mail	Filed All Trash 🏠 Settings	
ease note: All delegated	users will be able to view and/or reply to mail messages in this mailbox.	
Enter details below to c	eate your new mail	
To * Subject *	Healthcare Identifiers •	
Text *	1250 Characters max	
		A (4800 characters max)
Attachment/s	Choose File No file chosen	
	Add File (maximum of 5 files)	

53 📞 🔒

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.



Health Profess Online Services	ional		
Home » Mail Centre - My m Mail Centre - My	alibox » Compose new mail mailbox - Compose	new mail	
My Mail	Filed A	Trash 🖓 Settings	
Please note: All delegated	users will be able to view and/ reate your new mail	r reply to mail messages in this mailbox.	
To * Subject * Text *	AIR DVA eBusiness Helpdesk Health Care Homes	(250 characters max)	
Attachment/s	Healthcare Identifiers Medicare MPIS PBS PIP PNIP Rural Incentives Track and Scale	sen files)	A (4000 characters max)
	THE BOARD	Send Cancel	

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



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.

MENU	Health Professional Online Services						
		♠ → My programs					-
		My program	IS				
		10	Department of Veterans' Affairs (DVA)	Healthcare Identifiers	My Health Record system - Organisation Registration	Practice Incentives Program (PIP)	•
			Practice Nurse Incentive Program (PNIP)	Therapeutic Goods Administration (TGA) Recall/Hazard Alerts			
		< Back					

53 📞 🔒

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

	٤ , ۲	Health Professional Online Services	
He	althcar	re identifiers	
You	can access	some parts of the Healthcare identifiers Service through HPOS. The services available are below.	
Visit	HI Service 1	for more information.	<u>=</u>
HIS	Services	available	•
	My o	organisation details	+
	View	u netvork map	
	My C	OMO details	
	Sea	rich HI provider directory service for organisation	
	Sea	rch HI provider directory service for individual	
	Sea	rch HI for organisation	
	Sea	Inch HI for provider individual	

53 📞 🔒

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



Health Profession	nal
Organisation snapshot	
The details for this organisation are displayed bei	
To make updates, amend the information and sel	ed Submit.
For details of your network, select Network map.	
Summary Services Names	Contacts Addresses ELS OMO HPI-Links HPD CSP Links Certificates
Organisation details	
HPI-O number	8003629166711370
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 o	wneship
Cancel	

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

Health Profe	essional					G
Organisation snapshot						106.01
The details for this organisation are displ	layed below.					
To make updates, amend the information	and select 'Submit'.					
For details of your network, select Netwo	erk map .					
Summary Services Nam	nes Contacts Addresses	ELS OMO HPH Links	HPD CS	iP 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 de	tails					
Cancel						
				Ċ	• •	
	ut/also knos/owanistionCoverhotist#			44		

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



Health Professional Online Services				
rganisation snapshot				
e details for this organisation are displayed below.				
make updates, amend the information and select 'S	ubmit'.			
r datails of your natwork, salert Natwork man				
Summary Services Names Con	tacts Addresses ELS OMO HPI-I Links	HPD CSP Links	Certificates	
Add new Organisation service details				
All required fields are marked with an asterisk				
*Organisation type				
"Organisation service type	Central Government Healthcare Administration			
Organisation service unit	Dental Services			
Ormanisation service start date	General Health Administration			
Start date accuracy indicator	Hospitals (except Psychiatric Hospitals)			
Organization service and date	Local Government Healthcare Administration Mental Health Hospitals			
Organisation service end date	Optometry and Optical Dispensing			
End date accuracy indicator	Other Alled Health Services Other Healthcare Services nec			
Save changes Reset Cancel changes	Other Professional, Scientific and Technical Services n.e.c. Other Residential Care Services			
Organisation service summary	Other Social Assistance Services Pathology and Diagnostic Imaging Services			
Organisation type Or	Physiotherapy Services	Start Date	End Date	
Other Healthcare Services nec He	It Retail Pharmacy	20/12/2017		
	Specialist Medical Services State Coursempert Meelthcare Administration			
	State Government reamcare Administration			

53 📞 🔒

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

Organisation snapshot	d halow			
ne details for this organisation are displaye	d select "Submit".			
or details of your network, select Network r	nap.			
Summary Services Names	Contacts Addresses E	LS OMO HPI-I Links Hi	PD CSP Links	Certificates
Add new Organisation service details				
All required fields are marked with an	asterisk.".			
"Organisation type	Retail Pharmacy	۲		
"Organisation service type		•		
Organisation service unit	Community Pharmacy			
Organisation service start date	Pharmacy, retail, operation			
Start date accuracy indicator		٣		
Organisation service end date	//			
End date accuracy indicator		٣		
Save changes Reset Cancel cha	nges			
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	

sta 📞 🔒

Then select organisation service type.



Health Professional				
Organisation snapshot The details for this organisation are displayed below. To make updates, amend the information and select "So For details of your network, select <u>Network map</u> . <u>Summary</u> Services <u>Network Cont</u>	brit?. acts Addresses ELS OMO HP31Links H	PD CSP Links Certificates	L,	8 4 +
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				
Organisation service start date	Baby Clinic Service			
Start date accuracy indicator	Blood Glucose Testing Blood Pressure Monitoring Service			
Organisation service end date	Bone Density Testing			
End date accuracy indicator	Charge a service fee for compilation or provision of methadone			
Save changes Reset Cancel changes	Chemotherapy Preparation Cholesterol Testing Community Education (ctructured)			
Organisation service summary	Complementary Therapies such as Aromatherapy, Massage, etc			
Organisation type Org	Diabetes Australia Sub Agency	Start Date End Date		
Other Healthcare Services nec Hea	Diabetes Management Dose Administration Aid Packing (eg. Websterpak)	20/12/2017		
	Herbal Medicines Home Delivery Service			
	Home Medicines Reviews (HMRs)			
	Medical Certificates			
		53 L		

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



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					
Th	e details for this organisation are displayed below.				-
To Fo	make updates, amend the information and select 3	submit.			
P.C	or details or your network, select wetwork map .				+
- 5	Summary Services Names Co	Infacts Addresses ELS UNO HP	-Links HPU CSP Links Certificates		
1	The following organisation maintenance officers have	e been linked to this organisation.			
1	To amend this list, select 'Manage maintenance offic	ana'			
	Given name	Family name	OMO number		
	Colin	Standing	0833346493		
	Sarah	Wiles	9166695756		
	Cancel				
	Cancer				
			<u>م</u> • م		

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.



	<u></u>	Health Professional Online Services		
Or	rganisat	ion snapshot s organisation are displayed below.		
To r	make updates	amend the information and select 'Su	ibmiť.	
For	r details of you	r network, select Network map .		
	Summary	Services Names Con	tacts Addresses ELS OMO Hi	24.1 Links HPD CSP Links Certificates
т	The following o	rganisation maintenance officers have	been linked to this organisation.	
Т	To amend this I	ist, select Manage maintenance office	2	
	Given name		Family name	OMO number
	Colin		Standing	0833346493
	Sarah		Wiles	9166695756
	Cancel			

678 📞 🔒

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.

MENU 🤧 Health Pro	ofessional ^{es}			LOC OUT
Organisation mainter Displayed is a list of the maintenance	nance officer (OMO) list ce officers currently linked to this organisation	n		
You can view or update maintenance You can remove maintenance office To add a new OMO to this organisat If you do not want to continue, selec	e officers by selecting the OMO number. Is by selecting the Remove link. tion, select Add. ct Cancel and you will go back to the Organis	ution snapshot screen.		
Country SA PHN				
OMO number	Given name	Family name	Action	
0833346493	Colin	Standing	Bamava	
9166695756	Sarah	Wiles	Remove	

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".

This document is continuously reviewed for improvement. If you have any suggestions in how to make this a better and more complete guide, please contact us. Ph: 08 8219 5900

E: digitalhealthinfo@adelaidephn.com.au



Health Professi	onal	
Add organisation maintena	ince officer (OMO)	
To add a known Organisation Maintenance O	licer (OMO) enter their reference number and select Add.	
Reference numbers can be one of the following	ġ.	
OMO number Responsible officer number		
 Healthcare provider individual identifier 	(HPI-I)	
 Registration Authority (RA) number 		
To create a new OMO, complete the name, cr	intact 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 as	terisk 🖉	
	Identification number search Add new OMO	
_identification number		
"Identification number type	Responsible Officer, OMO or HPI-I V	
Add Cancel		
Plug Garree		

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.

53 📞 🔒

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 Professiona	h			
If you do not want to continue, select Cancel and yo	u 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 perce OMO		
Titles				
1100		<u>مر</u>		
Given names	+			
Only name indicator	0			
*Family name				
Suffixes		* 🕂		
Preferred name indicator	0			
"Name usages	Registered name (Legal name)	Reporting name		
	Newborn name	Professional or Business name		
	Maiden Name (name at birth)	Other name (Allas)		
"Name usage start date	N N			
Start date accuracy indicator		*		
Date of birth				
Date of birth accuracy indicator		¥		
*Sex	· · · · · · · · · · · · · · · · · · ·			
*At least one of the following contact details m	ust be provided			
Telephone				
Mobile				
Fax				
Email				
*Country	Australia	*		
Unstructured address indicator				
Postal delivery type		*		
Postal delivery number				
Unit type	*			
Unit number				
Level type	*			



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.

🗮 🏠 He	alth Professional ine Services		
Organisation The details for this org	snapshot anisation are displayed below.		
To make updates, ame For details of your net	end the information and select "Submit".		
Summary S	ervices Names Contacts Addresses ELS OMO	HPI-I Links HPD CSP Links Certif	ificates
The following health	care providers have been linked to this organisation.		
To amend this list, se	elect Manage providens.		
Linked providers			
Given name	Family name	HPI-I number	
There are no assor	ciated provider entries for this organisation.		
Cancel			

53 📞 🔒

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.



Health Profe	essional	
Manage Providers		
The providers currently linked to your or	ganisation are displayed below. Select the provider num	aber link, if it is active, to view their Provider Directory details.
To link additional providers to this organ	isation, select Add.	
To remove a provider from this organisa	tion, select Remove for that provider.	
If you do not want to continue, select Ca	incel and you will go back to the Organisation snapshot	screen.
Linked providers		
HPI-I number	Given name	Family name
There are no associated provider entri	ies for this organisation.	
Add linked provider Cancel		

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.

sta 📞 🔒

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.

Health Professional	60 00 00 00 00 00 00 00 00 00 00 00 00 0
Add Provider You can use this screen to link a healthcare provider individual to this organisation. To locate the parson, enter the HPI-1 number of RA number and asked Sarch. How do not any two continue saided cancel and you will no asked to the Managas controller screen.	
Organisation name: Country SA PHN HPL1 number BA number	
Search Cancel	

sta 📞 🔒



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.

	Mainte Services	LOG OUT					
Healt You can a Visit HLS	Healthcare identifiers Vou can access some parts of the Hambarane Identifiers Service through HPOS. The services available are below						
HI Sen	Mc organization details	• +					
÷	Vom strukturek mog Nar, CMC detala Sarach HL provider, directory, services for organisation						
÷	Search Hi Consider directory services for Individual Search Hi Constraintion Search Hi Constraintion						

53 📞 🔒

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.



E: digitalhealthinfo@adelaidephn.com.au

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.

	Chiline Services	
Healt	thcare identifiers	
Visit HLS	access some paris or inn reasonal numeras service treager nervos inte aerosas assesses are service.	-
HI Ser	rvices available	•
	My operainstance details	+
	A CONC ADDRESS ALTARIA MAY CANC Ordenia May CANC Ordenia	
•	Search HI provided directory service for organization	
	Beneficial in proving directed and an anti-solution and anti-solution anti-	
	Search HI for provider individual	

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 <u>https://www.ahpra.gov.au/Registration/Registers-of-</u>Practitioners.aspx.

53 📞 🔒

Health Professional		Co or
Search for provider individual You can search for a Health Professional Identifier - I	xdVidual (HPI-I).	u i
Enter the HPI-I number or AHPRA Registration Numi	er and Family Name below and select Search or	-
Please enter the details of the Healthcare provid	x, Appress and select Search. ler individual	Ť.
Identification number search	O Demographic search	
HPI-I Number		
AHPRA Registration Number		
*Family name		
Only name indicator	8	
Given name		
Sex	¥	
Date of birth		
Postcode		
State	v	
Search Clear		
	A	
javascriptvoid(0)		



Link an OMO to your account

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

	Australian Government Department of Human Services	PRODA Provider Digital Access	Profile Services Logout	
	My linked Control Control Control Control Go to Service Link Identifie	services		
	Available s notice Powide Porta	Services Disability Medical Assessment Ordino Services		
https://proda.humanservices.gov.au/pia/pages/private/myldentity/myServices.jd#		sta 📞 🖴 📪		

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.

MENU Australian Government PRODA Provider Digital Access			LOGOUT
	Healthcare providers a	nd administrators	
	To add additional numbers or identifiers to your a Medical Registration number, we suggest adding other numbers, such as provider numbers.	iccount use the search function below. If you haven't already entered your AHPRA j it now as it has many other identifiers connected to it. Alternatively, you can search for	•
	AHPRA medical registration number		
	OR		
	Identifier type	Identifier	
	Indicare Provider Number • Indicare Provider Number • Indicare Drovider Number • UP-D Number • DVA Provider Number • DVA Stem • PBS Approved Prescriber • HEGSRS Usentifier • Medication Review - SHPA Accreditation • Medication Review - SHPA Accreditation • Medication Review - SHPA Accreditation • Pharmacist - National Registration • Pharmacist - Nasi Registration • Pharmacist - ACT Registration • Pharmacist - ACT Registration • Pharmacist - VA Registration • • • <td></td> <td></td>		
		53 📞 🖴	



View PRODA account details

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

	Australian Government Australian Government Department of Haman Services	PRODA Provider Digital Access	Profile Services Logout	
	My linked services	services		
	Available s	Services Disability Medical Assessment Orden Services		
https://proda.humanservices.gov.au/pia/pages/private/mydetails/myDetails.jsf	33	sis 📞 🔒 📪		

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

Australian Government PRODA Provider Digital Access	Profile Services L
My details	
Profile details	
Name destauring	/ Update
Email	✓ Update
Mobile phone number	✓ Update
Username Sarahmies	
Date of birth	
Gender	
RA number This number is required for HPOS delegation	
Cancel PRODA account date	✓ Update
Security	
Password	✓ Update
Security questions and answers	✓ Update
Verification code preferred option SMS	✓ Update
Mobile app	
Peter days Brownes	

