PRODA & HPOS GUIDE

Version 1.1



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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	mal		0
Available s ndis myplace Provider Porte			
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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. About	t these Terms and Conditions	
12 1 (13) 14 1 15) 16 (In Inseas Terms and Conditions (a) "You" of "yo	
2. Chang	iges to Terms and Conditions	
(You agree: (a) that we may change or add to these Terms and Conditions at any time, by giving you notice, which may be provided electronically; (b) that a message sent to your email address (as held in our records) or by colica published on our website at	
By clicking the	he "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.	
Lagree	a 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.



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



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



} H	nline Se	Pro1 rvices	fessional				
	Messages	⇒ Mail	Centre - My mailbox				
Mai	l Cen	tre -	My mailbox				
						Compose new mail Form upload	
	Му	Mail	Filed All	Trash 🤣 Settings			
Sea	To upd	ate you	r Mail Centre email notifications select the S	ettings icon			
Progr	rch by: ram mail		r Mail Centre email notifications select the S	ALL			
	rch by: ram mail		r Mail Centre email notifications select the S	ALL ▼ # All ○ Previous week ○ Previous month ○ Date range (below)			
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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.

	illbox » Compose new mail mailbox - Compose new 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)	

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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	sional		
Home » Mail Centre - My m Mail Centre - My	nailbox » Compose new mail / mailbox - Compose	new mail	
My Mail	Filed A	Trash 🖓 Settings	
Please note: All delegated		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 PTP PNIP Rural Incentives Track and Scale	sen filesj	A (4000 characters max)
	THE BID SCORE	Send	
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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)	8 2 9 +
			Practice Nurse Incentive Program (PNIP)	Therapeutic Goods Administration (TGA) Recall/Hazard Alerts			
		< Back					

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

	٤ , >	Health Professional Online Services	
He	althcar	re identifiers	-
You	can access	s some parts of the Healthcare Identifiers Service through HPOS. The services available are below.	2
Visit	HI Service	for more information.	<u>m</u>
H	Services	available	•
	- My	organisation details	+
	 View 	w.network.map	
	- My (OMO details	
	- Sea	arch HI provider directory service for organisation	
	 Sea 	arch HI provider directory service for individual	
	- Sea	arch H for organisation	
	- Sea	arch HI for provider individual	

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



ils for this organisation are displayed bei updates, amend the information and sei Is of your network, select <u>Network map</u> .		
	Contacts Addresses ELS OMO HPHLinks HPO CSPLinks Certificates	
nisation details		
PI-O number	8003629166711370	
rganisation preferred name	Country SA PHN	
rganisation status date	20/12/2017	
3N	27152430914	
CN	152430914	
her EOI		
sponsible officer given name	Colin	
esponsible officer family name	Standing	
Add organisation Complete change of o	ntership j	
_		

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

Health Profe	essional					Co uo co
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	• •	
1/1/1/2002 medicareaustralia.com au/5447/por	ut/also knos/owanistionCoverhotist#			44	<u> </u>	

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



ganisation snapshot details for this organisation are displayed befor					
ake updates, amend the information and selec					
details of your network, select Network map					
	Contacts Addresses ELS OMO HPI-ILi	-1	CSP Links	Certificates	
iummary Services Names	Contacts Addresses ELS OMO HP1-1 Li	nks HPD	CSP Links	Certificates	
Marca Republic condition for the					
dd new Organisation service details					
All required fields are marked with an asteri	sk. <u>.</u> .				
"Organisation type		*			
"Organisation service type	Central Government Healthcare Administration Chiropractic and Osteopathic Services	*			
Organisation service unit	Dental Services				
Organisation service start date	General Health Administration General Practice				
Start date accuracy indicator	Hospitals (except Psychiatric Hospitals) Local Government Healthcare Administration				
Organisation service end date	Mental Health Hospitals				
End date accuracy indicator	Optometry and Optical Dispensing Other Allied Health Services				
Save changes Reset Cancel changes	Other Healthcare Services nec Other Professional, Scientific and Technical Services n.e Other Residential Care Services	с.			
rganisation service summary	Other Social Assistance Services Pathology and Diagnostic Imaging Services				
Organisation type	Orgat Provision and administration of public health program		Start Date	End Date	
Other Healthcare Services nec	Health Retail Pharmacy Specialist Medical Services State Government Healthcare Administration		20/12/2017		

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

Drganisation snapshot he details for this organisation are displaye	d balow			
o make updates, amend the information an				
or details of your network, select Network r				
Summary Services Names	Contacts Addresses E	ELS OMO HPI-I Links Hi	PD CSP Links	Certificates
Add new Organisation service details				
All required fields are marked with an	n asterisk ".			
"Organisation type	Retail Pharmacy	٣		
"Organisation service type		•		
Organisation service unit	Community Pharmacy			
Organisation service start date	Pharmacy, retail, operation			
Start date accuracy indicator		۲		
Organisation service end date	//			
End date accuracy indicator		۲		
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	

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Then select organisation service type.



With W Weight Professional Organisation snapshot The details for the organisation and stepsized below. To make update, smed the information and stepsized below. To make update, smed the information and stepsized below. To reducts of your reducts, stepsized to below. To make update, smed the information and stepsized below. To make update, smed the information and stepsized below. To make update, smed the information and stepsized below. For details of your reducts, stepsized the information and stepsized below. To make update, smed the information and stepsized below. Summary Services Marks E1.5 0800 HP111 tables HPD CSP1 tables Coertifications	LOG OUT
The details for this organisation are displayed bolow. To make updates, amend the information and select "Submit". For details of your network, select <u>Network map</u> .	
To make updates, amend the information and select Submit'. For details of your network, select <u>Statestick map</u> .	
For details of your network, select Network map .	-
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	+
Janimary Jerrice's Names Contacts Addressed LL3 Own Intrictants Int C.S. Land Certaincaes	T
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 Biod Gucose Testing Biod Pressue Montonic Service	
Organisation service and date Boro Dennity Tening Bogrooppoints Transmer Program	
End date accuracy indicator Charge a survice has for expression or providen of mathadone Charge assures has for a survice has for expression or providen of mathadone Charge assures has not accurate a survice has for accurate a survice has for accurate a survice has	
Save changes Reset Cancel changes Cholesterol Testing	
Community Education (atructured) Cognaniation service summary Complementary Therapies voir a Aronatherapy, Massage, etc	
Continence Constitution Sub-test Automatical Sub-Agency Start Date End Date	
Other Healthcare Services nec Healt Backets Management Decking (eg. Websterpak) 20/12/2017	
Hebal Maddinas Hone Dielawa Sancio	
Home Medicines Reviews (HMRs)	
Immunisation Trank Advisory Service Medical Certificates Medical Certificates	
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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			
	rganisation snapshot			2
	ne details for this organisation are displayed below.			-
	make updates, amend the information and select % or details of your network, select Network map.	submit.		•
_		intacts Addresses ELS OMO HPI	I Links HPD CSP Links Certificates	+
- 5	Summary Services Names Co	Intacts Addresses ELS OMO HP	I Links HPD CSP Links Certificates	
	The following organisation maintenance officers have			
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.



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 HP11Links HPD CSP1inks Certificates
The following organisation maintenance officers have been linked to this organisation.
To amend this list, select Manage maintenance officered
Given name Family name OMO number
Colin Standing 0833346493
Sarah Wiles 9166695756
Canoul

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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.

ENU 🏠 Health Pro	o fessional es			Line out
Organisation mainten Displayed is a list of the maintenan	nance officer (OMO) list ce officers currently linked to this organisation			
You can remove maintenance office To add a new OMO to this organisa	ce officers by selecting the OMO number. ers by selecting the Remove link. ation, select Add. ct Cancel and you will go back to the Organisi	ation snapshot screen.		# • +
Country SA PHN				
OMO number	Given name	Family name	Action	
0833346493	Colin	Standing	Bemove	
9166695756	Sarah	Wiles	Remove	
			53 L	

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		
	flicer (OMO) enter their reference number and select Add.	
Reference numbers can be one of the following	19	
 OMO number Responsible officer number 		
 Healthcare provider individual identifier 	/ (HPI-I)	
 Registration Authority (RA) number 		
To create a new OMO, complete the name, cr		
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	Aerisk 🖞	
	Identification number search Add new OMO	
_Identification number		
"Identification number type	Responsible Officer, OMO or HPI-I V	
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.

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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			
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	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)	Cther name (Alias)	
_Name usage start date			
"Start date accuracy indicator		*	
Date of birth	ИИИ		
"Date of birth accuracy indicator		¥	
_Sex	¥		
"At least one of the following contact details mu	st be provided		
Telephone			
Mobile			
Fax			
Email			
*Country	Australia	Ŧ	
Unstructured address indicator	0		
*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.

📰 🛟 Heal	Ith Professional e Services	
Organisation so The details for this organi	napshot sation are displayed below.	
To make updates, amend For details of your networ	the information and select 'Submit'.	
	rices Names Contacts Addresses ELS OMO	HPI-I Links HPD CSP Links Certificates
	e providers have been linked to this organisation.	
To amend this list, selec	ct Manage providens	
Linked providers Given name	Family name	HPI-I number
	ted provider entries for this organisation.	
Cancel		

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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 Pro	fessional	
Manage Providers		
The providers currently linked to your	organisation are displayed below. Select the provider numb	ber link, if it is active, to view their Provider Directory details.
To link additional providers to this org	anisation, select Add.	
To remove a provider from this organi	sation, select Remove for that provider.	
If you do not want to continue, select	Cancel and you will go back to the Organisation snapshot s	screen.
Linked providers		
HPI-I number	Given name	Family name
There are no associated provider en		
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.

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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 Online Services	Co out
Add Provider You can use this screen to link a healthcare provider individual to this organitation. To locate the person, enter the HP-H number or RA number and select Search. Hyou do not wants to continue, select Cancel and you will go back to the Manage providers screen.	1
Organisation name: Country SA PHN	Ŧ
HPL1 sumber RA number Search [Cancel]	

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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.

	Mainte Services	LOG OUT
You can	hcare identifiers cross some parts of the Healthcare identifiers Service through HPOS. The services available are below. register former belowmention.	
	Mc organization details	• +
÷	Vom strukture kang Mar, CMIC, details Sarach, H. Laronder, directory, services for organisation	
÷	Search Hi Consider directory services for Individual Search Hi Constraintion Search Hi Constraintion	

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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.

	Chine Services	
	Incare identifiers access some parts of the Healthcare Identifiers Service through HPOS. The services available are below.	
Visit HLS	Service for more information.	-
HI Sen	vices available	•
	My, organisation details	+
	View network map	
	My OMO dotalis	
	Search HL provider directory service for organisation	
	Search HI provider directory service for individual	
	Search HI for organisation	
	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 https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx.

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earch for provider individ	ual	
u can search for a Health Professional Iden		
ter the HPI-I number or AHPRA Registratio	s Number and Family Name below and select Search or	
ter Family Name, Given Name (Optional), [loB, Sex, Address and select Search.	
lease 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	Ψ	
Date of birth		
Postcode		
State	τ	
Search Clear		



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 Contro Services Go to Service Link Identifie			
	Available s ncliss nyplace Provider Poets			
https://proda.humanservices.gov.au/pia/pages/private/myldentity/myServices.jc#		era 📞 🖬 🚥		

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.

MERU Jastralias Government PRODA Department of Reseas Services Provider Digital Access	Healthcare providers a	nd administrators	LOGOUT
	To add additional numbers or identifiers to your a Medical Registration number, we suggest adding other numbers, such as provider numbers.		
	OR Identifier type	Identifier	
	Adeciarse Provider Number Indiciars Provider Number IPI-1 Number IPI-1 Number IPI-1 Number DVA Provider Number DVA Norm PBA Approved Prescriber HELCSRS Identified Identified Medication Review - ACP Accorditation Parametat - ACI Registration Pharmacet - ACI Registration		
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		53 L A	



View PRODA account details

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

	Australian Government Department of Human Services	PRODA Provider Digital Access	Profile Services Logout	
	My linked Contra Services Go to service Ulink Identifie	nal		
	Available s ndis nyplace Provider Porta	Disability Medical Assessment Online Services		
https://proda.humanservices.gov.au/pia/pages/private/mydetails/myDetails.jsf		53 📞 🔒 🚥		

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	<u>Profile</u> <u>Services</u> <u>L</u>
	My details	
	Profile details	
	Name Made Andrews	✓ Update
	Email	Vpdate
	Mobile phone number	✓ Update
	Username	
	Date of birth	
	Gender English	
	RA number This number is required for HPOS delegation	
	Cancel PRODA account date	✓ Update
\square	Security	
	Password	✓ Update
	Security questions and answers	✓ Update
	Verification code preferred option SMS	✓ Update
	Mobile app	
	Peter days Browne	

