

06

Provider Connect Australia



Provider Connect Australia™ (also known as PCA™) is an initiative of the Australian Digital Health Agency (the Agency) to help healthcare provider organisations update their business information in a single source. This improves the accuracy of healthcare service and practitioner information while reducing duplication and streamlining notifications for general practice, Aboriginal Medical Services, private specialists, allied health professionals, Local Health Districts, community pharmacies and more.

Benefits of PCA™

- Single point of truth – you only need to maintain a single copy of your organisations' details
- Automatically sends your business information to your nominated organisations, including:
 - Hospitals
 - Pathology and radiology services
 - Public service directories
 - Secure messaging providers
 - ...and more
- If your details change, you make one change here and PCA™ updates all other records for you
 - Saves time
 - Reduces human error
 - Removes hassle of filling out multiple forms

Register for Provider Connect Australia™ [here](#)

The Agency is now focusing on digitally connecting the entire health sector and increasing the number of business partners with whom this information can be shared. Over time, we anticipate more and more healthcare organisations to join as the Agency continues extending the connection to more and more partners.

Currently, general practitioners and Aboriginal Medical Services can benefit greatly from registering on PCA™ and publishing their organisation and practitioner details to NSW Health, which is an active business partner.

By publishing your details to a business partner like NSW Health, they'll be able to automatically reference all general practitioners more efficiently, making it faster and easier for NSW Health staff to direct patient discharge summaries to the correct GP.

Need help setting up Provider Connect Australia™?

Contact your digital coach

Western NSW Primary Health Network's digital coaches are here to help you register with and use Provider Connect Australia™

If you have any questions or would welcome any help, please email digitalhealth.team@wnswphn.org.au or call **1300 699 167**.

Case Study:

Sharing NSW Health information with GPs in Far West NSW (Co-Located GP Clinics Project)

The Challenge

In regional and remote areas of NSW, there are issues accessing and sharing patient information between current systems and across providers which impacts transfer of care and patient experience. Sharing NSW Health medical information with a patient's nominated GP or General Practice aims to improve continuity and quality of care, and overall patient experience.

The Plan

eHealth NSW partnered with Western NSW LHD, Far West LHD (FWLHD), Western NSW Primary Health Network, Royal Flying Doctor Service and Aboriginal Medical Services to understand the specific challenges and deliver an information sharing solution in line with the current Health Records and Information Privacy Act 2002 (HRIP Act). For this to work, a secure digital connection and verification system was needed between the FWLHD clinical information system and a GP or General Practice to allow view-only access via HealtheNet. A patient must also give their consent at a NSW Health facility within FWLHD for their NSW Health information to be viewed by their nominated GP or General Practice.

The Outcome

The Co-located GP clinics project uses the federally recognised Provider Digital Access (PRODA) portal for GPs to verify their identification using two-factor authentication before being able to view the NSW Health clinical information. Plus, real-time GP practice information from PCA™ informs the NSW Health Services Directory and Provider Directory of important verification data such as practice HPI-O and practitioner HPI-I. This confirmation of external GP provider data updates the Local Health District Electronic Medical Record (EMR) system, providing the secure message delivery broker with details to support accurate delivery of discharge summaries, specialist

letters and hospital admission and discharge notifications.

GP practices across the Far West NSW region are required to register their information and publish their details to HSW Health via PCA™ to benefit from accessing consented patient information on HealtheNet. NSW Health and the HealtheNet portal provides the following health information electronically available to their nominated GP or General Practice:

- Patient demographics (e.g. date of birth, address)
- Allergies and adverse reactions
- Clinical summary (of inpatient, emergency, outpatient and community health treatment)
- Patient documentation (including radiology reports)
- Pathology results
- Hospital prescribed medications.

This clinical information will include recent data and historical information from health districts across NSW.

The Benefits

- Improved continuity and transfer of care between health care providers
- Greater sharing of comprehensive medical information
- Streamlined clinical workflow and coordination of care
- Saving time and cost with reduced duplication of tests
- Reduced clinical risk with increased health information at the point of care
- Increased consumer and clinician satisfaction.

Provider Connect Australia Registration in 2 steps

1 Organisation registration and set up

- **Ensure you have a PRODA account.** An individual PRODA account is used to authenticate user access to PCA™
- **Make the Australian Digital Health Agency (ADHA) a contracted service provider (CSP) in HPOS.**
Important if your organisation wants to include healthcare identifiers in information you publish to your business partners, or are required to business partners such as NSW Health. To do this, you must be the RO or OMO for your organisation, have a PRODA account and can access organisation details via HPOS.
 1. Log into PRODA
 2. Select 'Go to service' in HPOS and access as an individual
 3. Click on 'My Programs' > 'Healthcare Identifiers and My Health Record' > 'Healthcare Identifiers - Manage existing records'
 4. Select your organisation from the list
 5. Click on 'My Organisation details' text link
 6. Click on the 'CSP Links' tab, select 'Manage CSP Links' and add the Agency ID: 8003639166730767
- **Gather your organisation details**
You will need to have the following information about your organisation prior to registering:
 1. Your organisation's ABN
 2. Your organisation's legal structure (e.g. Partnership, Company - Multiple Directors, Sole Trader, etc)
 3. Postal address associated with the organisation/legal entity. This should be the address listed under the ABN with the Australian Business Register.
 4. Phone and fax numbers, website address, organisation email address and email address for legal notifications.
 5. HPI-O number (this can only be provided if you have made the ADHA a CSP in HPOS).

- **Decide who will sign the participation agreement and required evidence of authority documents during registration**

You will need to decide if you or someone else will sign the participation agreement between the Agency and your organisation as a delegated authority or an authorised officer.

Accepting as a delegated authority

If you are accepting the participation agreement as a delegated authority, you will also need to:

- make a statutory declaration and sign it in front of an authorised witness
- Download an [example statutory declaration](#) with details of who can witness it.
- Scan the signed declaration to PDF and upload it against the organisation you are registering.

This means that during registration, you will need access to:

- your authorised witness
- a printer and a scanner.

Accepting as an authorised contact or an organisation maintenance officer (OMO) of a HI Organisation in the HI Service

If you are accepting the participation agreement as an authorised contact or an organisation maintenance officer, organisation registration will be auto approved. Additional evidence of authority document is not required. The authorised officer execution requirements depend on your organisation's legal structure.

Steps to complete registration and set up

Provider Connect Australia Registration in 2 steps

2 Publish to partner services

- Business partner services are services operated by your business partners (e.g. National Health Services Directory (NHSD), NSW Health, Telstra Health Secure Messaging and the WNSW PHN).
- The WNSW PHN has agreed to partner with Provider Connect Australia™ (PCA™) to help transform data accuracy and increase digital health interoperability across the Australian healthcare ecosystem. **The WNSW PHN requests that all primary care providers who partner with us in delivering healthcare services in our region publish their organisation details with us. This ensures the safe and secure sharing of accurate data.**
- You will only need to link bank accounts to your healthcare services and/or practitioners where the partner service you are publishing to has requested that they be provided.
- **Publish to partner services**
 1. [Log in to the PCA™ Portal.](#)
 2. Click on the 'Publishing' global menu and select 'My businesses' Alternatively, click on the 'Publish' button drop down on the right-hand panel and select My businesses.
 3. Select an organisation, location or healthcare service you want to publish.
 4. Click on the 'Publish to partner services' button.
 5. Select a partner service you want to publish. You may refine your search by selecting or providing additional filter criteria such as:
 - a specific partner service name (e.g. Telstra Secure Messaging)
 - a category (e.g. Healthcare directories, booking and review services)
 - partner services that only service your area; or
 - partner services that service all areas.
 6. Read and accept the "Information Use Statement" for this Partner Service.
 7. Select the healthcare service you want to publish.
 8. Select all practitioners linked to the service that you want to publish
 9. Optional: Select 'Publish practitioners automatically to this partner service in future'.
 10. Select a bank account you want to link to a service or services.
 11. Select one or more services you want to link to the bank account
 12. Select a bank account you want to link to practitioner or practitioners
 13. Select one or more practitioners you want to link to the bank account
 14. Click on the **Publish** now button.

Steps to [maintain organisation details](#)



An Australian Government Initiative

GET IN TOUCH

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