



Healthcare Provider Directory Fact Sheet

What is the Healthcare Provider Directory?

The **Healthcare Provider Directory (HPD)** is an opt-in listing of healthcare organisations and providers registered with the Healthcare Identifiers (HI) Service. It can only be accessed by other organisations and providers listed in the HPD (authorised users).

The HPD displays healthcare provider identifiers for individuals (HPI-Is) and organisations (HPI-Os). Other details can include professional contact and location details, provider type, and endpoint location service information for sending and receiving secure messages and clinical documentation using secure message delivery.

Once healthcare providers and organisations are registered with the HI Service, they can choose to be listed in the HPD and nominate which information to publish.

What can I do using the HPD?

As a healthcare provider, you can use the HPD to quickly look up details of other healthcare organisations and individuals who have opted in. The HPD lets you search using an identifier (HPI-I or HPI-O) or using demographic details to display healthcare providers and organisations matching specific criteria (for example a specialist within a certain region).

As part of a healthcare organisation, you can view network organisations linked to you in the HI Service. More information is available from the Department of Human Services (DHS) website on [how to register seed organisations](#) in the HI Service and My Health Record, and from the My Health Record [assisted registration guide](#) for healthcare provider organisations.

You can also use the HPD to display links created between an individual provider's HPI-I and the organisation's HPI-O – if both the individual and the organisation have provided consent. This means you can search for an individual within an organisation.

Who can access the HPD?

Only individuals or organisations that are authorised to access the HI Service can access the HPD. You can access the HPD via the Department of Human Services Health Professional Online Services (HPOS) web portal, or through practice software that has been upgraded and certified to connect to the HI Service and integrated with the HPD.

Accessing the HI Service requires registration and Human Services Public Key Infrastructure (PKI) certificates to authenticate the identity of the organisation or individual accessing the service.

Why should I be listed?

If you are listed in the HPD, authorised healthcare providers can find your contact details and communicate with you, such as by sending referrals and discharge summaries.

Why should my organisation be listed?

If your organisation is listed in the HPD, other healthcare providers can find your organisation and view up-to-date contact details.

You can include secure messaging information in your HPD record. This lets other organisations and providers know that your organisation can securely send and receive healthcare information, such as referrals and results.

Individuals who have been linked to your organisation are also visible when providers search for your organisation, for example specialists working within a hospital.

This allows a general practitioner to directly refer to a specialist by name.

How can I get listed in the HPD?

There are a number of ways an individual healthcare provider, or an organisation maintenance officer (OMO) acting on behalf of their organisation, can consent to be listed in the HPD.

These include:

- ◆ [logging onto HPOS](#) with a Human Services PKI certificate and consenting to your own details being listed
- ◆ via a web service, if it has been incorporated into the clinical software that you use – contact your software vendor for more information
- ◆ calling the HI Service Team on 1300 361 457.

For more information:

Please see the Healthcare Identifiers Service webpage: www.humanservices.gov.au/hiservice

It is important to keep your details up to date in the HPD so that other healthcare providers can communicate with you.