The Healthcare 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 that can be accessed only by authorised users of the HI Service.

Once an entry has been consented to, the HPD displays HPI-I and HPI-Os (Healthcare identifiers) and can include pofessional contact and location details, provider type and endpoint location service (ELS) information. ELS information is required for sending and receiving secure messages and clinical documentation using secure message delivery (SMD).

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.

Note that the HI Service HPD is separate from the National Health Service Directory (*www.nhsd.com. au*), and the Victorian Human Services Directory *http:// humanservicesdirectory.vic.gov.au/Home.aspx*.

What does it allow me / my organisation to do?

Healthcare providers can use the HPD to look up details of healthcare organisations and individuals. They can do this by searching the HPD using a HPI-I or HPI-O identifie, or demographic details.

This means that you have the ability to quickly find healthcae providers and organisations matching specific criteria (e.g. a specialist within a cetain region). This has the added benefit of impoving visibility of the healthcare services that are available.

Once consent has been provided, the HPD will include contact details, including information required for sending secure messages. So once you have found the right provider you can contact them securely, and have confidence that the infomation is going to the right person.

Healthcare organisations will be able to view organisations that are linked to them in the HI Service. For more information on setting up an organisational hierarchy in the HI Service, please refer to Seed and Network Configuration Guide available at *https://www. digitalhealth.gov.au > Get Started with Digital Health > Registration > Register with the Healthcare Identifiers (HI) Service and the My Health Record System* and the Healthcare organisation registration guidebook, available on *www.myhealthrecord.gov.au*.

Healthcare organisations can also use the HPD to display links created between an individual provider's HPI-I and the organisation's HPI-O by the organisation maintenance office. Links will be displayed only when the individual and the organsiation have provided consent. This allows you to search for an individual within an organisation, and then, for example, send a referral directly to them.

Who can access it?

Only individuals or organisations that are authorised to access the HI Service can access the HPD. The HPD can be accessed 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 has implemented integraion with the HPD.

Accessing the HI Service requires registration and Human Services Public Key Infrastructure Certificates to authenticate the identity of the organisation/individual accessing the Service.

Why should I be listed?

Being listed in the HPD means that authorised healthcare providers can find your contact details and communicate with you. Having your HPI-I listed allows your HPI-I to be found by other providers and used in communications to you such as Referrals and Discharge Summaries.

Your privacy is protected because you give consent to be listed in the HPD and control which contact and demographic details are visible.

Why should my organisation be listed?

Listing an organisation in the HPD means that healthcare providers can find your organisation and view up to date contact details.

The HPD will contain secure messaging information where it has been provided at the time of consent, so providers can confim that your organisation is capable of receiving secure messages and then send referrals and other electronic messages directly.

Individuals who have been linked to your organisation are also visible when providers search for your organisation, e.g. specialists working within a hospital. This has the benefit of allowing a General Practitioner to directly refer to a Specialist by name.

How do I go about listed in the HPD, or ensuring that my organisation is listed?

There are a number of ways an individual healthcare provider, or an Organisation Maintenance Officer (OMO) acting on behalf of their organisation, can consentto be listed in the HPD. These include:

- Logging onto HPOS with a Human Services Public Key Infrastructure (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;

- Completing a paper application form 2999 (Application to amend a Healthcare Provider record form); or

- Calling the HI Service Team on **1300 361 457**

For more information

For more information about these options, please see the Healthcare Identifiers Service webpage: *http://www.humanservices.gov.au/hiservice*

It is important that you ensure your details are kept up to date in the HPD. This will ensure communications between you and other healthcare providers is not impeded.