

Provider **CONNECT** Australia™

Helping healthcare providers stay connected



Australian Government
Australian Digital Health Agency

What is Provider Connect Australia™?

- ✓ An **initiative** of the Australian Digital Health Agency, also known as PCA™
- ✓ **Connects** providers with their business partners
- ✓ **Streamlines** registration and ongoing updates
- ✓ Enables healthcare providers to **maintain** a single source of truth of their details



Supporting Digital Health Operability

Healthcare interoperability supports safe, secure, efficient and quality care. It involves an ecosystem of connected providers that conveniently and seamlessly shares high quality data with easily understood meaning throughout the health system.

- ✓ Synchronising validated information across the healthcare system - reducing errors and duplication.
- ✓ Establishing unique identifiers for all areas of health care, ensuring these to be reliably identified and linked across the healthcare system.
- ✓ A single source of truth about healthcare provider services and the practitioners that provide them.

Provider Connect Australia™



Challenges for healthcare providers

Maintaining service delivery details for healthcare provider organisations with multiple business partners. These business partners include:



Health services directories (such as the National Health Services Directory)



Communication services (such as secure messaging services and prescription exchanges)



Online booking systems



Diagnostic services



Funders (such as Medicare, private health insurers, workplace and accident insurers)



Public and private hospitals



Primary Health Networks



Professional Associations/Peak Bodies



How PCA™ works

Healthcare provider organisation

Primary care, Allied health, Pharmacy, Specialist, Hospital and Jurisdiction



HI Service, Ahpra, Medicare etc.

Business partners

- Services Australia
- NHSD**
- Specialised directories
- eHealth NSW
- Secure messaging systems
- Primary Health Networks**
- Booking services
- Private health insurers, workplace and traffic accident insurers
- Private and government clinical programs
- Peak bodies and accreditation services

Consumers



Healthcare provider organisations



- Diagnostic providers
- Jurisdictions
- Other providers



Provider Connect Australia™ portal

<https://pca.digitalhealth.gov.au/PcaPortal/>



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Login

Home

Welcome to Provider Connect Australia™

Helping healthcare providers stay connected™

Provider Connect Australia™ (also known as PCA™) is an initiative of the Australian Digital Health 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.

Provide consistent, up-to-date information about your healthcare services to funders, health service directories, communication services and other key partners in your healthcare service delivery.

[Find out more about PCA™](#)

[How to register as a healthcare provider organisation](#)

Become a Business Partner with PCA™

If your organisation supports healthcare service delivery, you can streamline your client registration process and receive automatic updates from the healthcare provider organisations you support by becoming a business partner with PCA™.

[Contact us](#) for more information.



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Access the PCA™ portal



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Provider
CONNECT
Australia™

PCA User ▾

[Your organisations](#) | [Register and setup guidance](#) ↗

>> Quick navigation

[Home](#) > [Organisations](#) > **Add Organisation**

Register an Organisation

Registering in Provider Connect Australia (PCA) allows your organisation to publish details of your healthcare services and practitioners to your business partners.

Once you've completed the form below, you will need to sign your participation agreement. If you wish to act as a delegated authority for your organisation, you can complete this process yourself.

If the participation agreement needs to be signed by others in your organisation, you'll be sent an email with a special link which you can share with the relevant people in your organisation who are required to sign the participation agreement.



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Using PCA™ portal for your organisation

Key Steps

- ✓ Register your organisation
- ✓ Sign participation agreements
- ✓ Add or update your healthcare locations
- ✓ Add or update your healthcare services
- ✓ Link or update practitioner to a healthcare service
- ✓ Publish your healthcare organisation data to your Business Partners



Register your Healthcare Organisation

>> Quick navigation Home > Organisations

Your organisations

Manage your organisations and their related healthcare service information.

No organisations found.

Add organisation

Setup an organisation

Set up an organisation to get started with Provider Connect Australia.

- Add organisation**
Register with Provider Connect Australia
- Sign & upload documents
Sign agreement and upload authority documents
- Finish organisation setup
Complete the remaining steps to finish setup

Setup Helper!!



Enter your contact details

>> Quick navigation Home > Organisations > Add Organisation

My contact details at this organisation

Same as my user profile.

Phone number* 0400000000

Email* PCAUser@DigitalHealth.gov.

Organisation information

I am a sole trader without an ABN. ?

Australian Business Number (ABN)* 333 555 777 Clear ABN

Legal Name GP Clinic Unit Trust Business Name GP Clinic Unit Trust

Legal structure of organisation Individual (Sole Trader)

Organisation contact details

Organisation contact phone number* 0400000000 X

Organisation fax number

Organisation location

Postal address

Please provide the full address (avoid using 'corner/cnr of' etc in address search). Sub-premises numbers like building level, suite, unit numbers can be included in search (e.g. Unit 2/54 Australia Street).

If you've searched for your address but it doesn't contain any qualifying address information such as shop, suite, unit, floor or building name, you can enter qualifying details in the field below. You can contact the [Agency Help Centre](#) for assistance in finding your address.

Address search Level 12, 175 Eagle Street, BRISBANE CITY QLD 4000 X

Enter a minimum of 5 characters to start searching and select from the list.

Shop/suite/unit/level/building name if not included in found address

Eg. Acme Co, Level 17.

Address line 1 Level 12

Address line 2 175 Eagle Street




Suburb BRISBANE CITY Postcode 4000 Address state QLD



Sign Participation Agreements

Setup an organisation ×


PCA User is registered in Provider Connect Australia (PCA).
The next step is to sign & upload documents.

-  **Add organisation**
Register with Provider Connect Australia
-  **Sign & upload documents**
Sign agreement and upload authority documents
-  **Finish organisation setup**
Complete the remaining steps to finish setup



Participation Agreement and Statutory Declaration

Signing details

 Saved successfully Close



Full name: PCA User
Address: Level 12, 175 Eagle Street, BRISBANE CITY QLD 4000
Signing role: Delegated
Evidence of authority: This person will make a statutory declaration that they have authority to sign this agreement

[Edit details](#)

Documents for signing

Document type	Action
Participation agreement	Download to sign Electronically sign
Statutory declaration	Download to sign

Documents for submission

Document type	Document name	Status	Action
Participation agreement		 Incomplete	Browse for a file
Statutory declaration		 Incomplete	Browse for a file



eSign the Participation Agreement

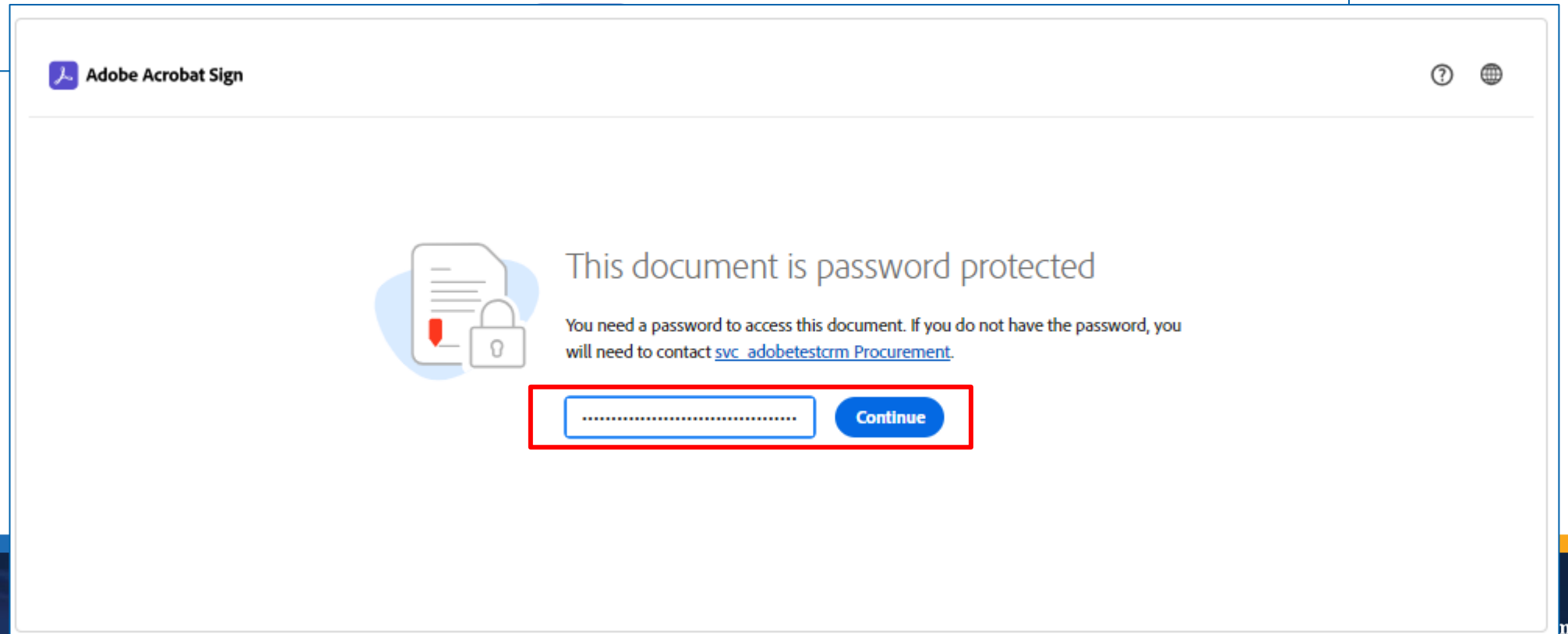
Sign participation agreement

Select **Copy password** to store the password in your clipboard. Please paste this into the password field when prompted to access the document to sign.

Your password to access the document is:

79C874F485B309B3A85BE742DD3B9F5832C5EB84

Copy password



The screenshot shows the Adobe Acrobat Sign interface. At the top left is the Adobe Acrobat Sign logo. In the center, there is an icon of a document with a red pen and a padlock. To the right of the icon, the text reads: "This document is password protected". Below this, it says: "You need a password to access this document. If you do not have the password, you will need to contact [svc_adobetestcrm Procurement](#)". At the bottom, there is a password input field with a red border and a "Continue" button, also with a red border.

ment



Application is assessed within 24 to 48 hours

The trustee for GP Clinic Unit Trust

PO Participating Organisation

You can manage publication of healthcare services, practitioners and bank accounts
Import your services from National Health Services Directory - NHSD.

Edit organisation

i Your application is pending approval

GP Clinic Trust - Brisbane documents need to be reviewed and approved by Provider Connect Australia before you can complete the next step. This is estimated to take 24 to 48 hours to complete.

Legal name:
ABN:
HPI-O for CSP:

Participation Agreement - Information Publisher

This organisation is registered on Provider Connect Australia under these terms:

Information Publisher

This organisation will use Provider Connect Australia to publish details of its healthcare services and providers.

Uploaded Documents

All required documents have been uploaded and submitted for assessment. An email will be sent once your request has been approved.

Document type	Document name	Uploaded by	Signed by	Signing role
Participation agreement	[DEMO USE ONLY] Participation Agreement	Lok Varma	Lok Varma	Delegated
Statutory declaration	commonwealth-statutory-declaration-form-20240207-001036.pdf	Lok Varma	Lok Varma	Delegated



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Status changes after Application is approved

Organisation details


333 555 777
40994270043

HPI-0

GP Clinic Unit Trust
The trustee for GP Surgery Unit Trust

GP Clinic Unit Trust
The trustee for GP Surgery Unit Trust

Legal structure
Trust - Company







Organisation status:  Active

Publisher approval status
Approved

Setup an organisation ✕

GP Clinic Trust

The trustee for GP Surgery Unit Trust has been approved. The next step is to finish setting up this organisation.

-  **Add organisation** 
Register with Provider Connect Australia
-  **Sign & upload documents** 
Sign agreement and upload authority documents
-  **Finish organisation setup** 
Complete the remaining steps to finish setup



Retrieve your Healthcare Identifier (HI) info into PCA™

Retrieve Healthcare Identifier (HI) info

To retrieve HI information such as HPI-O & HPI-I numbers and share them with partner services and to link non-Ahpra practitioners to your healthcare services, you will need to:

- **link the Australian Digital Health Agency** (the Agency) as a Contracted Service Provider (CSP) in the HI Service by the organisation maintenance officer (OMO). More info at [Services Australia](#).
- provide PCA with the HPI-O number to retrieve HI information.

You must **link the Agency** before you continue.

Do you want to retrieve HI info about this organisation?



Add your organisation's location(s)

Setup helper

The next step is to add healthcare services.

- Add locations**
Add locations to your organisation
- Add healthcare services**
Add healthcare services to your locations
- Add practitioners**
Add practitioners to your healthcare services

Don't automatically show this helper

Add a location

Practitioners operate from physical, virtual, or mobile locations. To proceed, fill out as much information as you can for consumer and partner services.

i Each location can offer several healthcare services. Locations should be linked to HI organisations wherever possible, to publish HPI-Os associated with their healthcare services to business partners. All details will be published to business partners along with any attached healthcare service and therefore no personal names or contact details should be included.

Location name

Location name*
Level 12, 175 Eagle St, Brisbane City, QLD, 4000

Location name could be for your physical, virtual or mobile practice. It is not an address.

Location is operational **?**

Location type

- Physical location - delivers healthcare services at a fixed street address.
- Mobile unit - delivers healthcare services in different settings such as patient residences or at a school.
- Virtual - delivers healthcare services virtually, such as via phone or online.



Two ways to add your organisation's healthcare services

>> Quick navigation | Home > Organisations

Your organisations

Manage your organisations and their related healthcare service information.
You can import your existing services from National Health Services Directory - NHSD.

[Import services](#) [Add organisation](#)

>> Quick navigation | Home > Organisations > Importing healthcare services

1 Select practice or business type*

Where the service operates from.

Select practice/business type*
A physical practice or business

How you deliver your services

2 Find the address*

Enter a suburb or postcode*
OAKLEIGH VIC 3166

[Search NHSD](#)

The location where the services should import from

Select practice or business name*
Oakleigh Family Medical Centre - 63 Atherton Road,Shop 2,63-65 Atherton Road

Linked services will display in step 3 once you select a practice or business name

3 Select services to import*

Showing 7 results

Select the services that have not been imported yet.

<input type="checkbox"/>	Service type	Address	Imported
<input checked="" type="checkbox"/>	Clinical pathology service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet
<input type="checkbox"/>	COVID-19 vaccination service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet
<input type="checkbox"/>	Dietetics service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet
<input checked="" type="checkbox"/>	General practice service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet
<input type="checkbox"/>	Mental health service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet
<input type="checkbox"/>	Physiotherapy service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet
<input type="checkbox"/>	Podiatry service	63 Atherton Road,Shop 2,63-65 Atherton Road OAKLEIGH 3166 VIC	<input checked="" type="checkbox"/> not yet

Or manually add healthcare services

Setup helper ×

The next step is to add healthcare services.



- Add locations**
Add locations to your organisation
- Add healthcare services**
Add healthcare services to your locations
- Add practitioners**
Add practitioners to your healthcare services

Don't automatically show this helper



General Practice service added

Level 12, 175 Eagle St, Brisbane City, QLD, 4000 - General practice service




 Healthcare service  Setup helper

[Edit healthcare service](#)

Service type: General practice service

Service provision: No Fee

Status: Active
Last updated: 7 Feb 2024, 4:16 PM

-  **NHSD identifier** Action Required: Add identifier from the NHSD service 
-  **Contact details** 
-  **Service availability** 
-  **Appointment and referral details** 

- Partner services**
- Practitioners
- Users
- Partner identifiers
- Audit events

Manage the publication of healthcare services, practitioners and bank accounts.

The healthcare service 'Level 12, 175 Eagle St, Brisbane City, QLD, 4000 - General practice service' is being published to the following partner services:



Add your Organisation's Practitioners to PCA™

[Partner services](#) **Practitioners** [Users](#) [Partner identifiers](#) [Audit events](#)

Manage the publication of healthcare services, practitioners and bank accounts.

The healthcare service '*Level 12, 175 Eagle St, Brisbane City, QLD, 4000 - Minor medical procedure service*' is being published to the following partner services:

[Publish to partner services](#)

Name	External links	Data match	Consent	Practitioners	Bank accounts	Action
National Health Services Directory (NHSD) for Healthcare Software and Providers			V2 Accepted	0 of 0	0	⋮
National Health Services Directory (NHSD) for Consumer			V5 Accepted	0 of 0	0	⋮

Items per page: 10 1 to 2 of 2 < >



Add your Organisation's Practitioners to PCA™

Add a Practitioner

To proceed, fill out the mandatory fields below. Practitioners link to a single healthcare service.

i Personal information on this form may be published to business partners. You must provide this practitioner with a collection notice covering the disclosure of this information to the Australian Digital Health Agency and to your business partners.

Details

Retrieved from Ahpra

Full name

Dr Care Lots

Ahpra professional number

222 444 666

Enter name known as

For consumer and business partners

Ahpra profession

Medical Practitioner



Healthcare Practitioner added to your Practice

Level 12, 175 Eagle St, Brisbane City, QLD, 4000 - General practice service

[Healthcare service](#) [Setup helper](#) [Edit healthcare service](#)

Service type: General practice service Status: Active
Service provision: No Fee Last updated: 7 Feb 2024, 4:16 PM

[NHSD identifier](#) Action Required: Add identifier from the NHSD service

[Contact details](#)

[Service availability](#)


[Appointment and referral details](#)

Partner services **Practitioners** Users Partner identifiers Audit events

Practitioners are imported from Ahpra and are linked to one or more of your healthcare services. Once you've linked a practitioner to a healthcare service, you can provide extra details about their role in providing that healthcare service, including their role type (for example, General practitioner, Podiatrist, Paediatrician) and the dates when they will be active in their role at this healthcare service. Practitioners must be linked to a healthcare service.

The following practitioners have been linked to the healthcare service 'Level 12, 175 Eagle St, Brisbane City, QLD, 4000 - General practice service':

Filter by name Is active: All [Add practitioner](#)

 Dr San... Dr Care Lots was successfully added [Close](#)

Name	Primary role	Active	Last updated
Dr Care Lots	eneral practitioner principal	Active	7 Feb 2024, 4:19 PM

Items per page: 10 1 to 1 of 1



Healthcare Organisations publish to Business Partners

< **Partner services** Sub-organisations Locations Bank accounts Users Authorised software systems Partner identifiers >

Manage the publication of healthcare services, practitioners and bank accounts.

The organisation **GP Clinic Unit Trust - Brisbane** is being published to the following partner services:

[Publish to partner services](#)

Name	External links	Data match	Consent	Services	Practitioners	Bank accounts	Action
National Health Services Directory (NHSD) for Healthcare Software and Providers			V2 Accepted	2 of 2	2 of 2	0	⋮
National Health Services Directory (NHSD) for Consumer			V5 Accepted	2 of 2	2 of 2	0	⋮

Items per page: 10 1 to 2 of 2 < >



Healthcare Organisations publish to Business Partners

Publishing GP Clinic Unit Trust - Brisbane details

Publish your healthcare services, practitioners, or bank accounts to partner services (e.g. Medicare). To start, follow the steps below.

- 1 Select a partner service & consent*
- 2 Select services & practitioners*
- 3 Link services to bank accounts
- 4 Link practitioners to bank accounts
- 5 Confirm & publish to partner service*

Find a partner service:

Showing 18 partner services

- 242PARTNERS Pathology services
- 242TESTSVT Clinical software systems
- ABC Pathology Pathology services

Showing 20 partner services

242PARTNERS Pathology services

Websites: [242PARTNERS](#)

Organisation: EL SAFA MEDICAL CENTRE PTY LTD (EL SAFA MEDICAL CENTRE PTY LTD)

Description: 242PARTNER SERVICE - PATHOLOGY SERVICES

Consent to 242PARTNERS information use statement below: Version 1

The National Health Services Directory (NHSD) is an extensive and consolidated national directory providing information about health services and providers in both the public and private sectors across all Australian jurisdictions. The purpose of the NHSD is to provide consistent, authoritative, reliable and easily accessible information about health services to the public and to support health professionals with the delivery of healthcare. The NHSD is delivered and managed by Healthdirect Australia Limited ("Healthdirect Australia", "We", "we" or "us"). We also use the NHSD to support the other services we provide (such as the healthdirect health information and advice service).

* The information we collect and use about healthcare services provider organisations (HSPOs) and individual healthcare providers (IHPs):

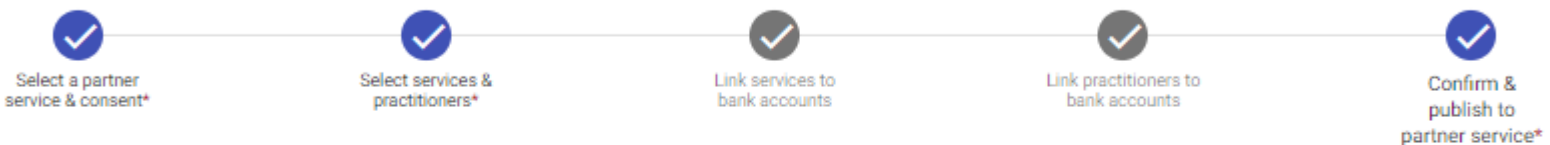
Tick checkbox

I have read and accept the above information.*


Accept & Proceed

Healthcare Org published to selected Business Partners

Successfully published to '242PARTNERS'
All details have been sent to 242PARTNERS.



1. Select a partner service & consent*
2. Select services & practitioners*
3. Link services to bank accounts
4. Link practitioners to bank accounts
5. Confirm & publish to partner service*

 **Successfully published**
Published 1 service, 2 practitioners to 242PARTNERS
[Publish to another partner service](#)



How to update your Organisation information in PCA™

>> Quick navigation

Home > Organisations

Your organisations

Manage your organisations and their related healthcare service information.
You can import your existing services from National Health Services Directory - NHSD.

↓ Import services

Add organisation

Hide inactive organisations, locations and healthcare services

The trustee for GP Surgery Unit Trust

✓ Publisher

✓ Active

PO Trustee for GP Clinic Trust

Organisation Manager

+ Add location

Trustee for GP Clinic
HI-GP Clinic
Brisbane City, QLD, 4000

+ Add healthcare service

+ Minor medical procedure service

+ Add practitioner

+ General practice service

+ Add practitioner



Australian Government

Australian Digital Health Agency

Getting Started with Provider Connect Australia™

Provider
CONNECT
Australia™

Register for Provider Connect
Australia™

Getting started with Provider Connect Australia™

Healthcare providers

Business partners



Queries - remember to check 'Getting Started with PCA™' first!

- ✓ How do PRODA and PCA work together?
- ✓ Who can sign the Participation Agreement and authority documents?
- ✓ The nominated user no longer works here. How can we update PCA?
- ✓ Is there an easy way to import my organisation's data into PCA?
- ✓ Why do I need to enter bank account details?
- ✓ What integration options do you offer with my clinical system?




Further information and support

Provider Connect Australia™

 www.digitalhealth.gov.au/pca

 help@digitalhealth.gov.au

 1300 901 001

 PRODA support through Services Australia
proda@servicesaustralia.gov.au or 1800 700 199

Need help

For new PCA™ Users

Visit this page for [Registration and Setup Guidance](#)

For existing PCA™ Users

- [Set up your organisation](#)
- [Maintain organisation details](#)

Australian Digital Health Agency Help Centre:

8am - 5pm (AEST/AEDT)

Monday - Friday

Phone: [1300 901 001](tel:1300901001)

Email: help@digitalhealth.gov.au



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Questions?



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