

Attention GPs, General Practice Managers and Private Non GP Specialists

Your Role in Ensuring Clinical Correspondence from Hospitals Finds its Way to Your GPs Quickly and Reliably

Accurate GP/Specialist and Practice Contact Details

Victorian public hospitals are working to improve the identification of the correct GP, practice and non GP Specialists for sending clinical and administrative documentation.

National Health Services Directory (NHSD) – Health Direct

Public hospitals use the National Health Services Directory (NHSD) – Health Direct to obtain current GP, practice and private specialist contact information. NHSD data is automatically sent to and integrated with our IT systems allowing our health services to update GP and specialist details on an ongoing basis.

How can you help?

General practices and specialists are responsible for keeping their own doctors' names and contact details accurate and up to date within NHSD. Please regularly review your lists of GPs/specialists and practice contact details in NHSD. It is particularly important to update these details as soon as possible when GPs (including GP Registrars)/specialists commence work or leave your practice location.

<https://about.healthdirect.gov.au/review-your-nhsd-listing>

Please provide all GP/specialist details on NHSD including:

1. GP/GP Registrar/specialist name.
2. GP/GP Registrar/specialist provider number.
3. GP/GP Registrar/specialist consistent clinic telephone, fax and email address.
4. HealthLink 'electronic digital identifier' code (EDI).

Existing service updates:

Every service that is already listed on NHSD can access the service update form by going to their listing on Service Finder and clicking 'suggest an edit'. This also provides an opportunity for the service to review other details they have published at this time and provide any additional updates. Review and edit your current listing by following the steps below to request an update.

1. Search for your service via the Healthdirect Service Finder:
<https://www.healthdirect.gov.au/australian-health-services>
2. Review your listing.
3. Click 'suggest an edit' and complete the form as required.
4. Include all information you wish to update (including practitioner information).

If your practice and your GPs/specialists are not listed on the NHSD

If your practice and GPs/GP Registrars/specialists are not listed on this Directory, then public hospitals won't receive your current contact details and you may not automatically receive your patient's information (NB: You can choose for GP details to not be visible on the public web site). This means that you may have to contact each hospital directly to ask for the correspondence *each time* you need information about your patient, and this may involve completing a patient information request *each time* in order to receive this information. This wastes your practice's time and delays crucial clinical information coming automatically to your practice for your GPs/specialists. *Most importantly this is a clinical risk to your patient.*

You can either register directly on the NHSD: <https://about.healthdirect.gov.au/nhsd/about/register-with-the-nhsd> or register through Provider Connect Australia™ (PCA) (see below) and *you will need to consent to your data being sent to the NHSD via PCA*. The sooner you register and update your contact details and lists of GPs/specialists on NHSD, then the sooner you will receive correspondence from public hospitals more reliably. NB: Provider Connect Australia™ allows providers to update their details on the NHSD in real time.

More about the National Health Services Directory – Health Direct

<https://about.healthdirect.gov.au/nhsd>

The NHSD is a government supported comprehensive listing of health and social services including GPs, private specialists, hospitals and allied health practitioners. GPs and general public can use the Directory to search for services according to area or service type.

The consumer face of the NHSD is linked to the Better Health Channel website.

If you have any questions about the NHSD, please email: nhsd@healthdirect.org.au

Provider Connect Australia™ (PCA)

Provider Connect Australia™ (PCA™), allows healthcare providers to maintain accurate information about the services they provide and the practitioners who deliver them in a single place and share this information with several business partners (these will grow in PCA over time).

When you register as a healthcare provider in PCA™ you can publish your business information to the National Health Services Directory's [Service Finder](#) on the same day, making it easier for consumers to find you. You will also be able to share your information with your local Primary Health Network.

You can find more information on this website: [Provider Connect Australia \(digitalhealth.gov.au\)](https://digitalhealth.gov.au/provider-connect-australia)

When you or your Practice Manager are ready to register for PCA, you'll need between 15-30mins:

- Information to guide you through registration is available on the [Provider Connect Australia – Register](#) page.
- If you want some extra support to register for PCA, call the Digital Adoption Support team on telephone (02) 6223 0741 option 3 to assist you with your registration.