

Accessing Australian Immunisation Register via HPOS and PRODA

General Practitioner access to AIR

Medicare providers (GPs) can now access Australian Immunisation Register (AIR) with their Provider Digital Access (PRODA) account through Health Professional Online Services (HPOS).

Nurse access to AIR

Nurses need to be a “**Delegate**” of a GP to have access to the Australian Immunisation Register (AIR), among other [delegation functions](#).

See instructions below on how to request delegation.

PRODA Delegations

You will need:

1. **PRODA** access for both delegates and provider
2. **RA number** for both delegates and provider

Note that **Provider** refers to GP; and **Delegate** refers to practice nurse, practice manager, practice staff

Delegates can:

- submit a new request for delegation access for approval
- submit a request to you to renew their delegation end date.

A delegate can access the following HPOS functions:

- mailbox
- statements and subscriptions
- Secure Form Upload
- Online Forms
- find a patient and patient profile
- multiple details request.

A delegate can access the following services:

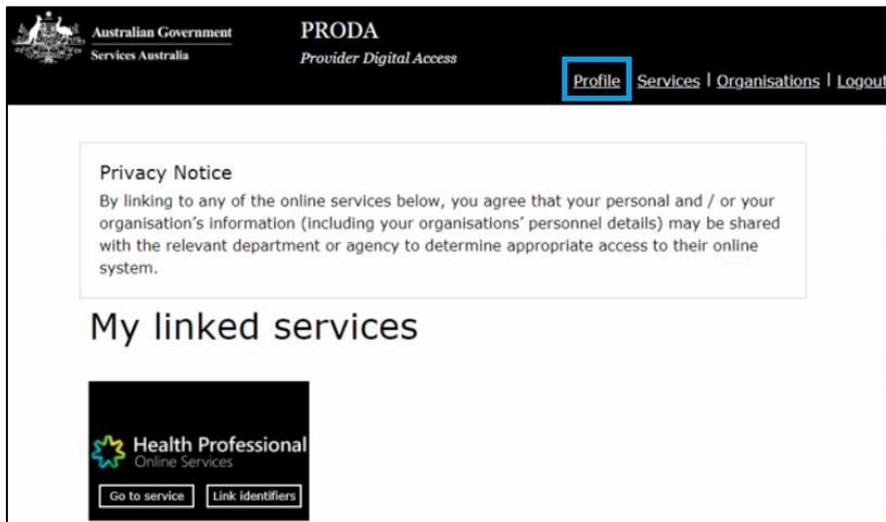
- Australian Immunisation Register (AIR) if you're eligible
- Child Dental Benefits Schedule (CDBS) if you're a dentist
- Online PBS Authorities system applications
- Medicare Bulk Bill Webclaim
- Medicare Patient Claim Webclaim
- DVA Webclaim
- MBS items online checker.

Providers can:

- set up a new delegation
- approve or decline a new delegation request or renewal request
- update a delegation end date before it expires.

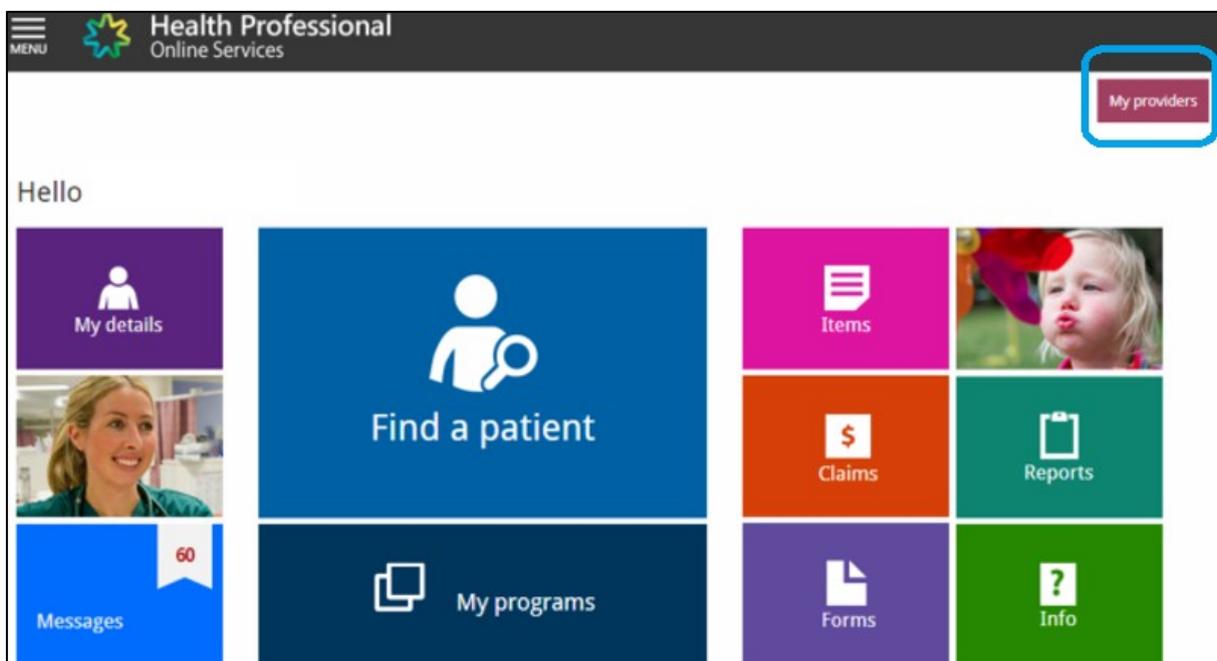
Finding your RA number

1. Login to your PRODA account.
2. Click **Profile** at the top right menu.
3. The RA number will be listed under the **My Details** section
4. the RA number is not shown, contact the eBusiness Service Centre on 1800 700 199.



Delegates: How to request delegation

1. Log into PRODA and go to HPOS.
2. Select **My providers** from the HPOS home page.



3. Select **Request delegation**.
4. Enter the **RA number** for your nominated provider then select **Search**.

Home > My providers

My providers

To act on behalf of a provider within HPOS, click 'Select' against the record.
To request new delegation, click 'Request delegation' button below.

RA Number	First name	Last name	Delegation end date	Status	Action
<input type="text"/>	<input type="button" value="Clear"/>				

No records found.

My delegation requests

Displayed below are your requests for delegation access. Approved requests will be displayed in the My providers table above.
A provider can change the delegation end date requested.
Requests expire in 14 days from the date the request was made. Expired requests will be removed from the table view below.

RA Number	First name	Last name	Delegation end date	Request status	Action
<input type="text"/>	<input type="button" value="Clear"/>				

No records found.

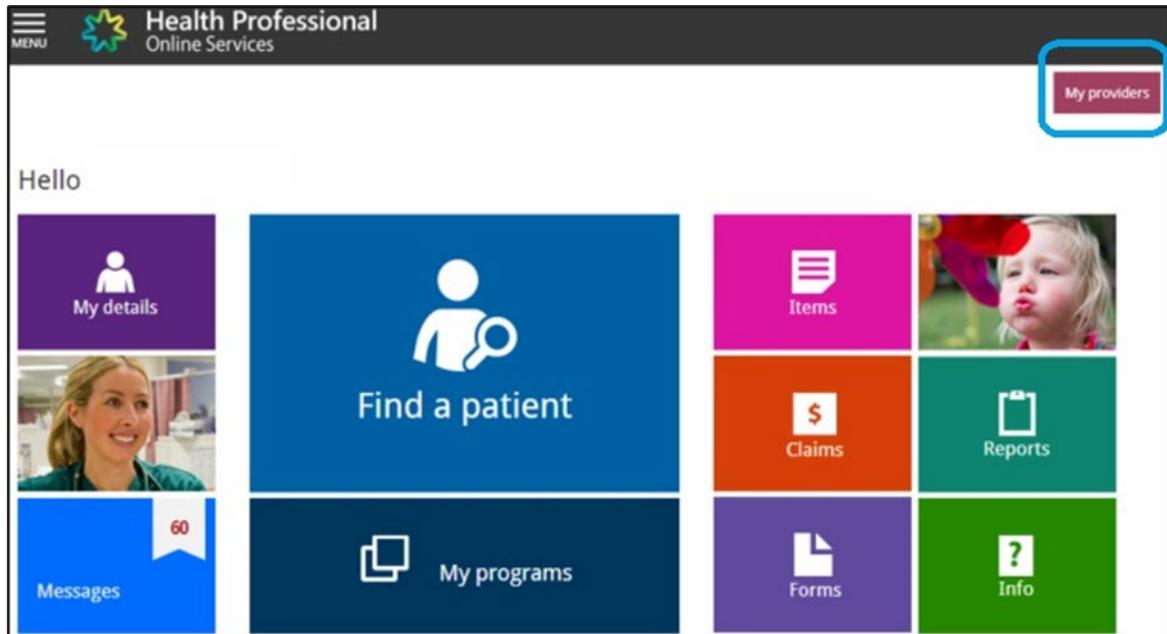
- The delegation end date can be updated before submitting the request.
- The services you want to use on behalf of the provider can be amended before submitting the request.
- Select **Request** to submit your request to the provider. The pending request will appear in the My delegate requests list.
- The delegation request will be sent to the provider for approval. The provider will have 14 days to action the request.

Functions

- Provider**
 - Find a patient ✓
 - My programs ✓
- Messages**
 - My mailbox ✓
 - Statements and Subscriptions ✓
- Forms**
 - Secure Form Upload (For access, please select 'My mailbox' under Messages) ✓
 - Online Forms (For access, please select 'My mailbox' under Messages and 'Find a patient' under Provider) ✓
- My details**
 - Provider personal details ✓
 - My provider number details ✓
 - Create new location ✓
 - Track and Scale ✓
- Claims**
 - Medicare ✓
 - DVA ✓
- Items**
 - MBS Items Online Checker ✓
- Reports**
 - Medicare Bulk Bill ✓
 - Medicare Patient Claim Webclaim ✓

Providers: How to approve a delegation request

1. Log into PRODA go to HPOS.
2. Select **My details**.



3. Select **My delegates**.
4. Select **Review**.
5. Providers have 14 days to action requests. The functions that you want to delegate can be amended before you approve.
6. Select Approve to confirm the delegate and end date or Reject to reject the request.
7. If you approve the request, the new delegate will appear in the My delegates list.

🏠 > My providers

My providers

*To act on behalf of a provider within HPOS, click 'Select' against the record.
To request new delegation, click 'Request delegation' button below.*

RA Number	First name	Last name	Delegation end date	Status	Action
<input type="text"/>	Clear				

No records found.

Request delegation

My delegation requests

*Displayed below are your requests for delegation access. Approved requests will be displayed in the My providers table above.
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RA Number	First name	Last name	Delegation end date	Request status	Action
<input type="text"/>	Clear				

No records found.

How to select a provider to act on their behalf

1. **Log on** to HPOS.
2. Select **My providers** from the HPOS home page.
3. From the My providers table select, **Select** in the Action column.
4. You will then be acting on behalf of the provider in HPOS.
5. To stop acting, select **Stop acting** button on the right-hand side of the header.

You can watch a tutorial on how to request delegation [here](#); this webinar was produced by the practice support and improvement team of Western NSW PHN.

We acknowledge Central and Eastern Sydney PHN as the original authors with additional information sourced from Australian Government, Services Australia Website:

<https://www.servicesaustralia.gov.au/>

The information is correct as at 4 February 2021.