When to use this form

Use this form to amend a Healthcare Provider Identifier-Individual (HPI-I) record within the Healthcare Identifiers (HI) Service.

You can use this form to remove, add or amend:

- personal details
- provider details
- a Healthcare Provider Directory (HPD) entry.

If you are registered with the Australian Health Practitioner Regulation Agency (Ahpra) in your state or territory, you must contact Ahpra to update your details.

You can remove, add or amend contact details online through the Health Professional Online Services (HPOS). Read more about HPOS below.

Healthcare Identifiers Service

The HI Service is a system that provides a consistent set of identifiers for individuals and healthcare providers. Healthcare identifiers provide a way for you to match the correct records to the person you are treating. You can include them in patient files, test results and other healthcare related information. This improves accuracy when you share health information with other healthcare providers. The *Healthcare Identifiers Act 2010* is available at **legislation.gov.au**

Healthcare Provider Directory

The HPD is a directory of healthcare identifiers and business details for providers and organisations registered in the HI Service. Only individuals or organisations that are authorised can search the HPD for details.

You can search for contact, specialty and identifier details of other healthcare providers and organisations registered in the HI Service. This can be useful when you are sending secure messages, referrals, discharge summaries and patient test requests.

Health Professional Online Services

Healthcare providers can do online business with Services Australia through HPOS, including selected HI Service functions.

Some functions you can do include:

- add and update contact details
- search for other healthcare providers and organisations in the HI Service.

For more information about what you can do in HPOS, go to **servicesaustralia.gov.au/hpos**

Provider Digital Access

You need a Provider Digital Access (PRODA) account to access HPOS. Designed as a 2-step verification process, it requires a username, password and verification code to login. Create your PRODA account at **servicesaustralia.gov.au/proda**

Additional documents

Identifying information

If you are changing identifying information such as your name, date of birth or gender, you will need to provide certified documentary evidence which supports your changes (for example, marriage certificate).

Provider registration details

If you are updating provider registration details not covered by Ahpra, you will need to provide:

- evidence that you are registered by a registration authority as a member of a health profession or a member of a professional association (as defined by the *Healthcare Identifiers Act 2010*), and
- evidence of any new specialities required to be added to the provider record.

Provider obligations under the *Privacy Act 1988*

You have obligations under the *Privacy Act 1988*, Schedule 3 - National Privacy Principles in relation to your patients' personal information. The *Privacy Act 1988* is available at **legislation.gov.au**

For more information

You can:

- go to **servicesaustralia.gov.au/hiservice**
- email **healthcareidentifiers@servicesaustralia.gov.au** There may be risks with sending personal information through unsecured networks or email channels.
- call 1300 361 457 Monday to Friday, 8:30 am to 5 pm, Australian Eastern Standard Time.

Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ▶ Go to 1 skip to the question number shown.

Healthcare provider's details

1 Healthcare Provider Identifier - Individual (HPI-I) (if known)

2 Dr ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other ☐

Family name

First given name

Second given name

3 Your date of birth (DD MM YYYY)

4 Your gender

Male ☐
Female ☐
Non-binary ☐

5 Business address

Postcode

6 Daytime phone number (including area code)

Amend Healthcare Provider Identifier – Individual record

7 I would like to:

Tick all that apply

remove, add or amend my personal details ☐ ▶ *Go to 8*

remove, add or amend my allied health professional provider type details ☐ ▶ *Go to 15*

remove or add HPD details ☐ ▶ *Go to 18*

Personal details

8 I would like to:

Tick all that apply

remove my personal details ☐ ▶ *Complete 9 to 11*

add my personal details ☐ ▶ *Complete 12 to 14*

amend my personal details ☐ ▶ *Complete 9 to 14*

Existing personal details

9 Dr ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other ☐

Family name

First given name

Second given name

10 Your date of birth (DD MM YYYY)

11 Your gender

Male ☐
Female ☐
Non-binary ☐

New personal details

12 Dr ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other ☐

Family name

First given name

Second given name

13 Date of birth (DD MM YYYY)

14 Your gender

Male ☐
Female ☐
Non-binary ☐

Allied health professional – provider types

For a list of professions, go to **servicesaustralia.gov.au/hiservice** and search for **Health care organisation type**.

If the amendment to this information means that you have no active fields of practice, your HPI-I record will be deactivated.

If you are adding a new field of practice to a previously deactivated record, your HPI-I record will be reactivated. For all new specialities added, you must provide evidence that you are registered with a professional association as a full member of that health profession.

15 I would like to:

Tick one only

remove specialty details ☐ *Complete 16*

add new specialty details ☐ *Complete 17*

amend specialty details ☐ *Complete 16 and 17*

Existing profession

16 Profession

Professional association

Membership number

New profession details

17 Healthcare provider type

Professional association

Membership number

Healthcare Provider Directory

If you are an individual healthcare provider whose profession is regulated by Ahpra — by consenting to the inclusion of your professional and business details in the HPD, you are also consenting to the HPD being updated to reflect any changes to those details that you make with Ahpra.

The following details can be used to link you to an organisation you work at to allow My Health Record system access. You can find out contact details for referrals and other services. You can update details at any time through HPOS at **servicesaustralia.gov.au/hpos**

18 Do you want to create a HPD record?

No ☐

Yes ☐ *Go to 21*

19 Do you want to amend an existing HPD record?

No ☐

Yes ☐ *Go to 21*

20 Do you want to remove your current HPD record(s)?

No ☐ *Go to 22*

Yes ☐ *Go to 22*

21 I would like the following details to be displayed in the HPD:

Tick all that apply

Healthcare provider's name (automatic) ☑

Business address (automatic) ☑

Gender ☐

Provider and membership details ☐

Daytime phone number ☐

Mobile phone number ☐

Fax number ☐

Email ☐

Access to the HI Service in HPOS

You need a PRODA account to access HI Service functions in HPOS. If you have one, we will link the HI Service to it.

22 Do you have a PRODA account?

No ☐ Create a PRODA account at **servicesaustralia.gov.au/proda**

You can link to the HI Service from the 'My Linked Services' page in your PRODA account.

▶ *Go to 23*

Yes ☐ PRODA RA number

Privacy notice

23 Your personal information is protected by law, including the *Privacy Act 1988* and is collected by Services Australia and the service operator of the Healthcare Identifiers Service, for purposes related to the operation of the Healthcare Identifiers Service. The collection of this information is authorised by the *Healthcare Identifiers Act 2010*, and is required to process your application.

Your information may be used by Services Australia, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which Services Australia will manage your personal information, including our privacy policy, at **servicesaustralia.gov.au/privacypolicy**

Declaration

24 I declare that:

- I will only access and use healthcare identifiers for the purposes defined in the *Healthcare Identifiers Act 2010*.
- the information I have provided in this form is complete and correct.

I understand that:

- penalties for unauthorised access and misuse apply under the *Healthcare Identifiers Act 2010*.
- giving false or misleading information is a serious offence.

Applicant's signature

Date (DD MM YYYY)

Returning this form

Return this form and any supporting documents by:

- **email** to **healthcareidentifiers@servicesaustralia.gov.au**
  There may be risks with sending personal information through unsecured networks or email channels.
- fax to 03 9605 7987
- post to

  Services Australia
  HI Service
  PO Box 2987
  MELBOURNE VIC 3001