

# PRODA Organisation for Web Services

## Information for PRODA and web services

### How will I know if I need to register my organisation in PRODA?

#### For Medicare Online (including DVA), ECLIPSE and AIR

Your software developer will tell you if you need to register your organisation in PRODA.

#### For PBS Online and Aged Care

You'll need to register your organisation in PRODA. You'll need to enter the same ABN that is registered with Services Australia for PBS and Aged Care payments.

#### HPOS for AIR or PBS

AIR, PBS Stationery Ordering and Patient Verification (Find a Patient) are accessible through HPOS using an organisation in PRODA.

Although HPOS was not part of the web services upgrade, if you access these channels through HPOS you should also take this into consideration when setting up your PRODA organisation.

### How can I register my organisation in PRODA?

To register your business or organisation in PRODA, you must first register an individual PRODA account.

Your organisation name and Australian Business Number (ABN) must be correct and active on the Australian Business Register (ABR).

Your individual PRODA account name must match to a listed Associate or Authorised Contact for that ABN as recorded on the ABR. You will need to answer three proof of record ownership questions based on non-public available information about your ABN.

Upon successful registration you will be automatically listed as the Director of that organisation in PRODA.

### What if my organisation is already registered in PRODA?

If your business or organisation is already registered in PRODA, a notification will appear on-screen after entering your organisation name and ABN when you first start the registration process.

You can join the organisation as a Director (if you're an Associate or Authorised Contact on the ABR), or you can be added as a member of the organisation. An organisation in PRODA can have multiple Directors and members.

### How can personnel within my organisation perform business functions on behalf of my organisation in PRODA?

You can add members to your organisation in PRODA and delegate one or more attributes authorising them to perform certain functions on behalf of your organisation. Members will need to have their own individual PRODA account.

Different attributes allow different functions to be performed. You should review the roles and responsibilities of staff within your organisation structure to determine the appropriate attributes to delegate.



 For more information about the different attributes available and managing your organisation in PRODA, visit [servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda)

## What is a PRODA Parent Organisation?

Only a business or organisation with an Australian Business Number (ABN) can be registered in PRODA. There can only be one organisation registered for each ABN. This is the Parent Organisation.

## What is a PRODA Subsidiary Organisation?

A PRODA Subsidiary Organisation (Sub Org) can be created under the Parent Organisation.

A Sub Org can be used where a division of the business or location operating under the parent organisation does not have its own ABN, but requires independent access with the digital health and aged care channel or service provider.

There's no verification for a Sub Org and no limit to the number of Sub Orgs you can create under a Parent Organisation.

 For more information and instructions for Sub Orgs, visit [servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda)

## How do I set up my organisation in PRODA?

You can set up your organisation in PRODA to best match your organisation business structure and business relationship with the digital health and aged care channels

There are a number of ways that you can set up your organisation in PRODA and this can be changed by you at any time and where appropriate to the requirements of the service provider.

Listed on the next page are some examples to help explain how you could set up your organisation in PRODA to match your business structure and requirements.

## Why do I need to think about how to set up my organisation in PRODA?

Each digital health and aged care channel or service provider has different requirements for linking to and accessing their service on behalf of your organisation.

If you use more than one digital health and aged care channel or service provider, it's important to have a think about how to set up your organisation in PRODA, so that your business requirements and the requirements for each service provider are met.

The table below explains the different linking requirements for each service provider. Linking is required to establish your or your organisation's eligibility and access to the channel related services.

### **Please note:**

HPOS has also been included in the table below (even though it was not part of the web services upgrade). This is because AIR, some PBS functions and Patient Verification (Find a Patient) are accessible through HPOS using PRODA.

If you access these channels through HPOS, you should also take this into consideration when setting up your organisation in PRODA.



Service Provider in PRODA	Program Requirements
<p><b>Medicare Online including</b></p> <ul style="list-style-type: none"> <li>• ECLIPSE</li> <li>• Department of Veterans’ Affairs (DVA)</li> <li>• Australian Immunisation Register (AIR)</li> </ul>	<p>Add Medicare Online as a Service Provider to either the Parent Organisation or Sub Organisation. Then link to the channel using your Minor ID/s</p> <p>Other vaccination providers, such as pharmacies, need to enter their AIR product Minor ID/s, not their PKI details.</p>
<p><b>PBS Online</b></p>	<p>Add PBS Online as a Service Provider to either the Parent Organisation or Sub Organisation. Then link to the channel using your pharmacy approval number</p>
<p><b>Health Professional Online Service (HPOS)</b></p> <ul style="list-style-type: none"> <li>• Australian Immunisation Register (AIR)</li> </ul> <p><b>*AIR provider numbers can only be linked to one PRODA Organisation. If your organisation has more than one AIR provider number, you’ll need to create a Sub Organisation for each provider number you want to link.</b></p>	<p>For individuals, link your individual PRODA account to HPOS using your provider number.</p> <p>Or</p> <p>For organisations, add HPOS as a Service Provider to either the Parent Organisation or Sub Organisation. Then link to AIR using your AIR provider number and your AIR linking code.*</p>
<p><b>Health Professional Online Service (HPOS)</b></p> <ul style="list-style-type: none"> <li>• PBS</li> </ul>	<p>For PBS functions, add HPOS as a Service Provider to either the Parent Organisation or Sub Organisation. Then link using your pharmacy approval number.</p>
<p><b>Health Professional Online Service (HPOS)</b></p> <ul style="list-style-type: none"> <li>• Patient Verification (Find a Patient)*</li> </ul> <p><b>*If you use HPOS Patient Verification AND Medicare Online or ECLIPSE, link all service providers to your parent organisation.</b></p>	<p>Add HPOS as a Service Provider to either the Parent Organisation or Sub Organisation. Then link to your organisation using your Hospital ID number or Minor ID.</p>
<p><b>Aged Care Web Services</b></p>	<p>Create an individual PRODA account. Register your organisation. Add your device to your organisation in PRODA. Talk to your software developer to link your device to Aged Care Web Services via the completion of the AC027 form. This form is available on the Services Australia website.</p>



## Examples for setting up PRODA for web services

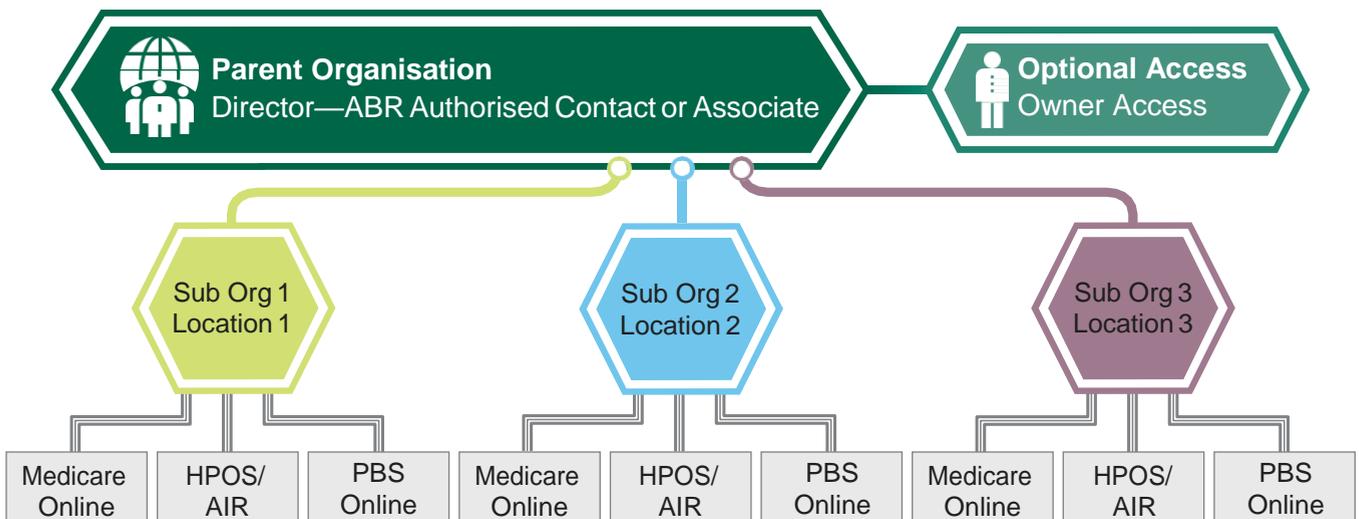
These are examples and for illustration purposes only. You should consider the channel or service you use with your current business model (e.g. business structure and locations, personnel roles and responsibilities etc.), when setting up your organisation in PRODA.

If you use HPOS Patient Verification **AND** Medicare Online or ECLIPSE, link all service providers to your Parent Organisation.

AIR provider numbers can only be linked to **one** PRODA Organisation. If your organisation has more than one AIR provider number, you'll need to create a **Sub Organisation** for each provider number you want to link.

### Structure 1—Parent Organisation with multiple external locations

In this example the Parent Organisation provides the same services from three different independent external locations that operate under that ABN and has established a Sub Organisation to represent each location, with each linked to the same service providers.

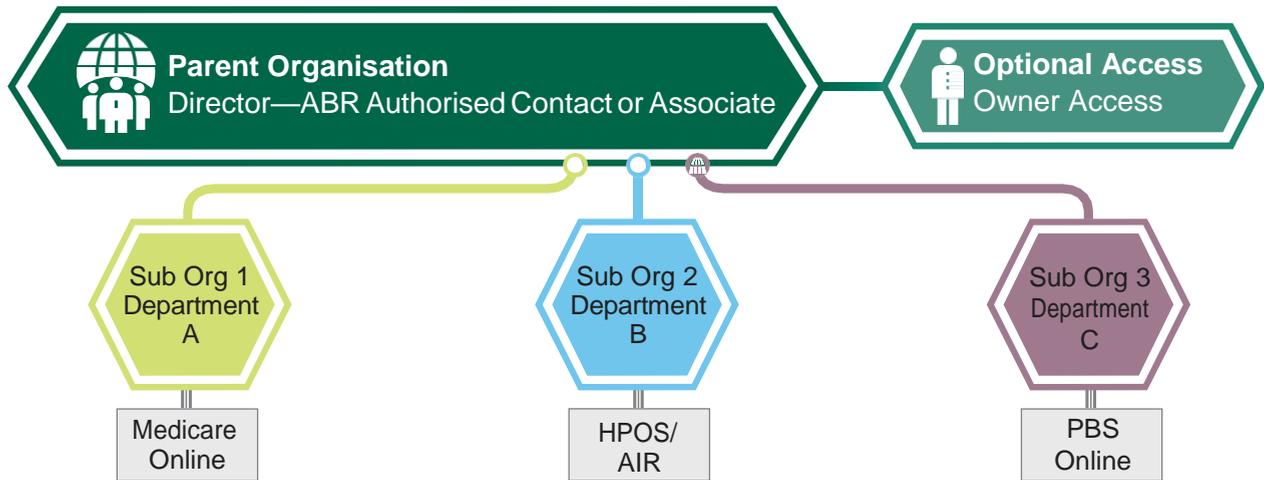


**Structure 1 example:**  
 XYZ Medical has three medical practices operating under its organisation from a different location. XYZ Medical may select to use a Sub Org for each practice location, so each location can independently link to and transact with the service providers they use.



## Structure 2—Parent Organisation with multiple internal departments

In this example the Parent Organisation provides different services from three different independent internal departments and has established a Sub Organisation to represent each department, with each linked to a different service provider.



### Structure 2 example:

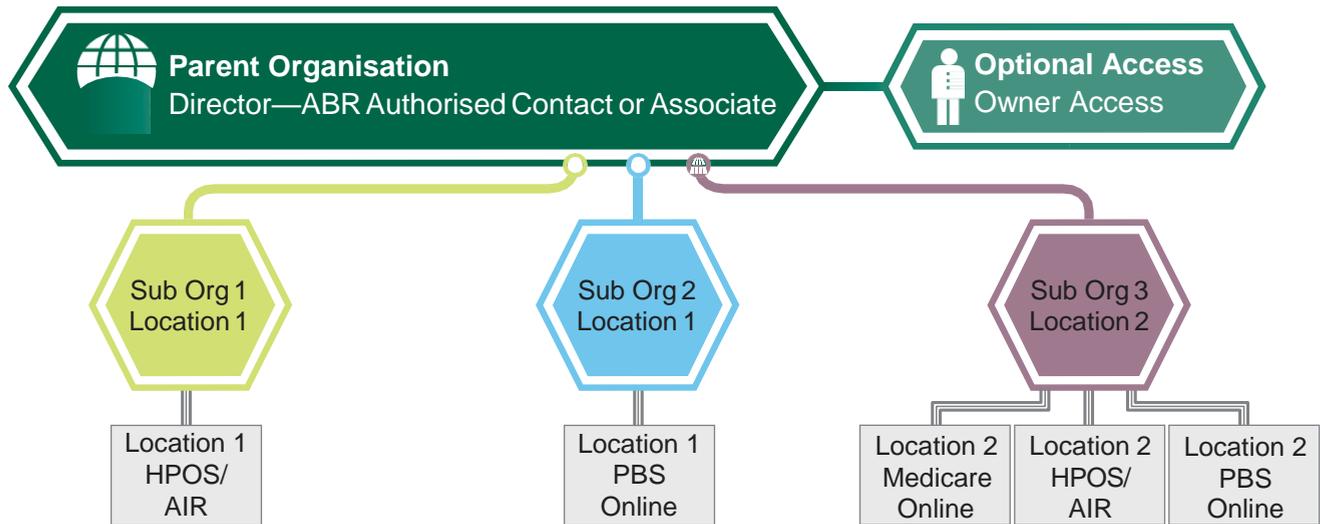
XYZ Day Hospital has three different departments operating within its organisation.

XYZ Day Hospital may select to use a Sub Org for each department, so each department can independently link to and transact with the service providers they use.

## Structure 3—Hybrid of structure 1 and 2

In this example the Parent Organisation provides different services from two different locations.

Sub Organisation 1 and 2 represent the first location with the service providers it is linked to and Sub Organisation 3 represents the second location and the service providers it is linked to.



### Structure 3 example:

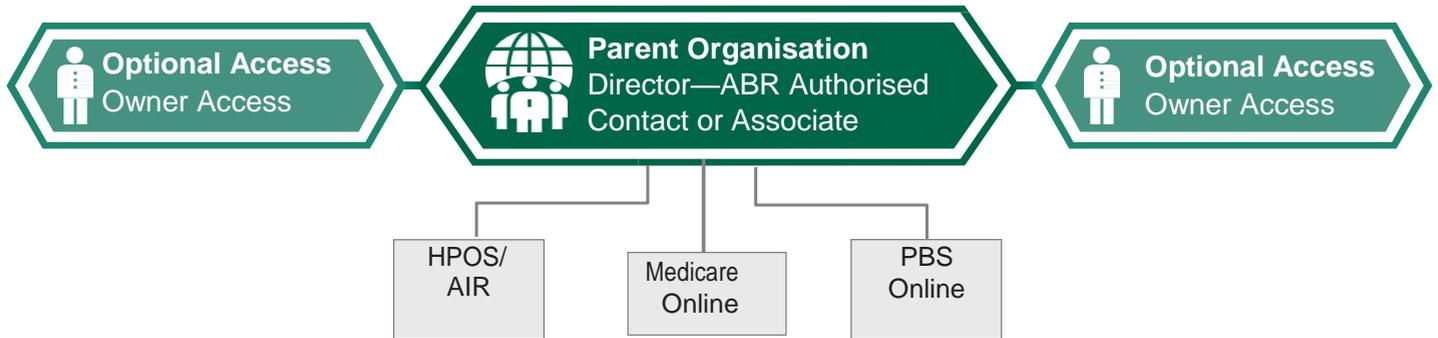
ABC Hospital operates from two different locations.

Location 1 may select to create multiple Sub Orgs with each linked to a different service provider it uses.

Location 2 may select to use one Sub Org linked to the multiple service providers it uses.

## Structure 4—Parent Organisation using multiple service providers

In this example, the Parent Organisation has linked directly to three different service providers.



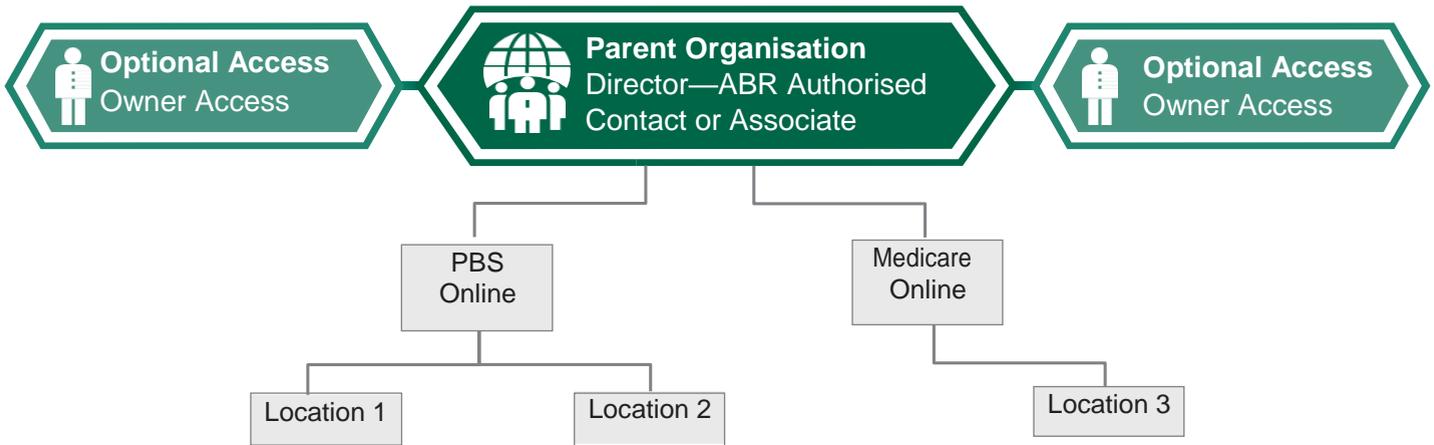
### Structure 4 example:

In this example, Dr XYZ owns a general practice.

Dr XYZ may select to link directly to each of the service providers their organisation uses.

## Structure 5—Parent Organisation transacting for multiple locations

In this example, the Parent Organisation provides different services from multiple locations but has linked directly to each of the different service providers it uses on behalf of each location.



### Structure 5 example:

XYZ Company owns multiple pharmacies (without an ABN) in different locations but administers all the online business transactions from the parent organisation.

XYZ Company as the parent organisation may select to link directly to each of the service providers it uses.

