Supporting and understanding delegations in HPOS to enable access to the Australian Immunisation Register

What is Provider Digital Access?

Provider Digital Access (PRODA) is an online identity verification and authentication system. It allows individuals to securely access government online services such as Health Professionals Online Services (HPOS) and the National Disability Insurance Scheme (NDIS). Any person who requires access to government online services need to register for PRODA as an individual so that their identity can be confirmed. Once the identity is confirmed, a Registration Authority (RA) number is issued to the person, and this number is used to link and access services.

What is HPOS?

HPOS is a secure way for healthcare providers (and their delegates) to do business online with Services Australia. A number of services, payments and programs are available in HPOS, including accessing the Australian Immunisation Register (AIR), Medicare patient claims, Department of Veterans' Affairs Webclaim and Pharmaceutical Benefits Scheme (PBS) Authorities.

Why is access to AIR important?

AIR is a national register that records all vaccines given to all people in Australia. A patient's immunisation history can be viewed on AIR and can be used to support clinical decision-making to ensure a person is appropriately vaccinated. In addition, the information on AIR is used for a range of purposes, including:
- measuring immunisation coverage
- monitoring the effectiveness of vaccines and vaccination programs
- informing policy and research
- identifying any parts of Australia at risk during disease outbreaks
- assessing eligibility for Family Tax Benefit and Child Care Subsidy payments
- facilitating entry to childcare and school, for employment and travel.

Who can access AIR?

AIR can be accessed by:
- Medical practitioners, midwives or nurse practitioners with a Medicare provider number. These healthcare professionals are automatically recognised as vaccination providers and authorised to record or get immunisation data from AIR.
- Delegates of a medical practitioner, midwife or nurse practitioner with a Medicare provider number, such as a practice manager or practice nurse.
- Individuals as a member of an organisation with an AIR provider number, such as staff of a medical practice, council, commercial vaccination provider or a public or private hospital.
- Information about how to access AIR is provided below.

What does it mean to delegate access to HPOS?

Healthcare professionals can nominate someone to undertake tasks within HPOS on their behalf as their delegate. The person nominated must have their own PRODA individual account and have their identity confirmed. AIR can then be accessed by the delegate to act on behalf of the healthcare professional.

Which staff can be delegated access to HPOS and AIR?

All appropriate staff, including practice nurses, practice managers and relevant administrative staff, can be delegated access. Staff can be delegates for multiple providers, and delegation authority can be given for a maximum period of up to 12 months when a review will be prompted. Amendments can be made at any time using the **My delegates**, **Edit** function.

How do I delegate access?

Healthcare professionals can delegate access by following these steps:

- Log on to HPOS
- Select **My details – My delegates – Add new delegate**
- Enter the RA number of your nominated delegate and select **Search** to find them

Delegates can also initiate a request for delegation from a healthcare professional. You can accept this request using the **My delegates**, **Review** function. Full details about how to delegate access is available on the Services Australia website.

What are the benefits of delegating access?

In many immunisation settings, nurses and other support staff are required to review a patient's immunisation history, record overseas history onto AIR, develop catch-up schedules, print immunisation history statements, edit immunisation encounters on behalf of the original immunisation provider and follow up patients due and overdue for vaccinations (using the AIR-010A Due/Overdue immunisation by provider report). Nurses and support staff are unable to access the AIR site as they do not have a Medicare provider number. Delegating access to these staff allows them to access AIR for these purposes and perform tasks for you.

How can I track what activity is being done by a delegate who is acting on my behalf?

All healthcare professionals with a HPOS account have access to **My access history**, which is an activity log showing a record of HPOS logins by users and their delegates for the previous 90 days. It lists the date and time, programs/services accessed, the user and the function undertaken.

What functions and information are available to a delegate when accessing HPOS on my behalf and who controls the access?

Delegates have access to a range of HPOS functions and information held by Services Australia. Access is controlled by the healthcare professional using the **My delegates** function by selecting what each individual delegate can and can't access (refer to image below). Delegation access is nominated at the time of initial set-up and can be amended at any time using **Edit existing delegation**.

Important Note: A provider's personal details, including bank details, can be restricted or allowed. Any bank details added or updated by a delegate require final approval by the delegating provider.

Edit existing delegation

You can set the delegation end date up to a period of 12 months.

Update the delegation end date, and click 'Confirm' to confirm the delegation change.

If you do not wish to continue, click 'Cancel'.

RA Number	Name	Delegation End Date
8595475767	███ Delegate1	* 09/08/2021

Delegations Functions *   [Deselect all]

☐ 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	☑ All	☐ Locations
Create new location	☑	
☐ Claims		
Medicare	☑ All	☐ Locations
DVA	☑ All	☐ Locations
☐ Items		
MBS Items Online Checker	☑ All	☐ Locations

☐ Reports		
Medicare Bulk Bill	☑ All	☐ Locations
Medicare Patient Claim Webclaim	☑ All	☐ Locations
DVA Webclaim (For access, please select 'DVA' under Claims)		
Prescription Shopping Patient Summary	☑	
DVA Patient Treatment (For access, please select 'Statements and Subscriptions' under Messages)		

Further information on how to use HPOS features is available on the [Services Australia](#) website.

What measures are in place to ensure appropriate access?

The use of HPOS and associated programs is governed by laws and government policies, including the *Australian Immunisation Register Act 2015*, *Privacy Act 1988* and HPOS Terms of Use.

Users must agree to HPOS Terms of Use each time they log in. If users fail to comply with the terms, access to HPOS may be restricted, suspended or revoked. Services Australia should be notified as soon as possible if you suspect that access has been compromised in any way. For more information see [HPOS Terms and Conditions of Use and Access](#).

What other options are available if I don't want a delegate to access AIR on my behalf?

Organisations with an AIR provider number can set up a PRODA Organisation account and add employees as members of the account. This allows employees to access AIR on behalf of the organisation, rather than as a delegate of an individual provider. This provides access to AIR similar to that of an HPOS delegate, except some functions are restricted; for example, access to AIR site reports is different to that of an HPOS delegate (in particular, the AIR-010A Due/Overdue immunisation by provider report is not available).

For more information, see Access as a member of a medical practice or organisation.

How can I access the AIR site?

All users first need to register for an individual PRODA account. There are different ways to access the AIR site for different users:

- Medical practitioners, midwifes or nurse practitioners with a Medicare provider:

  - Log on to your PRODA individual account, access HPOS, select the AIR tile to display the AIR Main Menu.

- Delegates of a medical practitioner, midwife or nurse practitioner with a Medicare provider number:

  - Log on to your PRODA individual account, submit a delegation request to access AIR on behalf of the healthcare professional. The healthcare professionals can also nominate you as a delegate. Once delegated, select **My Providers** and choose the healthcare professional you want to undertake AIR functions on behalf of.

- Individuals as a member of an organisation with an AIR provider number:

  - Provide your RA number to the organisation so you can be added to the organisation account. Once set up, log into PRODA, under My Linked Services access HPOS, select Go to service and select the name of the organisation you want to undertake AIR functions on behalf of.

Further information

PRODA	www.servicesaustralia.gov.au/proda
	1800 700 199
HPOS	www.servicesaustralia.gov.au/hpos
	1800 700 199
AIR	www.servicesaustralia.gov.au/hpair
	1800 653 809 (general enquiries)
	1300 650 039 (AIR intranet help)