

Webinar 5

National Health Services Directory (NHSD)

Allied Health Professions Australia (AHPA)

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**Allied Health
Professions
Australia**

[Allied Health Professions Australia \(AHPA\)](#) and its members are working to support allied health practices to better understand practice software and digital health technology.

This series of webinars has been developed and funded to help practices know more about their software options, what benefits they might get from using practice systems, and how they might integrate different elements of digital technology into their practice.

All webinars are recorded and are available free, with additional resources, to any allied health practitioner as part of the project via www.ahpa.com.au.

Previous Webinars:

Webinar 1: Medical Software
Webinar 2: Contacts and Referrals
Webinar 3: Clinical note-taking
Webinar 4: Digital Health

For future Webinar recordings and free resources:

www.ahpa.com.au

www.trainitmedical.com.au



Katrina Otto, Train IT Medical

BEducation (Adult), DipBus (Health), Cert IV Training & Assessment (40110)

Approved Trainer for:

- Allied Health Professions Australia
- Australian Digital Health Agency
- Department of Health
- Best Practice Software
- MedicalDirector Clinical & PracSoft
- Australian Association of Practice Managers
- Australian Practice Nurses Association
- Avant Mutual Group
- HealthLink
- Tyro
- Pen Clinical Systems
- TAFE (Accredited teacher) Medical Administration
- AHPRA, Rural Health West and others



Learning Objectives:

1. Understand what the NHSD is and how it is currently used in healthcare in Australia
2. Identify the benefits and requirements of participation in the NHSD and how to use it to find healthcare services.
3. Learn how to register your practice for inclusion in the NHSD.
4. Identify ways to incorporate the NHSD into your practice website.

What is the National Health Services Directory (NHSD)?

“The National Health Services Directory (NHSD) is the **leading source of information** about Australian health and related services.

It is a joint initiative of all Australian governments, developed and delivered by Healthdirect Australia.”

<http://www.nhsd.com.au>

www.healthdirect.gov.au

What is the National Health Services Directory (NHSD)?

- For health professionals and consumers
- A national health service directory that all State and Territory governments are committed to ensuring is accurate and up-to-date
- Supports the growing national digital health infrastructure.

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

What information is included?

Includes General Practices, Hospitals, Pharmacies and Emergency Departments, Aged Care, specialists and **Allied Health Professionals**, Disability and Community Services organisations

Public Access

- Does **not** include practitioner names, just practice details.
- Contains essential service information such as **location, opening hours and telephone numbers/contact details as well as appointment & accessibility information.**
- **My Health Record accessibility**

How do you access the NHSD

The directory can be accessed via computers, tablets and smartphones by visiting: www.nhsd.com.au

To find out whether your service is listed on the directory, search for it here: www.nhsd.com.au/review

If your practice is not listed in the directory you can register it here: www.nhsd.com.au/register

If you would like to register for an account to manage your organisation's details or would like more information about the directory, **email** the team at: nhsd@healthdirect.org.au

How do you search?

A screenshot of the NHS Direct search interface. It features a dark blue header bar. Below it is a list of services, each with an icon, a text label, and a radio button. The services are: General Practice (stethoscope icon), Pharmacy (pill icon), Emergency Department (ED icon), Hospital Services (H icon), and More Services (+ icon). The 'More Services' option is selected, and a dropdown menu is open, showing a list of additional services: Occupational Therapy, Optometry, Physiotherapy, Psychology, and Speech Pathology/Therapy. A search button with a magnifying glass icon is visible on the right side of the dropdown menu. A blue arrow points to the 'More Services' option.

www.nhsd.com.au



How is the directory kept up to date?

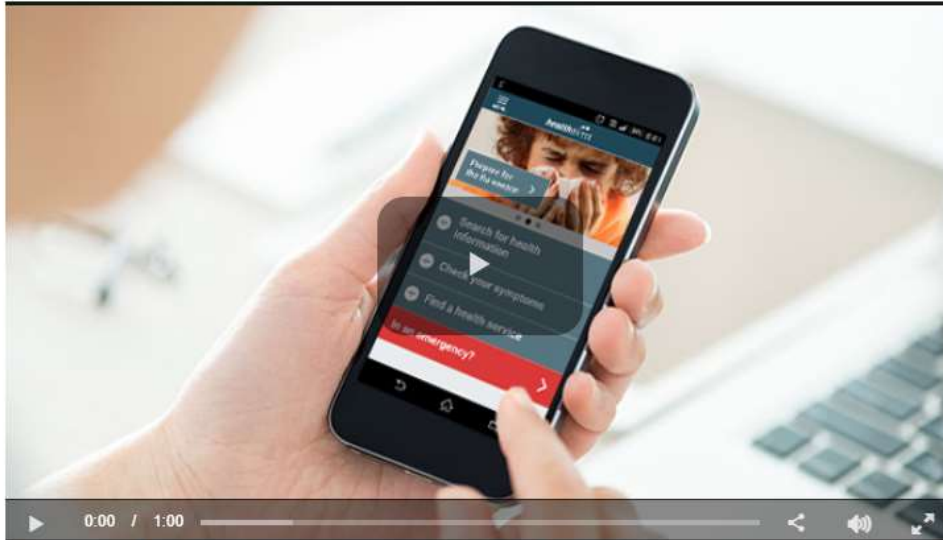
- **HealthDirect team** contacts providers to verify and update
- **Self Authorship** allowing service providers to manage their own listing
- **Cross-referencing and synchronisation** with other validated data sets
- Direct feedback from people using the NHSD through a range of online applications
- **Reminder notifications** to organisations with details which have not been updated recently.

Benefits patients and healthcare providers

- **Supports integrated care** by providing free access to information about available health services for patients
- Helps promote the availability of registered healthcare services and their contact & service details
- **Improves health literacy**
- **Improves engagement** with your patients and demonstration of modern digital technology

What are the benefits?

healthdirect app



Australia's free health app that helps you make informed decisions about your health.

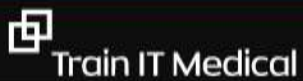
You can use the healthdirect app to:

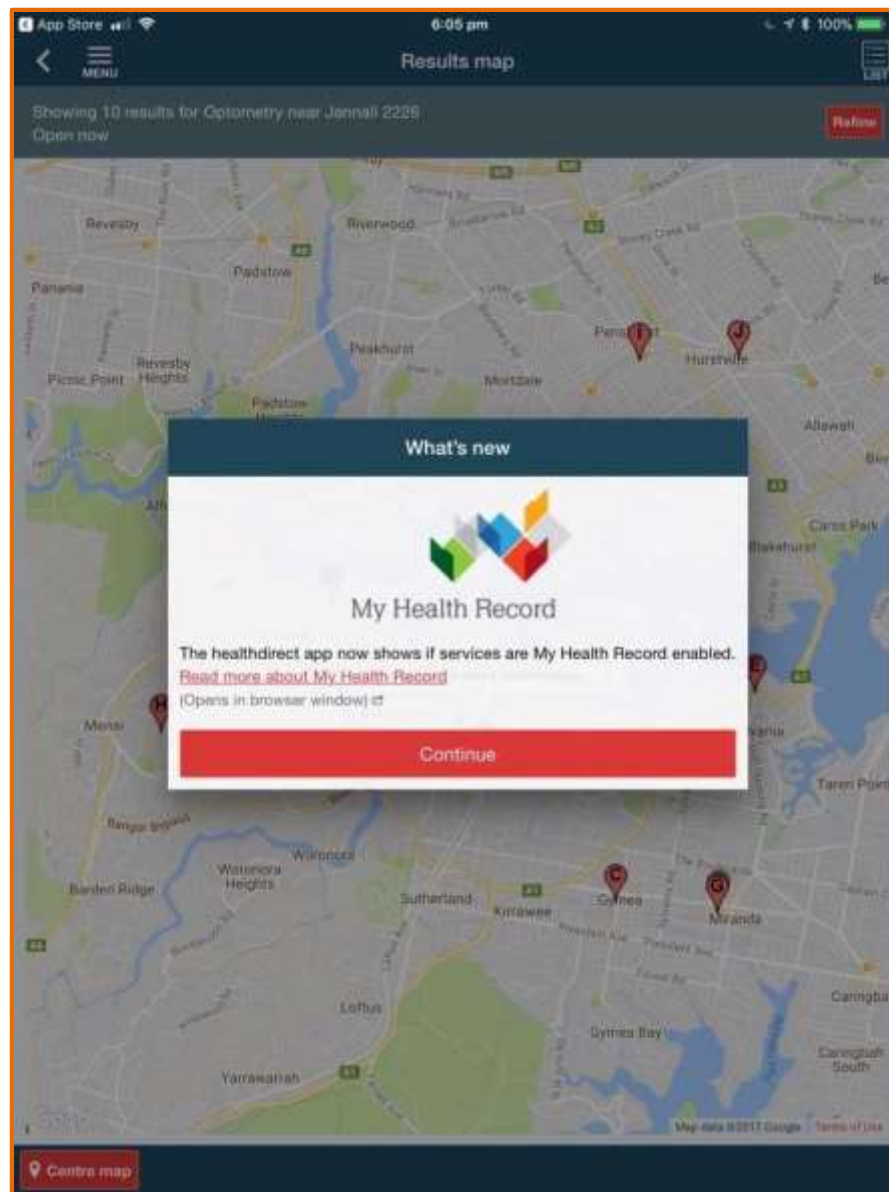
- check your symptoms
- find a health service
- get trusted health information

Download now:



Enables patients to quickly and **easily find a health service** in their locality via the app on a smart phone or tablet







Over 50 results found for **Physiotherapy** near **Sydney, 2000, NSW**

Search Again

Refine Search

Services Nearby (50)

Home Visit (28)

Online & Phone (3)

All Services

Open Now

Map

List



Showing 16 to 20 of 50 results

- Open Now**

A Therapy Max >

Sydney
Ph (02) 93563877 0.5km
- Closed**

B ASAP Physiotherapy Sydney >

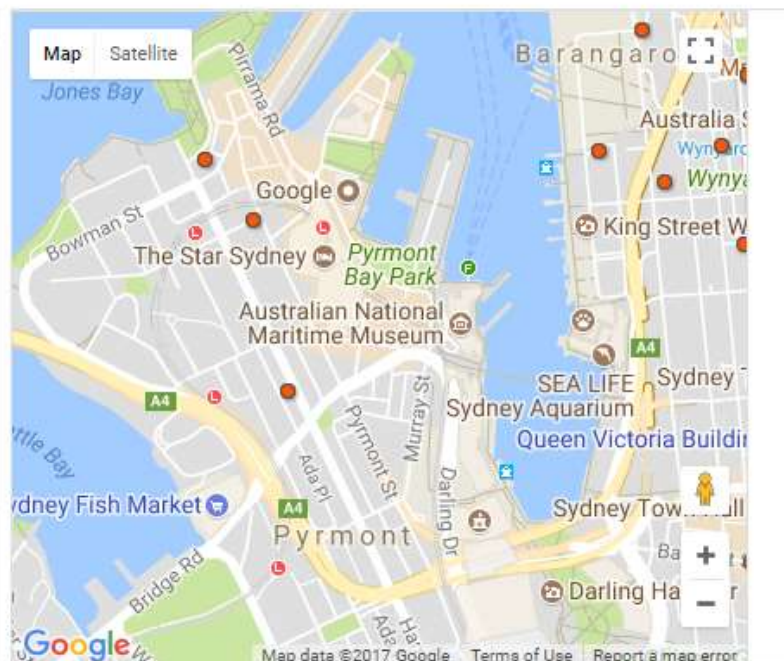
Sydney
Ph (02) 80211505 0.5km
- Closed**

C O'Connell Street Medical Centre >

Sydney
Ph (02) 92411577 0.5km
- Open Now**

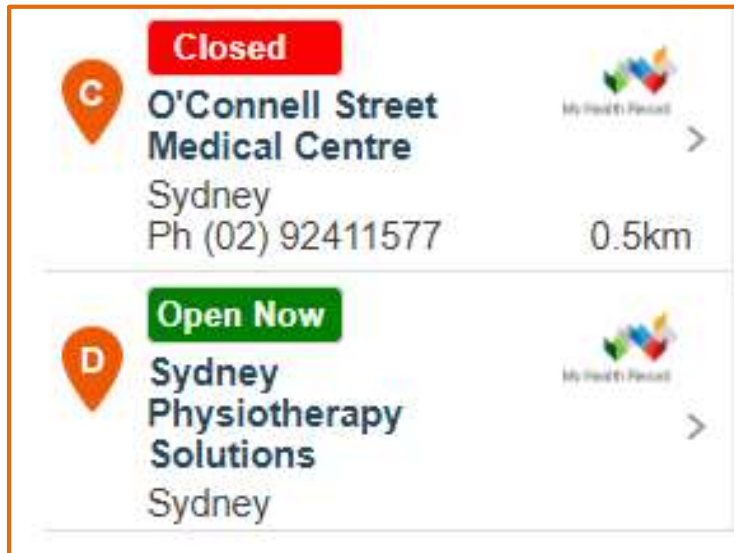
D Sydney Physiotherapy Solutions >

Sydney



How do they know if you are My Health Record compliant?

When a provider registers for My Health Record you can tick a box that says that DHS will send their info to HealthDirect to be added to NHSD



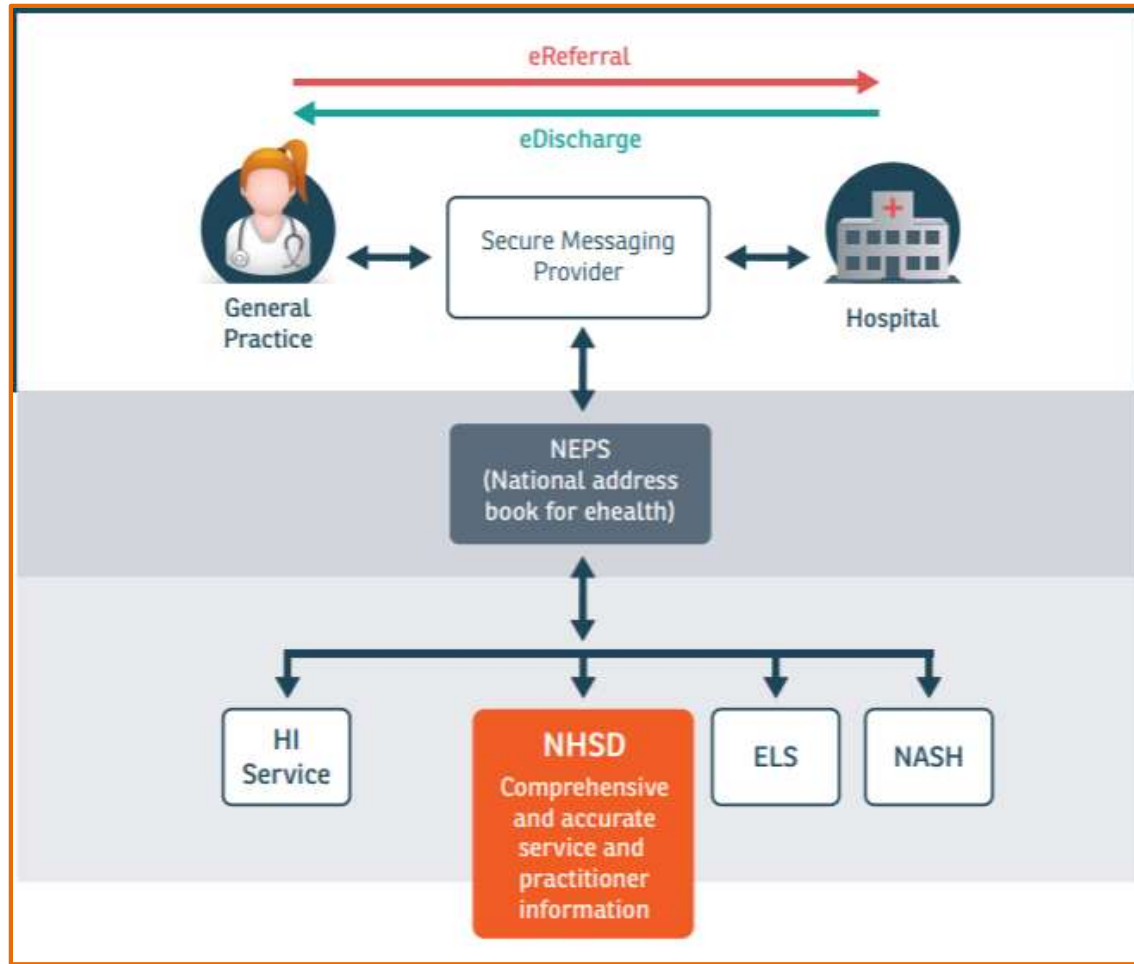
Healthcare Provider Directory

- 34** I would like the following details to be displayed in the HPD:
Tick ALL that apply
- Organisation name (automatic entry) ☒
 - Business address (automatic entry) ☒
 - Organisation service details ☐
 - Daytime phone number ☐
 - Fax number ☐
 - Email ☐

[Register for My Health Record](#)

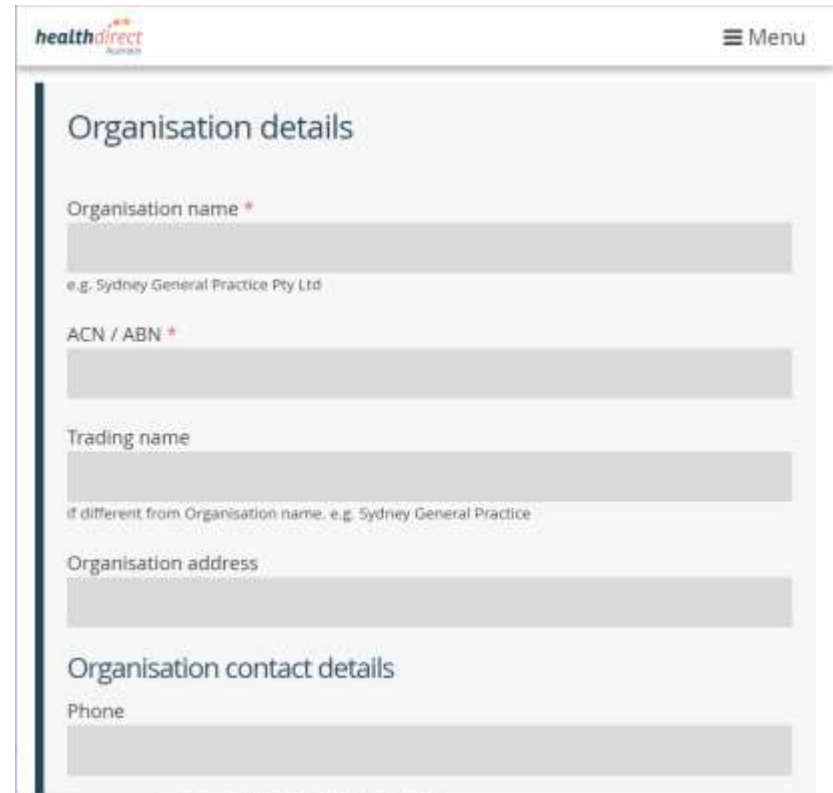
[Online application](#)

Building the National e-health address book



3. Registering Health Services on the NHSD

- Health service providers register to be included in the NHSD
- Complete an Online Registration Form



The screenshot shows the 'Organisation details' section of the healthdirect Australia registration form. The form includes the following fields:

- Organisation name ***: A text input field with a placeholder example: 'e.g. Sydney General Practice Pty Ltd'.
- ACN / ABN ***: A text input field.
- Trading name**: A text input field with a placeholder example: 'if different from Organisation name, e.g. Sydney General Practice'.
- Organisation address**: A text input field.
- Organisation contact details**: A section header for the contact information.
- Phone**: A text input field.

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

Are you already there?

National Health Services Directory

- About the NHSD
- Register your service
- Review your listing**
- Manage your listing
- NHSD resources
- Privacy and terms of use
- Contact NHSD

A A+ A++

PRINT SHARE

Review your listing

The purpose of the search interface below is to enable service providers to search the National Health Services Directory to see if they are already listed.

Find your service...

- General Practice ☐
- Pharmacy ☐
- Emergency Department ☐
- Hospital ☐
- More Services ☐

[Advanced Search](#)

Not listed?

If you cannot find your service listed but would like to be added to the National Health Services Directory, please [register](#) and complete your details. Information submitted will be validated prior to inclusion.


Need to change your details?

If your service is listed but the information is incorrect or incomplete please click on the 'Report an Error' button on the search results page or email nhsd@healthdirect.org.au and provide

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

4. Want a widget for your website?

A widget is a 'self-contained web application that can be embedded on a website'



The screenshot shows a tablet displaying the healthdirect Symptom Checker interface. The interface includes a search bar, a list of health topics, and a section for symptoms. The text 'healthdirect' is visible at the top of the screen.

Collaborate

- National Health Services Directory
- Information partnership
- Promotional materials
- Embeddable widgets**
- Australian Health Thesaurus
- Research and evaluation

Embeddable widgets

Healthdirect Australia produces a number of "widgets" (self-contained web applications that can be embedded on a website) that provide discrete pieces of functionality, and are used on our website properties.

Our widgets have been developed so they can be easily shared with other organisations, allowing them to take advantage of the functionality and data we have, without having to duplicate or create their own content or applications.

This enables us to work in partnership with a range of organisations to share useful tools and information to a wider audience, for the benefit of Australian consumers.

Available widgets

Symptom Checker

The [healthdirect Symptom Checker](#) is an online tool which allows people to check their symptoms using a simple self-guided triage process to get advice about what action they should

A A+ A++

PRINT SHARE

If you would like to learn more about the widgets available, or would like to request one for your website, email partner.manager@healthdirect.org.au.

<https://about.healthdirect.gov.au/embeddable-widgets>

Want a widget for your website?

Symptom check widget – self-guided triage process to get ‘trusted’ advice

<http://community.primaryhealth.com.au/>

Your Northern Queensland PHN

In partnership and collaboration with communities through Community Advisory Groups and health providers through General Practice led Clinical Councils we identify the health issues and activities specific to the needs of each community.

Supporting evidence based approaches to healthcare:

- Best practice information and education for health providers
- Population health planning uses data and information to map and prioritise community health needs to ensure resources are targeted at achieving outcomes

Improving coordination between services:

- Healthcare Pathways & Clinical Prioritisation Pathways- supporting smoother patient journeys and better care transition

Improving Communication through technology including:

- ehealth record
- Telehealth
- Electronic Referrals

Feeling unwell? Need trusted advice?

healthdirect Symptom Checker guides you to the right healthcare.

- ☐ Abdominal pain
- ☐ Breathing problems
- ☐ Colds and flu
- ☐ Fever
- ☐ Sexual health
- ☐ Other symptoms

Start your
symptom check



healthdirect Symptom Checker

healthdirect

Want a widget for your website?

Feeling unwell?
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- ☐ Sexual health
- ☐ Other symptoms

Start your
symptom check

healthdirect Symptom Checker

healthdirect



Medicines

Search by brand name or active ingredient

e.g. paracetamol

SEARCH MEDICINES

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Health information search

“All businesses offering exercise physiology services are strongly urged to sign up with the National Health Services Directory (NHSD).

Business data from the NHSD will be used to populate a number of web site search engines to be used by health providers and the public such as the My Aged Care website”



Let yourself be found

“Where a Service Provider is not funded by the Commonwealth but does want to provide Aged Care services they **need to be listed** on the National Health Services Directory”.

Chris Harwood, HealthDirect

Extra learning resources:

[National Health Services Directory \(NHSD\)](#)
[HealthDirect](#)

[Paper application to be My Health Record](#)

[Online application to be My Health Record compliant](#)

[My Health Record – What's In it for Allied Health Providers](#) (2017)

[My Health Record and the allied health community](#) (23/6/16)

[My Health Record and Exercise Physiology](#)

[Shared Health Summary versus Event Summary](#)

[Uploading an Event Summary](#)

[Consent and My Health Record](#)

Extra learning resources:

[Katrina's Top 10 My Health Record FAQs for Allied Health Professionals](#)

[Read my blog: 'Event Summaries & The My Health Record System'](#)

[My Health Record free eLearning Modules](#)

[My Health Record brochures for your practice](#)

[Apps that are authorised to connect to My Health Record](#)

[On Demand Training Environment](#)

[Find your PHN](#)

[Allied Health Registration Checklist](#)

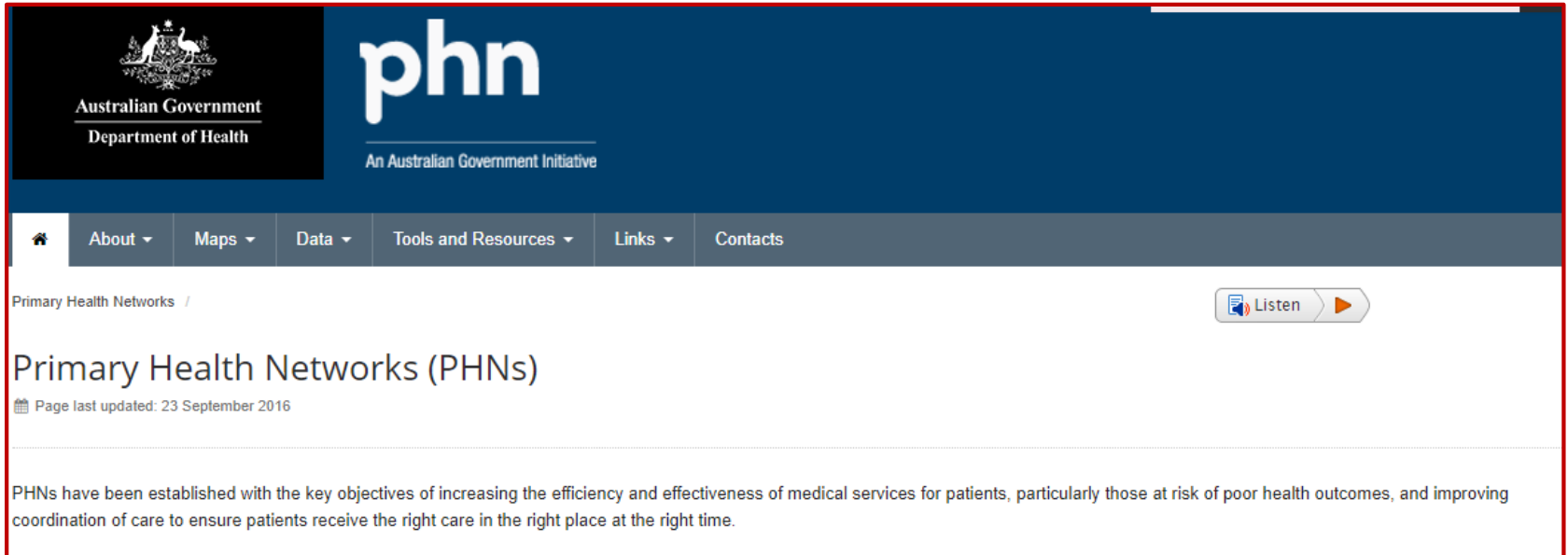
[Download Privacy FAQs](#)

Article by Kate McDonald for Pulse IT 26/10/16:

["Light at the end of a long tunnel for secure messaging interoperability"](#)

[Train IT Medical Allied Health Free Resources page](#)

Ask your local PHN for help



The screenshot shows the homepage of the Primary Health Networks (PHNs) website. The header features the Australian Government Coat of Arms and the text 'Australian Government Department of Health' on the left, and the 'phn' logo with 'An Australian Government Initiative' on the right. Below the header is a navigation bar with links: Home, About, Maps, Data, Tools and Resources, Links, and Contacts. The main content area has a breadcrumb trail 'Primary Health Networks /' and a 'Listen' button. The title 'Primary Health Networks (PHNs)' is followed by a date stamp 'Page last updated: 23 September 2016'. The introductory text states: 'PHNs have been established with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.'

Australian Government
Department of Health

phn
An Australian Government Initiative

Home About Maps Data Tools and Resources Links Contacts

Primary Health Networks /

Listen

Primary Health Networks (PHNs)

Page last updated: 23 September 2016

PHNs have been established with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.

<http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Home>

Thanks to



& THANK YOU for listening

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www.trainitmedical.com.au/presentations

to download a digital version of this presentation & access more free practice resources & blog posts



With best wishes Katrina Otto