Australian Government
Australian Digital Health Agency

Provider Connect Australia
Business Partner Integration Options

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1 Introduction

Provider Connect Australia (PCA) is a service operated by the Australian Digital Health Agency (the Agency) to streamline the process of healthcare provider organisations keeping their business partners up to date with details of the services they provide and the practitioners that provide them.

Healthcare provider organisations use PCA to maintain a single master copy of their practices, clinics and other healthcare services including details of the service type, practitioners, contact details and hours of operation. They can then publish this information to their trusted business partners to keep them up to date.

2 Business partners

Healthcare provider organisations rely on a variety of business partners such as funders, hospitals, health service directories and communications services. These business partners can use PCA to receive up-to-date details of their clients' healthcare services and practitioners.

Business partners enter into an agreement with the Agency to receive information through the PCA service and to handle that information in accordance with the information use statement that they lodge in the PCA service.

Refer to the *PCA business partner fact sheet* for more information about PCA business partners and their information use statements.

3 Integration options

Business partners have a choice of integration approaches to suit their needs and capabilities.

Business partners can use the PCA Portal to:

- Easily view all information that has been published to them; and
- Choose to receive email notifications when new information has been published to them or existing information has been updated

Business partners may use the PCA FHIR API to:

- Automate the receiving and processing of data from the PCA service; and
- Pre-populate online registration forms

4 View published information via PCA Portal

Business partners can use the PCA Portal to access a read-only view of all information that is being published to them.

User authorisation and access

Authorised users can log in to the PCA Portal to access a read-only view of all information being published to them.

Navigation

Authorised users can navigate a tree view of the organisations, locations and healthcare services that are being published to them. This includes business partner identifiers published as per section 7 below.

5 Receive email notifications for publication events

In addition to using the PCA Portal to access a read-only view of all information that is being published to them, business partners can choose to receive email notifications when new information has been published to them or existing information has been updated.

Notification emails will include a description of the information changes for each site, service and practitioner, as well as a link to the PCA Portal to access a read-only view of the complete record.

6 PCA FHIR API

The PCA FHIR API can be used by business partners to retrieve data from the PCA service that has been published to them. Business partners can develop software to automate the operation of retrieving and processing this data. The API also allows business partners to:

- Receive real time notifications when records have changed; and
- Provide feedback to healthcare provider organisations when matching and updating business partner identifiers

For more information about the PCA FHIR API, please see the implementation guide linked below:
https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/CapabilityStatement-pca-subscriber-agent.html

7 Matching and mapping PCA records to existing records

The PCA core data set contains several identifiers that PCA business partners can use to match new records received from the PCA to their existing records. These are:

- Organization.identifier [ABN]
- Organization.identifier [HPI-O]
- Practitioner.identifier [HPI-I]
- Practitioner.identifier [Ahpra registration number]
- PractitionerRole.identifier [Medicare provider number]

Business partner identifiers

In many instances, business partners will have issued their own identifiers to clients. If a business partner wants their own identifiers to be collected and stored in the PCA, they may register their identifier type with the PCA. When clients start to use PCA, the inclusion of the business partner's identifiers in the PCA entities may assist the business partner to match the incoming records to their existing client records.

Publishers can optionally supply the business partner's identifier if they have them. If a publisher supplies an incorrect business partner identifier, the business partner can ignore or update it.

Business partners are the authoritative source for their own identifiers and can add their own identifiers to a publisher's organisation, healthcare service, practitioner role, or location entities according to their own business rules to aid in matching. Once a business partner has marked an entity as matched (see *Updating identifiers and providing feedback to publishers* below), the publisher will no longer be able to change the business partner identifier; however, a business partner can add or change their own identifiers to any record that they have marked as matched.

Receiving other business partner's identifiers

By default, business partner identifiers are only available to the business partner that registered the identifier type in PCA. Business partners can agree, however, to allow other business partners to receive their identifiers where appropriate. The PCA operator will ensure that appropriate agreements and authorisations are in place prior to actioning any such request.

Updating identifiers and providing feedback to publishers

Business partners can provide feedback to publishers to indicate whether they were able to match the publisher's records to their existing client records. Business partners may flag each healthcare service, practitioner role, organisation or location with a matching status of failed or completed.

Business partners can also supply a short (200 character) informational message about the matching status. This could include information on why the match failed and / or how to resolve it. If a business partner cannot action an update, they should contact the publisher directly.

Figure 1 provides a high-level overview of the flow sequence.

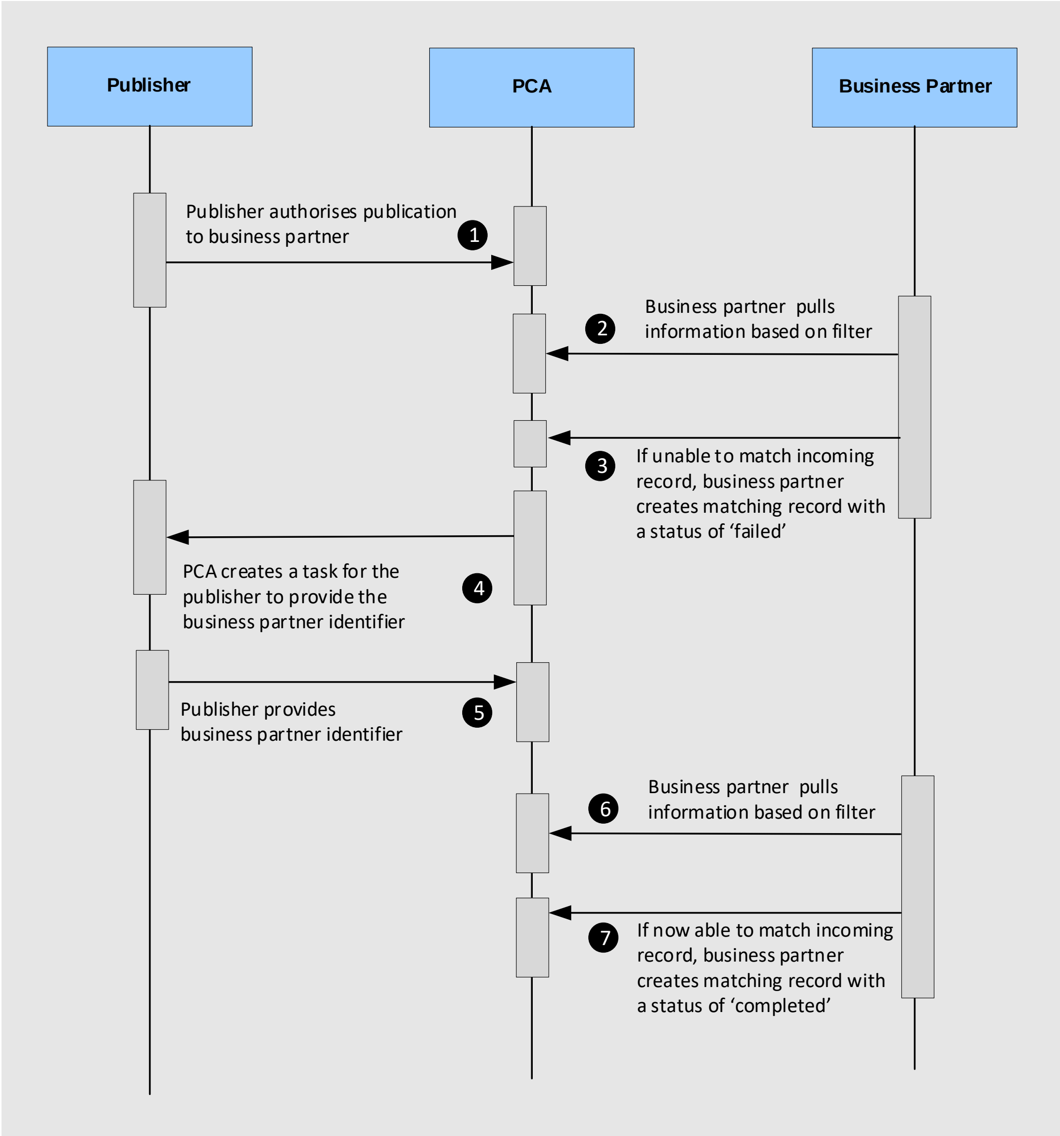

Figure 1 – Updating identifiers and providing feedback to publishers

1 The publisher authorises publication to a business partner

2 The business partner retrieves the information from the PCA using a desired filter

3 The business partner attempts to match the record and informs the PCA of the result via the API.

   a In the diagram above, the record cannot be matched, so the business partner creates a match record with status “failed” via the PCA, which includes any optional information about why the match failed and / or how to resolve it.

   b Alternatively, if a record can be matched, the business partner creates a match record with status “completed” via the PCA. If an incorrect business partner identifier was provided by the publisher, the business partner can also update the PCA with the correct business partner identifier for that record.

4 If PCA receives a match record with status “failed”, it creates a task for the publisher prompting them to supply the business partner’s identifier (only if the business partner has configured PCA to do this).

5 The publisher provides the business partner’s identifier for the relevant healthcare service, practitioner role, organisation, or location.

6 The business partner retrieves the information from the PCA using a desired filter

7 The business partner attempts to match the record and informs the PCA of the result via the API.

   a In the diagram above, the record can now be matched, and the business partner creates a match record with status “completed” in PCA.

   b If an incorrect business partner identifier was provided by the publisher, the business partner can also update the PCA with the correct business partner identifier for that record.

8 Pre-populating online forms

Business partners can leverage PCA data during the registration of new clients by pre-populating online forms. Depending on the nature and scope of the business partner’s client relationships, they may register clients at the organisation, healthcare service or practitioner role levels.

A common scenario might be to register a client at the organisation level, with the client then publishing healthcare services and/or practitioner roles to the business partner under that umbrella registration.

Business partners can only leverage PCA data that the publisher has published to them. In order to register a client at the organisation level, the client must publish at least one healthcare service to the business partner.

Business partners can update their online registration process to leverage PCA whether the process is initiated from the PCA portal, or from the partner’s website.

Initiated from PCA portal

The business partner pre-registers a registration/update link in the PCA with a replaceable parameter for the PCA organisation/healthcare service/practitioner role.

Figure 2 provides a high-level overview of the flow sequence.

1 The PCA user clicks the business partner’s pre-registered link which includes the identifier of the PCA entity that the user is managing.

2 The user’s browser opens the business partner site with the selected entity as the parameter

3 The business partner’s system obtains an access token from the PCA to confirm that the logged-in user has authority to access/update the PCA entity.

4 The business partner’s system triggers an immediate retrieval of the business partner’s data from the PCA to obtain any updated details of the PCA entity

5 The business partner’s online form pre-populates with the entity data and the parent organisation data (if applicable)

6 The business partner’s online form may collect additional information that the PCA does not collect.

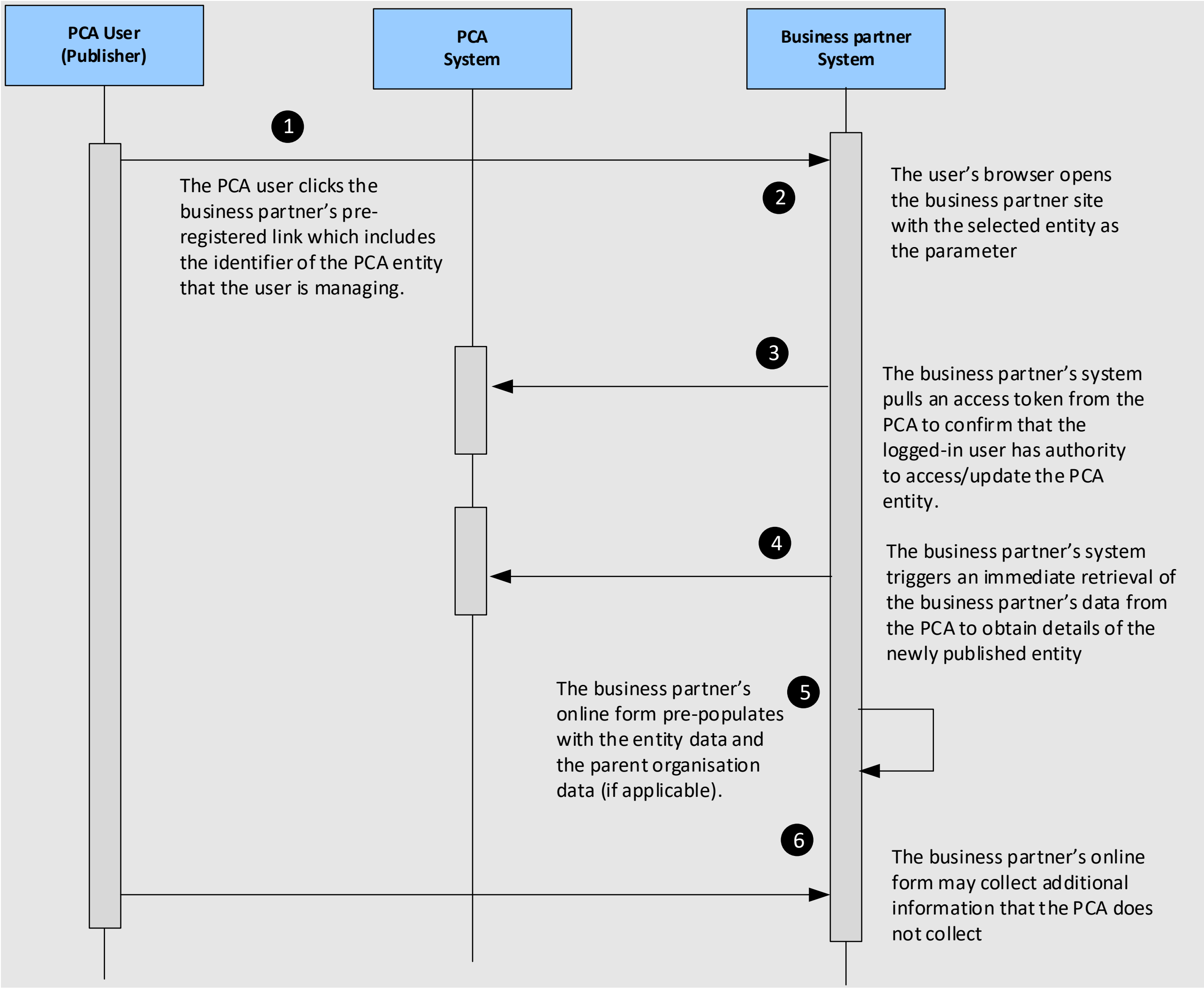

Figure 2 – Pre-populating online forms to support new client registration initiated from PCA portal

Initiated from partner website

Figure 3 provides a high-level overview of the flow sequence.

1 The business partner's online registration form gives the new client user the option to log in with their PRODA account to access their PCA data.

2 The form redirects the user to the PCA portal entity selection page to select the entity (Organisation, Location, Healthcare Service or Practitioner Role) for registration. (The entity type is passed through as a parameter to the PCA Portal entity selection page). The user selects the entity to register.

3 If the entity has not already been published to the business partner, the user authorises the publication of the entity to the business partner

4 The PCA portal returns the user to the business partner's registration form passing back the identifier of the selected (and now published) entity.

5 The business partner's system obtains an access token from the PCA to confirm that the logged-in user has authority to access/update the PCA entity.

6 The business partner's system triggers an immediate retrieval of the business partner's data from the PCA to obtain details of the newly published entity.

7 The business partner's online form pre-populates with the entity data and the parent organisation data (if applicable).

8 The business partner's online form may collect additional information that the PCA does not collect.

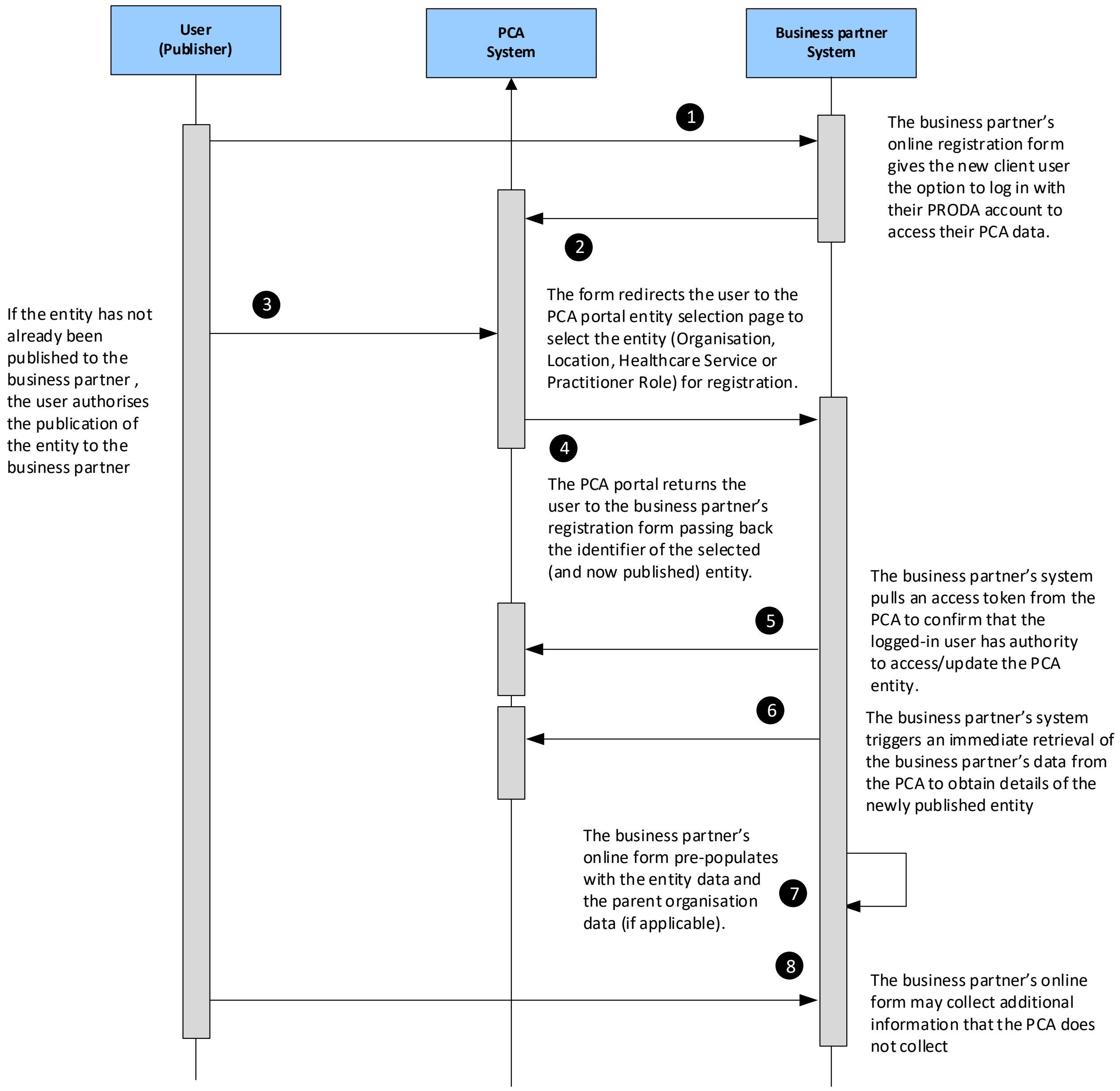

Figure 3 – Pre-populating online forms to support new client registration initiated from partner website

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