

Medical Officer – Telehealth & Aeromedical

Clinical Systems Onboarding



Welcome to RFDS QLD!

As part of preparation for the onboarding process, we will require you to provide your Prescriber Number and RFDS location specific Provider Number which will enable you to access necessary RFDS clinical systems.

Without a valid Provider Number for each location, you will be unable to prescribe or bill for any patients at that location.

Applying online using Health Professional Online Services (HPOS) with a PRODA account is the most time efficient way to apply, as you'll be able to see your Provider Number as soon as it's issued and can bill after 2 business days.

If you are unable to use PRODA and need to apply using the HW019 MEDICAL PRACTITIONER Application for Medicare Provider Number and/or Prescriber Number form, please contact recruitment@rfdsqld.com.au and they will provide a pre-filled form for you; please be aware that this application process can take up to 8 weeks due to Medicare processes.

Please find attached relevant information:

- Applying for a RFDS Medicare Provider Number – All Bases
- TO RETURN: RFDS Prescriber Number & Provider Numbers Form – All Bases
Please return to ClinicalApplications@rfdsqld.com.au
- TO RETURN: Medical Officer Consent for Release of Information Form
Please return to ClinicalGovernance@rfdsqld.com.au

For your Medical Officer role in Telehealth and/or Aeromedical, you are required to have provider numbers for **all three** of our traditional bases: **Cairns, Charleville, and Mt Isa.**

Please ensure you return all required documentation as stated above.

Kind Regards,

Digital & Technology Clinical Systems Team

ClinicalApplications@rfdsqld.com.au

RFDS Queensland Section

Level 4, 5-7 Lobelia Circle

Brisbane Airport QLD 4008

Applying for a RFDS Provider Number

All Bases

A Medicare provider number is a unique number issued to eligible health professionals recognised by Medicare services. Your provider number identifies:

- The location from which you provide services;
- Your eligibility to claim, bill, refer or request Medicare services; and
- You and your eligibility to have Medicare benefits paid for eligible services you provide

PRODA

Provider Digital Access (PRODA) is an online identity verification and authentication system which providers use to securely access government online services. The online system is linked with the Health Professional Online Services (HPOS) and allows you to apply for and retrieve provider numbers instantly.

If you already have a PRODA account linked to HPOS, go to Page 3 for details on How to Apply for RFDS Provider Numbers.

Create a PRODA Account

On the [PRODA registration page](#), select Register now to begin the process. You'll need to:

1. Enter your details as they appear on your identity documents
 2. Create your login details
 3. Create a user name and password
 4. Select 3 security questions and provide the answers
 5. Verify your personal email address.
PRODA recommends that you don't use a group or work email address.
- PRODA will send an activation code to your email address. To create your account, enter the code in the Email code field to verify your email address.
 - Once PRODA verify your email address, they will confirm your account creation, username and Registration Authority (RA) number by email. The RA number is unique to your account.
 - You may need to raise a ticket with the RFDS QLD TechCafe (IT Helpdesk) including your RA upon your commencement, so that the Clinical Systems team can provide access to services, e.g. The Australian Immunisation Register (AIR).
 - You can also give this to the PRODA Helpdesk if you need support.
 - You'll still need to verify your identity to finalise your account. Keep in mind, you won't be able to access any services until you do this.

Note: You should take time to read the Terms and Conditions before you register. You'll find these and privacy details when you register for PRODA.

Applying for a RFDS Provider Number

All Bases

Verify Documents

A list of documents will appear for you to select from. You'll use 3 documents to confirm your identity and you can only use an identity document once.

See the identity documents required on the PRODA website [here](#).

Select your verification code preference

Each time you log in to your account you'll need to enter a single use verification code. PRODA will send this to your selected email address by default. You can update or change your verification code preference to SMS or mobile app from your account settings.

Link your healthcare identifiers to your PRODA account

To link your identifiers to your PRODA account:

- Log in to your PRODA account
- Select HPOS from the available services
- Select Yes to Have you been issued with any number or identifiers as part of your role?
- Enter your AHPRA number or choose and enter another identifier type, then select Search.
- Log in

The service will check that your identifier record matches to your PRODA details. You'll then get access to the HPOS functions relevant to your identifier type.

The functions will be available to you straight away. They will appear automatically under your HPOS service.

Link additional identifiers to access more HPOS functions

If you have multiple identifiers or identifier types, make sure you link them all. Then you will be able to access all the HPOS functions you need.

To add additional identifiers:

1. Log in to your PRODA account
2. Select Link identifiers on the HPOS tile
3. Follow the prompts to link your identifiers.
4. Log in

The HPOS functions will appear when you select the Go to service option on the HPOS tile.

Applying for a RFDS Provider Number

All Bases

How to Apply for RFDS Provider Numbers

In HPOS:

1. Select My details
2. Select My provider numbers
3. Select Create a new provider location
4. Read the privacy note
5. Select Next to provide address details
6. Select Next to provide contact details
7. Select Next to provide your organisation's details
8. Select Next to provide banking details
9. Select the acknowledgement checkbox
10. Select Submit location to complete

Note: There is an ongoing issue with PRODA's Organisation Site ID field.

RFDS QLD does not use an Organisation Site ID.

If a user clicks the Organisation Site ID field, it will force them to enter an Organisation Site ID.

The workaround for this issue is to ensure you **DO NOT click on or attempt to enter any data in the organisation site ID box**. If you click this box, you will be unable to proceed, and must cancel and restart your application.

Cairns Base

Question	Answer
Location start date	Your commencement date
Location end date	Leave blank
Is this a government funded Aboriginal and Torres Strait Islander Health Service or Aboriginal Medical Service	No
Are you in an approved section 3GA program?	No
Practice or hospital name	Royal Flying Doctor Service (Cairns)
Address	Royal Flying Doctor Street, General Aviation, Cairns Airport, Aeroglen, Qld, 4870
Location phone number	07 4040 0444
Email address	rfdscns@rfdsqld.com.au
Which one of the following do you want to do at this location	Refer, request and claim Medicare or Department of Veterans' Affairs rebateable services
ABN	80 009 663 478
ACN	009 663 478
Registered (entity) business name	Royal Flying Doctor Service (Queensland Section)
Business type	Company
Premises type	Practice – general practice
Does this practice use Medicare Online?	Yes
Practice Management Software Location ID	HSS57223
Does this practice use Medicare Easyclaim?	No
Name of bank	ANZ
Branch number (BSB)	014002
Account number	361064704
Account held in the name(s) of	Royal Flying Doctor Service (Queensland Section)

Applying for a RFDS Provider Number

All Bases

Charleville Base

Question	Answer
Location start date	Your commencement date
Location end date	Leave blank
Is this a government funded Aboriginal and Torres Strait Islander Health Service or Aboriginal Medical Service	No
Are you in an approved section 3GA program?	No
Practice or hospital name	Royal Flying Doctor Service (Charleville)
Address	John Flynn Way, Charleville, Qld 4470
Location phone number	07 4654 1233
Email address	rfds_cvl@rfdsqld.com.au
Which one of the following do you want to do at this location	Refer, request and claim Medicare or Department of Veterans' Affairs rebateable services
ABN	80 009 663 478
ACN	009 663 478
Registered (entity) business name	Royal Flying Doctor Service (Queensland Section)
Business type	Company
Premises type	Practice – general practice
Does this practice use Medicare Online?	Yes
Practice Management Software Location ID	HSS57223
Does this practice use Medicare Easyclaim?	No
Name of bank	ANZ
Branch number (BSB)	014002
Account number	361064704
Account held in the name(s) of	Royal Flying Doctor Service (Queensland Section)

Applying for a RFDS Provider Number

All Bases

Mt Isa Base

Question	Answer
Location start date	Your commencement date
Location end date	Leave blank
Is this a government funded Aboriginal and Torres Strait Islander Health Service or Aboriginal Medical Service	No
Are you in an approved section 3GA program?	No
Practice or hospital name	Royal Flying Doctor Service (Mount Isa)
Address	11 Barkley Highway, Mount Isa, Qld, 4825
Location phone number	07 4743 2800
Email address	rfds_isa@rfdsqld.com.au
Which one of the following do you want to do at this location	Refer, request and claim Medicare or Department of Veterans' Affairs rebateable services
ABN	80 009 663 478
ACN	009 663 478
Registered (entity) business name	Royal Flying Doctor Service (Queensland Section)
Business type	Company
Premises type	Practice – general practice
Does this practice use Medicare Online?	Yes
Practice Management Software Location ID	HSS57223
Does this practice use Medicare Easyclaim?	No
Name of bank	ANZ
Branch number (BSB)	014002
Account number	361064704
Account held in the name(s) of	Royal Flying Doctor Service (Queensland Section)

Assistance

If you require assistance with your application, you can contact the Medicare Provider Eligibility Section on 132 150.

RFDS Prescriber Number & Provider Numbers Form – All Bases

Please return this form via email to: ClinicalApplications@rfdsqld.com.au at your earliest convenience.

Name	
Prescriber Number	

Location	Provider Number
Cairns RFDS Base	
Mt Isa RFDS Base	
Charleville RFDS Base	

Kind Regards,

Digital & Technology Clinical Systems Team
ClinicalApplications@rfdsqld.com.au

RFDS Queensland Section
Level 4, 5-7 Lobelia Circle
Brisbane Airport QLD 4008



MEDICAL OFFICER CONSENT FOR RELEASE OF INFORMATION

The below Medical Officer is a Clinician of the Royal Flying Doctor Service Queensland Section. This Medical Officer has requested that Royal Flying Doctors Service obtain sensitive health information on their behalf in relation to a patient they are currently treating. Please accept the below authority to assist them in on-going patient care and billing requirements. Please release information via email to: healthinforequests@rfdsqld.com.au

MEDICAL OFFICER DETAILS:

Full Name: _____

Contact Number: _____

DOB: _____

Gender: _____

Other Names I have been known by: _____

HPI-I Number: (Not mandatory): _____

Prescriber Number: _____

Provider Number: All RFDS Provider Numbers

Qualifications and where obtained/year _____

MEDICAL OFFICER CONSENT TO RELEASE INFORMATION

I, _____ (Print Name), give full permission for Royal Flying Doctor Service to obtain information on my behalf as per the below requirements: -

Patient Billing Information (Including)	☐	Medications	☐
		Allergies	☐
		Immunisations	☐
Patient Medicare Details	☐	Investigations Results	☐
Correspondence	☐	Other Results	☐
Other (Please Specify)	☐		

Within the period/date range of: _____

Declaration:

I declare that:

- The information provided in this form is complete and correct
- I understand it is an offence to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Applicant Signature

Applicant Name

Date

Witness Signature

Witness Name

Date

Title

Medical Officer Consent for Release of Information

Document ID

MYRFDS-1800068415-1640

Parent Group

Health Information Management

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Approved By

Lauren Kent

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