

# Nurse Practitioner – PHC Cairns

## 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 HW088 NURSE PRACTITIONER OR MIDWIFE Application for Medicare Provider Number and/or Prescriber Number form, please contact [recruitment@rfdsqld.com.au](mailto: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 – Cairns PHC
- TO RETURN: RFDS Prescriber Number & Provider Numbers Form – Cairns PHC  
*Please return to [ClinicalApplications@rfdsqld.com.au](mailto:ClinicalApplications@rfdsqld.com.au)*

For your Nurse Practitioner role in Primary Health Care, you are required to have provider numbers for **all Cairns clinic locations**:

- |                         |                         |
|-------------------------|-------------------------|
| • Cairns RFDS Base      | • Mount Surprise Clinic |
| • Coen Clinic           | • Einasleigh Clinic     |
| • Kowanyama Clinic      | • Ravenswood Clinic     |
| • Lockhart River Clinic | • Forsayth Clinic       |
| • Pormpuraaw Clinic     | • Pentland Clinic       |
| • Croydon Clinic        | • Greenvale Clinic      |
| • Chillagoe Clinic      | • Georgetown Clinic     |

Please return the attached "RFDS Prescriber Number & Provider Numbers Form" via email to: [ClinicalApplications@rfdsqld.com.au](mailto:ClinicalApplications@rfdsqld.com.au) at your earliest convenience.

Kind Regards,

**Digital & Technology Clinical Systems Team**

[ClinicalApplications@rfdsqld.com.au](mailto:ClinicalApplications@rfdsqld.com.au)

RFDS Queensland Section

Level 4, 5-7 Lobelia Circle

Brisbane Airport QLD 4008

# Applying for a RFDS Provider Number

## Cairns PHC

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

## Cairns PHC

### 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

## Cairns PHC

### 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.

| 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                                                                                                  | <a href="mailto:rfdscns@rfdsqld.com.au">rfdscns@rfdsqld.com.au</a>                       |
| 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.

# Applying for a RFDS Provider Number

## Cairns PHC

### Cairns Clinic Locations

|                                                                                                                                       |                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Kowanyama Primary Health Care Centre</b><br>Carrington Street<br>KOWANYAMA QLD 4892<br>Telephone: (07) 4083 7600                   | <b>Coen Primary Health Care Centre</b><br>Armhurst Street<br>COEN QLD 4892<br>Telephone: (07) 4083 5900             |
| <b>Lockhart River Primary Health Care Centre</b><br>Puchewoo Street<br>LOCKHART RIVER QLD 4892<br>Telephone: (07) 4060 7155           | <b>Pormpuraaw Primary Health Care Centre</b><br>8 Korka Street<br>PORMPURA AW QLD 4892<br>Telephone: (07) 4060 4800 |
| <b>Georgetown Hospital</b><br>High Street<br>GEORGETOWN QLD 4871<br>Telephone: (07) 4062 1266                                         | <b>Mount Surprise Clinic</b><br>Crampton Street<br>MOUNT SURPRISE QLD 4871<br>Telephone: (07) 4062 3171             |
| <b>Croydon Primary Health Care Centre</b><br>Sircom Street<br>CROYDON QLD 4871<br>Telephone: (07) 4748 7000                           | <b>Einasleigh Clinic</b><br>Baroota Street<br>EINASLEIGH QLD 4871<br>Telephone: (07) 4062 5155                      |
| <b>Forsyth Primary Health Centre</b><br>Lot 21, Fourth Street<br>FORSAYTH QLD 4871<br>Telephone: (07) 4062 5372                       | <b>Chillagoe Primary Health Centre</b><br>21 Hospital Avenue<br>CHILLAGOE QLD 4871<br>Telephone: (07) 4094 7500     |
| <b>Pentland Clinic</b><br>Pentland Memorial Hall<br>Gilmore Street<br>PENTLAND QLD 4816<br>Telephone: (07) 4788 1155                  | <b>Greenvale Clinic</b><br>JES Building<br>Redbank Drive<br>GREENVALE QLD 4816<br>Telephone: (07) 4788 4268         |
| <b>Ravenswood Clinic</b><br>QLD Ambulance Building<br>Deighton Street<br>RAVENSWOOD QLD 4816<br>Telephone: (07) 4752 3100 (Gold Mine) | <b>Cape Clinics</b><br><b>Western Clinics</b><br><b>Southern Clinics</b>                                            |

# RFDS Prescriber Number & Provider Numbers Form – Cairns PHC

Please return this form via email to: [ClinicalApplications@rfdsqld.com.au](mailto:ClinicalApplications@rfdsqld.com.au) at your earliest convenience.

|                          |  |
|--------------------------|--|
| <b>Name</b>              |  |
| <b>Prescriber Number</b> |  |

| Location              | Provider Number |
|-----------------------|-----------------|
| Cairns RFDS Base      |                 |
| Coen Clinic           |                 |
| Kowanyama Clinic      |                 |
| Lockhart River Clinic |                 |
| Pormpuraaw Clinic     |                 |
| Croydon Clinic        |                 |
| Chillagoe Clinic      |                 |
| Mount Surprise Clinic |                 |
| Einasleigh Clinic     |                 |
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