

Useful Contacts

South Western Sydney Primary Health Network-SWSPHN	02 4632 3000 Enquiries@swsphn.com.au http://swsphn.com.au/
Provider Digital Access (PRODA) PRODA	1800 700 199 (option 1) proda@servicesaustralia.gov.au PRODA Information Training: PRODA eLearning
Health Professional Online Services (HPOS)	132 150 (option 6) HPOS Access Training: HPOS eLearning
Medicare Provider Enquiries (Medicare Programs)	132 150 (Option 2 - Claiming, payment, Provider Registration, MyMedicare and Organisation Register enquiries)
Services Australia Incentive Program	1800 222 032 Incentive Program Information Training: Incentive Programs eLearning
MBS	13 21 50 askmbs@health.gov.au MBS online Training: MBS Training eLearning
Healthdirect	1800 580 771 videocallsupport@healthdirect.org.au Registration Form Video Call Video Call Webinars
Australian Immunisation Register	1300 650 039 air@humanservices.gov.au
Department of Veterans Affairs	1800 550 457
Services Australia eBusiness	1800 700 199 ebusiness@humanservices.gov.au
Health Identifiers Service	Available from 9:00 – 17:00, Monday to Friday (AEST), excluding public holidays. Contact Channels Service Desk Portal Creating a ticket via a Service Desk Portal https://support.polarexplorer.org.au 1. Preferred contact channel 2. Ability to create templated tickets to assist in resolution 3. Automated priority assignment Email servicedesk@outcomehealth.org.au

Medical Director	1300 300 161 www.medicaldirector.com
Best Practice	1300 40 1111 www.bpsoftware.net support@bpsoftware.net
Translating and Interpreting Service (TIS National)	131 450
My Aged Care	1800 200 422
MyGov help desk	132 307 - option 1
eRx	1300 700 921
Healthlink	1800 125 036
My Health Record Help Line	1800 723 471 24 hours, 7 Days a week
SWSLHD Public Health Unit	02 9794 0847 Toll-free 1300 066 055 SWSLHD-LiverpoolPHU@health.nsw.gov.au for general enquiries or advice on communicable diseases, environmental health, or immunisation issues
Urgent Care	1800 022 222 (Healthdirect)

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