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Australian Government
Australian Digital Health Agency

Provider Connect Australia
Business Partner Data Model

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Introduction

Provider Connect Australia (PCA) is a service operated by the Australian Digital Health Agency (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 enter into a publisher agreement with the Agency as operator of PCA to host their information and to disclose it to their chosen business partners.

Business partners enter into a subscriber agreement with the Agency as operator of PCA to receive information through PCA and to handle that information in accordance with their information use statement(s) lodged in the PCA system.

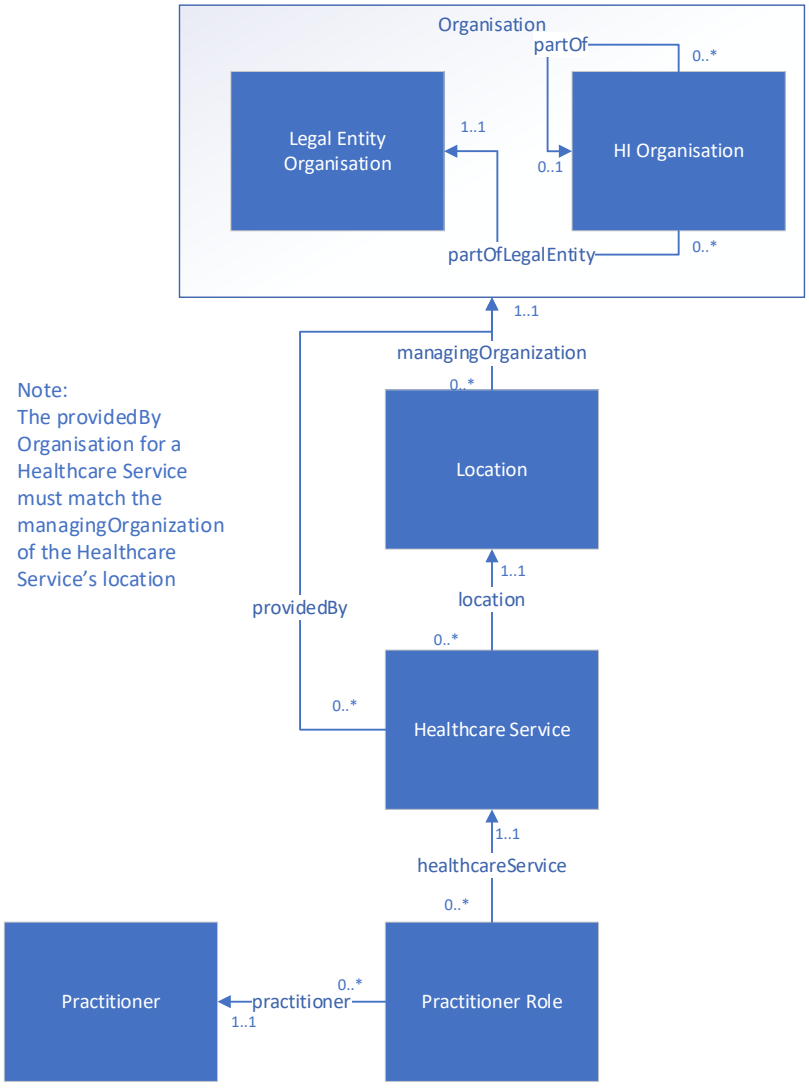
Refer to the *PCA business partner fact sheet* for more information about business partners in PCA and their information use statements.

PCA business partner data model

PCA business partners (subscribers) receive information from PCA in accordance with their subscriber agreement. An entity relationship diagram is below followed by descriptions of each data element.

Additional detail on the PCA subscriber API can be found at:

Current working draft: https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/



Abbreviations and acronyms

ABR	Australian Business Register https://www.abr.gov.au/
Ahpra	Australian Health Practitioner Regulation Agency https://www.ahpra.gov.au/
DPID	Delivery point identifier from the Postal address file https://auspost.com.au/business/marketing-and-communications/access-data-and-insights/address-data
GNAF	Geocoded national address file https://geoscape.com.au/data/g-naf/
HI Svc	Healthcare Identifiers Service https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/healthcare-identifiers-service-health-professionals
PAF	Postal address file https://auspost.com.au/business/marketing-and-communications/access-data-and-insights/address-data
PCA	Provider Connect Australia

Entity details

The information in the following sections is based on the PCA FHIR Implementation Guide (IG). The PCA FHIR IG defines the resource profiles and supported interactions for both business partners and publishers who wish to integrate with the PCA service.

In the FHIR IG, element cardinality defines the minimum requirements for publishers when creating/updating a resource. In this document, the element cardinality has been used to indicate which data elements will always be present in information published to business partners.

Legal entity organisation

https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/StructureDefinition-pca-organization.html

The legal entity that executes the publisher agreement is represented as a legal entity organisation. Business partners receive this information only when the publisher has disclosed at least one healthcare service that is either provided by the legal entity organisation or by a HI organisation that is part of the legal entity organisation.

The authoritative source for legal entity organisations is the Australian Business Register with additional details from publisher organisation staff.

Element	Card-inality	Type	Source	Description
identifier: pca-oi	1..1	Identifier	PCA	PCA-allocated identifier for this organisation.
identifier: abn	0..1	Identifier	ABR	ABN is obtained from the Australian Business Register.
identifier: *	0..*	Identifier	Publisher/ Business partner	Business partner issued identifier. See Business partner issued identifiers section below.
name	1..1	string	ABR	The legal entity name obtained from the Australian Business Register. For sole traders without an ABN, their full name from PRODA.
alias	0..1	string	ABR	The preferred business name, selected by the publisher organisation staff from the list of registered business names obtained in the Australian Business Register.
address (postal)	0..1	AustralianAddress	Publisher/ GNAF/PAF	A complex type containing structured and unstructured versions of a postal address obtained from the Geocoded National Address File or Postal Address File (including G-NAF and DPID identifiers where available).

Element	Card-inality	Type	Source	Description
telecom	0..*	Contact Point	Publisher	Complex type containing the phone number, fax number, mobile number, email address and website for the organisation. Provided by the publisher organisation staff.
active in system of record	0..1	(Complex)	ABR	Was this legal entity organisation active in the Australian Business Register when last checked? Note that legal entity organisations will also have attached provenance information showing when this was last checked. For sole traders without an ABN, this is not provided.
type	1..*	CodeableConcept	PCA	Set by PCA to 'LEO' to indicate that this resource is a legal entity organisation. It may also additionally have the 'PPO' or 'PSO' code if this organisation is a participating publishing organisation or participating subscribing organisation respectively.

Note: some previous drafts included a street address and part of legal entity for a legal entity organisation. These elements have been removed.

HI organisation

https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/StructureDefinition-pca-organization.html

PCA will import all HPI-O records from the HI Service where the seed HI Organisation's ABN matches the publisher's legal entity organisation's ABN). Business partners receive these when the publisher has disclosed at least one healthcare service that is provided by the HI organisation or one of its child (network) HI organisations.

The authoritative source for HI organisations is the HI Service.

Element	Cardinality	Type	Source	Description
identifier: pca-oi	1..1	Identifier	PCA	PCA-allocated identifier for this organisation.
identifier: hpi-o	1..1	Identifier	HI Svc	HPI-O is obtained from the HI Service.
identifier: *	0..*	Identifier	Publisher/ Business partner	Business partner issued identifier. See Business partner issued identifiers section below.
name	1..1	string	HI Svc	The primary name obtained from the HI Service.
alias	0..*	string	HI Svc	Additional names found in the HI Service provider directory (if any).
part of	0..1	Reference	HI Svc	Reference to the HI organisation that this HI organisation is part of (if any).
part of legal entity	1..1	Reference	HI Svc	Reference to the legal entity organisation that this HI organisation is part of.
address	0..1	AustralianAddress	HI Svc	A complex type containing structured and unstructured versions of an address obtained from the HI Service provider directory.
telecom	0..*	Contact Point	HI Svc	Complex type containing the phone number, mobile phone, fax number, email address and website for the HI organisation. Obtained from the HI Service provider directory.
active in system of record	1..1	(Complex)	HI Svc	Was this HI organisation active in the HI Service provider directory when last checked? Note that HI organisations will also have attached provenance information showing when this was last checked.
type	1..1	CodeableConcept	PCA	Set by PCA to 'HIO' to indicate that this resource is a HI organisation.

Practitioner

https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/StructureDefinition-pca-practitioner.html

PCA imports practitioner details from Ahpra and/or the HI Service. Practitioner data is obtained from Ahpra for Ahpra practitioners. Where the publisher authorises PCA to obtain the HPI-I, this is obtained from the HI Service. Practitioner data for non-Ahpra practitioners is obtained from the HI Service.

The authoritative sources for practitioners are Ahpra and the HI Service.

Element	Cardinality	Type	Source	Description
identifier: pca-pi	1..1	Identifier	PCA	PCA-allocated identifier for this practitioner
identifier: ahpra registration number	0..*	Identifier	Ahpra	For Ahpra practitioners: the registration number/s this practitioner has with Ahpra board. Obtained from Ahpra.
identifier: hpii	0..1	Identifier	HI Svc	The practitioner's HPI-I obtained from the HI Service. Only present when authorised by the publisher in accordance with the *Healthcare Identifiers Act 2010*. Only available to eligible business partners.
name	1..*	HumanName	Ahpra or HI Svc	The practitioner's legal name obtained from Ahpra or the HI Service. In addition to the practitioner's legal name (use = 'official'), another instance of the name element (with use = 'usual') may record the practitioner's alternate name
active	1..1	boolean	PCA	Is this practitioner active in PCA? Set to 'true' by PCA for all practitioners.
active in system of record	0..*	(Complex)	Ahpra and HI Svc	Whether the organization or practitioner record is active in a system of record from which an identifier element was obtained. Obtained from Ahpra and the HI Service. Note that Practitioners will also have attached provenance information showing when this was last checked.
qualification	0..*	Backbone Element	Publisher	Certification, licenses, or training pertaining to the provision of care.
telecom	0..*	Contact point	Publisher	Personal contact point (i.e. phone and/or email)

Element	Cardinality	Type	Source	Description
extension: bank account	0..*	(Complex)	Publisher	Bank account details for this practitioner record. • BSB number • BSB name • Account number • Account name • Billing address
extension: credential document	0..*	(Complex)	Publisher	Portal link to a practitioner's credential document.

Location (e.g. practice, clinic or facility)

https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/StructureDefinition-pca-location.html

Publishers record the practice, clinic or facility location at which healthcare services are provided. This represents a physical, mobile, or virtual location. Locations record common elements such as the facility name, address, contact details and facilities that may be shared by the different healthcare services delivered at the location. Business partners receive location records when they are referenced by a healthcare service that the publisher has disclosed to them.

PCA Location is not intended to model internal publisher Location concepts, but rather model how publishers want to present themselves externally.

The authoritative source for locations is the publishing healthcare provider organisation.

Element	Cardinality	Type	Source	Description
identifier: pca-li	1..1	Identifier	PCA	PCA-allocated identifier for this location.
identifier:*	0..*	Identifier	Publisher/ Business partner	Business partner issued identifier. See Business partner issued identifiers section below.
status	1..1	code	Publisher	Is this location currently in operation? Set by publisher organisation staff.
location name	1..1	string	Publisher	Name of the practice, clinic or facility provided by the publisher organisation staff.
alias	0..1	string	Publisher	A list of alternate names that the location is known as, or was known as, in the past.
address	0..1	AustralianAddress	Publisher/ GNAF	A complex type containing structured and unstructured versions of a street address obtained from the Geocoded National Address File (including G-NAF and DPID identifiers where available). Can include extra qualifiers (such as suite, level, building) that are not found in the Geocoded National Address File. Address will always be present except for services that are only delivered as mobile or virtual services.
address (postal)	0..1	AustralianAddress	Publisher/ GNAF/PAF	A complex type containing structured and unstructured versions of a postal address obtained from the Geocoded National Address File or Postal Address File (including G-NAF and DPID identifiers where available).
telecom	0..*	ContactPoint	Publisher	Complex type containing the phone number, fax number, email address and website for the location provided by the publisher organisation staff

Element	Cardinality	Type	Source	Description
mode	0..1	code	Publisher	Used to indicate if this is an actual location ('instance') or a 'kind' of location. 'kind' is used for mobile or virtual locations (such as telehealth) and is used in conjunction with type and physical type below.
type	0..*	CodeableConcept	Publisher	Only applicable to mobile or virtual locations. A code indication that this location is for a service that is delivered as mobile ('MOBL') or virtual ('VI'). Mobile locations can be further qualified with additional codes (such as patient's residence, school, work site, etc.) Valueset: https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/ValueSet-pca-service-delivery-location-role-type.html
physical type	0..1	CodeableConcept	Publisher	Only applicable to virtual locations. Set by PCA to 'vi' (virtual) for alignment with the AU Base Location profile.
amenity	0..*	CodeableConcept	Publisher	Physical features within or in close proximity of the location. Valueset: https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/ValueSet-pca-amenity.html
managing organization	1..1	Reference (PCA Organization)	Publisher	A reference to the legal entity organisation or the HI organisation that manages this location in PCA. Chosen by the publisher organisation staff.
position:longitude	1..1	decimal	(Calculated from location physical address)	Longitude with WGS84 datum of the location's physical address
position:latitude	1..1	decimal	(Calculated from location physical address)	Latitude with WGS84 datum of the location's physical address

Healthcare Service

https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/StructureDefinition-pca-healthcare-service.html

Publishers record the healthcare services that they provide in PCA. Business partners receive these when the publisher discloses them. A healthcare service represents a particular type of service provided at a particular practice, clinic or facility (location).

The authoritative source for healthcare services is the publishing healthcare provider organisation.

Element	Cardinality	Type	Source	Description
identifier: pca-hsi	1..1	Identifier	PCA	PCA-allocated identifier for this healthcare service
identifier: *	0..*	Identifier	Publisher/ Business partner	Business partner issued identifier. See Business partner issued identifiers section below.
service name	1..1	string	Publisher	Name of the healthcare service. By default this will be "[location name] – [service type]" unless changed by the publisher organisation staff.
location	1..1	Reference (PCA Location)	Publisher	Reference to the location where the healthcare service is provided.
type	1..*	Codeable-Concept	Publisher	The SNOMED-CT-AU healthcare service type chosen by the publisher organisation staff, plus any generalised codes that are parents of the chosen code in SNOMED-CT-AU added automatically by the PCA system. Valueset: https://healthterminologies.gov.au/fhir/ValueSet/service-type-1 Where a suitable code is not in the valueset, the publisher can submit a proposed new code to NCTS for consideration to add to the valueset. Whilst the request is being considered, the publisher can select a parent code. Exactly one healthcare service type will be marked as the "primary" type.
type.preferred	0..1	boolean	Publisher	Whether this is the primary service type for this healthcare service
type.service-subtype	0..*	Codeable-Concept	Publisher	Service subtypes that are specific to (and are key differentials for) the healthcare service's type. Note: previously known as 'service offerings' and previously stored in the characteristic element.

Element	Cardinality	Type	Source	Description
provided by	1..1	Reference (PCA Organization)	Publisher	Reference to the legal entity organisation or the HI organisation that provides this healthcare service. Must be the same as the organisation that manages the location where the healthcare service is provided. If a healthcare service is delivered by a different organisation to the location, then that organisation must create a separate location record.
telecom	0..*	ContactPoint	Publisher	Complex type containing the phone number, fax number, email address and website for the healthcare service. By default, these will be the same as the for the location unless changed by the publisher organisation staff.
address (postal)	0..1	AustralianAddress	Publisher/ GNAF/PAF	A complex type containing structured and unstructured versions of a postal address obtained from the Geocoded National Address File or Postal Address File (including G-NAF and DPID identifiers where available).
available time	0..*	BackboneElement	Publisher	Complex element specifying the days of the week and times the service is available.
not available	0..*	BackboneElement	Publisher	Include exceptions for holidays, shutdowns etc. Provided by the publisher organisation staff.
active	1..1	boolean	Publisher	Is this healthcare service currently in operation? Automatically set to align with the active period.
active period	0..1	Period	Publisher	Start and/or end date when the healthcare service is active. Set by publisher organisation staff.
service provision code	1..1	Codeable-Concept	Publisher	The billing option available at this service. Valueset: http://pca.digitalhealth.gov.au/fhir/4.0/ValueSet/pca-service-provision-code
coverage area	0..*	Reference (Location)	Publisher	One or more localities (suburbs) where this service is available. Will be supplied for mobile or virtual services. Also supplied where eligibility for service is restricted to residents of the coverage area.
appointment required	0..1	boolean	Publisher	Is an appointment required for this service?
eligibility	0..*	Codeable-Concept	Publisher	Eligibility to access this service. Valueset: https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/ValueSet-pca-eligibility.html
communication	0..*	Codeable-Concept	Publisher	The languages that this healthcare service is offered in.

Element	Cardinality	Type	Source	Description
referral information for providers	0..1	string	Publisher	Referral instructions and information for healthcare service providers that may wish to refer patients / clients to the healthcare service.
referral information for consumers	0..1	string	Publisher	Referral instructions and information for consumers / patients / clients that may be referred to the healthcare service.
bank account	0..*	(Complex)	Publisher	Bank account details for this healthcare service: • BSB number • BSB name • Account number • Account name • Billing address • Active period: start and/or end date when the bank account is in use • Partner service: the specific partner service the bank account details are being published to. Only applicable to business partners with multiple partner services.
IAR levels of care	0..*	Codeable-Concept	Publisher	For healthcare services that provide mental healthcare, the levels of care that the service provides as defined by the National Initial Assessment and Referral (IAR) for Mental Healthcare Guidance (IAR Guidance) and IAR Decision Support Tool
comment	0..1	String	Publisher	Description of the healthcare service. Additional description and/or any specific issues not covered elsewhere
new patient availability	1..1	Codeable-Concept	Publisher	Whether the service is accepting new patients
extension: key contact	0..*	(Complex)	(Complex)	Key contact details for the service (such as a billing agent, finance manager or an ICT contact).
program	0..*	Codeable-Concept	Publisher	Programs supported by the healthcare service, or programs which fund applicable areas of the healthcare service.

Practitioner Role

https://pca.digitalhealth.gov.au/fhir/4.0/currentdraft/StructureDefinition-pca-practitioner-role.html

Publishers may record the link between a practitioner and a healthcare service that they provide. This is recorded as a practitioner role. Publishers only record this for those practitioners that they wish to disclose to their business partners. Business partner subscribers receive those practitioner roles that the publisher discloses to them.

The authoritative source for practitioner roles is the publishing healthcare provider organisation.

Element	Cardinality	Type	Source	Description
identifier: pca-pri	1..1	Identifier	PCA	PCA-allocated identifier for this practitioner role
identifier: medicare provider number	0..1	Identifier	Publisher/ Medicare	Publishers must record the Medicare provider number for this practitioner at this healthcare service/location or indicate that the practitioner does not provide Medicare-funded services at this healthcare service/location. Validated by PCA against Medicare records.
identifier: ahpra registration number	0..1	Identifier	Ahpra	The registration number the practitioner has with Ahpra board that is applicable this practitioner role. Obtained from Ahpra.
identifier: *	0..*	Identifier	Publisher/ Business partner	Business partner issued identifier. See Business partner issued identifiers section below.
practitioner	1..1	Reference (PCA Practitioner)	Publisher	Reference to the record of the Practitioner acting in this role.
healthcare service	1..1	Reference (PCA Healthcare Service)	Publisher	Reference to the Healthcare Service that this role relates to.
alternate name	0..1	Human Name	Publisher	The practitioner's alternate name (optional) at this healthcare service. Provided by the practitioner or the publisher organisation's staff.
practitioner role communication	0..*	Codeable-Concept	Publisher	Languages the practitioner can use in patient communication when providing this healthcare service.
period	0..1	Period	Publisher	Optional period (date range) during which the practitioner is in this role. Provided by the publisher organisation's staff. Can have only a start time, an end time or neither or both.
active	1..1	boolean	Publisher	Is the practitioner currently in this role? Automatically set to align with the active period.

Element	Cardinality	Type	Source	Description
code: practitioner role	1..*	Codeable Concept	Publisher	The SNOMED-CT-AU practitioner role type chosen by the publisher organisation staff, as well as any generalised codes that are parents of the chosen code in SNOMED-CT-AU added automatically by the PCA system. Valueset: https://healthterminologies.gov.au/fhir/ValueSet/practitioner-role-1 Where a suitable code is not in the valueset, the publisher can submit a proposed new to NCTS for consideration to add to the valueset. Whilst the request is being considered, the publisher will select a parent code.
code: hi service role	0..1	Codeable Concept	Publisher	Code to indicate that the practitioner provides healthcare at this healthcare service / location and that their HPI-I is required for a purpose authorised under the *Healthcare Identifiers Act 2010*. This code must be set by the publisher in order to obtain the practitioners HPI-I and provide it to subscribers.
location	0..1	Reference (Location)	Publisher	Redundant reference to the location of the healthcare service that this role relates to. Provided to simplify searching and other logic. This value will always match the location in the healthcare service.
organization	0..1	Reference (Organization)	Publisher	Redundant reference to the organisation that provides the healthcare service that this role relates to. Provided to simplify searching and other logic. This value will always match the organisation that provides the healthcare service.
bank account	0..*	(Complex)	Publisher	Bank account details for this practitioner role: • BSB number • BSB name • Account number • Account name • Billing address • Active period: start and/or end date when the bank account is in use • Partner service: the specific partner service the bank account details are being published to. Only applicable to business partners with multiple partner services.
service provision capacity	0..1	string	Publisher	Days per week that the practitioner provides the healthcare service

Business partner issued identifiers

PCA business partners can ask their clients (i.e. client of business partner / publisher in PCA) to include business partner issued identifiers in their PCA records to assist the business partner in matching PCA records to their own client records. PCA business partners can also write their own identifiers directly into their client's records in PCA.

Business partner issued identifiers can be recorded for legal entity organisations, locations, healthcare services and practitioner roles.

Business partner issued identifiers are visible to the business partner's client and to the business partner that issued them.

Business partner issued identifiers are not visible to other business partners unless agreed to by the issuing business partner.

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