

How to find a patient using HPOS

The Find a patient service available in Health Professional Online Service (HPOS) allows you to confirm patient details, Medicare card details, DVA numbers and concessional eligibility online and in real time.

Confirm the patient's details when:

- * a patient's Medicare or Veteran card is presented
- * the patient has given consent to the search for claiming purposes.



1. Log on to HPOS using your PRODA account.
2. Select the **Find a patient** service from the main menu.
3. Select **Medicare patient** as the **Search type** and **Medicare card details** from the **Use** drop down menu; or for a Veteran card select **DVA patient** as the **Search type**.
4. Enter the patient's **Medicare or Veteran card details**.
5. Select the **declaration check box**.
6. Select **Find**.



Confirm Medicare details when:

- * a patient's Medicare card number is unavailable
- * the patient has given consent.

Search using their personal information such as surname, first name and date of birth to confirm their Medicare details for claiming purposes.



1. Log on to HPOS using your PRODA account.
2. Select the **Find a patient** service from the **main menu**.
3. Select **Medicare patient** as the **Search type** and **patient name** and **date of birth** from the **Use** drop down menu.
4. Enter the **patient details** using patient's name and date of birth.
5. Select the **declaration check box**.
6. Select **Find**.

