

Withdraw a patient from the Practice Incentives Program (PIP) Indigenous Health Incentive (IHI)

An owner or authorised contact can withdraw a patient from the PIP IHI through Health Professional Online Services (HPOS) using their Provider Digital Access (PRODA) account.

Get the patient to complete the **PIP IHI patient withdrawal of consent form (IP029)**.

1

If the patient:

- is currently registered for PIP IHI at your practice, you can withdraw the patient through HPOS. **Go to step 2.**
- is not currently registered at your practice, you will need to submit the form as per the instructions on the form.

2

Log in to HPOS.

Select the **My Programs** tile.

Select the **Practice Incentives Program (PIP)** tile.

Select **Update** next to your Practice ID and Practice Name.

3

Select **Indigenous Health Incentive** from the **Main menu**, then select **Patient List**.

4

Enter the patient's details in **Search criteria 1**.

You'll need to tell us the patient's:

- Medicare Card Number
- Individual Reference Number (IRN).

OR

Enter the patient's details in **Search criteria 2**.

You'll need to tell us the patient's:

- First Name
- Last Name
- Date Of Birth (DOB).

Confirm the **declaration**, then select **Search**.

Confirm the **declaration**, then select **Search**.

5

Under **Action** in the **Search Results**, select **Update** to see the patient's current registration.

6

Enter the **Patient withdrawal consent date**, then select **Submit Withdrawal**.

NOTE:

When a patient is withdrawn, they are withdrawing their registration from all practices that they have registered an IHI application with.

A practice can register the patient again if they meet the IHI eligibility requirements.

