

# How to Find a patient using HPOS for pharmacies



The Find a patient service available in Health Professional Online Services (HPOS) allows pharmacies to confirm patient details, Medicare card details, Department of Veterans' Affairs (DVA) numbers and concessional entitlements 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 Provider Digital Access (PRODA) account.
2. Select the **Find a patient** tile 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** and **Veteran file number** from the **Use** drop down menu.
4. Enter the patient's **Medicare or Veteran card details**.
5. Select the **declaration box**.
6. Select **Find**.



## Search the patient's details when:

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

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



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

