What's new in the NHSD

NHSD Content Manager overview for existing users

Healthdirect Australia has extended the National Health Services Directory (NHSD) database and redeveloped the Management Interface (MI) to better support national e-health reforms and standards, to make it easier for service providers to update their information and to meet security and privacy legislative requirements.

The core features of the NHSD remain but we have made some significant improvements including:

- a new look and feel management interface now referred to as the *NHSD Content Manage*r, which offers a more user-friendly experience and greater functionality;
- enabling greater depth and breadth of information about organisations, services and individuals to support care planning and coordination, and referral pathways;
- providing services and individuals with the ability to easily self-manage their information through a secure web-based application;
- greater flexibility to structure directory information in a way that reflects how services are organised and delivered; and
- new privacy features that enable service providers to easily manage consent for what consumers or other providers and organisations can see.

The NHSD now supports the National Endpoint Proxy Service (NEPS), which enables the data captured in the directory to be used to facilitate Secure Messaging Delivery and support the My Health Record system.

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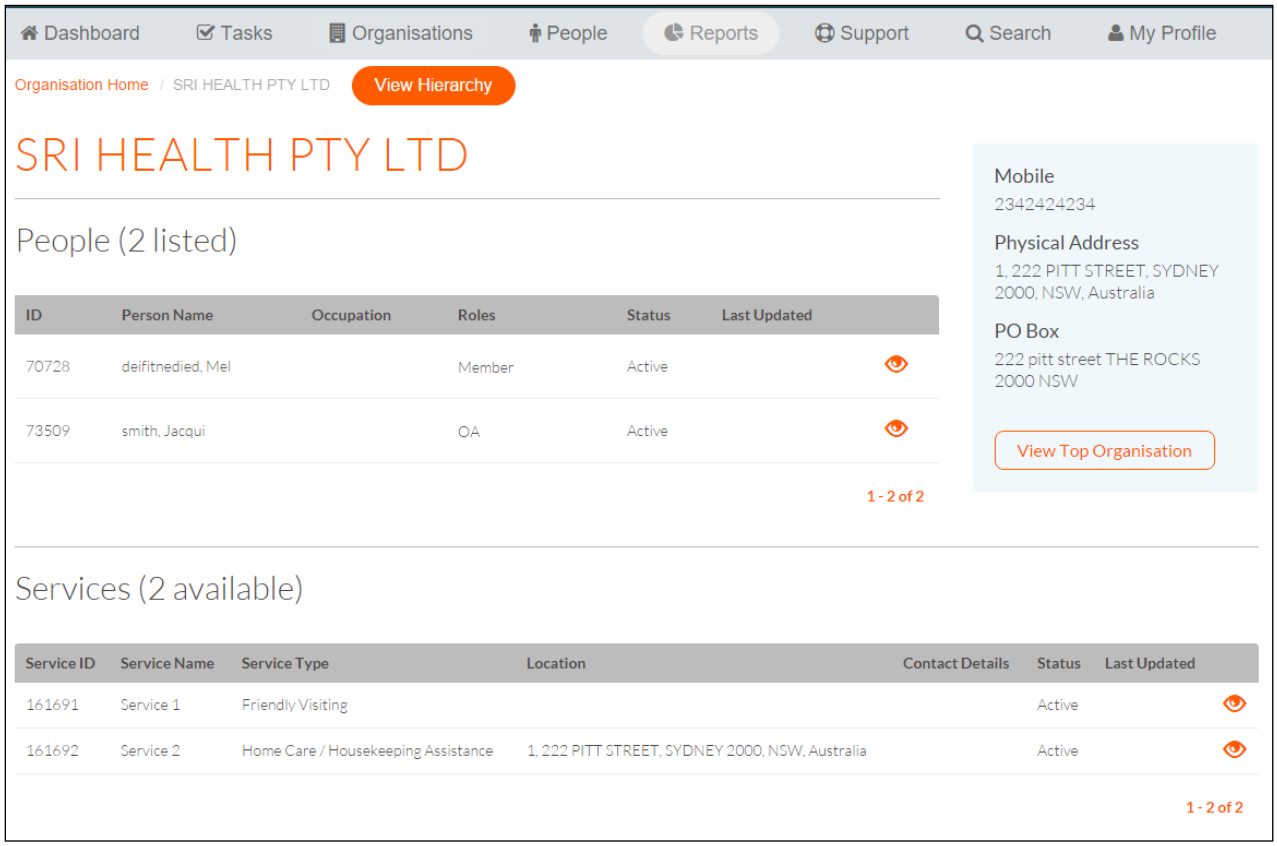
A new user interface - the NHSD Content Manager

The first obvious change you will notice in the new interface is its look and feel.

When you login you will be taken to your home page view. Depending on the size of your organisation structure you will see one of two entry screens.

If you manage a single organisation you will see the following entry screen.

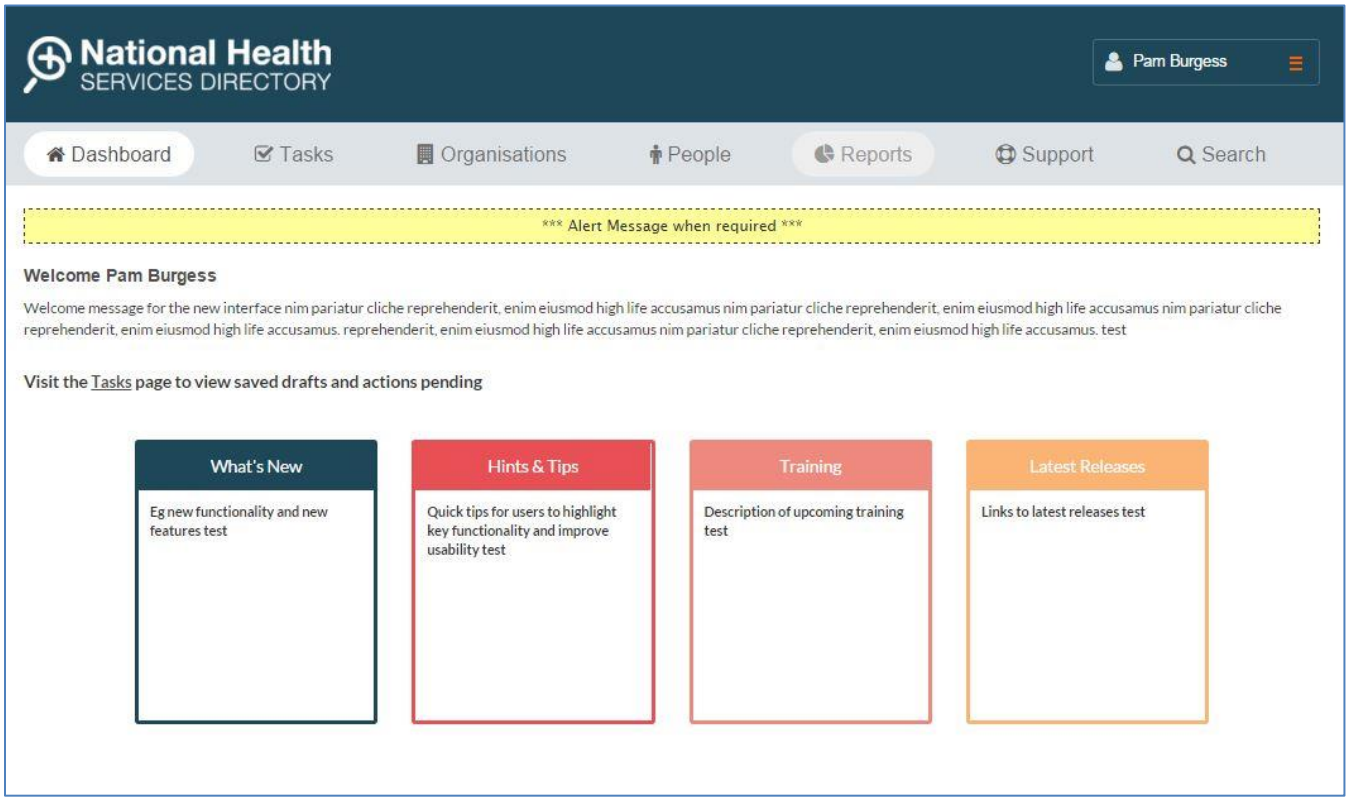


This screen presents a snapshot of the people and services for your organisation.

From this screen you can navigate directly to people and services records. The functionality for managing these records is explained in the relevant sections of this guide. You can also navigate to the other main sections of the NHSD Content Manager as explained below.

If you manage multiple organisations then after logging in you will see the Dashboard which is the home page for the NHSD Content Manager and is available to all users of the NHSD.

The top menu bar allows you to easily navigate through to specific areas for Tasks, Organisations, People, Support and Search. This simplified navigation means you will be able to more easily manage your own information or your organisation's details.


National Health
SERVICES DIRECTORY
Pam Burgess
Dashboard
Tasks
Organisations
People
Reports
Support
Search
*** Alert Message when required ***
Welcome Pam Burgess
Welcome message for the new interface nim pariatur cliche reprehenderit, enim eiusmod high life accusamus nim pariatur cliche reprehenderit, enim eiusmod high life accusamus nim pariatur cliche reprehenderit, enim eiusmod high life accusamus. reprehenderit, enim eiusmod high life accusamus nim pariatur cliche reprehenderit, enim eiusmod high life accusamus. test
Visit the Tasks page to view saved drafts and actions pending
What's New
Eg new functionality and new features test
Hints & Tips
Quick tips for users to highlight key functionality and improve usability test
Training
Description of upcoming training test
Latest Releases
Links to latest releases test

A new database structure for Organisations and Services

A new Organisation/Service structure has been developed to provide the flexibility needed to represent the diverse range of structures that exist in health and human services in Australia.

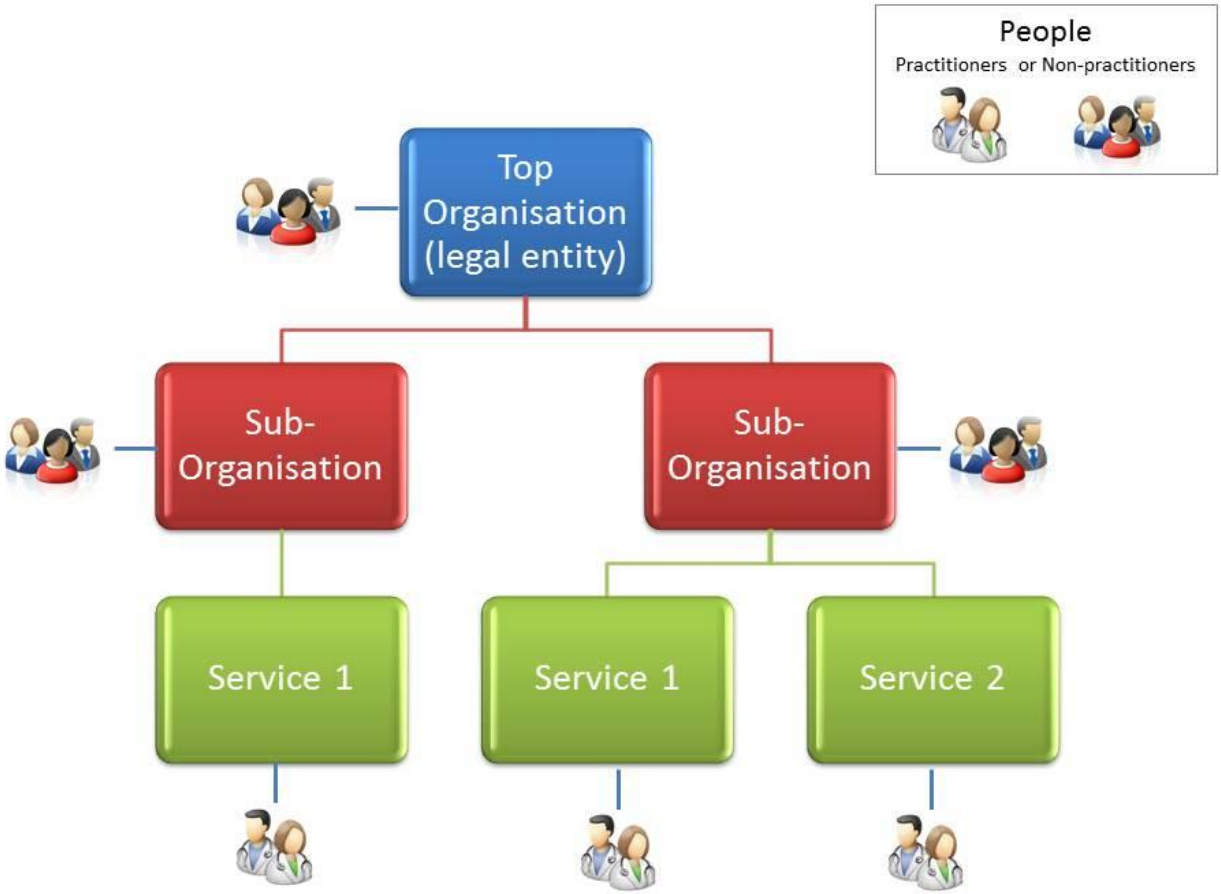


Figure 1 - NHSD data structure

New Terminology

In the new data structure we now refer to Top Organisations, Sub-Organisations, Services and People (previously Agencies/Organisations,Sites and practitioners). The new terms are described below.

New term	Description
Top Organisation	The Top Organisation is a Legal Entity with a registered ABN (Australian Business Number). The Top Organisation name and other Australian Business Register (ABR) details will be pre-populated from the ABR database. Only authorised Healthdirect Australia Content Administrators can create Top Organisations.
Sub-Organisation	Sub-Organisations are created under Top Organisations and can represent

	different departments, divisions or locations within larger or more complex organisational structures such as a major hospital. Multiple layers of Sub-Organisation may exist under one Top Organisation.
Services	The lowest organisation has at least one service and often multiple services.
People	People (practitioners and non-practitioners) can be added to both Organisations and Services. It is possible for a person to have multiple occupations if they have different roles within an Organisation. Eg, A Person, could be a Director of Medical Services linked to an Organisation and also a specialist linked to the specialist service provided by the same Organisation.

NHSD Data Migration

As part of the transition to the new NHSD, data currently stored in the directory has been migrated over to the new database.

To minimise changes to the way the data is currently structured, NHSD records have, as much as possible, been migrated into the same structure in the new database with some terminology changes:

Current		**Now**
Agency/Organisation	→	Top Organisation
Site	→	Sub-Organisation
Service	→	Service
Practitioner	→	People

Security and login

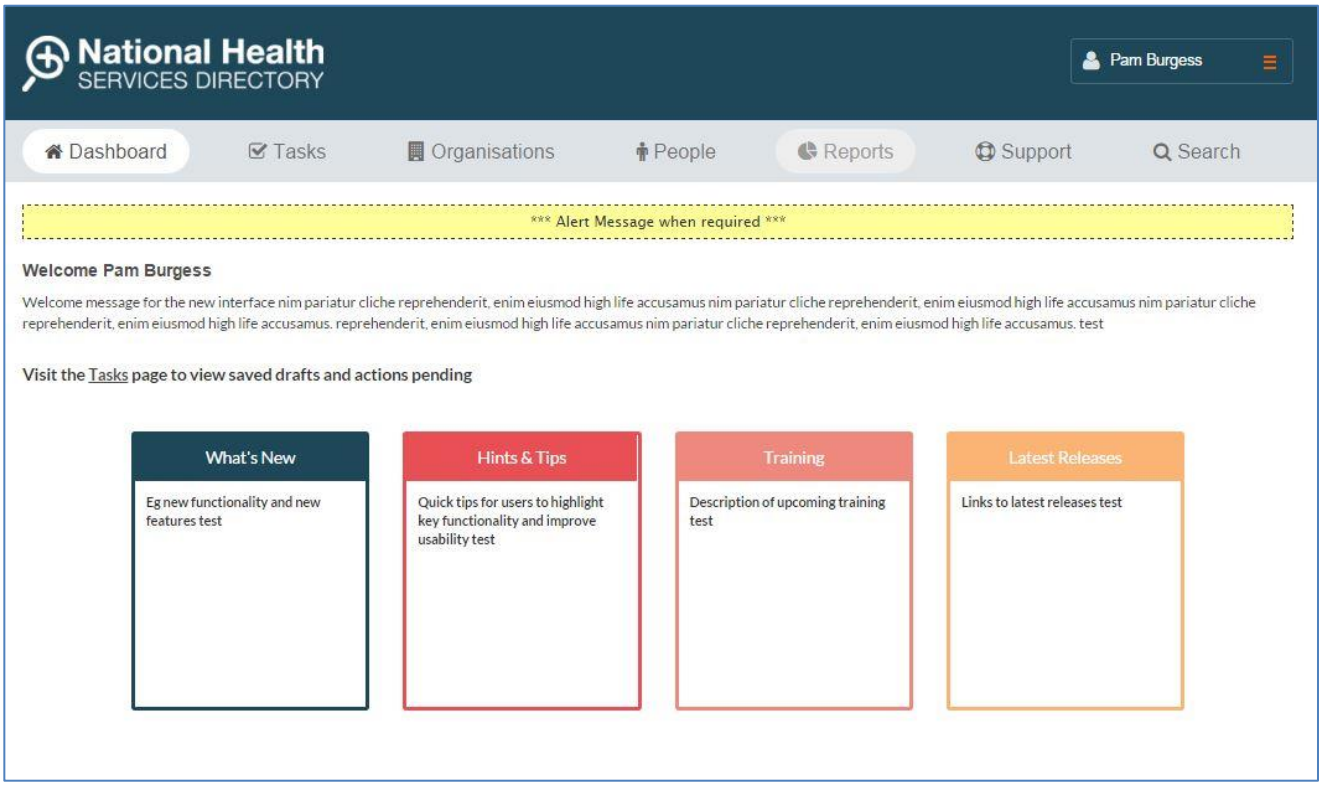
If you previously had a user account to access the NHSD, you will be able to register for a new account and create a secure username and password.

You will receive further information and instructions from the NHSD Team to assist you with the account registration process.

Quick Preview of the NHSD Content Manager

Dashboard

The Dashboard is the NHSD Content Manager home page. It has been designed to give you a snapshot of current news, new features and planned training activity.

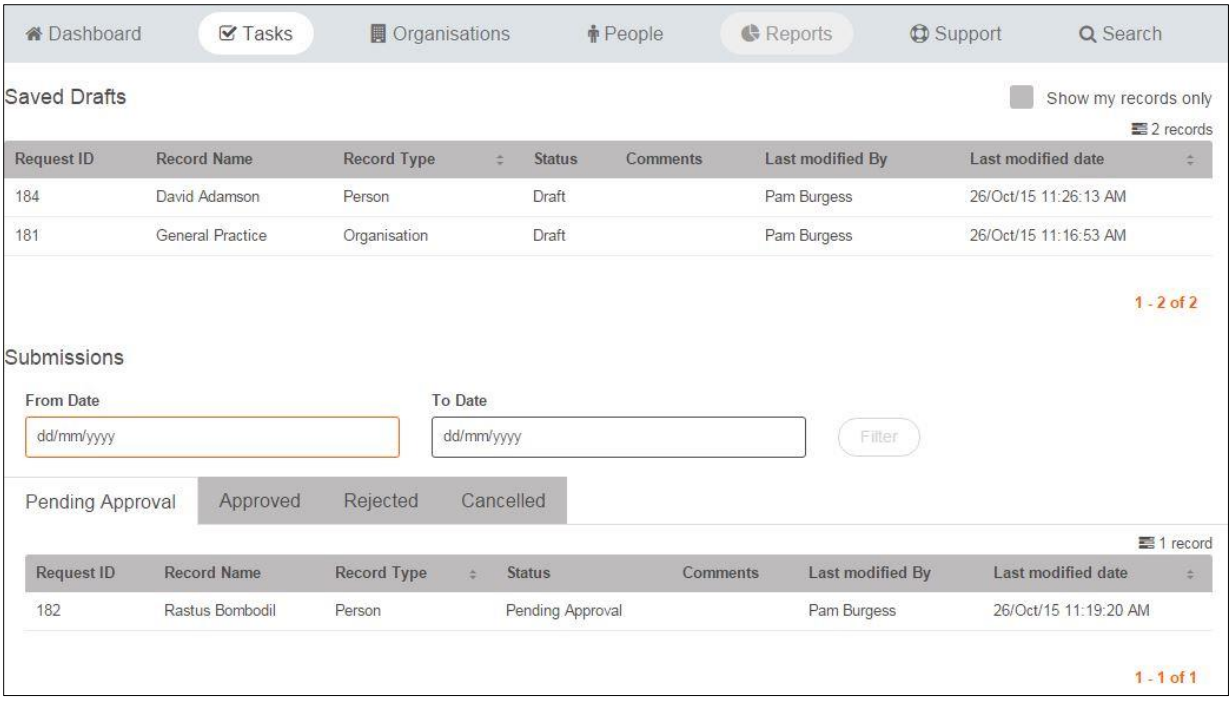


Tasks

Tasks are generated by changes made to the directory by registered content Editors and Approvers.

Updates to a record submitted by content Editors will generate a task for the record Approver and when the change is approved, a notification will appear in the submitting Editor's Tasks page.

Records that have been updated and Saved as Draft will also appear on the Tasks page. Draft records can be edited from this screen and submitted for approval.



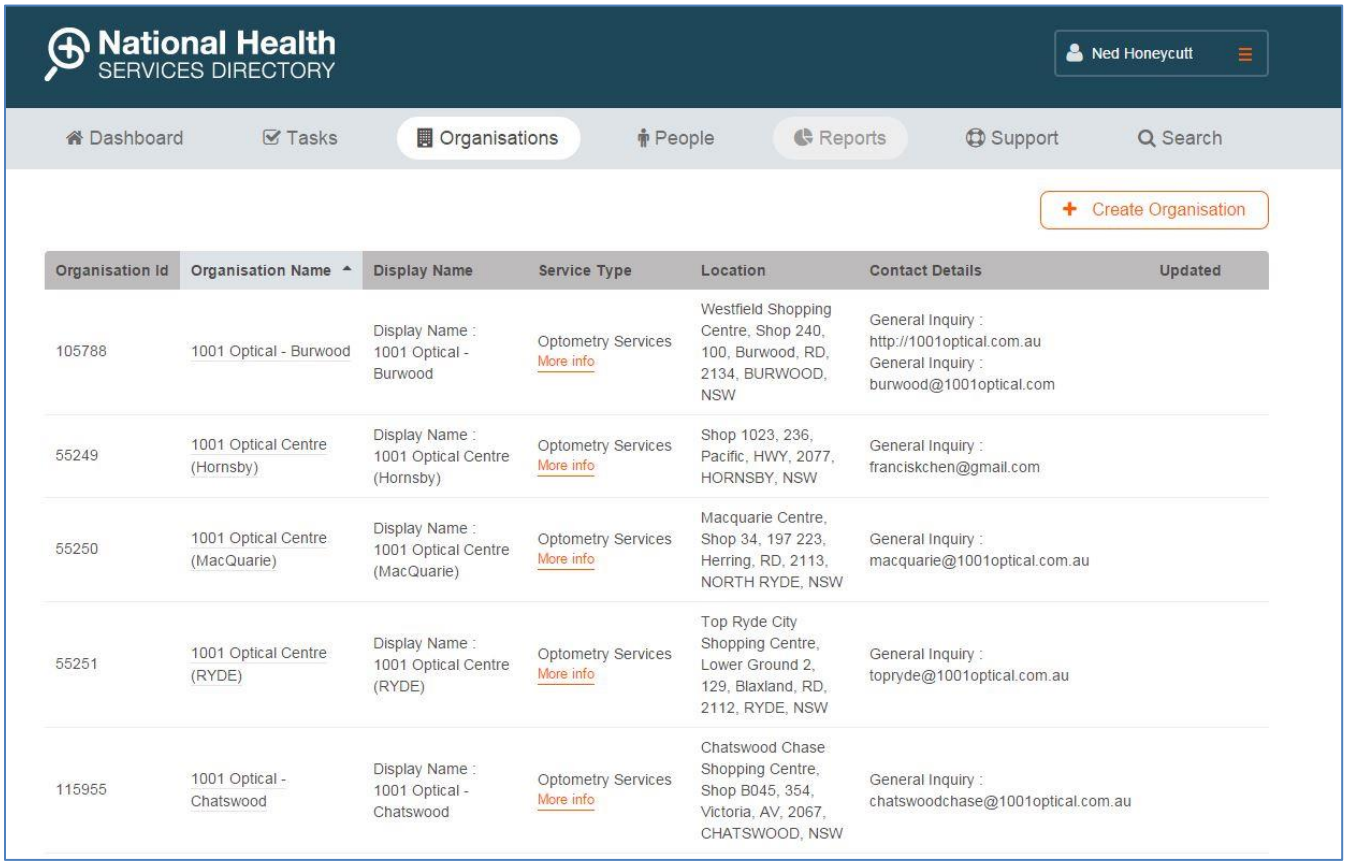
Organisations

In the new directory structure there are Top Organisations and Sub-Organisations as described in Figure 1 - NHSD data structure on page 4.

The Top Organisation is the Legal Entity with a registered ABN (Australian Business Number) which sits at the top of the organisation hierarchy. New Top Organisations will be validated by Healthdirect Australia before being included in the directory and only NHSD Content Administrators will be able to create Top Organisations.

Sub-Organisations are created under Top Organisations and can represent different departments, divisions or locations within larger, more complex organisational structures such as a major hospital. Multiple layers of Sub-Organisation may exist under one Top Organisation if required.

In the NHSD Content Manager ‘Organisations' screen (screenshot below), you will only see the Organisations and Sub-Organisations that you have access to manage.



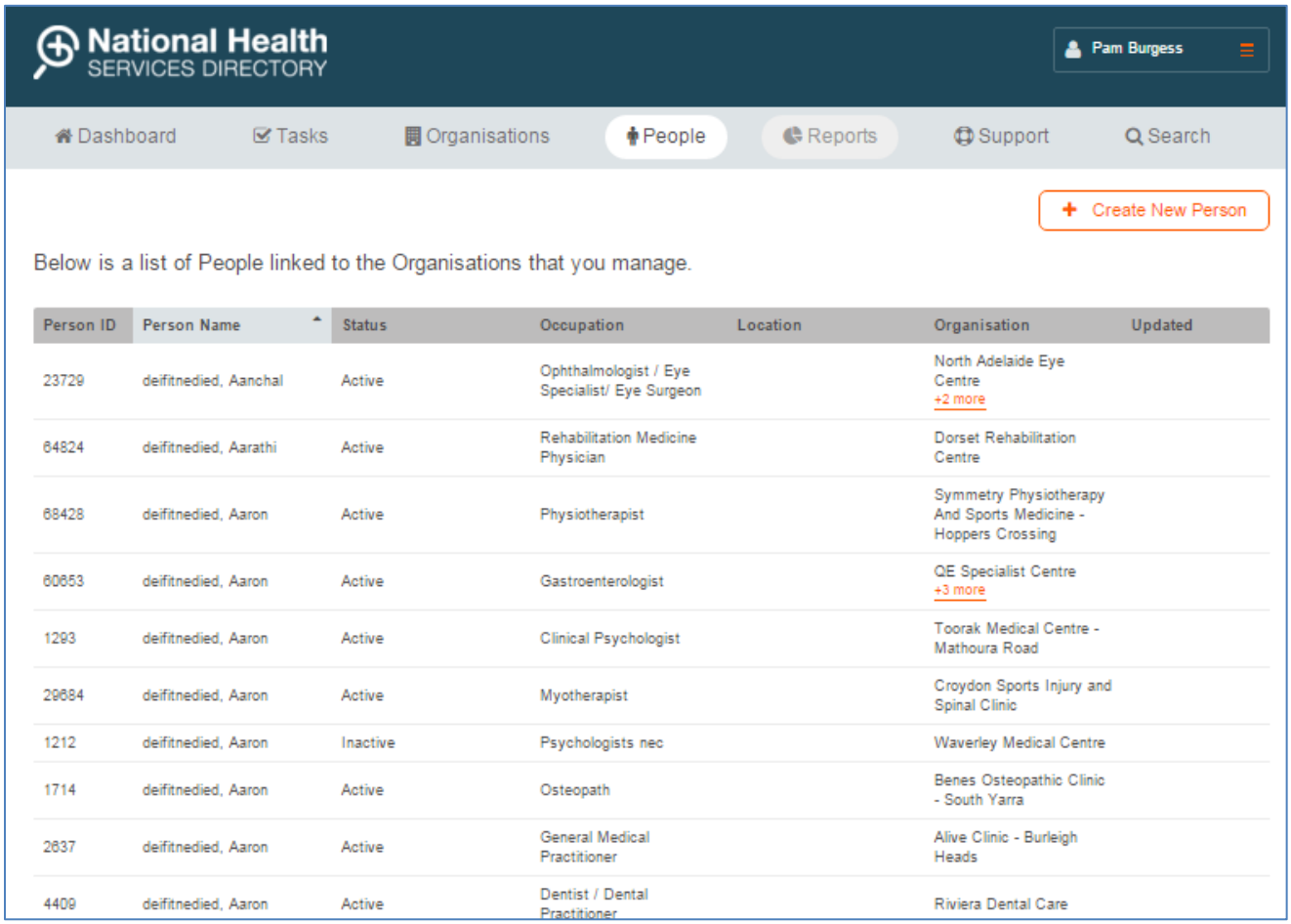
Organisation Id	Organisation Name	Display Name	Service Type	Location	Contact Details	Updated
105788	1001 Optical - Burwood	Display Name : 1001 Optical - Burwood	Optometry Services More info	Westfield Shopping Centre, Shop 240, 100, Burwood, RD, 2134, BURWOOD, NSW	General Inquiry : http://1001optical.com.au General Inquiry : burwood@1001optical.com	
55249	1001 Optical Centre (Hornsby)	Display Name : 1001 Optical Centre (Hornsby)	Optometry Services More info	Shop 1023, 236, Pacific, HWY, 2077, HORNSBY, NSW	General Inquiry : franciskchen@gmail.com	
55250	1001 Optical Centre (MacQuarie)	Display Name : 1001 Optical Centre (MacQuarie)	Optometry Services More info	Macquarie Centre, Shop 34, 197 223, Herring, RD, 2113, NORTH RYDE, NSW	General Inquiry : macquarie@1001optical.com.au	
55251	1001 Optical Centre (RYDE)	Display Name : 1001 Optical Centre (RYDE)	Optometry Services More info	Top Ryde City Shopping Centre, Lower Ground 2, 129, Blaxland, RD, 2112, RYDE, NSW	General Inquiry : topryde@1001optical.com.au	
115955	1001 Optical - Chatswood	Display Name : 1001 Optical - Chatswood	Optometry Services More info	Chatswood Chase Shopping Centre, Shop B045, 354, Victoria, AV, 2067, CHATSWOOD, NSW	General Inquiry : chatswoodchase@1001optical.com.au	

People

'People' can be both practitioners and/or non-practitioners and linked to one or more organisations and/or services.

In the NHSD Content Manager 'People' screen (screenshot below) you will only see the people that are linked to an Organisation or Service that you have access to manage.

Via Search, you can search all People listed in the directory (depending on privacy settings applied) and link them to an Organisation or Service that you manage.



Person ID	Person Name	Status	Occupation	Location	Organisation	Updated
23729	deifitnedied, Aanchal	Active	Ophthalmologist / Eye Specialist/ Eye Surgeon		North Adelaide Eye Centre +2 more	
64824	deifitnedied, Aarathi	Active	Rehabilitation Medicine Physician		Dorset Rehabilitation Centre	
68428	deifitnedied, Aaron	Active	Physiotherapist		Symmetry Physiotherapy And Sports Medicine - Hoppers Crossing	
60653	deifitnedied, Aaron	Active	Gastroenterologist		QE Specialist Centre +3 more	
1293	deifitnedied, Aaron	Active	Clinical Psychologist		Toorak Medical Centre - Mathoura Road	
29684	deifitnedied, Aaron	Active	Myotherapist		Croydon Sports Injury and Spinal Clinic	
1212	deifitnedied, Aaron	Inactive	Psychologists nec		Waverley Medical Centre	
1714	deifitnedied, Aaron	Active	Osteopath		Benes Osteopathic Clinic - South Yarra	
2637	deifitnedied, Aaron	Active	General Medical Practitioner		Alive Clinic - Burleigh Heads	
4409	deifitnedied, Aaron	Active	Dentist / Dental Practitioner		Riviera Dental Care	

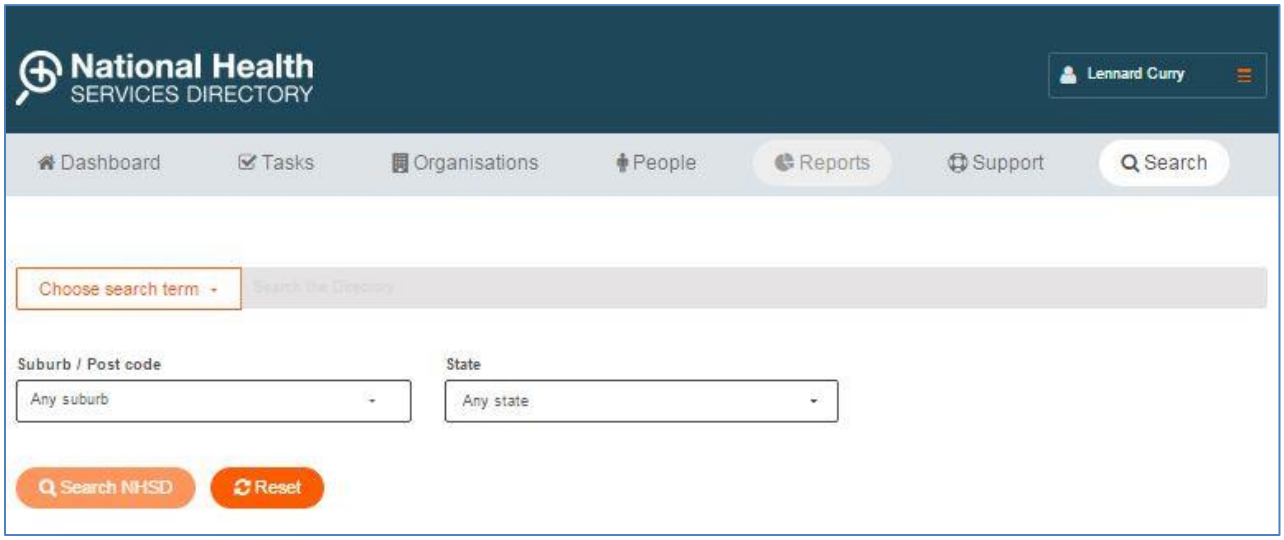
Support

The Support section provides links to a User Guide, Frequently Asked Questions and other support resources.

Search

The search functionality allows searching by an Organisation, Person or Service. Additional search filters can be applied depending on which search type you select.

More advanced search functionality will be available in future.



New Role definitions

Roles define what People can access and do in the NHSD Content Manager. Roles have a direct relationship with the NHSD security system that controls permissions and access to the various functions within the directory.

Users with the appropriate level of access will be able to link people to the Organisations they manage and assign roles to these people, e.g. Editor or Approver. The roles they assign will be specific to the Organisation the person is linked to. A person may have different roles across different Organisations to which they are linked.

Role	Description	Access Levels
Editor	Editors have access to add or update information for their organisation and submit Directory Content Requests to Approvers.	• View Related Organisations • View Related People • Edit Top Organisations • Create/Update/Deactivate Sub-Organisations • Create/Update/Deactivate Service • Create/Update/Deactivate Person • Link/De-Link Person to Service • Link/De-Link Person to Organisation
Approver	Approvers can approve Directory Content Requests for their Organisations submitted by Editors. Note that people can have both Editor and Approver roles.	• View Related Organisations • View Related People • Approve/Reject Directory Content Requests
Organisation Administrator (OA)	The role with the highest level of access for a user within an Organisation or Sub-Organisation. Organisation Administrators of a Top Organisation will automatically have the same access/rights to any Sub-Organisations under the Top Organisation. This role is assigned by Healthdirect Content Administrators when establishing a Top Organisation.	• View Related Organisations • View Related People • Edit Top Organisations • Create/Update/ Deactivate Sub-Organisations • Create/Update/ Deactivate Service • Create/Update/ Deactivate Person • Link/De-Link Person to Service • Link/De-Link Person to Organisation • Approve/Reject Directory Content Requests • Invite a New User to Register
Member	This is a role for People listed in the NHSD that are linked to an Organisation however these people do not have access to the NHSD Content Manager until they are invited to register.	• A member has no system access rights unless they are invited to register for an account. Once they have a user account they have the access rights as defined by the Self role.
Self (Personal Data Owner)	Allows users to have access to update and approve changes to their own personal data.	• View Related Organisations • View Related People • Update/ Deactivate Person (Self) • Approve Change Requests to own record

Frequently Asked Questions

Question	Answer
Why is there a new NHSD interface?	Healthdirect Australia has extended the National Health Services Directory (NHSD) to give health and health related service providers increased capability to both self-manage their information and to add a greater depth of detail about their services.
What are the main changes in the NHSD Content Manager?	• A new name, the *NHSD Content Manager*. • All current users will be asked to re-register for a new account. All accounts must now have a unique email address. • Some terms have changed, for example, we now refer to top organisations, sub-organisations and people (previously agencies/organisations, sites and practitioners). • A greater depth and breadth of information about organisations, services and individuals can be added to support care planning and coordination and referral pathways. • New privacy features that enable service providers to easily manage consent for what consumers or other providers and organisations can see. • Greater flexibility to structure directory information in a way that better reflects how services are organised and delivered.
What are the new Consumer benefits?	• Consumers will have access to more detailed information and easier online access to health providers in the directory
What are the benefits of the NHSD?	• More detailed information about services can be made available to other service providers and consumers • Users can easily self-manage their organisation and service information online at any time via a secure website. • Data captured once in the NHSD directory can be then be used to support a wide range of initiatives and applications, eg NHSD information is now searchable on around 100 websites nationally. • The data captured in the NHSD directory can be integrated with clinical systems and general practice management software to support care planning and coordination. • NHSD information is used to facilitate referral pathways between service providers and connection of care.
I'm a Service Provider - how do I	If you have an existing account, you will be sent a welcome email with a

access the new NHSD directory?	URL with instructions on how to access the new interface (website). If you are a new service provider, we will provide you with a registration link.
How do I access the new NHSD Content Manager?	If you previously had an account to update via the NHSD Management Interface you should have received an email with instructions on how to access the new NHSD Content Manager. If you did not receive and email or would like to set-up a new account on the NHSD Content Manager contact the NHSD service desk at nhsd@healthdirect.org.au.
Has my access changed?	The names of the content management roles have changed but you should have the same level of access to information that you did in the NHSD Management Interface. If you cannot access your organisation details in the NHSD Content Manager contact the NHSD service desk at nhsd@healthdirect.org.au for assistance. • For more information about roles please see 'Role descriptions and access levels' in the Getting Started Guide.
What kind of support is available to help me?	• Email instructions for the first logon • User guides and frequently asked questions (FAQ) • Training webinars – live and recorded • Short 'how to' videos • Email and phone support
I have forgotten my password.	Follow the instructions at the login page to reset your password.
What about privacy?	There are privacy levels that you can choose – please check the User Reference Guide for more information. You can view the NHSD Privacy statement at: http://www.nhsd.com.au/privacy
How is information managed in the directory?	• To ensure all of the information in the NHSD is kept up-to-date, each service provider can maintain their information, including consent for what consumers or other providers can see and use. This is one of the new enhances features in the directory. • The directory is based on an editor/approver system to prevent any unauthorised access or modifications to data content. • The self-authorship model allows service providers to keep their own details up-to-date in real-time in the directory. The privacy settings

	define what details are accessible to the general public and other groups such as health care providers. • NHSD data are validated against sources such as the Healthcare Identifiers Service and the Australian Health Practitioner Regulation Agency (AHPRA) to ensure details are current and validated.
How can the general public access the NHSD?	Key information in the NHSD is available publicly in a number of ways including via: • www.healthdirect.org.au • www.nhsd.com.au • The Healthdirect mobile app • NHSD widgets (NHSD embedded on partner websites).

Getting Started Checklist

- ✓ Received your email welcome and logon instructions
- ✓ Able to login into the new NHSD Content Manager
- ✓ Have located and checked your data
- ✓ Your access level to information is correct
- ✓ Located online Support Page
- ✓ Registered to attend a training webinar
- ✓ Provided feedback of your experience