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## National Health Services Directory

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The National Health Services Directory is a comprehensive, reliable and accurate directory of health and related services.

The directory is a joint initiative of all Australian governments, developed and delivered by Healthdirect Australia, and forms a key component of the national ehealth infrastructure.

With millions of searches of its content each week, the directory is recognised as the foremost source of information about health and related services across Australia.

## Supporting health professionals

The National Health Services Directory supports the work that health professionals do by:

- providing a central source of information, as part of the national ehealth infrastructure, that supports integrated care and ehealth
- providing easy access to up to date service information, saving time and enabling better coordination and continuity of care
- ensuring that consumers can access them and their services. The directory is available 24/7 to help consumers find, plan and choose the right health services for their needs.

## Providing information on health and related services

The National Health Services Directory enables service providers to access information about health and related services including their:

- location and contact details
- opening hours
- payment options
- appointment and accessibility options
- eligibility criteria
- female/male practitioner availability
- languages spoken
- referral criteria
- after hours care information
- service delivery methods including online, phone, home visit or telehealth.

The directory contains over 150,000 service listings across 300 service types which align with national standards of service classification. The service types listed include:

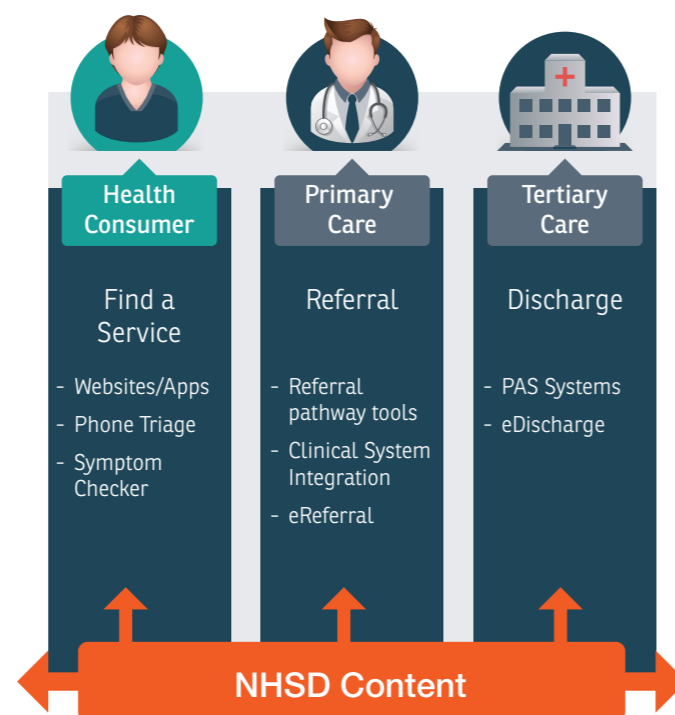
- general practice
- pharmacy
- hospital
- emergency
- allied health
- specialists
- community services
- dental and optical
- mental health
- aged care
- disability support.

## Supporting integrated care

The National Health Services Directory supports integrated care by providing free access to accurate and detailed information that makes it easy to find the most appropriate services for patients.

The directory enables secure electronic communication between GPs, allied health professionals, specialists, hospital and community services. The directory supports:

- referral pathways through integration with clinical information applications and decision support tools including Best Practice, HealthPathways and Map of Medicine
- electronic discharge summaries by integrating primary care provider information with hospital Patient Administration Systems (PAS)
- consumers and service providers to easily find service information via integration with over 80 websites nationally and apps for both smartphone and tablet.



## Supporting ehealth reforms

The National Health Services Directory plays a key role in the adoption of ehealth by supporting secure electronic messaging to enable patient referrals, discharge summaries, event summaries and other information to be sent electronically.

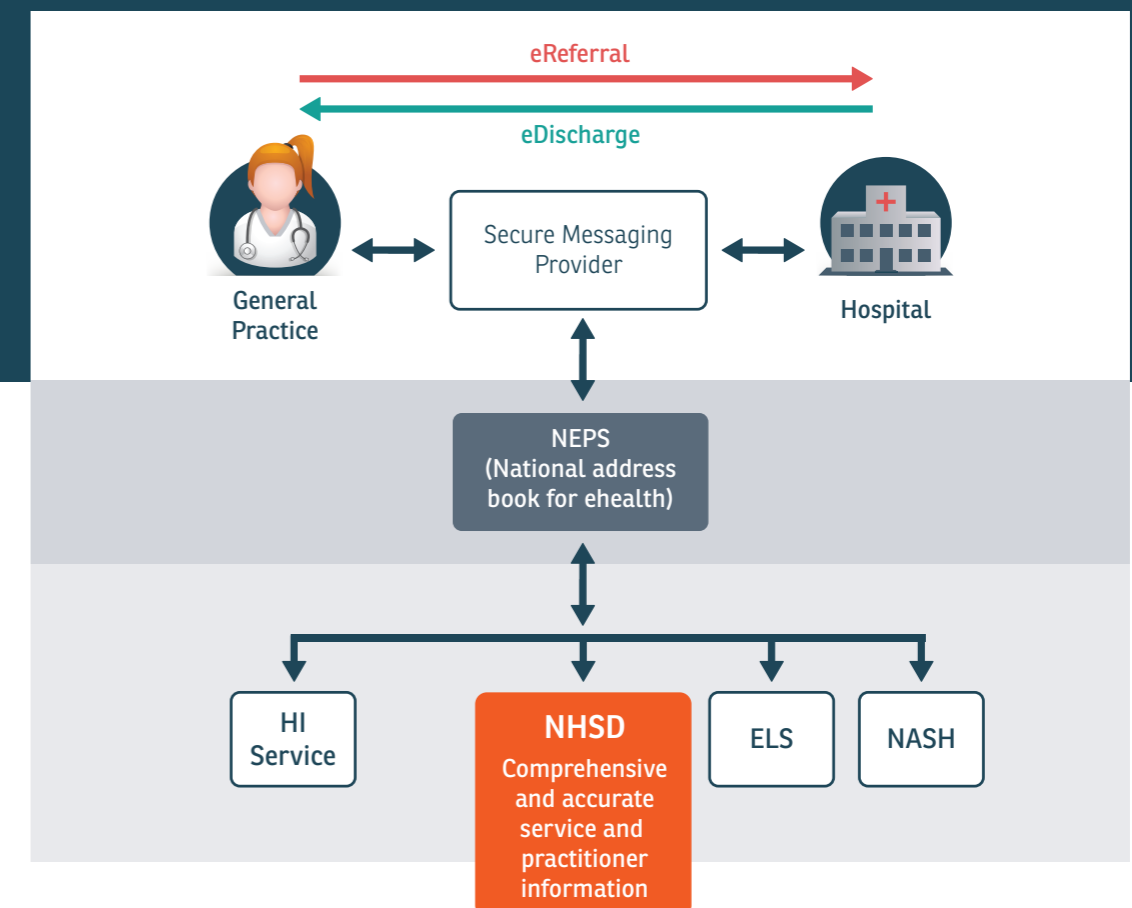
### Building the national ehealth address book

Healthdirect Australia's National Health Services Directory team, working with the National E-Health Transition Authority (NEHTA) and all health jurisdictions, has built the National Endpoint Proxy Service (NEPS).

NEPS is the national address book for ehealth. It consolidates existing validated sources of information from the Healthcare Identifiers (HI) Service, Health Provider Directory (HPD), National Authentication Service for Health (NASH), and Endpoint Location Services (ELS), and makes this information available to other systems in a convenient format compliant with national standards.

NEPS is an important enabler for ehealth in Australia and will facilitate adoption of NEHTA's Secure Messaging Delivery (SMD) standard to ensure that messages can be easily and securely exchanged electronically.

NEPS will enable more streamlined, large scale electronic communication between healthcare organisations in Australia.



## Ensuring comprehensive, reliable and accurate information

Content in the National Health Services Directory has more than doubled each year since inception.

All content in the directory is managed by the National Health Services Directory team, and other authorised content managers who maintain and enhance information for their organisations.

The team ensures information is kept up to date through a variety of approaches, including:

- **Self-authorship and consent**  
Allowing service providers to maintain their own information, including managing what other providers and consumers can access and use.
- **Synchronisation**  
Validating content by cross-referencing the information held by other organisations, including the Australian Health Practitioner Regulation Agency (AHPRA), Medicare and the Health Identifier Service.
- **Collaboration**  
Working with Primary Health Networks (PHNs), Local Hospital Networks (LHNs), government jurisdictions and peak organisations within health and related sectors to coordinate the information held in the directory about their members.
- **Direct feedback**  
Receiving updates from consumers and providers via feedback options on the National Health Services Directory website, mobile apps, widgets and other directory supported applications.
- **Reminder notifications**  
Notifying organisations directly to obtain updates if details have not been changed recently.

## Privacy and security

The directory meets privacy legislation requirements and government standards for health services. To view the National Health Services Directory privacy statement, visit: [www.nhsd.com.au/privacy](http://www.nhsd.com.au/privacy)

## Accessing the National Health Services Directory

The directory can be accessed via computers, tablets and smartphones by visiting: [www.nhsd.com.au](http://www.nhsd.com.au)

To find out whether your service is listed on the directory, search for it here: [www.nhsd.com.au/review](http://www.nhsd.com.au/review)

If your practice is not listed in the directory you can register it here: [www.nhsd.com.au/register](http://www.nhsd.com.au/register)

If you would like to register for an account to manage your organisation's details or would like more information about the directory, email the team at: [nhsd@healthdirect.org.au](mailto:nhsd@healthdirect.org.au)

Each healthcare provider needs to register to participate in Australia's ehealth record system. To register, visit: [http://www.ehealth.gov.au/internet/ehealth/publishing.nsf/content/providerregistration\\_1](http://www.ehealth.gov.au/internet/ehealth/publishing.nsf/content/providerregistration_1)

## Healthdirect Australia

The National Health Services Directory is delivered by Healthdirect Australia.

Healthdirect Australia designs and delivers innovative services for governments to provide every Australian with access to trusted information and the advice they need to manage their own health and related issues. Our services operate 24/7 and allow people to talk to a health professional, find trusted advice online, and locate health services. For more information, visit: [www.healthdirect.gov.au/about-us](http://www.healthdirect.gov.au/about-us)