

Health Professional Online Services (HPOS)

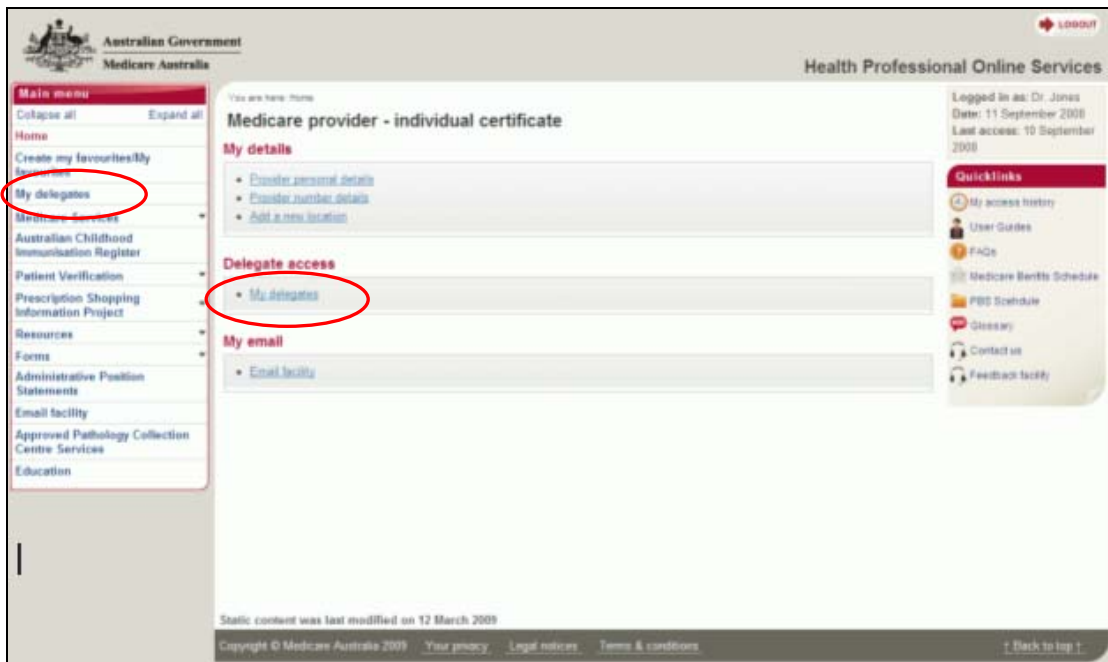
Quick Reference Guide 8: Adding or removing a delegate to act on behalf of a health professional.

HPOS allows nominated practice staff with their own PKI individual certificate to act on behalf of a health professional.

You can nominate a delegate who has a PKI individual certificate to act on your behalf.

1. Log on to HPOS using your PKI individual certificate.
2. The **HPOS home page** will appear

Select **My delegates** from the contents area of the page or the main menu panel located on the far left.



3. The **My delegates** screen will appear and a list of current delegates will be displayed.
You can choose to add a new delegate, remove an existing delegate from the list or click **Cancel** to return to the HPOS home page.

To add a new delegate click **Add new delegate**.

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My delegates

HPOS allows nominated practice staff with their own PKI individual certificate to act on behalf of a health professional.

You can nominate a delegate who has a PKI individual certificate to act on your behalf.

A [quick reference guide](#) is available to help you with this process.

Select	RA Number	Name
<input type="checkbox"/>	2847535826	Peter HPOS
<input type="checkbox"/>	3244561944	Delegate HPOS

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- The **Search for a delegate** screen will appear, enter the delegate's Registration Authority (RA) number into the **RA Number** field and click **Search**.

The RA number is the number assigned to a delegate's individual certificate and is displayed on the toggle attached to the physical iKey/Smartcard belonging to the delegate or In the letter sent to the delegate upon a successful application for an individual certificate

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Search for a delegate

This screen enables you to search for a known delegate that you can then nominate to act on your behalf.

To identify a known delegate enter their RA number into the search field and select 'Search'.

If you do not want to continue, select 'Cancel' and you will go back to the 'My delegates' screen.

Search criteria

RA Number *

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Important:

Fields marked with an asterisk are mandatory you can not proceed without completing these fields.

- If a valid RA number has been entered the **Nominate delegate** screen will appear with the delegate's details.

To allow the delegate to work on your behalf click **Nominate**.

To return to the **Search for a delegate** screen and begin a new search click **Cancel**.

The screenshot shows the 'Nominate delegate' screen. The header includes the Australian Government logo and 'Medicare Australia' on the left, and 'Health Professional Online Services' on the right. A 'LOGOUT' button is in the top right. The main menu on the left lists various services. The central content area has a breadcrumb trail: 'You are here: Home » Medicare Services - Easyclaim Processing reports'. The title is 'Nominate delegate'. Below the title, there is explanatory text: 'Displayed are the details of the delegate that you have selected. You can use this screen to nominate a delegate to act on your behalf within HPOS. This will allow them to undertake a range of functions that could previously only be performed by a provider. In order to associate this delegate to your profile and permit them to act on your behalf select 'Nominate'. If this is not the correct delegate or you do not want to continue, select 'Cancel' and you will go back to the 'Search for a delegate' screen.' Below this text is a form titled 'Nominate criteria' with three input fields: 'RA Number *', 'First Name *', and 'Family Name *'. At the bottom of the form are two buttons: 'Nominate' and 'Cancel'. The footer contains copyright information and a 'Back to top' link.

If an invalid RA number is entered or if the individual certificate associated with the RA number has expired an error message will be returned.

- The **My delegates** screen will appear with the newly added delegate and a successful message confirming the nomination.

The screenshot shows the 'My delegates' screen. The header is identical to the previous screenshot. The main menu on the left is also visible. The central content area has a breadcrumb trail: 'You are here: Home » Medicare Services - Easyclaim Processing reports'. The title is 'My delegates'. Below the title is a green success message: 'You have successfully nominated a delegate to act on your behalf within the HPOS system.' Below the message is a table with the following columns: 'Select', 'RA Number', 'First Name', and 'Last Name'. There are five rows in the table, each with a checkbox in the 'Select' column. At the bottom of the table are three buttons: 'Add new delegate', 'Remove', and 'Cancel'. The footer contains copyright information and a 'Back to top' link.

- To remove a delegate, from the **My delegates** screen select the check box next to the delegate you want to remove. You can make multiple selections.

Click **Remove** and the **Confirm delegate removal** screen will appear with the selected delegate's details.

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My delegates

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Select	RA Number	Name
<input type="checkbox"/>	2847535826	Peter HPOS
<input type="checkbox"/>	3244561944	Delegate HPOS

[Add new delegate](#) [Remove](#) [Cancel](#)

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- Click **Remove** to confirm the removal of the association between you and the delegate/s listed.

To return to the **My delegates** screen and cancel the removal click **Cancel**.

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Confirm delegate removal

You have chosen to remove your association to this delegate. They will no longer be able to act on your behalf within HPOS.

To complete the removal of this delegate select 'Remove'.

If you do not want to finalise the removal of this delegate, select Cancel and you will go back to the 'My delegates' screen.

Select	RA Number	First Name	Last Name
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

[Remove](#) [Cancel](#)

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- The **My delegates** screen will appear with the removed delegate/s no longer listed and a successful message confirming the removal.

My access history located on the HPOS home page in the **Quicklinks** panel will provide details of all transactions completed on your behalf by your delegates.

For more information visit www.medicareaustralia.gov.au then go to **For health professionals > HPOS** or call **1800 700 199*** (option 5).

*Call charges apply