Provider Directory Lookup - Referral Client

Overview

This guide outlines the steps to look up providers using the Medical-Objects Referral Client. You will need to have the Referral Client installed before you can follow these steps. If you do not, Please see this guide.

If you have any questions or require further assistance you can contact the Medical-Objects helpdesk on (07) 5456 6000.

How to lookup providers

1. Right click on the Trinity Referral Client icon in the tray (highlighted below).



2. From here you will be given the option to access the provider lookup.

Logout Capture From Clipboard [Clipboard invalid or empty]						
Create new message (blank)						
Create new message (PDF)						
Provider Lookup						
Admin •						
View Delivery Report						
Help						
About						
^{2:43 PM}						

3. Once selected, the **Provider Lookup** window will appear. Within the window (seen below) there are multiple fields you can search who you

would like to send to. The most commonly used is **Name**. You can select what type of search you would like from the drop-down menu.

(R) 1 - 1 - 0 - 1 - 1						
uu Lookup Provider						×
 Australian Directory 			Show Inactive Provider	s (Name sea	rch type or	ıly)
Surname <space> Firstr</space>	iame <return></return>		Search Type	Max		_
			Name	▼ 50	US Look	cup
Name	Job Title	Practice Name	Provider Number Post code	ldress		
			PKI Key Name Organisation Name Specialty			
			(J)			
۲.				_		>

4. Once a **Search Type** has been selected you will be able to enter the details for receiver in the search box.

The format for searching will always be shown above the box and will change with each **Search Type** selected.

For example, the formatting for **Name** is **Surname** <space> **Firstname** <return> where return is the enter key.

- 1 Overview
- 2 How to lookup providers
- 3 Firewall Requirements

Lookup Provider				-	
lustralian Directory			Show Inactive Pro	oviders (Name searc	h type only)
ame <space> Firstname</space>	<return></return>		Search Type	Max	
ison Bob			Name	▼ 50	🔍 Lookup
ne	Job Title	Practice Name	Phone	Address	
					_

5. Once the enter key has been pressed the search results will appear. From here you can select who you would like

to send to and this will copy their provider number to your clipboard. Alternatively the **Lookup** button can be used.

uu Lookup Provider						×
 Australian Directory 			Show Inactive Provid	ders (Name sea	rch type o	ıly)
urname <space> Firstname ·</space>	Return>		Search Type	Max		
lohnson Bob			Name	▼ 50	Q Loo	up
Name	Job Title	Practice Name	Phone	Address		
S JOHNSON, BOB		Testing Practice	(07) 12345678	TESTER 12	3 Test Stre	
<						
More Detail 🔝 Leger	id: 🍓 Provider is d	online	ĺ	ОК	Cance	1

- 6. If you are using the **Provider Lookup** in conjunction with a practice management software package for the addressing of reports, you can now paste the copied provider number into the appropriate field inside your software.
- 7. Finally, at the bottom of the window **More Detail** can be selected to show the providers business details

such as Addresses, Phone Numbers and the providers Profession.

🕅 Lookup Pr	ovider										×
 Australian D 	Directory				[Show Inactive	e Provide	ers (Name :	earch	type onl	y)
Surname <spac< td=""><td>e>Firstname <re< td=""><td>um></td><td></td><td></td><td></td><td>Search Type</td><td></td><td>Max</td><td></td><td></td><td></td></re<></td></spac<>	e>Firstname <re< td=""><td>um></td><td></td><td></td><td></td><td>Search Type</td><td></td><td>Max</td><td></td><td></td><td></td></re<>	um>				Search Type		Max			
Johnson Bob						Name		▼ 50		Look	ab
										•	_
Name		Job Title	Practice Na	ame		Phone		Address			
SOHNSON,	BOB		Testing Pra	actice		(07) 12345	678	TESTER	123 Ti	est Stree	
۲.											>
More Detail	Legend:	🍓 Provider is online						ОК		Cancel	
Dr. BOB JOH	INSON (005562A	w)									-
Active & Or	nline				_						
Job Code: G	General Medical Pra	titioner	Job	Class:	(GP)						
			Age	5	N/A						
Business Ac	ldress Details										
Testing Practi 123 Test Stre TESTER QLD	ice eet 4000										
Business Co	ontact Details		Oth	er Contact De	tails						
Telephone: +	61 (07) 12345678		Inte	rnet E-mail:							
Fax:											
Backup Per	sons:										
/ Identifier /	Assigning Authority		Ass Fac	igning ility	Identi Type	fier					
005562AW A	USHICPR				Provide	r number					
B340000063 N	Aedical-Objects				Medical	-Objects					
											-

Having issues finding a doctor? Try the following:

- Change the search type to Organisation, and search for the practice name.

- Try a partial name search if you're unsure of the full name. "Bob Johnson" can be found by searching for "John B" or "Jo Bob".

- If the doctor has a space in their surname, try leaving out the space. For example, "Bob Von Doctor" can by found by searching "VonDoctor" as the surname.

Firewall Requirements

If the lookup fails with an error such as "Invalid message, too few segments" there may be a firewall blocking access.

The following are the connection details used by the client to perform lookups that may require firewall configuration.

Address	Port
pds2.medical-objects.com.au	2002
202.44.75.20	2002
202.44.75.20	80