

Provider Directory Lookup - Referral Client

Overview

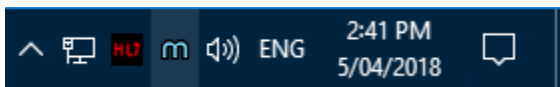
This guide outlines the steps to look up providers using the Medical-Objects Referral Client. You will need to have the Referral Client installed before you can follow these steps. If you do not, Please see [this](#) guide.

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

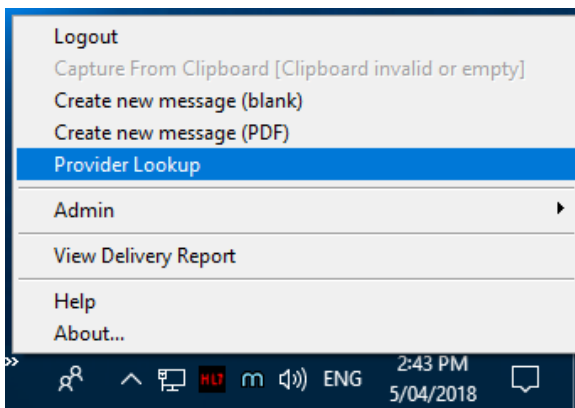
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How to lookup providers

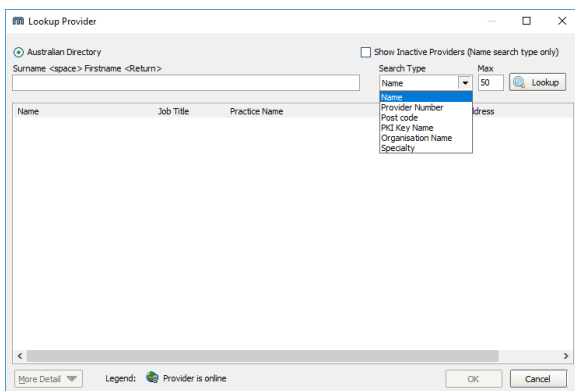
1. Right click on the **Trinity Referral Client** icon in the tray (highlighted below).



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



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.



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.

Lookup Provider

☒ Australian Directory ☐ Show Inactive Providers (Name search type only)

Surname <space> Firstname <Return>
Johnson Bob

Search Type: Name Max 50

Name	Job Title	Practice Name	Phone	Address
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Legend: Provider is online

- 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.

Lookup Provider

☒ Australian Directory ☐ Show Inactive Providers (Name search type only)

Surname <space> Firstname <Return>
Johnson Bob

Search Type: Name Max 50

Name	Job Title	Practice Name	Phone	Address
JOHNSON, BOB		Testing Practice	(07) 12345678	TESTER 123 Test Street

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Legend: Provider is online

- 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.
- 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 Provider

☒ Australian Directory ☐ Show Inactive Providers (Name search type only)

Surname <space> Firstname <Return>
Johnson Bob

Search Type: Name Max 50

Name	Job Title	Practice Name	Phone	Address
JOHNSON, BOB		Testing Practice	(07) 12345678	TESTER 123 Test Street

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Legend: Provider is online

Dr. BOB JOHNSON (005562AW)

Active & Online

Job Code: General Medical Practitioner Job Class: (GP) Age: N/A

Business Address Details

Testing Practice
123 Test Street
TESTER QLD 4000

Business Contact Details

Telephone: +61 (07) 12345678
Fax:

Other Contact Details

Internet E-mail:

Backup Persons:

Assigning Identifier Authority	Assigning Facility	Identifier Type
005562AW AUS-HCPR		Provider number
61400000063 Medical-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 be 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