

Helpful HSD Hints for General Practitioners and Practice Managers

Purpose of Human Services Directory (HSD)	Provides access to accurate up-to-date health, social & disability service information in Victoria.
	Provides avenue for practitioners to communicate vital patient information such as discharge summaries.
	Acts as a central directory database for health services across the State and therefore many hospitals rely on HSD for GP communication.
How to register	It is most efficient to have one designated person such as the Practice Manager to coordinate the clinic and all practitioner details. The designated person can also manage all updates and additions for the practice.
	Go to www.humanservicesdirectory.vic.gov.au/Registration.aspx or contact your local GP Network / GP Division who can arrange registration to the HSD for you. You will then receive an Agency or Practitioner login .
How to login	Once registered with the HSD, practices and practitioners may LOGIN www.humanservicesdirectory.vic.gov.au as either an agency or practitioner to use the directory as well as update and maintain their own service information. Go to the LHS panel of headings and click on <i>agency login</i> . Enter username and password.
Using the Directory	The LHS panel of the HSD website allows user friendly access to a variety of functions such as searching for services and practitioners, adding a practitioner or site and checking your site information.
Using the Directory without a login	It is possible to utilise the directory without having an agency or practitioner login and therefore view health practitioners and services anywhere in the state of Victoria. The level of access is outlined below.
User Access	The level of information that can be viewed on the directory varies according to user access. Upon registration, agencies and practitioners can permit who will view what information e.g. a GP may opt to have their special interests viewed by a hospital but not the public. The public can access the directory without a login but their access is limited. The level of access of an agency (such as a division or general practice) is at a higher level. Provider numbers are a good example of allowing access to certain users. Hospitals require provider numbers for billing purposes. It is mandatory however that GP provider numbers are not able to be accessed at a public level.
Updating Details	Once you are logged in as an agency, click on your site, go to the bottom of the page and click edit .
	Or if not logged on, click on the particular service or practitioner, go to the bottom of the page and click on: If you believe this information is incorrect, let us know . This will send a prompt to HSD administration to verify and update accordingly.
	HSD administration will send six monthly prompts to each agency reminding services to ensure their details are up to date.
	It is recommended the Practice Manager create internal prompts into their practice systems to ensure practitioners are added when they join the practice. Updates should also be appropriately made for Practitioners leaving the practice.
Remembering login details	As you may not need to access the HSD daily or weekly, it is important the Practice Manager or designated person keeps the username and password handy for easy access when needing to log on.
Further help on the HSD	To learn more about how to use the directory's features go to: http://humanservicesdirectory.vic.gov.au/Help.aspx
	To learn more about registration or the administration of the HSD contact: HSD Helpdesk Phone (03) 9320 9070 or email hsd.admin@data.com.au