

National Health Service Directory



The National Health Services Directory (NHSD) is a comprehensive, national directory of health services and practitioners. It is funded by the governments of Australia and managed by Healthdirect Australia.

Role of the NHSD in national digital health

The NHSD is identified in the Intergovernmental Agreement on National Digital Health as a core piece of national digital health infrastructure, enabling interoperability and connected data between health services and systems to support high quality patient care and improve the efficiency and sustainability of the health system.

It supports Australia's National Digital Health Strategy for improving digital health integration across a modern and sustainable health system and is a key enabler of the National Healthcare Interoperability Plan, which outlines the vision for sharing consumer health information in a safe, secure and seamless manner.

As national digital health infrastructure, the NHSD:

- Is Australia's most comprehensive directory of general practices, pharmacies, Aboriginal community controlled health organisations, dentists and allied health services
- aggregates data from other directories
- leverages national healthcare identifiers as a foundational enabler of an interoperable system
- uses FHIR API to facilitate secure messaging, appointment bookings and referrals between systems and services
- is managed with a mature data governance model
- supports integration with consumer-facing applications
- powers the consumer-facing Service Finder and healthdirect helpline
- is integrated with 100+ health sector organisations and systems.

Usage across the health system

The NHSD sources, aggregates and publishes health service data and has developed capabilities to support data sharing for many use cases.

The three key user groups are: consumers; practitioners and health service providers; and health departments and other health organisations.



Consumer

- Find a service
- Find a practitioner
- Find an organisation



Provider

- Referrals
- Discharge summaries



Jurisdiction

- Data matching for reporting, analysis and planning

Data governance

The NHSD Data Governance Framework guides how the NHSD collects, organises, stores and uses its data. It includes a set of rules, processes and responsibilities that provides structure to managing data at all stages of the data lifecycle.

Ensuring quality of information

Healthdirect Australia is focused on ensuring the quality of data in the NHSD, including its accuracy, currency, consistency and accessibility.

All data is handled securely and in compliance with relevant laws, regulations, best practices and policies.

Privacy and security

Healthdirect Australia takes privacy and security seriously and is fully committed to handling information in a secure manner.

- aligned with the Australian Cyber Security Centre's (ACSC) and Australian Government's Information Security Manual (ISM)
- hosted on Amazon Web Services' (AWS) secure cloud infrastructure
- robust privacy and security protections and management
- responsible data handling
- secure data transfer and storage
- collection of only minimum data required
- constant vigilance and continuous proactive actions ensure contemporary cyber security measures, comprehensive mitigation and incident response.

Data sharing

The NHSD data model aligns to the Fast Healthcare Interoperability Resources (FHIR) Australian Provider Directory (AU PD) Standard to facilitate interoperability.

It utilises the Systemised Nomenclature of Medicine – Clinical Terms (SNOMED CT-AU), a standardised international clinical healthcare terminology which is an essential part of improving the connectivity of health information.

Healthdirect Australia develops data sharing partnerships with government and industry to leverage existing investments and meet coverage and quality requirements, while also ensuring the data in the NHSD is accessible.

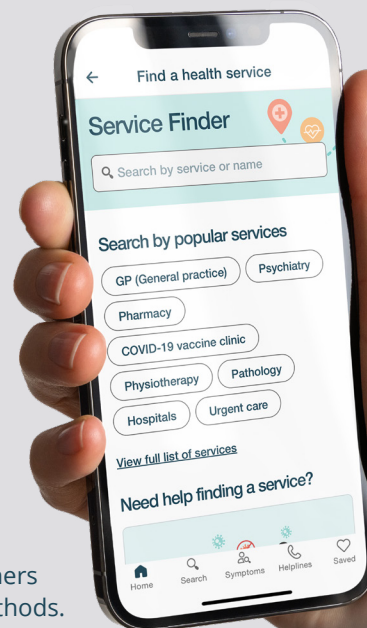
This has enabled data sharing with more than 25 two-way data sharing partners and over 100 integration partners which use NHSD data.

Service provider information

The NHSD contains detailed information for more than 270 types of health services which includes:

- service location and contact details
- opening hours and availability after hours, on weekends and public holidays
- online booking appointment availability
- whether delivered via phone, video or home visits
- practitioner information
- referral requirements
- eligibility criteria and payment options
- appointment and accessibility options
- details to support secure messaging.

This information is available to consumers, hospitals, health planners and practitioners through a variety of integrations and search methods.



Service provider information is provided to the public via the healthdirect Service Finder and the MyHealth app, and is searched over a million times a month.

For more information:

contact nhsd@healthdirect.org.au

visit about.healthdirect.gov.au/nhsd