Digital Health in OT Practice

Using national digital tools to support safer, more connected care

Occupational therapists are increasingly working in practice settings where digital health can support safer communication, better continuity of care, and easier access to shared information.

This resource introduces key national digital health tools, explains how they can support practice, and links you to OTA's digital health registration guide for step-by-step guidance to bring digital health tools into your everyday practice

At a glance



Digital health tools support OT practice across hospital, community, private practice, aged care, disability, mental health and primary care settings.



Key national digital health tools include My Health Record, HPI-I, HPI-O, Provider Connect Australia and secure messaging.



Patients and clients also use digital health tools, and OTs may need to help them understand or access these services.



The National Allied Health Digital Uplift Plan provides a pathway to strengthen digital capability across allied health and support more connected, coordinated care through digital health solutions.



You can learn more about digital health, access the latest digital health guidance and get started with digital health tools via the **AHPA Digital Health Hub** and **OTA's Digital Health Registration Guide for OTs**.

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Why digital health matters for Occupational Therapists

Better information supports better occupational outcomes. Access to discharge summaries, shared care plans and medication details, can help OTs understand factors that may be impacting a person's occupational performance and participation.

Shared records strengthen assessment and intervention. Up-to-date information can support more accurate functional assessment, safer recommendations and more targeted interventions.

Digital communication reduces duplication and gaps in care. Secure messaging and shared records can limit repeated history-taking, reduce missed information and improve communication between GPs, OTs and other allied health professionals.

Digital health supports coordinated care. Better information flow can help ensure everyone involved in care is working from the same page, especially during transitions between services.

OT digital engagement aligns with national priorities. Using digital health tools supports Australia's National Digital Health Strategy and broader work to strengthen digital capability across allied health.







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Key digital health tools

Digital Health Tool	Why it matters for OTs	What OTs should know
My Health Record: My Health Record is Australia's national online health record system. It can contain information such as summaries, reports, discharge information, medicines and test results, depending on what has been uploaded by health providers and consent/access settings.	My Health Record may help OTs: • review relevant background information before assessment or intervention • support continuity of care during transitions between services • understand discharge planning and treatment history • contribute relevant clinical information to support shared and coordinated care.	• Access depends on your role, service model and local organisational arrangements. • Not every OT will use My Health Record in the same way. • OTs should follow local policy, privacy and consent requirements. • The official ADHA guidance should be used for current participation and access information.
The Healthcare Provider Identifier – Individual (HPI-I): The Healthcare Provider Identifier – Individual (HPI-I) is a unique number that identifies an individual healthcare provider in the Australian health system.	An HPI-I is a unique identifier that confirms you are a recognised healthcare provider when interacting with digital health systems. It is part of the infrastructure that supports secure and reliable exchange of health information.	• Most registered OTs will already have or be able to obtain an HPI-I through the national identifiers system. • The HPI-I is linked to an individual clinician, not their service or organisation. • It may be required for certain digital health functions, including connecting to My Health Record workflows.
The Healthcare Provider Identifier – Organisation (HPI-O) identifies an organisation or service that provides healthcare.	HPI-O is relevant for OT services that need to connect to national digital health systems, including organisations that participate in My Health Record.	• HPI-O is usually relevant for practices, services, clinics, agencies and organisations rather than sole trader OTs. • The organisation may need to be registered before clinicians can upload or access information through approved workflows. • Responsibilities for set-up often sit with the organisation, not the individual clinician alone.

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Provider Connect Australia (PCA): PCA is a national digital health directory that helps healthcare provider organisations keep their business details up to date in one place and share them with connected partners across systems and settings.	• PCA can help OT services reduce duplicated admin, improve the accuracy of contact and service information, and make it easier for other providers to find and connect with the right service. • PCA ensures OTs' contact details are current for referrals, reports and secure messaging.	• PCA is designed for healthcare provider organisations, rather than individual clinicians. • It helps organisations update details once and share those updates with connected business partners. • Registration and management are completed through the Provider Connect Australia pathway, usually with PRODA access.
Provider Digital Access (PRODA): Secure online identity verification and login to access government digital health services.	• Often needed when an OT or practice manager is setting up access to national digital health services. • Supports secure access to provider-facing systems that may be used in OT practice, including My Health Record and other health provider services.	• PRODA is individual-based, so each person needs their own account rather than a shared organisational login. • It is commonly used to access HPOS, and through that, other provider services such as My Health Record-related functions. • One PRODA account can be used across multiple workplaces.
Health Professional Online Services (HPOS): Online portal used to manage organisation details and access a range of provider services. Supports practices and organisations to update business information and manage access to linked health services in one place.	• helps OT practices and organisations manage business information and linked digital health access in one place.	• Typically used alongside a secure individual login, rather than as a standalone access point. • Commonly part of the setup for provider services and organisation management functions.

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Secure Messaging: Secure messaging is a way for healthcare providers to send encrypted clinical information to other healthcare providers electronically using encrypted systems that are designed to protect privacy and support interoperability.	Secure messaging can help OTs share information more safely and efficiently when communicating with: • general practitioners • hospitals • community health services • allied health colleagues • specialists and referral partners	• Secure messaging is not the same as ordinary email. • It is intended for clinical communication between healthcare providers. • Whether an OT can send or receive secure messages depends on the service's systems and local setup. • It is important to check what your organisation supports and how messages are managed.

In practice this looks like:

- Sending referral or progress information to another provider using secure messaging.
- Sharing discharge information with a GP or community team using My Health Record.
- Keeping your service's contact and business details accurate so other providers can find the right service using Provider Connect Australia.
- Helping an OT service appear correctly in connected digital systems so other providers can identify and contact the service more reliably using HPI-O.
- Reviewing shared health information to support continuity of care using My Health Record.
- Coordinating services across hospital and community settings using My Health Record, Secure Messaging and Provider Connect Australia.

Digital health is becoming an important part of everyday occupational therapy practice. By understanding the main national tools and knowing where to find the latest guidance, OTs can support safer, more connected and more coordinated care.

Get started with digital health

For step-by-step guidance on digital health registration explore:

OTA's Digital Health Registration Guide for OTs

and the **AHPA Digital Health Hub**