Provider Directory

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If CareRight is configured to connect to a messaging vendor's provider directory, then you can use their directory to search for and import professional contacts.

When a contact is linked to a provider directory, then CareRight will automatically keep the professional contact record up to date if the

To use the provider directory:

1. Navigate from **Dashboard** to **Professional Contacts**.

2. Click the button **Provider Directory Search**.

Use the search form to enter one of the following search criteria. Not all messaging vendors support all search options.

Field	Description	Example
Name	Family and optionally given name separated by a comma	Polan Polan, Magus
Specialty	Select from a list of SNOMED-CT Specialty descriptions	Adult Dermatology
Within - Post Code	Postal code	5067
Within - Suburb	Suburb name	KENT TOWN
Within - State	Australian state	SA - South Australia
By Identifier - Provider Number	Medicare provider number	2403551L
By Identifier - MO Routing ID	Medical-Objects Routing ID (only when using Medical-Objects)	CC5067000YE

Pressing search issues a query to the messaging vendor. After waiting a few seconds, a list of matching results is shown.

Each name can be clicked to show more information retrieved from the provider directory. Use this information to make sure the correct record is being selected, then press the **Select** button.

Maintaining Linked Records

When a professional contact record is linked to a provider directory, it will appear in the list with a network icon next tot heir name. Compared to a normal contact record:

1. CareRight does not allow any fields to be edited except for **notes** and **inactive**. This is because all other fields will be overwritten during synchronisation.

2. CareRight will contact the provider directory automatically to update the record if there are any changes.

Linking an existing Contact to a Provider Directory

If you have a contact which was previously maintained manually and you wish to link it to a provider directory:

1. Locate the record and press **Show**

2. Press the **Link to Provider Directory** button. The same search form is displayed as when adding a new record.

3. Find the appropriate provider from the results list.

4. Press **Select**

If any fields on the contact will be changed, then you will be shown a list of changes before the record is saved. Use this comparison to ensure that the linked provider is correct.

Unlinking a Contact from a Provider Directory

If you wish to unlink a contact from a provider directory:

1. Locate the record and press **Show**

2. Press the **Unlink from Provider Directory** button.

After this the record will no longer be automatically maintained. This could cause delivery problems, so this should only be done if you are going to archive the record, or re-link it to a different provider directory.

Searching the Provider Directory when adding a Referral

When adding a referral, LMO or contact to a patient, if the contact does not exist in the system you can press the **Provider Directory Search** button to show the search form.

From the referral screen, if you select a result the contact will be imported into CareRight, linked to the provider directory, and then immediately return you to the referral creation screen.

Relationship to Human Services Directory (HSD)

The Human Services Directory is a very similar system which is only used for contacts who receive messages via Argus. If you are using Argus alongside other secure messaging vendors, then use the HSD to import argus contacts, and use the provider directory for other vendors.