Australian Government

COVID-19 VACCINATION

Service Finder and Online Bookings FACT SHEET

Version3 – November 2023

Service Finder

Service Finder, operated by Healthdirect Australia, is a digital platform that allows people in Australia to find and book a COVID-19 vaccination near them.

All approved COVID-19 vaccination sites are encouraged to promote their vaccine services on the health Service Finder.

Service Finder is the consumer portal for the National Health Service Directory (NHSD). The NHSD is a comprehensive, national directory of health services and the practitioners that provide them. Service Finder improves accessibility and gives transparent access to all people living in Australia. Sites are encouraged to accept bookings from all eligible people where supply allows and demand exists.

Please note: Participating in the COVID-19 Vaccination Program and ordering vaccines will not automatically list your site(s) on Service Finder.

Adding and Updating your Clinic Information on Service Finder

Provider Connect Australia

To list your health service with Service Finder, check if it's an **existing listing**. If not listed, register in the Australian Digital Health Agency's Provider Connect Australia (PCA).

PCA is a new service that allows you to update and manage your public-facing information on Service Finder. Registering with PCA is strongly encouraged to maintain your vaccine service availability and other information relevant to your site. This will ensure your new vaccine service displays correctly on the Service Finder.

Getting started in PCA

1. Read the pre-registration checklist
2. Register your organisation
3. Set up your organisation
4. Maintain organisation details

For more information about PCA please visit the **Provider Connect Australia web hub.**

TO DO

☐   Prepare to register in Provider Connect Australia and review the **pre-registration checklist**

☐   **Register your organisation** in PCA

☐   Once registered in PCA, continue to maintain your vaccine service and site information in PCA.

Online Bookings

Online booking systems

Many online booking systems are integrated with the Service Finder to enable patients to make a booking and to see real-time booking availability. If you have an online booking system that you intend to use to manage patients for COVID-19 vaccinations, you should contact your booking system provider for information on how to set it up for vaccination appointments, including if you would like to manage appointments for each vaccine type separately.

Healthdirect will work directly with the booking provider to ensure your booking profile is integrated with Service Finder. You do not need to contact Healthdirect Australia.

If your online booking platform is not integrated, contact **Healthdirect Australia** to add a web link through to your system.

If you do not have an online booking system

You do not need to change your existing booking process (e.g. telephone, online or walk-in), however you are encouraged to consider adopting an online booking system to enable better access for patients through Service Finder. There are a variety of commercially available systems, many of which include consent management, integration with Service Finder and other tools to support your site. Please discuss this with existing software providers in the market.

Appendix A: Key Contacts

Vaccine Operations Centre (VOC) The **VOC** is the central point of contact within the Department to assist you with operational components of the COVID-19 vaccine roll-out. Contact details for the VOC are for participating sites only. **Please do not provide these details to consumers**	☎ 1800 318 208 ✉ **COVID19VaccineOperationsCentre@health.gov.au**
Service Finder	✉ **nhsd@healthdirect.org.au**
PRODA support	☎ 1800 700 199 (option 1) or ✉ **proda@servicesaustralia.gov.au** Monday to Friday, 8am to 5pm (AEST/AEDT)
Provider Connect Australia	☎ 1300 901 001 ✉ **pca@digitalhealth.gov.au** Monday to Friday, 8am to 5pm (AEST/AEDT).

This version of the Service Finder and Online Booking Provider Factsheet replaces previous versions as it contains additional information as well as updated numbers and links.