

Instructions for Delegates

How to submit a delegation request

1. **Log on** to HPOS.
2. Select **My providers** from the HPOS home page.
3. Select **Request delegation**.
4. **Enter the RA number for your nominated provider then select Search**.
5. The delegation end date can be updated before submitting the request.
6. The services you want to use on behalf of the provider can be amended before submitting the request.
7. Select **Request** to submit your request to the provider. The pending request will appear in the My delegate requests list.
8. The delegation request will be sent to the provider for approval. The provider will have 14 days to action the request.

Contact details

If you have any questions or issues with PRODA, you can contact PRODA Support at proda@servicesaustralia.gov.au or **1800 700 199 (option 1) 8am to 5pm local time**.

If in doubt, call the HPOS team on **132 150 (option 6)**

For further queries, contact the Murray PHN Digital Health Team e: digitalhealth@murrayphn.org.au