



How to finalise a draft application

What access do I need?

SP Site role

What else do I need?

Establish a relationship by linking the client to you in the HSO portal.
A referral/certificate from the Medical Practitioner.

Finalising a draft application

Before finalising a draft application, a relationship with the client must be established by linking the client to your site.

Client

Apply for Program

Find a client or applicant

To initiate a transfer or link a new client, the first four fields are mandatory.

Eligibility Number/
Voucher Number

Given Name

Family Name

Date of Birth

Site ID

Find

Client Consent

Client Details

Eligibility Number
Name
Date of Birth
Client Status
The client's current
Hearing Services
Provider is

Transfer Client

This client has not yet given permission for you to see this record. Our records also indicate that the client has an existing relationship with another service provider.
To continue, please ask the client to consent to share their information and to request a transfer to your service, and then certify below.

Transfer to Hearing Services Provider AUSTRALIAN HEARING SERVICES

Site ID

Service Provider Trading Name

Site Details

Reason for transfer*

I confirm I have written consent and authorisation to view and manage the client's details for the purpose of administering the Hearing Services Program.
I confirm that the client or their power of attorney has authorised me to request a transfer from their existing Service Provider for the reason detailed above.

Confirm

Step 1 – To link a client to your site, click the **Client** accordion, and enter the four points of identification – eligibility/voucher number, given name, family name and date of birth.

Step 2 - Tick the box to confirm the client has provided consent and this has been documented on the client file.

Step 3 - Click **Confirm**, the client is now linked to your business. You will receive a message confirming the client's details have been changed. Select OK.

The client's details have been changed.

OK

Step 4 - Bring up the client's draft application by clicking on the **Client** accordion and entering their four points of identification in the **Find a client or application** fields and click the **Find** button.

Step 5 - Scroll down to the **Medical Practitioner Details** section.

Medical Practitioner Details

Are there any Yes
contraindications for the No
fitting of a hearing device?

Provider Number

Step 6 - Tick the relevant box to indicate if there are any **contraindications** for the fitting of a hearing device

Step 7 - Enter the Doctor's Provider Number from the Medical Certificate.

Step 8 - Review the statements and tick the box to indicate certification.

Step 9 - Click the **Process Application** button to finalise the application.

The client's eligibility will be confirmed at this stage.

Click the **Cancel** button if you do not wish to proceed.

I certify I have entered the information as provided by the client.

Process Application

Cancel Application

Close