

Practitioner information exchange



Aboriginal and Torres Strait Islander health practice
 Chinese medicine
 Chiropractic
 Dental
 Medical
 Medical radiation practice
 Nursing and Midwifery
 Occupational therapy
 Optometry
 Osteopathy
 Pharmacy
 Physiotherapy
 Podiatry
 Psychology

Australian Health Practitioner Regulation Agency

PIE support for data partners

Data partners are requested to make enquiries or place a service request by using the details below. Once we receive your request, we will log it, and escalate it to the appropriate support person/area for action. We will provide you with an incident number that we will use to track resolution and for future reference.

Phone support

For nationwide service and support, please call **1300 419 495** and quote PIE.
 Monday to Friday 09:00am – 05:00pm (local time) excluding public holidays.

Email support

You can also place a service request via: pie@ahpra.gov.au

When logging a service request, please have the following details available. This will ensure a rapid response:

Company name

Organisation name used by PIE

Contact name

The contact person for this request

Problem type

- Performance/error
- Modify details
- Request new access/setup
- Recommended improvement
- Report request
- Data correction

Channel

Web service or browser

Problem

A brief and concise description of your problem or enquiry

Response matrix

The response time for any critical outages is as follows*:

- Business hours: 30 minutes
- After hours: 8 hours

The above times are based on the standard PIE services severity matrix as outlined below.

Urgency	Impact		
	Company	Department	Individual
High PIE is unavailable all customers	Severity 1 Response: 30 min.	Severity 2 Response: 1 hr.	Severity 3 Response: 2 hr.
Medium PIE is unavailable single customer Degradation in performance	Severity 2 Response: 1 hr.	Severity 3 Response: 2 hr.	Severity 3 Response: 2 hr.
Low PIE is unavailable – single user	Severity 3 Response: 2 hr.	Severity 3 Response: 2 hr.	Severity 3 Response: 2 hr.

*Unless alternate response times are agreed in a formal services level agreement.

For more information

- Visit our website www.ahpra.gov.au/Registration/Employer-Services/Practitioner-information-exchange
- Refer to your Service Level Agreement
- PIE support plan – available on the website