Practitioner Information Exchange

Regularly checking the national Register of practitioners is an important way that employers can reduce risk and ensure safer practice. The Practitioner Information Exchange (PIE) service provides approved organisations within the healthcare industry the ability to easily check the details and registration status of health practitioners. Changes to a practitioner's registration status or details can occur at any point in time. As such, PIE is updated once every 24 hours to ensure practitioner details are up to date.

While the Ahpra Public Register is available for manual individual searches and is an up to date source of information, PIE can allow an organisation to check Ahpra registrations in a bulk query (via Browser or API integration), or monitor changes to a list of practitioner Ahpra registrations via our Alerts service (Browser only).

The PIE service is available to organisations which:

- directly employ health practitioners, such as public and private hospitals, aged care services and medical and allied health services
- offer services to, or receive services from, employers of practitioners
- provide a service to the health care industry, or
- have a legislative or compliance obligation to ensure that they are only providing services or information to registered practitioners.

PIE services

Find - available via Browser and API

- This service allows you to check the registration status and related information of the health practitioners you employ, on an ad-hoc basis. This service can reduce operational risk and provide peace of mind in the knowledge that your practitioners are working within their registration type, conditions, and scope of practice.
- This can be used to retrieve individual practitioner records on demand, or up to 100 registration numbers in one query.

Alert - available via Browser

- This service helps you to fulfill your compliance obligations by allowing you to monitor the status of a practitioner's registration.
- Alerts are generated every 24 hours, and sent via email to the person monitoring the group of practitioners.
- *Please note that this service is not available via the API.*

Identity - available via Browser and API

- This service confirms if the registration number of a health practitioner and their date of birth match the data held in Ahpra's records. If so, a full registration record is returned via the Find service.
- *Please note that this service does not provide the date of birth of the practitioner it only confirms the date of birth entered by the User.*

Modes of access

The **browser** access method allows you to access services by logging into an Employer Portal via Ahpra's website. For organisations who want to integrate the PIE data into their website or application, the **API access method offers** you the greatest amount of automation and functionality.
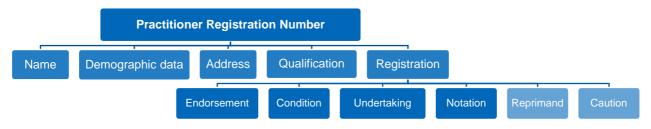
Service	Access method: Browser	Access method: API
Find	✓	✓
Alert	✓	Not available
Identity	✓	✓

Solution detail

PIE provides practitioner data with the same information as the Ahpra Public Register. If using the Browser service, results are displayed in a user friendly format. If using the API service, these results are returned in a structured and tagged XML data format via a SOAP/Postman web service, allowing for potential integration with a website or application.
To call the PIE services, you need to enter one or more Ahpra Registration Numbers. You are not able to search or call the PIE services with a practitioner name.

A sample of the available fields of data are below.

```
                    Practitioner Registration Number

  Name    Demographic data    Address    Qualification    Registration

              Endorsement   Condition   Undertaking   Notation   Reprimand   Caution
```

Please note that practitioner contact information, such as email address, mailing address, or phone number, are not available fields of data. The address information provided is the Suburb, State, Postcode, and Country of the practitioner's Principal Place of Practice – it does not contain a street address.

Fees

Item	Access method: Browser	Access method: API
Installation and Access Fee (payable once)	$800	$4,000
Support Fee (Payable each year on anniversary date, per service)	$200	$1,000
Data usage fee (Find/Alert)	$1 per unique query	$1 per unique query
Data usage fee (Identity)	$1 per search	$1 per search
Additional permitted users	$500 per each additional permitted user	For an additional API account standard fees apply

Each successful PIE query is charged **$1 per unique query on a practitioner registration number***. Subsequent queries on the same practitioner registration number are free during the 12-month period, starting on the date your organisation is set up in PIE.

This applies to all services except the Identity service, which is charged at $1 per search.

For each annual invoice, you are asked to estimate the number of queries your organisation expects to make. The estimate should be approximately the number of practitioners you employ that you will use the PIE service for. For example, if you are checking the registration of 500 unique health practitioners per year then your data usage estimate would be 500. You are only ever charged for the queries you make – any data used above your estimated amount is charged to your next invoice, while any data below the estimate is credited back to you on your next invoice.

Please see below an example cost breakdown for an **API service** across a three-year period for an **organisation that employs 500 health practitioners, querying via PIE Find only.**

	Year 1	Year 2	Year 3
Installation and Access Fee	$4,000	-	-
Support Fee	$1,000	$1,000	$1,000
Data usage fee at $1 per unique query (via PIE Find)	$500	$500	$500
Total	**$5,500**	**$1,500**	**$1,500**

Becoming a PIE subscriber

1. Consider how you want to access PIE
If you are wanting to integrate PIE information into your organisation's platforms or systems, accessing the PIE platform via API is the best option. If you are wanting to monitor practitioners in a more manual or hands-on approach, or have smaller volumes of practitioners to monitor, the browser may be your preferred option.

If you have any queries about functionality or which service would be best for your use case, please don't hesitate to contact us via dataexchange@ahpra.gov.au.

2. Complete an application form via DocuSign
If you are ready to make an application to access PIE, please contact us via dataexchange@ahpra.gov.au and we will provide you instructions on how to make an application.

3. Review
We will review your application. Please note the review process is comprehensive and can take several weeks.

4. Commercial contract
If your application is approved, we will send you a standard commercial contract via DocuSign to electronically sign.. Please note that as this is a standard service, we do not make amendments to our contract.

5. Onboarding
Once a contract is in place, we will provide you with a login and password for Browser services, or with initial access to a test environment for API services, followed by access to your production account.

Additional Information

Can I reproduce or replicate fields of Ahpra data on my website or within my application?

Ahpra's standard PIE contract **does not** allow for the reproduction or replication of registration data. If this is your intention, for example you are offering a service for other organisations to help credential their employees by adding additional functionality to the existing Ahpra data, you must apply to become an approved Ahpra Service Integrator. Please email dataexchange@ahpra.gov.au if you would like further information.

Do you have technical documentation you can provide on the API service for our developers?

We do not have technical documentation currently that can be released for public viewing, as it contains secure endpoint information. The PIE API service provides the fields of registration information within a secure IT environment as structured and tagged XML data, via SOAP/Postman web service. Organisations under contract will receive full technical information as part of our onboarding process.

Can you define what certain terms provided in the Ahpra Registration information mean?

Please refer to the below Ahpra website resources for further information about definition of terms in the register, and other appropriate resources to assist with your understanding of the Ahpra registration data.

- Terms in the Register
- Glossary
- Annual Reports

For further information, please see our FAQ on the Ahpra website.