

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2013-14, 5/6 & 7 June 2013

Question: E13-236

OUTCOME: 10 - Health System Capacity and Quality

Topic: eHealth

Type of Question: Written Question on Notice

Senator: Boyce

Question:

Can you detail the progress or lack of it in establishing 1800PCEHR1 support line for software vendors whose clients are having problems?

Answer:

Healthcare provider registration enquiries go to 1800PCEHR1. This support has been in place since 1 July 2012.

The Online Technical Support (OTS) team of the Department of Human Services supports the Personally Controlled Electronic Health Record technical enquiries from vendors and healthcare providers. The OTS support line number is 1300 550 115.