

# Care Provider Connect portal – Frequently asked questions

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## What is the Care Provider Connect portal?

Brisbane North PHN has developed the Care Provider Connect portal to provide a central platform for GPs and Residential Aged Care Homes (RACHs) to share their requirements and availability, enabling effective partnerships that enhance care for aged care home residents.

## Why has the Care Provider Connect portal been developed?

Residents living in residential aged care need access to quality and coordinated primary care. Feedback from RACHs suggests it is difficult for them to identify available GPs in their region and for GPs to identify RACHs with residents requiring primary care services. The Care Provider Connect portal enables GPs and RACHs to share their requirements and availability, and facilitates rapid connections between GPs, general practices and RACHs.

## What are the benefits of using the portal?

The Care Provider Connect portal will assist residents to more rapidly access primary care, as it provides a central platform for RACHs to advertise they have residents in need of a GP, and for GPs to advertise they are seeking to express their interest in working with residents living in residential aged care homes.

## How does it work?

The portal will function similar to a positions vacant noticeboard and provides a central platform for:

- GPs and general practices to advertise their availability to provide services to residential aged care residents and RACHs to advertise they have residents seeking a GP via the completion of an expression of interest (EOI) form
- GPs and RACHs to search for available facilities or service providers and connect with those matching their needs and requirements to deliver greater care to aged care home residents more easily.

## Do I need to register to use the portal?

You do not need to have a user account to view the list of currently available EOIs.

However, a user account is required to **submit** an EOI via the portal.

### Registering as a RACH

If you are a RACH user, the PHN team has created an account on your behalf and communicated the log in details to your facility manager. If you are unable to access your account log in details, please contact us via the [“Contact Us”](#) form, by selecting “Care Provider Connect portal” as the enquiry type.



## Registering as a GP

For first time GPs and general practice users, simply register to create an account by completing the account registration form available on the Care Provider Connect portal page.

## How do I view opportunities available?

Visit the Care Provider Connect portal page on the Brisbane North PHN website, and navigate to one of the following pages, depending on your requirements:

- Residential aged care homes seeking GPs
- GPs seeking to work in residential aged care

From here you can view a high-level overview of the complete list of available EOIs or utilise the search function to search within the particular requirements you are seeking.

You can view the full details of all active expressions of interest (EOI) by selecting the 'View' button beside each entry.

## What happens if I find a match?

GPs, practices or RACHs who identify a service provider or facility that matches their requirements, should contact the other party directly via the 'Contact Request Form' button located at the bottom of the individual EOI listing.

An email notification will be sent via the PHN website to the owner of the EOI providing the contact details of the interested party. The GP or RACH receiving the EOI enquiry can contact the other party directly on the contact details provided.

Please note, the portal is a self-service function to assist GPs and RACHs to more easily identify and contact each other directly. The PHN will not be directly involved in initiating contact with either party to an EOI to facilitate potential matches.

## What if the current opportunities available don't match my needs?

If the existing opportunities don't meet your needs or availability, you can submit your own EOI to be published on the portal.

## How do I submit my own EOI?

Once registered, you can log into the User dashboard and select the GP or RACH EOI form, as relevant to you.

Complete the details on the form and once you select 'Submit' the details will automatically be published on the relevant results page within the Care Provider Connect portal.

## If I submit an EOI, will my contact information be published on the portal?

As part of completing the EOI form you will be asked to provide your contact email address. However, these details are only provided for the purposes of the PHN notifying you via an automated email of a successful contact request made via the 'Contact Request Form' in response to your EOI.

Your email address will not be published on the public facing website.

## How do I know that the information I provide is secure?

Brisbane North PHN takes the protection of your personal information seriously. All personal information collected is handled in accordance with our privacy policy.

We also utilise additional data security measures including reCAPTCHA prompts to keep your information secure and restrict access by computer generated software.

To ensure you understand how the information provided via the EOI form will be used by the PHN and verify the information you are providing is true and correct, you will also be asked to provide confirmation of your consent prior to submitting your EOI form.

More information on how we manage your personal information, is available via our [privacy policy](#) and [privacy statement](#).

## How do I finalise or remove my EOI on the portal?

Once you have found a match or you no longer wish for your EOI to be available on the portal, you can [log in](#) to your user account and deactivate your EOI. To assist us in determining the effectiveness of this measure, you will be asked to provide a reason for deactivating your EOI submission.

Please note, all EOIs automatically expire after 3 months. If you are still seeking further opportunities after 3 months, you will need to resubmit a new EOI.

## Can I update the details of my published EOI if some of these details have now changed?

Yes, you can [log in](#) to the User dashboard and easily edit your EOI, using the 'Edit' button on your active EOI.

However, if your EOI has already expired, you will need to submit a new EOI via the User dashboard.

## Can I be automatically notified if a GP or RACH submits an EOI that matches my EOI?

Yes, you can subscribe to receive an email notification when a new EOI is submitted that matches your EOI against all of the following fields:

- region RACH located within
- number of residents seeking GP services
- RACH provided supports available/minimum requirements of GP

To subscribe for email notifications, you need to have a user account.

Once your account has been created, select the 'Subscribe for matching notifications' checkbox located at the top of the User dashboard.

## Can I reach out to Brisbane North PHN for help?

Yes, you can contact Brisbane North PHN anytime for assistance via the "[Contact Us](#)" form, by selecting "*Care Provider Connect portal*" as the enquiry type.