

How to find a patient using HPOS

The Find a patient service available in HPOS allows you to confirm patient details, Medicare card details, DVA numbers, concessional eligibility online and in real time.

Confirm the patient's details:

when a patient's Medicare or Veteran card is presented and the patient has given consent to the search for claiming purposes.



1. Select Medicare patient as the 'Search type' and Medicare card details from the 'Use' drop down menu; or for a Veteran card select DVA patient as the 'Search type'
2. Enter the patient Medicare or Veteran card details
3. Select the declaration check box
4. Select Find.



Confirm Medicare details:

when a patient's Medicare card number is unavailable and the patient has given consent.

Search using their personal information such as surname, first name and date of birth to confirm their Medicare details for claiming purposes.

1. Select Medicare patients as the 'Search type' and patient name and date of birth from the 'Use' drop down menu
2. Enter the patient's name and date of birth details
3. Select the declaration check box
4. Select Find.



This infographic is correct as at July 2019



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