

Regularly checking the national Register of practitioners is an important way for employers to reduce risk and ensure safer practice. The Practitioner Information Exchange (PIE) allows approved organisations within the healthcare industry to easily check the details and registration status of health practitioners. Changes to a practitioner's registration status or details can occur at any time and PIE is updated 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 several Ahpra registrations in one query (via Browser or API integration) or monitor changes to a list of practitioner registrations via our Alerts service (Browser only).

The PIE service is available to organisations that:

- 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 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 at any time. This service can reduce operational risk and provides confidence that 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 meet compliance obligations by allowing you to monitor changes to the status of practitioners' registration.
- You can receive alerts relating to a practitioner or group of practitioners.
- Email alerts are sent every 24 hours.
- *Please note that this service is not available via the API.*

### Identity - available via Browser and API

- This service allows you to crosscheck the registration number and date of birth of health practitioners with Ahpra's records. If the details match, a full registration record is provided via the Find service.
- Only 1 registration number can be searched per query and the relevant date of birth is required as an input in addition to the registration number
- *Please note this service does not provide practitioners' date of birth. It confirms whether the registration number and date of birth entered match Ahpra's records*

## Modes of access

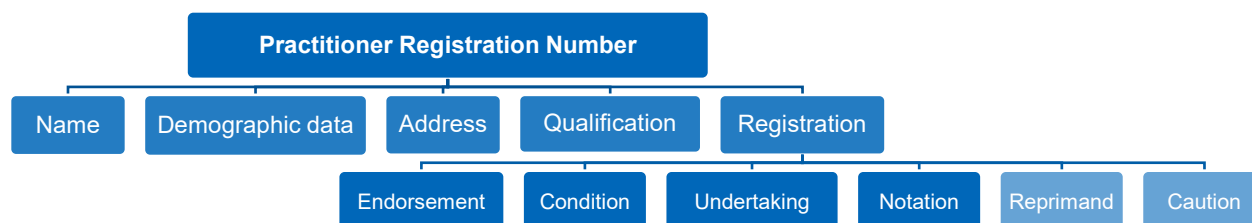
Organisations with small numbers of practitioners to monitor can simply use an internet browser to log into the Employer Portal via Ahpra's website. For organisations wanting to integrate the PIE data into their website or application, **API access** offers optimum automation and functionality.

Service	Access method: Browser	Access method: API
Find	✓	✓
Alert	✓	Not available
Identity	✓	✓

## Solution detail

PIE provides the same information as the Register of practitioners on the Ahpra website. On a browser, results are displayed in a user-friendly format. If using the API service, the 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. **Please note, practitioner registration numbers are needed to search and access PIE services. You cannot search for practitioner details by name.**

A sample of the available fields of data:



**Address details are limited to suburb, state and postcode of the practitioner's principal place of practice. Practitioner contact details such as email, mailing address and phone number are not available fields of data.**

## Fees

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

Each successful PIE Find/Alert query costs **\$1 per unique query on each practitioner registration number\***. Subsequent queries on the same practitioner registration number are free for 12-months from the date your organisation's PIE account is created. PIE Identity is charged at **\$1 per search**.

Annual invoicing is based on your estimate of the number of queries your organisation expects to make. The estimate should be based on the number of practitioners you employ and expect to check via each PIE service. *For example*, if you are checking the registration of 500 health practitioners per year, your data usage estimate would be 500. You are only ever charged for the queries you make – any extra queries are charged to your next invoice or, in the case of fewer than expected queries, the charges are credited on your next invoice.

A sample cost breakdown for an **API service** across three years for an **organisation employing 500 health practitioners, querying via PIE Find only**.

EXAMPLE – PIE Find via API – 500 unique practitioners	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
<b>Total</b>	<b>\$5,500</b>	<b>\$1,500</b>	<b>\$1,500</b>

## Frequently asked questions

### Do you have technical documentation 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 the terms provided in the Ahpra Registration information?

Please refer to the following Ahpra website resources for further information about definitions of terms in the register and other relevant resources:

- [Terms in the Register](#)
- [Glossary](#)
- [Annual Reports](#)

### What do the different registration statuses within PIE mean?

Employers who monitor their practitioners' ability to practise should be monitoring the [Registration Status](#) field. This field is critical and will either display 'Registered' or 'Unregistered' via the PIE service.

Registration status	Description
Registered	The practitioner is registered to practise.
Suspended	The registration has been suspended and the practitioner is not permitted to practise while suspended. The practitioner's name is published on the register of practitioners.
Cancelled	The registration has been cancelled and the practitioner is not permitted to practise. The practitioner's name is not published on the register of practitioners but is published on the list of cancelled practitioners.

### Why is the practitioner information still showing in PIE when the expiry date has passed?

Practitioners have a one-month grace period after their expiry date during which they can apply to renew. The practitioner will remain registered and able to practise within the scope of their registration during this period. If they do not renew their registration within the one-month, their registration will lapse, they will be removed from the Register or practitioners and the status will change in PIE to a 'Not Found' response the following day.

See [Registration Renewal](#) for more 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 if you are offering a service for other organisations to help check employee credentials and/or adding additional functionality to the existing Ahpra data, you must apply to become an approved Ahpra Service Integrator. Please email [dataexchange@ahpra.gov.au](mailto:dataexchange@ahpra.gov.au) for further information.

## Becoming a PIE subscriber

### 1. Consider how you want to access PIE

If you plan to integrate PIE information into your organisation's platforms or systems, accessing the PIE platform via API is the best option. If you plan to monitor practitioners manually or have fewer practitioners to monitor, the browser may be your preferred option.

If you have any queries about functionality or the service that would be best for your situation, please don't hesitate to contact us via [dataexchange@ahpra.gov.au](mailto:dataexchange@ahpra.gov.au).

### 2. Complete an application form via DocuSign

If you are ready to make an application to access PIE, please email [dataexchange@ahpra.gov.au](mailto:dataexchange@ahpra.gov.au) and we will provide instructions.

### 3. Review

Once we receive your application we will review it and advise you of the outcome.

### 4. Commercial contract

Once your application is approved, we will send you a standard commercial contract to 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, you will receive a login and password for browser services and/or initial access to a test environment for API services followed by access to your full account.