

eReporting frequently asked questions

For clinicians and practice managers

NSW Health Pathology is introducing eReporting, a new electronic pathology reporting system designed to deliver test results directly into your Practice Management Software (PMS).

This initiative is part of the Single Digital Patient Record (SDPR) and aims to improve patient care, reduce administrative burden, and ensure secure, timely access to pathology results.

The rollout started in the Hunter New England region in May 2026 and is being rolled out across NSW between 2026–2028.

What is eReporting?

eReporting is NSW Health Pathology's new electronic pathology reporting solution. It delivers public pathology test results directly into your Practice Management Software (PMS), streamlining workflows and improving patient care.

Why is eReporting being introduced?

This new way to deliver pathology reports aligns with the [NSW Health Single Digital Patient Record \(SDPR\)](#) program for secure, holistic and integrated view of the care patients receive across the NSW public health system.

Our goal is to:

- Provide timely and complete information for timely clinical decision-making.
- Reduce administrative burden for practices.
- Improve confidentiality by reducing reliance on fax, email, and paper.
- Ensure accurate record-keeping and lower operational costs.

What are the benefits for clinicians and practices?

eReporting brings a host of advantages to your practice:

- **Faster, reliable results**
Clinicians receive timely, consistent clinical information — making it easier to track patient progress and get urgent results fast.
- **Streamlined workflows**
Automated delivery of pathology results directly into your Practice Management Software (PMS) reduces manual handling and the risk of lost documents.

- Enhanced patient care
With complete and up-to-date information at your fingertips, you can make more informed decisions and provide better care.
- Cost and environmental savings
Say goodbye to paper clutter! eReporting helps your practice save on printing costs and supports environmental sustainability by reducing paper use.
- Supports Accreditation
Electronic results offer additional security and meets accreditation confidentiality requirements.

Experience a smarter, more efficient way to manage pathology results – so you can focus on what matters most: your patients.

What changes are coming to pathology test reports?

Our new pathology reports will look different to what you have received in the past. They will:

- Clearly show pending and urgent results.
- Display the last two test results for comparison.
- Be concise, printable PDFs aligned with Royal College Pathologists Australia's (RCPA) Standardised pathology Informatics in Australia (SPIA) guidelines.
- Use standardised layouts for ease of comprehension.

What if I only receive pathology reports by fax

If you currently receive your pathology reports by fax and your practice is **not** registered to receive electronic results, we still need to verify we have the correct details for you so that you can continue to receive your pathology reports via fax from mid-2026 onwards.

We strongly encourage you to take this opportunity to benefit from our electronic reports. To find out how to register, visit our [HealthLink page](#) or contact our team at NSWPATH-BusinessDevelopment@health.nsw.gov.au for more information.

What if I have a HealthLink EDI and receive reports by fax?

If your practice is already registered for electronic pathology results with a HealthLink EDI but have previously opted to receive them by fax as the default, we will be in contact with you to transition to electronic results only. Our eReporting system only allows one delivery method per practice with electronic being the default preferred method. If you'd like to discuss this with our team, please reach out to us at NSWPATH-Reports@Health.nsw.gov.au.

When will eReporting be available?

The rollout started in May 2026 for our customers in the Hunter and New England region and will progressively expand across NSW until 2028.

The next areas to go live in late 2026 are Northern NSW, Mid North Coast, Northern Sydney and the Central Coast.

What is validation testing?

We may contact you before go-live to test your practice's readiness to receive electronic reporting via your practice management software (PMS) ahead of the go live date. To do this, practices will receive test pathology reports in your PMS and will be asked to confirm:

- You received the pathology report in your PMS.
- The pathology report format matches the sample PDF we provided.

Then we know you're ready to go.

What do I need to do?

We will be contacting our customers in Northern NSW, Mid North Coast, Northern Sydney and the Central Coast between June and November 2026 to:

1. Confirm practice details including
 - Practice name and address
 - Healthcare Provider Identifier-Organisation (HPI-O)
 - HealthLink Electronic Data Identifier, (EDI) (if relevant)
 - Clinicians name(s)
 - Medicare provider numbers, and
 - Fax numbers (if relevant)
2. Validate our new pathology reports are received in your Practice Management Software (PMS) or by fax.

If we are unable to validate your practice, you may not receive all pathology results correctly, so we want to help you prepare and be ready to benefit from the new system.

Where can I find my practice HealthLink Electronic Data Identifier (EDI)

You received your unique EDI code directly from HealthLink during the sign-up process when you register for an account. You can look up your practice's HealthLink EDI in the Provider Directory, just follow the steps below:

1. Go to the [HealthLink Provider Directory](#) website.
2. Log in with your username and password
3. Once logged in you can search the directory for your practice name and your EDI will be listed.
4. If you have any issues or cannot find your log in details, call 1300 145 465 and select option 1 or email register@HealthLink.net.

Where can I find my HPI-O (Healthcare Provider Identifier – Organisation) number?

Your unique HPI-O (Healthcare Provider Identifier – Organisation) number can be accessed by logging into your Provider Digital Access (PRODA) account. Step-by-step instructions for locating your HPI-O within PRODA are available on the [Services Australia website](#).

My practice is not in Northern NSW, Mid North Coast, Northern Sydney or the Central Coast so why am I being asked to do this?

If your practice receives a pathology report from any of our laboratories in these regions, you are included in this new eReporting roll out.

Sometimes, our larger or more specialised labs -test patient samples from other hospitals when a case is complex.

We send your patient's sample to these labs to make sure you get the best possible results to inform your clinical decision making.

Who can I contact for support?

Our eReporting team is here to help make this transition smooth and avoid any disruption for you and your patients.

Contact our team via NSWPATH-Reports@health.nsw.gov.au.

If you get reports from our Hunter New England labs and encounter any issues, please call our Customer Service team on 02 4921 4000 or 1800 801 949.