# [Online Patient Verification – OPV (Hospital)](#)

**Performing an Online Patient Verification check with Medicare & the health fund helps to ensure the correct patient information is entered into the system & that the Online Eligibility Check (OEC) will be successfully transmitted**

1. OPV checks can be performed from the Patient Screen, on the right-hand side in the Medicare/ health fund section, by clicking **OPV Check**
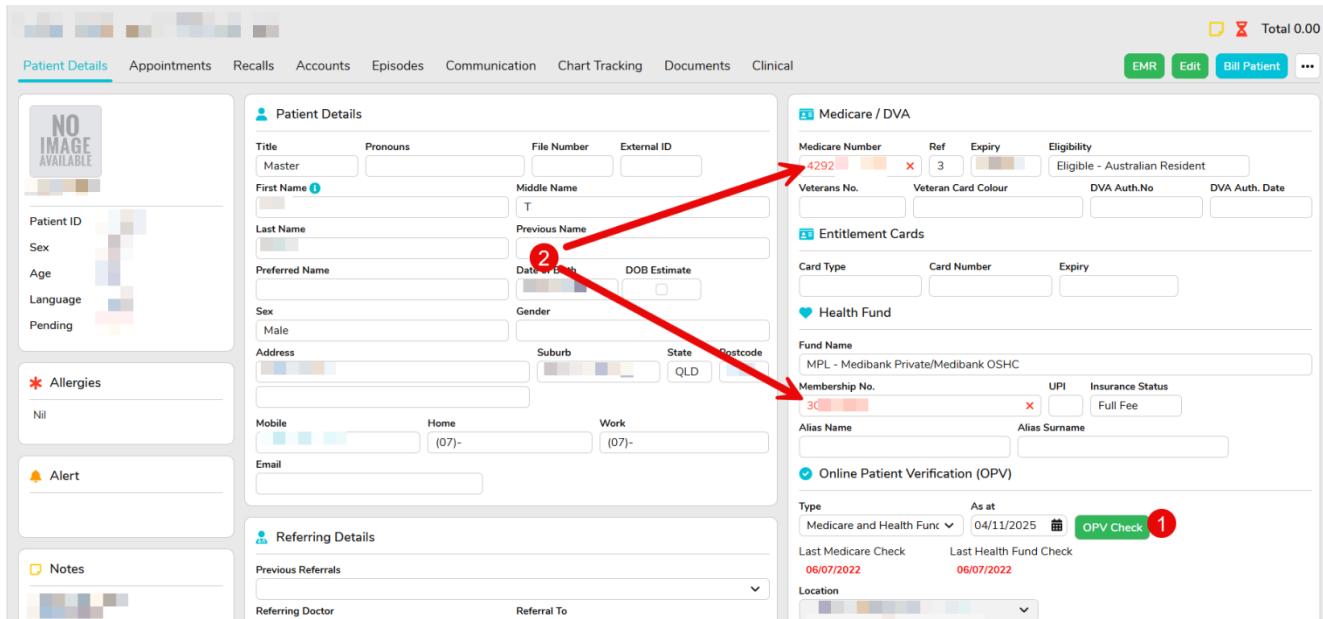


2. Before the OPV is successful, the Medicare Number field & the Health Fund Number field will appear in a ▮▮ font with a cross.
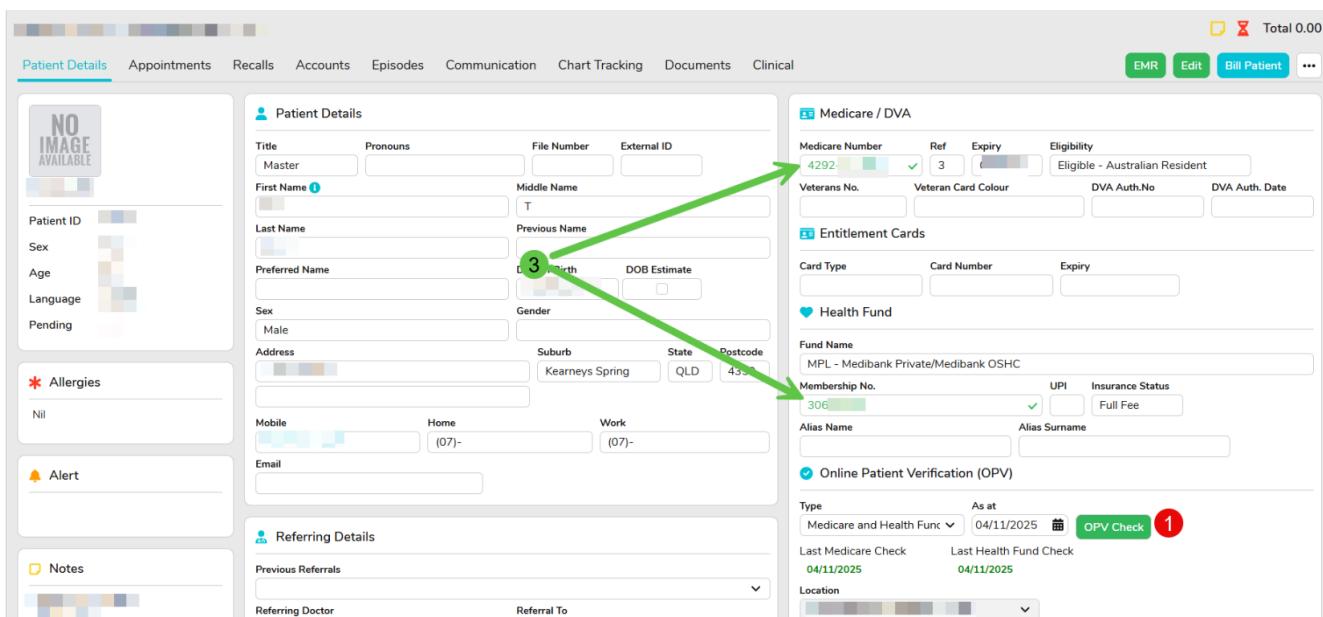
3. Once the information has been successfully verified, it will appear with a **Green Numbers and a tick**, to indicate the information matches the records held by Medicare and/or the Health Fund

4. If the information isn't able to be verified, a visual alert will be displayed, in the top right corner, of a ███████████.
5. Hover over this icon to display a reason for the unsuccessful verification.
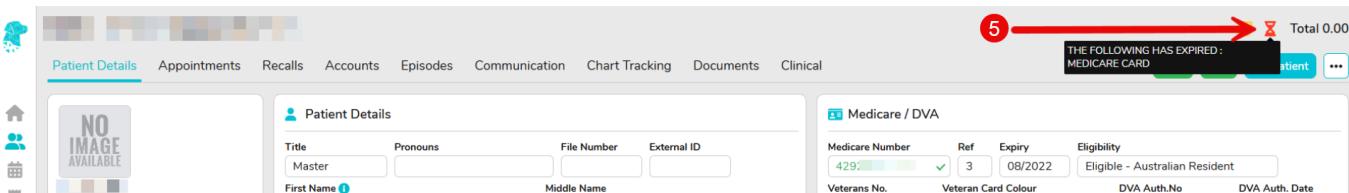


6. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the ███████████ icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:
– Updating the patients' first name. E.g. From Sam to SAMUEL
– Updating the last digit of the Medicare Card. E.g. From 5 to 6
– Updating the Medicare Reference Number. E.g. From 1 to 4
This may result in needing to run the ███████████ a second time to verify the Health Fund details.

7. The OPV will automatically be performed when making a patient booking. As long as the relevant patient information is available, the check will run once you click **Save**, after completing the **Appointment Screen**
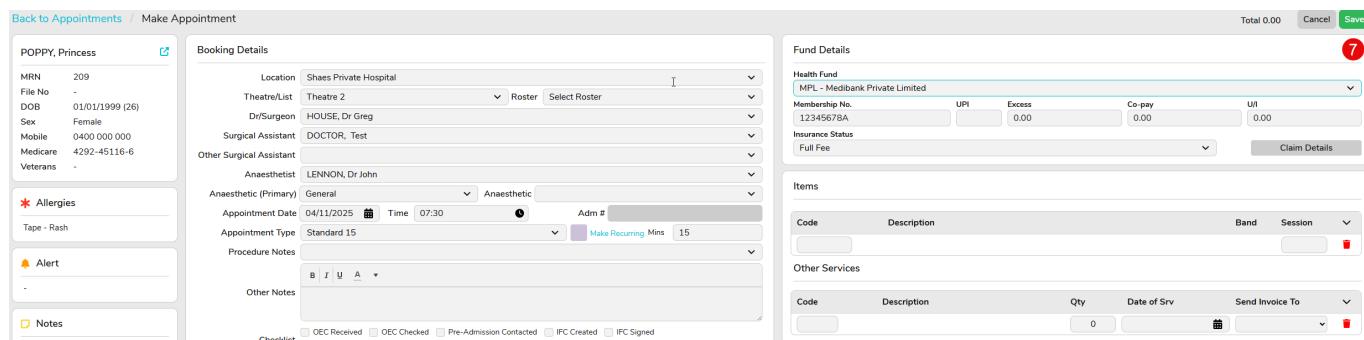


8. If the patients' name varies from what Medicare has documented, to what the Health fund has, utilise the **Alias Name** field under the **Health Fund** section (*as shown in image below*). In order to successfully verify the details in this instance:
   a. Enter the patients name, as it is shown on the **Medicare Card**, in the **Patient Details** section. FYDO has to have what Medicare has in this section.
   b. Enter the patients name, as it is show on the **Health Fund Card**, in the **Alias Name** field
   c. Run **Check** again

**147 - WHITE, Snow ~ Snowy (07/07/2017 - 8)**    Total 6,473.00

Patient Details   Appointments   Recalls   Accounts   Episodes   Communication   Chart Tracking   Documents   Clinical

Edit   Bill Patient   ...

Snow WHITE

| Patient ID | 147 |
| Sex | Female |
| Age | 8 |
| Language | English |
| Pending | 6,473.00 |

**Allergies**

Nil

**Alert**

Diabetic/ hard of hearing

**Notes**

**Document Alert**

**Patient Details**

| Title | Pronouns | | File Number | External ID |
| Miss | | | | |

First Name
Snow

Middle Name

Last Name
WHITE

Previous Name

| Preferred Name | Date of Birth | DOB Estimate |
| Snowy | 07/07/2017 | ☐ |

| Sex | Gender |
| Female | Woman, or girl, or female |

| Address | Suburb | State | Postcode |
| 1 Cottage Close | Snowy Plain | NSW | 2628 |

| Mailing Address | Suburb | State | Postcode |
| 1 Cottage Close | | | |

| Mobile | Home | Work |
| 0411-111-111 | | |

Email

**Name as listed with Medicare needs to be entered here**

**Name as listed with the Health Fund needs to be entered here**

**Referring Details**

Previous Referrals

**Medicare / DVA**

| Medicare Number | Ref | Expiry | Eligibility |
| | | | |

| Veterans No. | Veteran Card Colour | DVA Auth.No | DVA Auth. Date |
| | | | |

**Entitlement Cards**

| Card Type | Card Number | Expiry |
| Concession Card | 12345678A ✕ | |

**Health Fund**

Fund Name
MPL - Medibank Private Limited

| Membership No. | UPI | Insurance Status |
| 987654321 ✕ | 0 | Full Fee |

(8)

| Alias Name | Alias Surname |
| | |

**Online Patient Verification (OPV)**

| Type | As at | |
| Health Fund | 05/11/2025 📅 | OPV Check |

| Last Medicare Check | Last Health Fund Check |
| - | - |

Location
Shaes Private Hospital

**Health Identifier**

Health Identifier Number    MHR consent