PMHC
Information System

A system to support your clinical intake, referral and reporting.

What is PMHCIS?

The Primary Mental Health Care Information System (PMHCIS) is a centralised national digital platform developed to support the delivery, coordination, and reporting of mental health intake, assessment, and referral services under the Medicare Mental Health initiative in Australia.

While built for Medicare-funded services, PMHCIS is highly adaptable — and can be used for other local mental health assessment and referral programs with similar workflow and data requirements.

What does PMHCIS do?

PMHCIS is a secure, web-based application designed to streamline the clinical workflow and support the following functions:

✓ referral management
✓ client intake, assessment, and referral
✓ analytics, and reporting.

Who uses PMHCIS?

- Primary Health Networks (PHNs)
- Medicare Mental Health centres and satellite sites
- Commissioned mental health service providers
- The Australian Government Department of Health and Aged Care, for analytics and performance monitoring

Key features

- **Interoperable design**
  Seamlessly integrates with clinical and reporting systems used by PHNs and service providers via secure APIs.

- **Client record management**
  Tracks consumer journeys across services including assessments, referrals, and outcomes.

- **Real-time data collection**
  Enables timely, accurate reporting to support service planning, commissioning, and national performance monitoring.

- **Mental health eReferral**
  Enables providers to securely send referrals into the service, integrating with clinical systems for real-time referral tracking and faster service access.

- **Customisable workflows**
  Supports different service models across phone, digital, and in-person Medicare Mental Health services.

- **Secure access**
  Designed to meet the highest standards of privacy, confidentiality, and data governance. Fully aligned with the Australian Privacy Principles and ISO/IEC 27001 certification.

- **Standards-aligned and compliant**
  Uses national datasets such as PMHC-MDS and uses industry standards including FHIR.

What are the benefits?

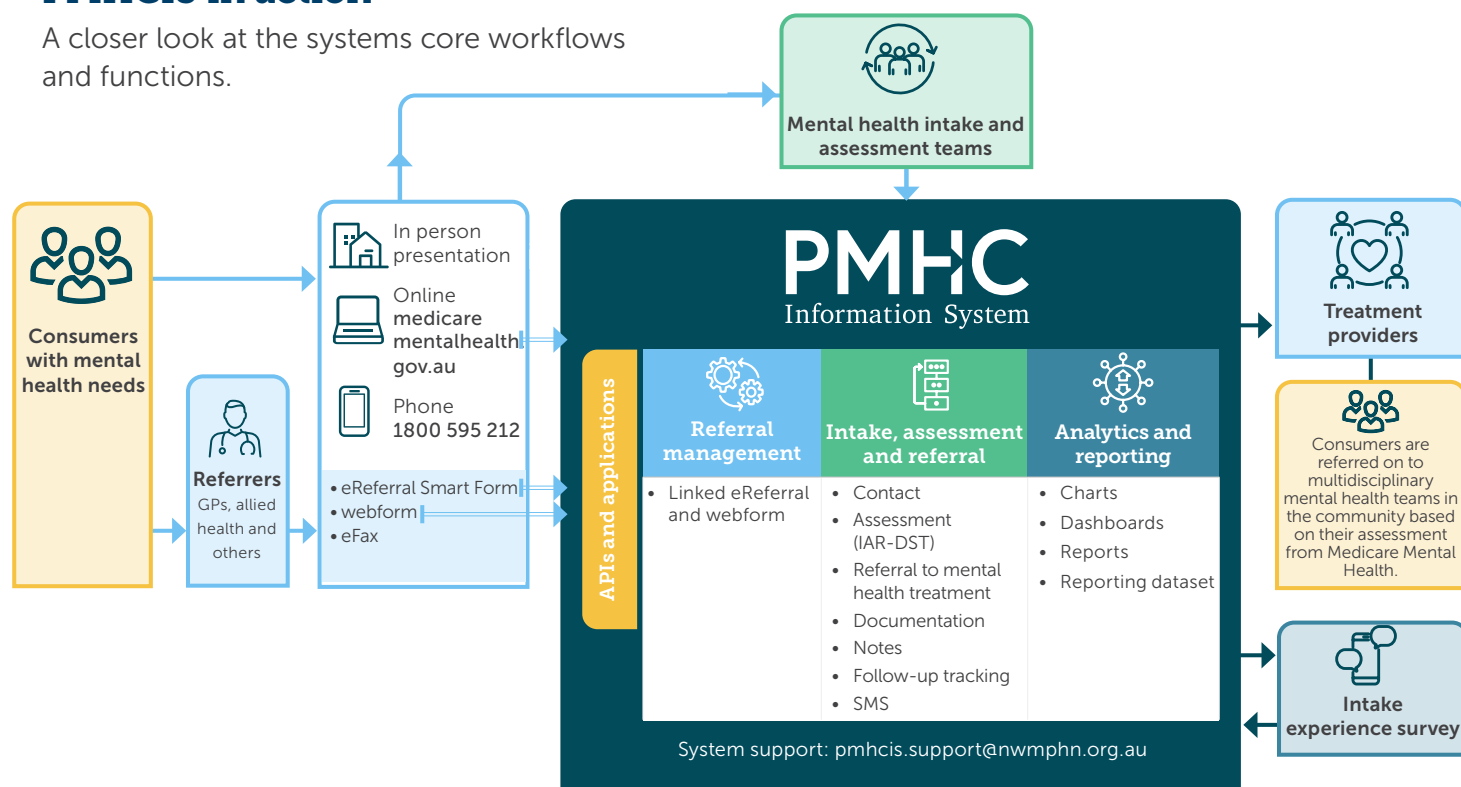| PHNs	Service Providers	Clinicians	Government	Clients
Unified data for commissioning, monitoring and evaluation.	Reduced administration burden, streamlined intake, better outcome tracking.	Easier client navigation, less duplication, better visibility.	Trusted, real-time data for national planning.	Faster, more connected access to mental health support.

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PMHCIS in action

A closer look at the systems core workflows and functions.

Mental health intake and assessment teams

Consumers with mental health needs

Referrers GPs, allied health and others

- In person presentation
- Online medicare mentalhealth.gov.au
- Phone 1800 595 212
- eReferral Smart Form
- webform
- eFax

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APIs and applications

Referral management	Intake, assessment and referral	Analytics and reporting
• Linked eReferral and webform	• Contact • Assessment (IAR-DST) • Referral to mental health treatment • Documentation • Notes • Follow-up tracking • SMS	• Charts • Dashboards • Reports • Reporting dataset

System support: pmhcis.support@nwmphn.org.au

Treatment providers

Consumers are referred on to multidisciplinary mental health teams in the community based on their assessment from Medicare Mental Health.

Intake experience survey

Why PMHCIS?

The mental health sector faces challenges with fragmented systems, delayed data, and inconsistent reporting. PMHCIS solves these problems by providing a purpose-built system, interoperable system that aligns national policy with local service delivery.

PMHCIS isn't just a data platform - it's digital infrastructure that enables better mental health care coordination, faster access, and stronger outcomes.

Want to learn more or schedule a demo?

We'd love to show you how PMHCIS can support your mental health programs and improve outcomes across the board. Please contact us at pmhcis.support@nwmphn.org.au.

phn NORTH WESTERN MELBOURNE

An Australian Government Initiative