

The Viewer via Health Provider Portal

Quick guide

Eligible health practitioners practicing in Queensland (general practitioners, specialists, nurses, midwives, paramedics, pharmacists and optometrists) can register for secure online access to their patients' Queensland Health (QH) records.

Registering and creating a Health Provider Portal (HPP) account

Am I prepared?

Review this checklist before you begin:

- GPs (General Practitioner) and Specialist only
- Is my Medicare Provider Number (MPN) and Healthcare Provider Identifier – Individual (HPI-I) up to date in QH's Secure Transfer Service (STS) Address Book?
- Do I have an individual personal email address and mobile number ready?
- Can I connect to the internet from my computer (PC)?
- Am I using the correct web browser e.g., **Mozilla Firefox 38 or above, Microsoft Edge or Chrome.**

Creating an account

For you to access the HPP you need to:

1. Create an account with your Identity Provider e.g., QGov
2. Enter your personal identities.
3. Pass a 100-point check.
4. Allow your personal identities to be shared with the HPP.
5. Enter your professional identities into the HPP.

Once registration is successful, you can begin to view QH patient information in The Viewer.

Personal ID	Professional ID
<p>Primary Documents Must include at least one primary document with your full date of birth as part of your 100 points of ID.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Australian driver's licence (60 points) <input type="checkbox"/> Australian passport (50 points) <input type="checkbox"/> Australian birth certificate (50 points) <p>Secondary Documents (all 40 points)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Certificate of Australian citizenship <input type="checkbox"/> Change of name certificate <input type="checkbox"/> Australian visa <input type="checkbox"/> Marriage certificate <input type="checkbox"/> Medicare card 	<ul style="list-style-type: none"> <input type="checkbox"/> Australian Health Practitioner Regulation Agency (AHPRA) registration number for Medical Practitioner <input type="checkbox"/> Healthcare Provider Identifier – Individual (HPI-I) - found by logging into your AHPRA account https://www.ahpra.gov.au/ <input type="checkbox"/> Medicare Provider Number (GPs and Specialist only) <i>Note: You only need to supply <u>one</u> Medicare Provider Number and <u>ONLY</u> provider numbers assigned in Queensland will be accepted</i> <p>Tips:</p> <ul style="list-style-type: none"> • Must supply enough Australian or state-issued documents to reach 100 points of ID. • At least one document that shows your middle name (if entered).

Proving your personal digital identity

If you are unable to prove your identity online there are 5 Customer Service Centres: Brisbane, Beaudesert, Maroochydore, Cairns and Gatton that can aid you to complete online procedures.

Once your identity is verified at a counter, your login will be updated, and you will be able to complete the service online.

Visit QGov to read [frequently asked questions](#) or call 13 QGOV ([13 74 68](#)) for general support.

Where can I find my professional identity information?

Your AHPRA registration number and Healthcare HPI-I can be located by logging into your AHPRA account – <https://www.ahpra.gov.au/> – or you can contact AHPRA on 1300 419 495 Mon to Fri 9.00am – 5.00pm (local time).

Tips for creating an account

- As HPP verifies your details against your identity provider, AHPRA and STS (GP or Specialist), you must ensure you use identical information i.e., same numbers and same spelling of name, to allow you to create an account.
- If you are a GP or Specialist, your registration is linked to your principal place of practice. If you move workplaces, your access to The Viewer **will not** move with you. To keep access to The Viewer, you or your practice must update your practice details in STS **before you leave**.

How do I register and/or update my details with QH's Secure Transfer Service (STS)?

Submit either the [Medical Practice STS](#) or [Individual STS Update](#) form to ensure your MPN and HPI-I are correct.

I need help to update my personal and/or professional registration details

It is recommended you update your personal details via your Identity Provider to ensure you do not create a second HPP account as this will block your access.

For your professional registration, log into HPP, open the menu at the top of the screen and select Professional registration. This will open the Professional registration page, which will display your current details. You can update your AHPRA registration number, MPN and HPI-I details here. These details will be verified online with the relevant organisation.

Navigating The Viewer

Sign in to HPP

Login with your identity provider credentials:

1. Open a web browser and enter the URL <https://hpp.health.qld.gov.au/> to launch the HPP.
2. Enter your email and password.
3. Consent to share your details with the HPP.
4. Accept the terms and conditions.

Search and load patient in The Viewer

There are 3 ways to search for a patient:

1. **Medicare** or **DVA Number** plus supporting patient information.
2. **Unit Record Number** (URN) and related **Facility**.
3. From a previously **saved patient list**.

Search the results and view your patient healthcare information by clicking on [The Viewer icon](#). A new window will open to display the patient record.

The Viewer layout

The Viewer displays an aggregated summary of statewide healthcare information across QH facilities.

The screenshot shows the Patient tab interface for a patient named 'Testing, Mr Pah Generic'. The interface is divided into several sections:

- Patient:** Patient & emergency contact information, Facility identifiers, patient URNs at other facilities, Department of Veterans' Affairs (DVA) details, Problem list.
- Encounters:** Inpatient admissions including Discharge Summaries, Emergency presentations and discharge letters, Clinical Notes, Oncology cases including care plans, Mental Health cases, referrals and clinical notes.
- Outpatient:** Specialist referrals & appointments.
- Medication:** Medication profiles, Anticoagulant Therapy, Rheumatic Heart Disease Register information.
- AR/Alerts:** Adverse reactions, Various Alerts including Mental Health, Oncology and Advance Care Planning.
- Pathology:** Pathology Queensland reports and orders.
- Medical Imaging:** Clinical reports, Radiology reports, Manual document uploads.
- Procedures:** Operation notes, Clinical reports, Endoscopy reports, Elective Surgery Waitlist info, Anaesthesia reports, Manual document uploads.
- Care Plans:** End of life documents, Management plans, Manual document uploads.

The main patient details section includes:

- Name:** Testing, Mr Pah Generic
- Alias:** Testing, Roger
- Date of Birth:** 15-Jun-1999
- Age:** 24 years
- Sex:** Male
- Private Health Insurance:** BUPA Australia Pty Ltd (123456)
- Marital Status:** Never Married
- Indigenous:** Not Aboriginal or Torres Strait Islander
- South Sea Islander:** Not a South Sea Islander
- Country of Birth:** Australia
- Language:** English
- Religion:** Not Stated
- Residential Address:** Pah Generic Testing WOOLLOONGABBA Queensland 4102
- Mailing or Postal Address:** Pah Generic Test Unit WOOLLOONGABBA Queensland 4102
- Permanent Home Phone:** (00) 0000 0000
- Permanent Mobile Phone:** (00) 0000 0000
- Problem List:**
 - Chest pain
 - Acute chest pain
 - Twin
 - Tonsillitis

Additional sections include:

- Facility Identifier:** PAH:123456, Princess Alexandra Hospital
- External Identifiers:** IHI: Healthcare Identifiers Service
- Contacts:** Pah Generic Testing, Role: Next of Kin, Last Updated: 28-Nov-2023
- ACP (Advance Care Plan) Tracker:** Advance Care Planning documents such as Advance Health Directive, Guardianship, Administrator, Enduring Power of Attorney, Statement of Choices, Advance Care Yarning, ACP Notes.
- Event Summaries:** Oncology documents, Specialist outpatient letters, referrals, discharge summaries, assessments and reports, Peaceart reports, Manual document uploads.

Example of the Patient tab

The Viewer tabs

The Viewer displays related encounter information in associated tabs. Within the application tabs, data is presented in rows that can be expanded and collapsed to show or hide information.

The diagram illustrates the Viewer tabs interface. It features a **Page navigator (Prev/Next)** and **Record counters** for each tab. The tabs are: Prev, Page 1 of 1, Next, Patient, Encounters (2), Outpatient (25), Medications (4), AR/Alerts (50), Pathology (8), Medical Imaging (7), Procedures (8), Care Plans (5), and Event Summaries (25).

- The Viewer defaults to the AR/Alerts tab to ensure vital information about your patient is quickly accessible.
- Use the Filter function to find desired clinical information promptly. A filter is available in each tab apart from the Patient tab.

Filter:

Resources and Support

External health providers accessing The Viewer via the HPP can access various resources here: <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers/resources-support>.

Contact us

Available Monday to Friday, 8.00am – 5.00pm

- General support, system enquires and feedback email TheViewer-HPP@health.qld.gov.au

Reachable 24 hours a day, 7 days a week

- Call 1300 478 439. Calls outside of business hours are escalated if patient care is impacted.