

Queensland Health

The Viewer

via the Health Provider Portal
User Guide



Queensland
Government

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What is The Viewer?

Having the right information at the right time is critical in supporting doctors and other healthcare professionals to deliver the best possible care – The Viewer helps achieve this.

The Viewer collates data from multiple Queensland Health (QH) administrative and clinical applications, enabling healthcare professionals, including general practitioners, to access patients' information quickly.

This collaboration between health systems ensures Queensland patients receive consistent, timely and better coordinated care.

Benefits

Access to The Viewer enhances clinical decision making and aids health practitioners to effectively manage better health outcomes for their patients.

Clinical benefits include:

- support health professionals to make informed medical decisions about patient care
- provides real-time access to QH medical information
- reduces duplication of diagnostic testing
- helps ensure more consistent, timely and coordinated care.

What is the Health Provider Portal?

The Health Provider Portal (HPP) is the authentication service that allows validated eligible health practitioners to register for access to The Viewer.

This read-only access allows health practitioners to view public hospital information including appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.

The registration process is the same for all eligible health practitioners.

Eligible practitioners

Only eligible practitioners practising in Queensland will be granted access to The Viewer.

This can include:

- general practitioners
- specialists
- nurses
- midwives
- paramedics
- pharmacists
- optometrists.

Preparing to register for HPP

Before eligible practitioners can register for secure online access to their patients' QH records, you must prepare yourself by following these steps.

GPs and Specialists

1. Update your details with QH

General Practitioners and providers must have their information up-to-date in the QH Secure Transfer Services (STS) Address Book for secure messaging and registration to HPP.

If not completed recently, submit either the [Medical Practice STS](#) or [Individual STS Update](#) form to ensure your Medicare Provider Number (MPN) and Healthcare Provider Identifier – Individual (HPI-I) are correct.

All eligible practitioners

2. Check your IT

To ensure the best possible browsing experience you will need:

- a computer with internet access
- access to a web browser - Mozilla Firefox version 38+, Chrome or Microsoft Edge.

3. Confirm your email address

You will require an individual email address to register e.g. john.smith@gmail.com.au

Note: you cannot use a generic shared practice account.

4. Prepare your personal and professional ID records

To prove your digital identity, you will need to provide:

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)	<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) <i>Located by logging into your AHPRA account https://www.ahpra.gov.au/</i><input type="checkbox"/> Medicare Provider Number (GPs & 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>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	<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)

If you have completed steps 1–4, you are ready to register for the HPP.

How to register and create an account

Step 1	Launch the HPP
	Open a web browser and enter the URL https://hpp.health.qld.gov.au/
Step 2	Register your HPP account
	Click Login
Step 3	Create an account with your identity provider e.g. QGov
	Click Register
Step 4	Create your account
	<ol style="list-style-type: none"> ① Enter your individual email address as the Username ② Create a P-password ③ Confirm your password ④ Enter a Mobile number (this is optional) ⑤ Check acknowledgement of terms and conditions ⑥ Click Continue <p>Note: An email will be sent with a confirmation code which you will need to complete the creation of your Identity account</p>
Step 5	Finalise registration
	<ol style="list-style-type: none"> ① Enter the Confirmation code received in the email ② Click Continue <p>Note: It may take a few seconds before the next page is displayed confirming the account has been successfully created</p>
Step 6	Continue with creating identity account
	Once identity account has been successfully verified, click Continue
Step 7	Enter your personal identity details
	<ol style="list-style-type: none"> ① Enter given name ② Enter middle name (this is optional) ③ Enter family name ④ Enter date of birth <p>You need 100 points of identity</p> <ol style="list-style-type: none"> ⑤ Select primary documents preferences (one or more can be selected)

	<ol style="list-style-type: none"> ⑥ Select secondary documents preferences ⑦ Read Note ⑧ Read and acknowledge Declaration ⑨ Click Continue
Step 8	<p>Consent to share your details with the HPP</p> <p>From the Queensland Digital Identity login page - Click Continue</p>
Step 9	<p>Accept the HPP Terms and Conditions</p> <ol style="list-style-type: none"> ① Check acknowledgement of the terms and conditions, then ② Click Accept to proceed
Step 10	<p>Enter your Professional identity details</p> <p>When the Register button is clicked, you will continue to enter your professional details</p> <ol style="list-style-type: none"> ① Enter AHPRA Registration number ② Enter Medicare Provider Number (<i>GPS and Specialists only</i>) ③ Enter HPI-I Number ④ When the Register button is clicked, your details will be verified <p>If any details cannot be verified an explanatory message will be displayed. Further information on how your details is verified can be found in this manual.</p>

Once registration is successful, access is automatically granted to the HPP where health practitioners can begin to view QH patient information in The Viewer.


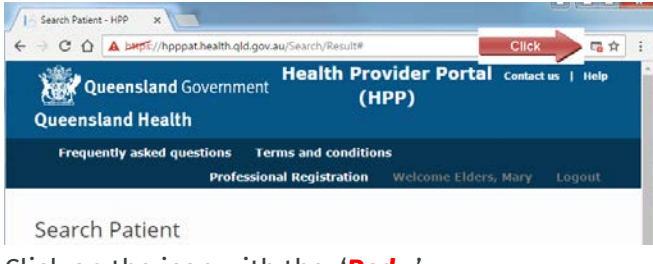
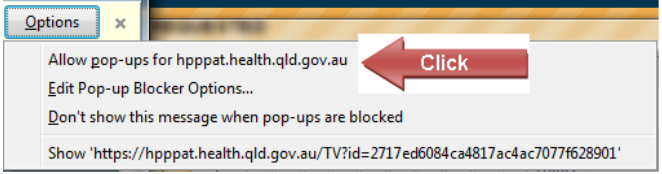

Note:

- If verification cannot be completed automatically, The Viewer team will require a review of registration details.
- Depending on the type of eligible health practitioners, the professional details needed for registration may vary.
- Health practitioners who are unable to supply 100 points of digital documentation can attend a customer centre in Brisbane, Gatton, Beaudesert, Maroochydore or Cairns, and provide alternative documents to prove their identity in the first instance.
- For more information refer to QGov [digital identity webpage](#).

An error occurred during registration

Browser error

When launching The Viewer in your web browser, a prompt may appear alerting you that a pop-up window failed to open. Simply follow the prompts of your web browser to trust The Viewer and allow the pop-up window to display, refer to examples.

Mozilla Firefox	Chrome
 <p>Search Patient - HPP</p> <p>Click 'Options' button</p>	 <p>Search Patient - HPP</p> <p>Click on the icon with the 'Red x'</p>
 <p>Click on 'Allow pop-ups for ...'</p>	 <p>Select 'Always allow pop-ups ...,' then click on 'Done' button</p>
<p>Click on The Viewer icon again in the Search page</p>	<p>Click on The Viewer icon again in the Search page</p>

Practice location error

- 1 Select Close then logout
Go to AHPRA <https://www.ahpra.gov.au/> to update your registration address before trying to log back in again (preferred)
- 2 Click the apply for manual approval link if you are eligible for an exception

STS error

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 via HPP **will not** move with you.

To ensure you keep access to The Viewer, you or your practice must update your practice details in QH's STS **before you leave**.

Submit either the [Medical Practice STS](#) or [Individual STS Update](#) form and ensure you are recorded in STS with the correct details i.e. full name, Medicare Provider Number (MPN) and Healthcare Provider Identifier – Individual (HPI-I) numbers.

Name mismatch error

If your first or last name do not match between your Identity Provider, AHPRA and STS (GPs and Specialist only), you will receive an error message upon trying to register.

To resolve:

- For AHPRA - if your name requires updating with them it can be completed by visit [AHPRA](#) or by calling 1300 419 495, Monday to Friday between 9.00am and 5.00pm.

- For your Identity Provider - once you have successfully recorded your details and set up an account, you can change your details with your provider. You will be asked to supply documents to support the latest information, or you can call your provider support line for help.
- For STS - if this is due to a name change e.g. marriage, you can contact 1300 478 439 or send an email to TheViewer@health.qld.gov.au with relevant identity document showing the name change.

Account management

How to update your professional registration

You can update your professional registration details through the HPP.

In the Portal, 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.

Identity Provider support

It is recommended that you update your details via your Identity Provider to ensure you do not create a second HPP account with different information, as this will also block your access.

QGov

Update your username

You can change your username by following these steps:

1. Log in to your QGov account using your current username (email).
2. Select **Manage your QGov login**.
3. Enter your current password and your new username (email) under the **Change username fields**, select **Continue** to generate a confirmation code.
4. The confirmation code will be emailed to your new email address. Enter the code into the **Confirmation code** field, select **Continue**. Note, the confirmation code needs to be entered at once as it will expire.
5. A message will display advising if the update has been successful, and an email confirmation will be sent to your new and previously listed email address.

Update personal details

You can change your personal details by supplying documents that support the latest information. To help protect your digital identity, you will need to provide a mobile number.

1. Before logging in on the QGov login or register page, select the **Manage QGov identity** link.
2. Log into your account.
3. Select the **Change your sharing preference** link.
4. You will need to enter a mobile phone number to receive a confirmation code before you can change your details. Enter the confirmation code received on your mobile phone into the Confirmation code field and select **Continue**.

5. You may update your name as needed. You will need to supply details from documents to support your change as you did when you first proved your details.
6. Select **Continue**.

Queensland Digital Identity service - coming soon

The legacy 'QGov' Customer Identity Management service is approaching end of life, and Queensland Government is transitioning to the official digital identity provider Queensland Digital Identity (QDI), this is forecast to take place in early 2025.

This means that, after transition, if you used to log in to Queensland Government online services using a QGov account to access the Health Provider Portal (HPP), you will be using a Queensland Digital Identity (QDI) instead.

Be prepared

QDI checklist for your transition:

- **Identify your scenario:** Check the scenarios via the [QDI website](#) to see which one applies to you.
- **Check your details:** Where applicable, QGov and QDI details should match for a successful merge.
- **Consolidate accounts:** Before the change, [close QGov accounts](#) that are no longer in use.
- **Create your QDI:** Get the Digital Licence app to create your QDI.
- **Log In with QDI:** Future access to Queensland Government online services that formerly used QGov will require QDI login credentials.

[Transitioning from the QGov identity system](#)

Need Help?

To ensure the transition is smooth and convenient help is available via the [Digital identity | Queensland Government](#) website.

Signing into HPP

Step 1	Launch the HPP
	Open a web browser and enter the URL https://hpp.health.qld.gov.au/
Step 2	Sign in to HPP account
	Click Login
Step 3	Login with your identity provider details e.g. QGov
	<ol style="list-style-type: none"> ① Enter your HPP email ② Enter your password ③ Click Log in
	Consent to share your details with the HPP

Step 4	From the Queensland Digital Identity login page - Click Continue
Step 5	Accept the HPP Terms and Conditions
	<ol style="list-style-type: none"> 1 Check acknowledgement of the terms and conditions 2 Click Accept to continue

Searching for your patient

There are numerous 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**.

Facility	URN	First Name	Last Name	Status	The Viewer	Action
Royal Brisbane and Women's Hospital	9999997	Patient	Rbwhtstbventyfive		<input checked="" type="checkbox"/>	Remove from list

Search by Medicare or DVA Number

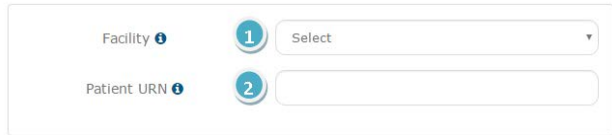
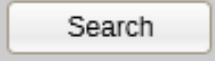

In the Search Patient page, search for your patient by entering the following identity criteria.

Step 1	<ol style="list-style-type: none"> 1 Enter Medicare Number (9–11 digits) or DVA Number 2 Select sex 3 Enter date of birth or select date from the calendar 4 Enter patient Surname 	
Step 2	Click Search.	
Step 3	A Search Results page will return a list of patients that match the identity details entered.	If a patient has opted out, the status column will display 3 'Opted out.' You will not be able to view this patient's healthcare information.

		 <p>The screenshot shows a table with columns: First Name, Last Name, Sex, DOB, Age, PostCode, Status, The Viewer, and Action. The first row shows 'Lucy' with status 'Opted out'. A red box highlights the 'Opted-Out' status with the text 'Opted-Out Cannot view details'.</p>
Step 4	To view patient healthcare information, click on The Viewer icon. A new window will open to display the patient healthcare information.	
Step 5	<p>Click on ① First Name or ② Surname to review patient before opening The Viewer. Other information will display including a list of facilities the patient has presented to.</p> <p>TIP You can open the patient healthcare information and add the patient to your list of saved patients from this screen.</p>	 <p>The screenshot shows a modal window for 'John Climen' with fields for Add res, No Address, Postcode (4820), Date of birth (15/08/1900 (119 years)), Medicare Number (4324932281), and Facility (Charters Towers Hospital (041199), The Townsville Hospital (99999Z)). There are buttons for 'Open in the Viewer' and 'Add to list'.</p>

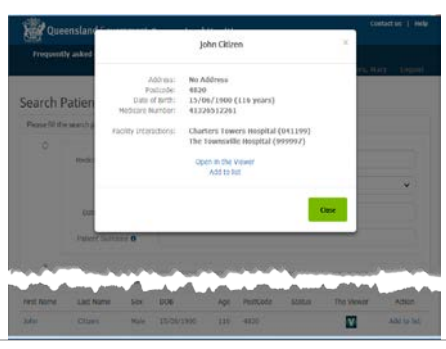
Search by Unit Record Number (URN) and Facility

In the Search Patient page, search for your patient by entering the following identity criteria.

Step 1	Select ① Facility from the list Enter ② Patient URN.	 <p>The screenshot shows two input fields: 'Facility' with a dropdown menu and 'Patient URN' with a text input field. Numbered callouts 1 and 2 point to these fields.</p>
Step 2	Click Search.	 <p>A rectangular button with the text 'Search' in bold.</p>
Step 3	A Search Results page will return a list of patients that match the identity details entered.	<p>If a patient has opted out, the status column will display ③ 'Opted out.' You will not be able to view this patient's healthcare information.</p>  <p>The screenshot shows a table with columns: First Name, Last Name, Sex, DOB, Age, PostCode, Status, The Viewer, and Action. The first row shows 'Lucy' with status 'Opted out'. A red box highlights the 'Opted-Out' status with the text 'Opted-Out Cannot view details'.</p>
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You can open the patient healthcare information and add the patient to your list of saved patients from this screen.



Create a Saved Patient list

Step 1	To add a patient to your Saved Patients List , first find your patient via one of the patient searches.	
Step 2	From the Search Results Screen under the Action Column select 'Add to List' or click on First Name or Surname to review patient. Additional information will display including a list of facilities the patient has presented to including an option to 'Add to List'	
Step 3	To view patient healthcare information, click on The Viewer icon. A new window will open to display the patient healthcare information.	

Note: To **remove a patient** from your list, under the Action Column select Remove.

Viewing patient information in The Viewer

Layout overview

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

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

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
- Paccart reports
- Manual document uploads

Care Plans

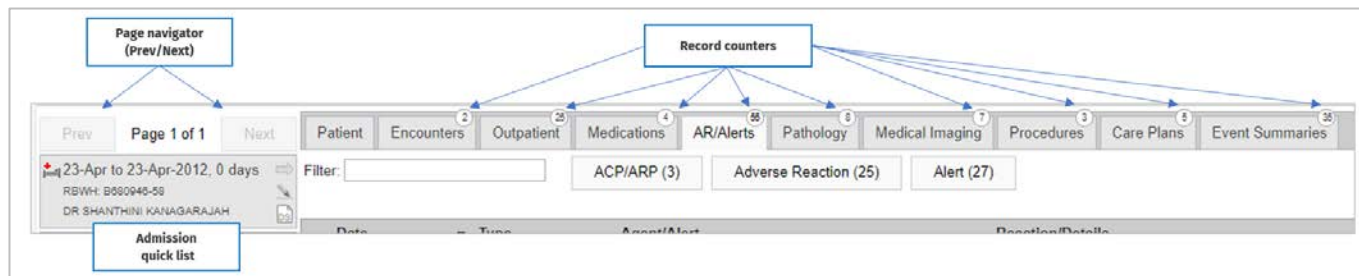
- End of life documents
- Management plans
- Manual document uploads

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The Viewer tabs

Display

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 additional information



Tips:

- 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 quickly. A filter is available in each tab apart from the Patient tab.

























Available information


































The following information may be available for your patient via the associated tab in The Viewer.

Tab	Available patient information
Patient	Patient demographics and identifiers
	Problem List - emergency, inpatient, oncology and mental health diagnoses
	External participants and contacts
	Private Health Insurance details
	Department of Veterans' Affairs (DVA) details
	<i>Mental Health Act Records</i>
Encounters	Inpatient admission including discharge summaries
	Emergency presentations including clinical notes and discharge letters
	Oncology cases including care plans
	Mental Health cases and referrals including clinical notes
Outpatient	Specialist outpatient referrals and appointments
	Electronic Referrals
Medications	Medication profiles including recommendations, Home Medicines Review, Community Pharmacy details and Inpatient Medical Records
	Anticoagulant Therapy
	Rheumatic Heart Disease Register information
Alerts/ Adverse Reactions	Adverse reactions
	Warnings
	Alerts - Includes Mental Health, aggressive behaviour, medications and oncology
	Advance Care Planning/Acute Resuscitation Plan
Pathology	Pathology Queensland reports and orders
Medical Imaging (Reports only)	Radiology reports
	Clinical reports (ECHO)
	Manual document uploads e.g. Exercise Stress Echo, Fibroscan Reports
	Operation notes

Procedures	Clinical cardiology reports including telehealth
	Clinical endoscopy reports
	Anaesthesia reports
	Elective Surgery Waitlist information (ESWL)
	Manual document uploads e.g. high-resolution manometry (HRM), Respiratory Reports, Sleep Investigation and Cardiac Reports, Neurology Reports (EEG and NCSR)
Care Plans	Advance Care Planning and Statement of Choices (service managed by Metro South)
	Ambulance Management Plan
	Acute Management Plans
	Police and Ambulance Intervention Plan
	Care Plans
Event Summaries	Manual document uploads e.g. Residential Aged Care Facility Goals of Care Plans
	Oncology documents
	Paceart reports
	Specialist Outpatient letters including discharge summaries, referrals, assessments, progress notes and correspondence
ACP (Advance Care Plan) Tracker	Manual document uploads e.g. Multi-Disciplinary Teams (MDT) oncology summaries, Medications List, Neurology reports (EEG and EMG), ICU Deceased Notification to GP Letters, Cardiac Outpatient and Outreach Letters
	Advance Care Planning (service managed by Metro South): e.g. Advance Health Directive, Guardianship, Administrator, Enduring Power of Attorney, Statement of Choices, Advance Care Yarning, ACP Notes

The Viewer icons

Menu Bar		Show Encounter list
		Hide Encounter list
		Refresh
		List view
		Tab view
		View patient timeline
		ACP Tracker
		Remove highlight
		AR/Alerts
Other		Help
		Information
		Information alert
		Print
		Settings
		Source system unavailable
		Indicator
		Expand
		Collapse
ACP Tracker		View
		Multiple documents
Patient		Expand problem
		Collapse problem
		Show this encounter
		Highlight

Encounters		Single admission
		Multiple admissions
		Emergency presentation
		Mental Health information
		Oncology encounter
		Virtual (Telehealth) presentation
		Discharge Summary
		Discharge letter Statement of Attendance
		Clinical note
		Document (e.g. clinical reports)
Outpatient		All
		Appointment
		Referral
Meds		Medication profiles
		Anticoagulant Therapy
AR/Alerts		Adverse reactions
		Alert
		Warning
		No Known Allergies
		ACP/ARP
Pathology		Pathology reports
		Pathology (out of reference range)
		Graph observations
		Tabular display
Medical Imaging		Medical Imaging report
		Image capture report
Procedures		Procedure
		Anaesthesia records
		Waitlist
Care Plans		Care Plans
		Multiple documents
		Rheumatic Heart Disease Register
Event Summaries		Event Summary

Frequently Asked Questions

Registering and creating an account

Why create an account via an identity provider?

To appropriately manage security and privacy for both you and your patients, the HPP relies on third party authentication systems to verify your personal identities and professional identities.

An account is necessary to store your identities for third party verification every time you sign into the HPP.

What is the purpose of the identity provider account?

To prove your personal identities as this information is not stored in the HPP.

Do I need a separate HPP account?

No, you do not need a separate HPP account, you can create one account via your Identity provider e.g. QGov, and once your personal and professional identities are verified, you can search for patients and view information in The Viewer.

Do I need to register my mobile number?

No, but on some occasions QGov will send an SMS message to confirm your details.

Why use confirmation codes?

Confirmation codes are used to make sure that you made the change—not someone else. The code is sent to your registered contact email or mobile number, which can only be accessed by you.

How do I create a password for the login?

Passwords must be at least 10 characters, and consist of at least 3 of the following: upper case letters, lower case letters, numbers and any of the following special characters: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~ Space.

Personal and professional identity

Why do I need to prove my personal identity?

For your security, QGov requires proof of your identity so you can successfully register.

How do I prove my personal identity?

You must:

- use an email address for the username
- confirm by entering the confirmation code sent to your email address (or mobile phone)
- enter your personal details (i.e. names and date of birth)
- select your identity documents and complete the requested information
- have your documents successfully validated
- when prompted, agree to share your personal details with the HPP.

This is a one-off process. If you need to change your personal details, you will need to resubmit documents to support your new details.

What documents do I need to supply to prove my personal identity?

Primary documents	Points	Secondary documents	Points
Australian visa	40	Change of name certificate	40
Birth certificate	50	Marriage certificate	40
Certificate of Australian citizenship	50	Medicare card	40
Driver licence	60		
Passport	50		

The 100 points of identification check requires you to supply reference numbers of your documents which must total 100 points of Australian or state-issued documentation.

Distinct types of identity document are worth different points. You can use difference combinations of documents to make up your 100 points but must include at least one primary document

What personal details do I need to provide?

You must supply your given name, family name and full date of birth – all must match your supplied primary documents.

Exceptions:

- Only one document can list a different family name, unless you supply a marriage certificate that shows you have changed your name to either:
 - your spouse's name
 - a combination of your family name and your spouse's name using a hyphen or space
- Change of name documents cannot be used to support a change of your name between documents.

Note: If you have a single name only, you can visit a customer centre to prove your identity.

What can I do if I cannot prove my personal identity using online service?

If you are unable to prove your identity via online service, you may visit a customer centre to prove your identity.

Currently, there are 5 service centres: Brisbane, Beaudesert, Maroochydore, Cairns and Gatton.

Why do I need to supply my professional registration details?

For security reasons, we need to ensure you are a real person as well as details showing you are practicing in Queensland. Providing both personal and professional identities is a security measure to protect you and your patients before you are allowed to access QH patient information.

How do I update my professional registration details?

From HPP click on the menu option **Professional Registration** at the top of the screen. The professional registration page will display your existing details. The AHPRA registration number, MPN and HPI-I fields can be changed. These details will be verified online with the relevant organisations.

I registered under my married name but practice under another name

The HPP and STS (GPs and Specialists only) have identical identifiers i.e. same numbers and same spelling of name. If you created an account with your Identity Provider using your married name but you practice under another name e.g. maiden name, you will need to contact TheViewer@health.qld.gov.au for assistance and supply relevant identity documents to support this.

Sign-in

What if I forget my login password?

In the QGov Login and Register page click on the **Forgot your password?** link and follow the prompts. QGov will send you a temporary password in an email or SMS message.

The QGov Login or Register page is not displayed?

There is a remote possibility that when you press the login or register button in the HPP that the QGov Login or Register page is not displayed, but another QGov page is displayed. You will be aware of this as there is a QGov banner at the top of the page including your entered username and password. This means you have already been authenticated. Simply follow the instructions on that QGov page displayed and press Continue.

Why do I need to 'step up' my login?

For extra security, you may be asked to 'step up' your login. You can do this by either using another, more secure login (i.e. QGov login) or confirming an SMS code sent to your mobile phone.

How do I change my username (email)?

Change username by selecting 'Manage your QGov Login' on the QGov login screen.

1. You will need to enter your current password and new username (email) under the change username fields and select Continue to generate a Confirmation Code.
2. The Confirmation Code will be emailed to your new email address. The Confirmation Code needs to be entered immediately as it will expire after a brief time.
3. Enter the code in the Confirmation Code field and select Continue.
4. A message will display advising if the update has been successful and you will receive an email confirmation to both your new email address and previous email address.
5. Your login username will be your new email address and all future contact will now be sent to your new email address.

If you require further information, you can phone **13 QGOV (13 74 68)**.

QGov is transitioning to QDI

The legacy 'QGov' Customer Identity Management service is approaching end of life, and Queensland Government is transitioning to the official digital identity provider Queensland Digital Identity (QDI).

This means that, after transition, if you used to log in to Queensland Government online services using a QGov account to access the Health Provider Portal (HPP), you will be using a Queensland Digital Identity (QDI) instead.

What is QDI?

The [Queensland Digital Identity](#) was originally developed by the Department of Transport and Main Roads (TMR) to support the Digital Licence app.

The QDI system is modern, robust and innovative, and uses latest industry technology to safeguard your private information.

Be prepared

QDI checklist for your transition:

- **Identify your scenario:** Check the scenarios via the [QDI website](#) to see which one applies to you.
- **Check your details:** Where applicable, QGov and QDI details should match for a successful merge.
- **Consolidate accounts:** Before the change, [close QGov accounts](#) that are no longer in use.
- **Create your QDI:** Get the Digital Licence app to create your QDI.

- **Log In with QDI:** Future access to Queensland Government online services that formerly used QGov will require QDI login credentials.

[Transitioning from the QGov identity system](#)

Create a digital license

Download the Digital Licence app to your device:

- [iOS – Digital Licence app in the Apple App Store](#)
- [Android – Digital Licence app in the Google Play Store.](#)

Once you download the app, sign up by [Creating and securing your QDI](#) and then [onboard with the app](#).

Multi Factor Authentication (MFA)

All QDI customers will be required to establish multi-factor authentication. This means that each time you use your QDI email address and password to log in, QDI will check that it is really you, by sending a code via SMS to your mobile.

Will I need to supply identity documents?

If you have not used the Digital Licence app ahead of the transition date, the next time you log in to use your account, QDI may request some verifying information from your government-issued identity documents.

Account management

How do I share my personal details?

When you login to QGov, you will need to share your personal information with the HPP to enable the registration process to be completed online. You may choose either of the following options:

- always share your personal details
- share your personal details just this once.

If you choose 'always share,' you will not be asked to share your personal details each time. If you choose 'share your details just once,' you will be asked if you want to share your personal details each time you access the HPP.

Is it safe to share my QGov personal details with the HPP?

The QGov information you will be sharing with the HPP is displayed to you prior to entering your sharing option. The information shared is your email address, name and date of birth. Information from the personal identity documentation you provided to QGov is not retained in QGov or shared with the HPP. Your privacy is important—refer to the Privacy Notice on the Terms and Conditions page.

How do I change my sharing preference?

When you created your QGov account a step for you to complete was sharing your details. Shared details are required for identity validation and access to patient information. You were given the option to always share, share this time only or do not share.

If you do not share, you will not proceed to view patient information, if you always share, you will not be asked for validation and proceed straight into the HPP.

If you selected to share this time only, you will proceed to the HPP, then each time you access the HPP you will need to validate. Changing your sharing preference will give you an option to change the sharing options at login.

1. Before logging in on the QGov Login or register page, click on the Manage your QGov identity link.
2. Log in using your preferred login.
3. Click on the change your details link.
4. Tick or untick the checkbox and click on the continue button.

How do I change my personal details?

Once you have recorded your personal details successfully you can change them by providing documents that support the new details. To help protect your digital identity you will need to provide a mobile phone number.

1. Before logging in on the QGov Login or register page, click on the Manage QGov identity link.
2. Log in using your preferred login.
3. Click on the change your sharing preference link.
4. You will need to enter a mobile phone number to receive a confirmation code before you can change your details.
5. Enter the confirmation code received on your mobile phone into the confirmation code box and click on the continue button.
6. You may update your name as required. You will need to provide details from documents to support your change just as you did when you first proved your details.
7. Click the Continue button.

What will happen if I close my QGov identity?

If you decide to close your QGov identity you will be required to prove your identity next time you access a Queensland Government service online by creating a new QGov account. The HPP relies on you being authenticated by QGov.

Patient search and list

Why are there no patients in the Saved Patient List?

If you have not added a patient to the list previously, your 'saved' patients list will be empty. Patients can be saved to this list after a search has been conducted and a matched patient is returned.

How do I add a patient to the Saved Patient List?

Search for your patient. Once the result displays, alongside the patient's name, in the last column (labelled 'Action') a link to 'Add to list' will present.

Simply click on this link and the patient will be saved to the 'Saved Patients' tab.

How will I know if a patient has opted out?

If a patient has opted out, the status column will display Opted out and The Viewer icon will not be visible. You will not be able to see this patient's healthcare information.

Differences for non-Queensland Health staff accessing The Viewer?

There are some differences between what is visible to QH staff viewing public hospital records in The Viewer and what is visible to non-QH staff accessing The Viewer such as those accessing via the Health Provider Portal.

Non-QH users

Patient Demographics	Medical Imaging	My Health Record
<ul style="list-style-type: none">• Patient National Disability Insurance Scheme (NDIS) information is not displayed.• Unable to view Mater Health information via the Mater Doctor Portal (link not provided).• No view of the consent status panel.	<ul style="list-style-type: none">• There are no links to external image viewers for medical imaging.• Reports are available.	<ul style="list-style-type: none">• There is no access to the 'My Health Record' tab. To access patient health information in their My Health Record please use the approved means (e.g. federated logins, practice software).

Technical Assistance

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

Contact us

Available Monday to Friday, 8.00am – 5.00pm.

- For general support, system enquiries and feedback, email TheViewer-HPP@health.qld.gov.au
- For enhancement requests, email EDSTV-Enhancements@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.