

The Viewer

Non – Queensland Health staff

The Viewer saves healthcare professionals time and allows them to make clinical decisions supported by comprehensive, current and accurate patient information collated from multiple Queensland Health systems.

The Viewer layout preview

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

What information is available to external healthcare providers?

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
	Mental Health Act Records
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
Procedures	Operation notes
	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 & 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
	Manual document uploads e.g., Residential Aged Care Facility Goals of Care Plans.
Event Summaries	Oncology documents
	Paceart reports
	Specialist Outpatient letters including discharge summaries, referrals, assessments, progress notes and correspondence
	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
ACP (Advance Care Plan) Tracker	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.

What are the differences for non-Queensland Health staff accessing The Viewer?

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

Non-Queensland Health 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 support and resources

Support resources and information for external health providers accessing The Viewer via the Health Provider Portal (HPP) can be found at www.health.qld.gov.au/hp-portal.

Contact us

Available Monday to Friday, 8:00am-5:00pm

- Assistance with registering for the HPP – email TheViewer-HPP@health.qld.gov.au
- General The Viewer application support, system enquires and feedback – email TheViewer@health.qld.gov.au
- 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.