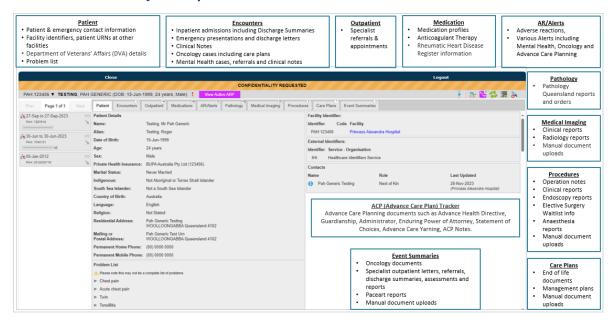
## **The Viewer**

### 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



## 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		

	Medication profiles including recommendations, Home Medicines Review,		
Medications	Community Pharmacy details and Inpatient Medical Records		
	Anticoagulant Therapy		
	Rheumatic Heart Disease Register information		
	Adverse reactions		
Alerts/ 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	Radiology reports		
Imaging (Reports only)	Clinical reports (ECHO)		
	Manual document uploads e.g., Exercise Stress Echo, Fibroscan Reports		
(Reports only)	Operation notes		
	Clinical cardiology reports including telehealth		
	Clinical endoscopy reports		
	Anaesthesia reports		
Procedures	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)		
	Advance Care Planning and Statement of Choices (service managed by Metro		
	South)		
	Ambulance Management Plan		
	Acute Management Plans		
Care Plans	Police and Ambulance Intervention Plan		
	Care Plans		
	Manual document uploads e.g., Residential Aged Care Facility Goals of Care		
	Plans.		
	Oncology documents		
Event	Paceart reports		
	Specialist Outpatient letters including discharge summaries, referrals,		
	assessments, progress notes and correspondence		
Summaries	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 Cove Planning (comice managed by Martin Courth) and Advance Health		
(Advance	Advance Care Planning (service managed by Metro South): e.g., Advance Health		
Care Plan)	Directive, Guardianship, Administrator, Enduring Power of Attorney, Stateme of Choices, Advance Care Yarning, ACP Notes.		
Tracker	of Choices, Advance Care families, ACF 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> <li>Patient National         Disability Insurance         Scheme (NDIS)         information is not         displayed.</li> <li>Unable to view Mater         health information via         the Mater Doctor Portal         (link not provided)</li> <li>No view of the consent         status panel</li> </ul>	<ul> <li>There are no links to external image viewers for medical imaging.</li> <li>Reports are available</li> </ul>	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 <a href="https://www.health.gld.gov.au/hp-portal">www.health.gld.gov.au/hp-portal</a>.

#### Contact us

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

- Assistance with registering for the HPP email <u>TheViewer-HPP@health.qld.gov.au</u>
- General The Viewer application support, system enquires and feedback email <u>TheViewer@health.qld.gov.au</u>
- Enhancement requests email <a href="mailto:EDSTV-Enhancements@health.qld.gov.au">EDSTV-Enhancements@health.qld.gov.au</a>

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.