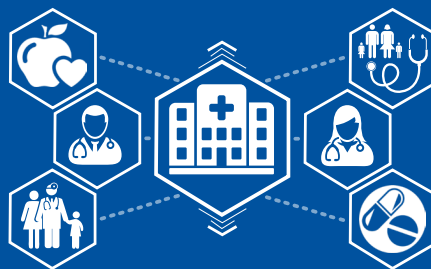


Better connecting Queensland's health practitioners and public hospitals

Queensland *eligible health practitioners (HPs) registered through the Health Provider Portal (HPP) can securely access The Viewer to review their patients Queensland Health records.

This read-only online access will allow HPs to view public hospital information including appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.



Better connecting Queensland's

Health Practitioners and Public Hospitals

What are the benefits?

Having secure online access to patients hospital records allow HPs to:

- make decisions based on the latest available clinical information
- spend more time with patients and less time on administration.

Will all patient records be available?

No, some patients may not want HPs to have access to their public hospital records. Patients can choose to opt-out, either for all practitioners or for specific health practitioner types. If a patient is concerned about HPs having access to their information, please advise them to visit <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers>.

*Eligible health practitioners currently include:

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

Need more information?

Visit <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

- general support, system enquiries and feedback email
TheViewer-HPP@health.qld.gov.au
- All other enquiries please call 1300 478 439 (24 hours, 7 days a week). Calls outside of business hours are escalated if patient care is impacted.



Please refer to the website for any additional eligible health practitioner updates.



Queensland
Government

How do I gain online access to my patients hospital records?

To access The Viewer, you will need to register and complete the verification process for the Health Provider Portal (HPP).

Once registration is successful, you will be granted 24/7 read only access to comprehensive, current and accurate public health care information in one place.

What do I need to do before I register?

For General Practitioners (GPs) and Specialists, you or your practice manager, will need to ensure that details of your Medicare Provider Number and Healthcare Provider Identifier-Individual (HPI-I) are up-to-date and registered with Queensland Health's Secure Transfer Service. This allows Queensland Health to communicate with you electronically. All other eligible HPs will need to ensure your Australian Health Practitioner Regulation Agency (AHPRA) registration is up to date and you have your HPI-I number ready.

How do I register?

Queensland HPs require **100 points of personal identification** which can include:

- Australian driver's license*
- Australian passport*
- Birth* / marriage / change of name certificate
- Medicare card*

**You must include at least one of these primary documents as part of your 100 points.*

Three items of **professional identification** are also required:

- Current AHPRA registration number indicating you are an eligible health practitioner practicing in Queensland
- Medicare Provider Number (GPs and Specialists)
- HPI-I identified as 'Health Practitioner'

Visit <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers>

Terms and conditions

You must accept the Terms and Conditions when registering for the HPP. Queensland Health will conduct audits to ensure appropriate use of the information is being adhered to.

Penalties apply for inappropriate access and use of The Viewer via HPP including possible deregistration.

Technical support and more information

If you experience difficulties in accessing The Viewer via HPP, please **call 1300 478 439 for technical assistance.**

Various resources can be located at <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers/resources-support> which might also assist you to register for the HPP.

