

The Viewer via the Health Provider Portal

2024

What is The Viewer?

As a healthcare provider, you need access to the right information at the right time so you can make informed decisions for your patients - decisions backed by comprehensive, current and accurate patient information.

By bringing together data stored across multiple Queensland enterprise clinical, administrative and specialty systems, web-based application The Viewer gives you quick and easy access to a holistic view of your patients' medical history, without having to log into multiple systems.

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

Health Provider Portal

The Health Provider Portal (HPP) provides eligible health practitioners working externally to Queensland Health within Queensland with secure online access to their patients' Queensland Health records through The Viewer.

This read-only access allows practitioners to securely review public hospital information including appointment records, radiology and laboratory results, treatment and discharge summaries, demographic, and medication details in one place.

Eligible health practitioners

Outside Queensland public health, only eligible health practitioners practising in Queensland can register for access and can include:

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

What are the 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 professions to make informed medical decisions about patient care
- supplies real-time access to Queensland Health medical information
- reduces duplication of diagnostic testing
- helps ensure more consistent, timely, and coordinated care.

What is needed to register for the Health Provider Portal?

To gain access health practitioners must:

1. register for a QGov account.
2. enter your personal identities into QGov (given name, middle name, family name, date of birth).
3. pass a 100-point check.
4. allow personal identities to be shared with the Health Provider Portal.
5. enter professional identities (AHPRA and HPI-I) into the Health Provider Portal.
6. verification of professional identities occurs automatically. *

Once registration is successful the Portal grants access, where the health practitioner can begin to view Queensland Health patient information in The Viewer.

Important note:

- *if automatic verification fails, a review of registration details is completed by Connecting Queensland
- depending on the type of eligible health practitioners, the professional details required for registration may vary
- Queensland health practitioners who are unable to provide one hundred (100) points of digital documentation can attend a customer centre in Brisbane, Gatton, Beaudesert, Maroochydore or Cairns and supply alternative documents to prove their identity in the first instance.

For more information refer to [digital identity webpage](#).

Technical support and resources

External health providers accessing The Viewer via the Health Provider Portal, various resources can be found here 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.