

The Viewer

For Aboriginal and Torres Strait Islander Health Practitioners



Having the right information at the right time is critical in supporting you to deliver the best possible care – The Viewer helps you achieve this!

What is The Viewer?

The Viewer is a web-based application available on desktop computers and mobile devices. It gives you access to important information about a patient in one place.

It brings together information from more than 70 Queensland Health systems, ensuring you can access patient information quickly when you need it.

What are the benefits?

- Gives you access to a patient's information in one place, even if they've been seen at different hospitals or services
- Provides a clearer picture of a patient's care, supporting better ongoing care in the community
- Saves time to focus more on patient care instead of searching through systems
- Supports better decisions by having up-to-date information
- Reduces the risk of medication mistakes and missing important details
- Helps avoid repeat tests and unnecessary hospital visits
- Supports smoother transitions between hospital, community, and specialist care
- Makes it easier to keep care consistent and connected for patients over time.

Access to patient information

The Viewer provides access to the following patient information:

- Patient demographics, admission and discharge history
- Pathology and radiology results
- Diagnoses, problems and clinical information from emergency departments and hospital admissions, including discharge summaries
- Mental health and oncology information
- Medication profiles and adverse reactions
- Operation notes and elective surgery waitlist information
- Outpatient appointments and referrals
- Endoscopy reports and other clinical reports
- Patient safety alerts, including mental health and difficult airway alerts
- Advance Care Planning documents including Statement of Choices
- Acute Management Plans.

Who can use The Viewer?

- Hospital and Health Service staff
- Mater Health clinicians
- Service providers:
 - Queensland Ambulance Service (QAS)
 - Royal Flying Doctor Service (RFDS)
 - Aboriginal Community Controlled Health Organisations (ACCHOs)
 - Hummingbird House
- Eligible health practitioners:
 - Medical Practitioners (General Practitioners and Specialists)
 - Nurses
 - Midwives
 - Paramedics
 - Pharmacists
 - Optometrists
 - Aboriginal and Torres Strait Islander Health Practitioners
 - Physiotherapists
 - Occupational Therapists.

For more information

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

Contact us

- Call **1300 478 439** – available 24 hours a day, 7 days a week. Calls received outside of business hours are escalated if patient care is impacted.
- For general support and feedback, email TheViewer-HPP@health.qld.gov.au – available Monday to Friday, 8:00am to 5:00pm.

Interpreter services

If your patient requires an interpreter, contact your local Hospital and Health Services (HHS) Interpreter Service Coordinator for advice about interpreter service options, eligibility and booking arrangements:

<https://www.health.qld.gov.au/public-health/groups/multicultural/interpreting-translation/hhs-coordinators>.

If your request is urgent or outside of business hours, call **13 HEALTH** at **13 43 25 84**.



Queensland Health is committed to working in partnership with Aboriginal and Torres Strait Islander health practitioners to support culturally safe, connected care across Queensland.