

The Viewer via Health Provider Portal

User Manual

September 2026

Table of Contents

<i>What is The Viewer?</i>	1
Benefits.....	1
<i>What is the Health Provider Portal?</i>	1
Eligible health practitioners	1
<i>Preparing to register for HPP</i>	2
GPs and specialists.....	2
All eligible practitioners	2
How to register and create an account	3
<i>An error occurred during registration</i>	5
Browser error	5
Practice location error	5
STS error	5
Name mismatch error	6
<i>Account management</i>	6
How to update your professional registration.....	6
Identity Provider support.....	6
Queensland Digital Identity service	6
Creating and securing your QDI	6
<i>Signing into HPP</i>	7
<i>Searching for your patient</i>	7
Search by Medicare or DVA Number	7
Search by Unit Record Number (URN) and Facility	8
Create a Saved Patient list	9
<i>Viewing patient information in The Viewer</i>	9
Layout overview	9
The Viewer tabs.....	10
The Viewer icons	11
<i>Frequently Asked Questions</i>	13
Registering and creating an account	13
Why create an account via an identity provider?	13
What is the purpose of the identity provider account?	13
Do I need a separate HPP account?	13
Why use multi-factor authentication?	13
Do I need to register my mobile number?	13
How do I create a password for the login?	13
Why use a personal email address?	13
Who do I contact if I need support with QDI?	14

Personal and professional identity	14
Why do I need to prove my personal identity?	14
How do I prove my personal identity?	14
What documents do I need to supply to prove my personal identity?	14
What personal details do I need to provide?	15
What can I do if I cannot prove my personal identity using the online service?	15
Why do I need to supply my professional registration details?	15
How do I update my professional registration details?	15
I registered under my married name but practice under another name	15
Sign-in	15
What if I forget my login password?	15
How do I change my username (email)?	15
Account management.....	15
How do I share my personal details?	15
Is it safe to share my QDI personal details with the HPP?	16
How do I change my personal details?	16
What will happen if I close my QDI identity?	16
Patient search and list	16
Why are there no patients in the Saved Patient List?	16
How do I add a patient to the Saved Patient List?	16
How will I know if a patient has opted out?	16
Differences for non-Queensland Health staff accessing The Viewer?	17
<i>HPP Technical Assistance</i>	<i>17</i>
Contact us	17

What is The Viewer?

Having the right information at the right time is critical in supporting doctors and other healthcare professionals to deliver the best possible care – The Viewer helps achieve this.

The Viewer collates data from multiple Queensland Health administrative and clinical applications, enabling healthcare professionals, including general practitioners, to access patients' information quickly.

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

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

What is the Health Provider Portal?

The Health Provider Portal (HPP) is the authentication service that allows validated health practitioners to register for access to The Viewer.

This read-only access allows health practitioners to view public hospital information including appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.

The registration process is the same for all eligible health practitioners.

Eligible health practitioners

Only eligible practitioners practising in Queensland will be granted access to The Viewer.

These include:

- Medical Practitioners (General Practitioners and Specialists)
- Nurses
- Midwives
- Paramedics
- Pharmacists
- Optometrists
- Aboriginal and Torres Strait Islander Health Practitioners
- Physiotherapists
- Occupational Therapists.

Preparing to register for HPP

Before an external practitioner can register for secure online access to their patients' Queensland Health records, they must prepare by following these steps.

GPs and specialists

1. Queensland Health Secure Transfer Services (STS) Address Book

General Practitioners and specialists must have their information up to date in the Queensland Health STS Address Book for secure messaging and registration to HPP.

If not completed recently, submit either the [Medical Practice STS](#) or [Individual STS Update](#) form to ensure your Medicare Provider Number (MPN) and Healthcare Provider Identifier – Individual (HPI-I) are correct.

Note: This step must be completed before registering for the HPP. The team managing the STS address book will send you an email once the form has been processed.

All eligible practitioners

2. Technology

To ensure the best possible browsing experience you will need:

- a computer with internet access
- access to a web browser - Mozilla Firefox version 38+, Chrome or Microsoft Edge.

3. Email address and phone

You will require an individual email address to create a Queensland Digital Identity (QDI) e.g. john.smith@gmail.com.au (you cannot use a generic shared practice account), also a phone for Multi-Factor Authentication (MFA).

4. Prepare your personal and professional identification information

Personal ID – Digitally Verified (QDI)	
Provide details from your personal documents (credentials), one document from the first credential group, and one document from the second credential group.	
First credential	Secondary credential
☐ Australian-issued driver license ☐ Queensland marine licence ☐ Queensland photo identification card / Adult proof of age card ☐ Australian passport ☐ Immigration card ☐ Valid Australian Visa	Any other document from the First credential group. • You can't use the same document twice • You can't use two Transport and Main Roads documents (for example Queensland Driver Licence and Marine Licence) OR ☐ Certificate of descent ☐ Australian citizenship certificate ☐ Australian birth certificate ☐ Medicare card

Professional ID – HPP Registration	
☐ Australian Health Practitioner Regulation Agency (AHPRA) registration number for Medical Practitioner ☐ Healthcare Provider Identifier – Individual (HPI-I) - found by logging into your AHPRA account https://www.ahpra.gov.au/ ☐ Medicare Provider Number (GPs & Specialists)	Note: • You need to supply <u>one</u> Queensland Medicare Provider Number • GPs & specialists - ensure your details are recorded in the STS Address Book, you can record several practices. • At least one document that shows your middle name.

If you have completed steps 1–4, you are ready to register for the HPP.

How to register and create an account

Creating a Digital Identity (QDI)

Step 1	Launch the HPP
	Open a web browser and enter the URL https://hpp.health.qld.gov.au/ Press the Log in button on the home page
Step 2	Under Prove your identity
	Select Continue with QDI (formerly known as QGOV)
Step 3	Create a digital identity account with QDI
	On the very bottom of the Welcome page select - Don't have an account? Sign up
Step 4	Sign up to Queensland Digital Identity Queensland Digital Identity: New Customer Easy Read Guide
	1 Enter your individual email address 2 Create a password 3 Accept the Terms and Conditions 4 Accept the Privacy Notice 5 Click Accept Note: An email will be sent with a confirmation code which you will need to complete the creation of your Identity account. If you do not get the email, check Junk or Spam.
Step 5	Confirm your email address
	1 Enter the Confirmation code received in the email 2 Click Continue Note: It may take a few seconds before the next page is displayed confirming the account has been successfully created.
Step 6	Continue with creating identity account
	Once identity account has been successfully verified, click Continue
Step 7	Set up Multi-Factor Authentication (MFA)
	1 Choose an authentication option - Option 1: Choose Google Authenticator, or a similar app on your phone to get a code - Option 2: Choose SMS to get a code sent by text to your phone 2 Enter the code into the QDI log in. (You will do this every time you log in)
Step 8	Prove your identity
	1 Have two government documents on hand (e.g., driver licence, passport, birth certificate)

	② Enter your name and details exactly how it is shown on the document – follow the QDI prompts ③ Click Continue
Step 9	Name change ① Verify your name change - only do this if the names on your documents are not the same. ② Enter information from your name change document Note: These include Australian Marriage Certificate; Australian Change of Name Certificate
Step 10	Confirm your legal name ① Check your legal name (first, middle and family name from the list)

Authenticate your professional details in HPP

	Consent to share screen
Step 1	① Check the tick box - I consent to sharing these details with the Health Provider Portal
Step 2	Professional Registration Information <i>Time to authenticate your professional details</i> Once you have logged in with your QDI and verified your identity by entering your MFA code, you will be promoted to enter your professional details. ① Use the drop-down list - Select Practitioner type ② Enter AHPRA Registration number ③ Enter HPI-I Number ④ Enter Medicare Provider Number (<i>GPs and specialists only</i>) ⑤ Select Update Registration When the Update Registration button is clicked, your details will be verified. If any details cannot be verified an explanatory message will be displayed. Further information on how your details are verified can be found in this manual.
Step 3	① Accept the Terms and Conditions Note: you will be asked to do this every time you login.

Once registration is successful, access is automatically granted to the HPP where health practitioners can begin to view Queensland Health patient information in The Viewer.

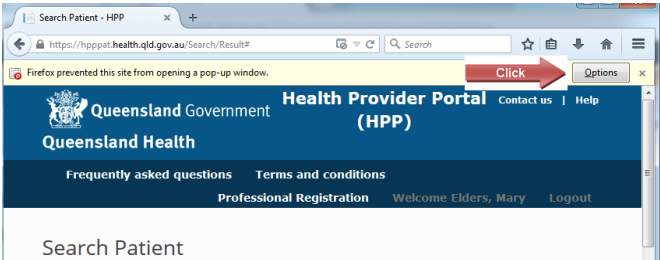
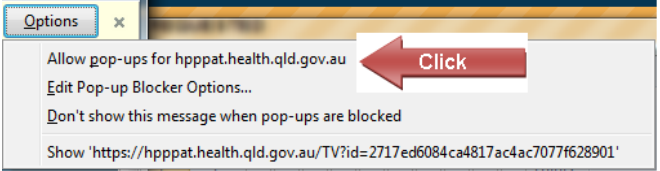
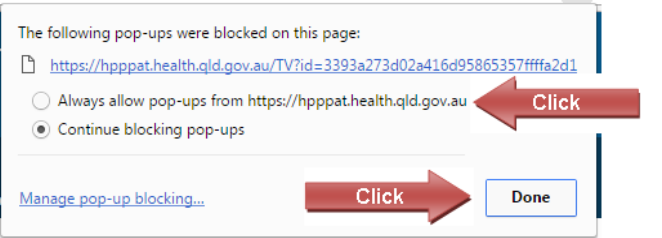
Note:

- If the automatic verification fails, The Viewer team will conduct a review of the registration information.
- The professional details needed for registration can differ based on the type of external health practitioner.
- General practitioners and specialists are recommended to wait for confirmation from the STS team that their form has been processed prior to registering for HPP.
- Health practitioners unable to provide information from certain credentials, may need to visit one of the Transport and Main Roads Customer Service Centre: [Transport and motoring service centres | Queensland Government](#) (over 90 locations).
- QDI support and troubleshooting: [Creating and securing your Queensland Digital Identity | Queensland Government](#).

An error occurred during registration

Browser error

When launching The Viewer in your web browser, a prompt may appear alerting you that a pop-up window failed to open. Simply follow the prompts of your web browser to trust The Viewer and allow the pop-up window to display, refer to examples.

Mozilla Firefox	Chrome
 Click 'Options' button	 Click on the icon with the 'Red x'
 Click on 'Allow pop-ups for ...'	 Select 'Always allow pop-ups ...,' then click on 'Done' button
Click on The Viewer icon again in the Search page	Click on The Viewer icon again in the Search page

Practice location error

❶ Select Close then logout

Go to AHPRA <https://www.ahpra.gov.au/> to update your registration address before trying to log back in again (preferred)

❷ Click the apply for manual approval link if you are eligible for an exception

STS error

If you are a GP or Specialist, your registration is linked to your **principal place of practice**. If you move workplaces, your access to The Viewer via HPP **will not** move with you.

To ensure you keep access to The Viewer, you or your practice must update your practice details in Queensland Health's STS Address Book **before you leave**.

Submit either the [Medical Practice STS](#) or [Individual STS Update](#) form and ensure you are recorded in STS with the correct details i.e. full name, Medicare Provider Number (MPN) and Healthcare Provider Identifier – Individual (HPI-I) numbers.

Name mismatch error

If your first or last name does not match between your identity provider (QDI), AHPRA and STS Address Book (GPs and specialist only), you will receive an error message upon trying to register.

To resolve:

- **AHPRA** - if your name requires updating with AHPRA, this can be completed by visiting [AHPRA](#) or by calling 1300 419 495, Monday to Friday between 9.00am and 5.00pm.
Note: AHPRA could take 24-48 hours to update their end.
- **QDI** - you need to change your details directly with QDI. You may be asked to supply documents to support the latest information.
QDI self-help support - [Troubleshooting](#) or **call** the QDI Customer Support 24/7 line: **1800 000 658** or **13Qov (13 74 68)**.
- **STS** - if this is due to a name change e.g. marriage, you can contact 1300 478 439 or send an email to TheViewer-HPP@health.qld.gov.au with relevant identity document showing the name change.

Account management

How to update your professional registration

You can update your professional registration details through the HPP.

Login to the HPP, open the menu at the top of the screen and select **Professional registration**. This will open the Professional registration page, which will display your current details. You can update your AHPRA registration number, MPN and HPI-I details here.

These details will be verified online with the relevant organisation.

Identity Provider support

It is recommended that you update your details via your Identity Provider QDI.

Queensland Digital Identity service

The Queensland Digital Identity system is modern, robust, and innovative, and uses the latest technology to safeguard your private information.

[About the Queensland Digital Identity | Queensland Government](#)

Creating and securing your QDI

When signing up for your digital identity you will be guided through the signup process and must complete all the steps to successfully create and secure your QDI.

You will need to provide some details from your personal documents (credentials), one document from the first credential group, and one document from the second credential group. Here is a list of the [Acceptable documents that can be digitally verified](#).

If you do not have any acceptable documents that can be digitally verified, QDI may be able to manually verify your identity over the phone or in person, there is detailed information available on the QDI website and here is a list of the [Acceptable documents that can be manually verified](#).

Here is the link to the [Easy Read Guide to creating and securing your QDI](#).

Signing into HPP

Step 1	Launch the HPP
	Open a web browser and enter the URL https://hpp.health.qld.gov.au/
Step 2	Sign in to HPP account
	Press the Log in button on the home page
Step 3	Login with your valid QDI credentials
	1 Enter your email 2 Enter your password 3 Enter MFA code Click Log in
Step 4	Accept the HPP Terms and Conditions
	1 Check acknowledgement of the terms and conditions 2 Click Accept to continue

Searching for your patient

There are numerous ways to search for a patient:

1. **Medicare or DVA Number** plus supporting patient information
2. **Unit Record Number (URN)** and related **Facility**.
3. From a previously **saved patient list**.

Search by Medicare or DVA Number

In the Search Patient page, search for your patient by entering the following identity criteria.

Search Patient

Please fill the search parameters

1 Medicare Number

OR

DVA Number

Sex

Date Of Birth

Patient Surname

2 Facility

Patient URN

3 Search Results

Facility	URN	First Name	Last Name	Status	The Viewer	Action
Royal Brisbane and Women's Hospital	9999997	Patient	Ribbesttwentyfive			Remove from list
Royal Brisbane and Women's Hospital	9999998	Testmaleadult	Ribbesttwentysix			Remove from list

Step 1	1 Enter Medicare Number (9–11 digits) or DVA Number 2 Select sex 3 Enter date of birth or select date from the calendar 4 Enter patient Surname	
	Step 2	Click Search.

Search

Step 3	A Search Results page will return a list of patients that match the identity details entered.	If a patient has opted out, the status column will display 3 'Opted out.' You will not be able to view this patient's healthcare information.
Step 4	To view patient healthcare information, click on The Viewer icon. A new window will open to display the patient's healthcare information.	
Step 5	Click on 1 First Name or 2 Surname to review patient before opening The Viewer. Other information will be displayed including a list of facilities the patient has presented to. TIP You can open the patient healthcare information and add the patient to your list of saved patients from this screen.	

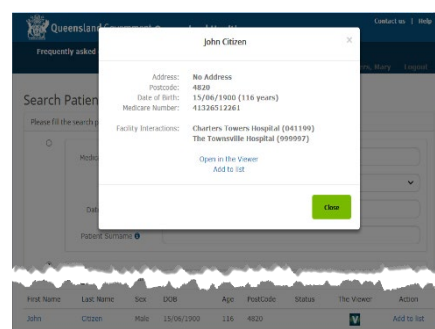
Search by Unit Record Number (URN) and Facility

In the Search Patient page, search for your patient by entering the following identity criteria.

Step 1	Select 1 Facility from the list Enter 2 Patient URN.	
Step 2	Click Search.	
Step 3	A Search Results page will return a list of patients that match the identity details entered.	If a patient has opted out, the status column will display 3 'Opted out.' You will not be able to view this patient's healthcare information.
Step 4	To view patient healthcare information, click on The Viewer icon. A new window will open to display the patient's healthcare information.	
Step 5	Click on 1 First Name or 2 Surname to review patient before opening The Viewer. Other information will be displayed including a list of facilities the patient has presented to.	



You can open the patient healthcare information and add the patient to your list of saved patients from this screen.



Create a Saved Patient list

Step 1	To add a patient to your Saved Patients List , first find your patient via one of the patient searches.	
Step 2	From the Search Results Screen under the Action Column select 'Add to List' or click on First Name or Surname to review patient. Additional information will display including a list of facilities the patient has presented to including an option to 'Add to List'	
Step 3	To view patient healthcare information, click on The Viewer icon. A new window will open to display the patient's healthcare information.	

Note: To **remove a patient** from your list, under the Action Column select Remove.

Viewing patient information in The Viewer

Layout overview

Patient

- Patient and contacts
- Patient identifiers
- Problem list

Encounters

- Inpatient admissions and Emergency presentations
- Mental Health cases and Clinical Notes
- Outsourced - Surgery Connect referrals and documents
- Discharge Summary and Emergency discharge letters
- Oncology cases including care plans
- QAS electronic Ambulance Report Forms (eARF)

Outpatient

- Specialist referrals and appointments
- Electronic referrals

Medications

- Medication profiles
- Anticoagulant Therapy
- Rheumatic Heart Disease Register Information

AR/Alerts

- Adverse Reactions
- Alerts - Mental Health, Oncology
- ACP/ARP

Pathology

- Pathology results

Imaging

- Clinical reports
- Radiology reports
- Cardiovascular reports and associated images
- Diagnostic imaging captured at Metro North Health facilities
- Manual document uploads

Procedures

- Operation notes
- Clinical reports
- Endoscopy reports
- Elective Surgery Waitlist info
- Anaesthesia reports
- Sleep reports
- Procedure reports
- Manual document uploads

Care plans

- End of life documents
- Management plans
- Manual document uploads
- QAS documents
- GP Management Plans

Event Summaries

- Oncology documents
- Clinical reports
- Patient Reported Outcome Measures
- Specialist outpatient letters, referrals, discharge summaries, assessments and reports

Patient

- 2

Encounters

- 8

Outpatient

- 4

Medications

- 90

AR/Alerts

- 8

Pathology

- 12

Imaging

- 33

Procedures

- 3

Care Plans

- 75

Event Summaries

-

Patient Details

Name: Patient, Star

Date of Birth: 29-Sep-1977

Age: 48 years

Birth Sex: Male

Gender Identity: Man, Boy, Male

Pronouns: He, Him, His, Himself

Variations of Sex Characteristics: No

Private Health Insurance: BUPA Australia (6656657)

Marital Status: Not Stated

Indigenous: Not Aboriginal or Torres Strait Islander

South Sea Islander: Not a South Sea Islander

Country of Birth: Australia

Language: English

Religion: Not Stated

Residential Address: 100 Wickham Street
FORTITUDE VALLEY Queensland 4006

Permanent Home Phone: 3123 3213

Permanent Business Phone: 0400 001 002

Permanent Mobile Phone: 0400 003 004

Facility Identifiers:

Identifier	Code	Facility
ATH.044376		Atherton Hospital
ATH.999998		Atherton Hospital
GCH.111222		Gold Coast Hospital and Health Service
IPH.999998		Ipswich Hospital
LGH.999998		Logan Hospital
MH.111222		Mental Health
PCH.111222		Prince Charles (The) Hospital
PAH.111222		Princess Alexandra Hospital
PAH.9014200		Princess Alexandra Hospital
RIVER.111222		RIVER Primary Health Care
RKH.111222		Rockhampton Hospital
RBWH.111222		Royal Brisbane and Women's Hospital
RBWH.1627884		Royal Brisbane and Women's Hospital
TNH.111222		The Townsville Hospital
TWH.T999999		Toowoomba Hospital

External Identifiers:

External Participants

⚠️ External participant information is provided as a guide, please go to the source for recent information.

Contacts

⚠️ Patient contacts may not be current, please go to the source for validated information.

Problem List

⚠️ Please note this may not be a complete list of problems

- Dehiscence of surgical wound

The Viewer tabs

Display

The Viewer displays related encounter information in associated tabs. Within the application tabs, data is presented in rows that can be expanded and collapsed to show or hide additional information



Tips:

- The Viewer defaults to the AR/Alerts tab to ensure vital information about your patient is quickly accessible.
- Use the Filter function to find desired clinical information quickly. A filter is available in each tab apart from the Patient tab.

Available information

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
	Outsourced - Surgery Connect (SCAN) referrals and documents
	QAS electronic Ambulance Report Forms (eARF)
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
Imaging	Radiology reports
	Clinical reports (ECHO)
	Manual document uploads e.g., Exercise Stress Echo, Fibroscan Reports

	Diagnostic images captured at Metro North Health facilities (Clinical Imaging Viewer)
	Cardiovascular reports and associated images (CVIS)
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
	GP Management Plans (Best Practice)
	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.

The Viewer icons

Menu Bar		Show Encounter list
		Hide Encounter list
		Refresh
		List view
		Tab view
		View patient timeline
		ACP Tracker
		Remove highlight
		AR/Alerts
Other		Help
		Information
		Information alert
		Print
		Settings
		Source system unavailable
		Indicator

		Expand
		Collapse
ACP Tracker		View
		Multiple documents
Patient		Expand problem
		Collapse problem
		Show this encounter
		Highlight
Encounters		Single admission
		Multiple admissions
		Emergency presentation
		Mental Health information
		Oncology encounter
		Virtual (Telehealth) presentation
		Discharge Summary
		Discharge letter Statement of Attendance
		Clinical note
		Document (e.g., clinical reports)
		Electronic Ambulance Report Form
Outpatient		All
		Appointment
		Referral
Meds		Medication profiles
		Anticoagulant Therapy
AR/Alerts		Adverse reactions
		Alert
		Warning
		No Known Allergies
		ACP/ARP
Pathology		Pathology reports
		Pathology (out of reference range)
		Graph observations
		Tabular display
Imaging		Imaging report
		Image capture report
Procedures		Procedure
		Anaesthesia records
		Waitlist
Care Plans		Care Plans
		Multiple documents
		Rheumatic Heart Disease Register
Event Summaries		Event Summary

Frequently Asked Questions

Registering and creating an account

Why create an account via an identity provider?

To appropriately manage security and privacy for both you and your patients, the HPP relies on third party authentication systems to verify your personal identities and professional identities.

An account is necessary to store your identities for third party verification every time you sign into the HPP.

What is the purpose of the identity provider account?

To prove your personal identity, this information is not stored in the HPP.

Do I need a separate HPP account?

No, you do not need a separate HPP account, you can create one account via your Identity provider e.g., QDI, and once your personal and professional identities are verified, you can search for patients and view information in The Viewer.

Why use multi-factor authentication?

Multi-factor authentication (MFA) is required for your Queensland Digital Identity as an extra layer of protection.

MFA means that each time you use your Queensland Digital Identity email address and password to log in, we will check that it is really you.

Do I need to register my mobile number?

No, you can use an **Authenticator app** if you do not want a code sent via SMS.

How do I create a password for the login?

Create a password that must be at least 8 characters in length, and contain 3 of the following:

- lower-case letter (a-z)
- upper-case letter (A-Z)
- number (0-9)
- special character (!@#\$%^&*).

Why use a personal email address?

The Queensland Digital Identity recommends using your **personal email address** when strengthening your online identity. This will ensure you can continue to use your valid QDI ongoing when accessing government systems such as the Health Provider Portal | The Viewer.

Note: Multiple users cannot use the same email address.

If you currently have more than one email for your government service/s, please decide which email you want to use for your high-level assurance account.

Once selected, please contact this service, so we can review and resolve any duplicate email records associated with your profile.

Who do I contact if I need support with QDI?

QDI technical support and resources

- Website: [Creating and securing your Queensland Digital Identity](#)
- Video: [How to create your Queensland Digital Identity](#)
- Self-help: [Troubleshooting | Queensland Government](#)
- Online chat: click link to bottom right of webpages 

Contact QDI

- **Call** the support centre on **13QGOV** (13 74 68) or technical support 1800 000 658, reachable **24 hours a day, 7 days a week**.
- **Visit** one of the TMR service centres Transport and motoring service centres (over 90 centres), operating hours vary.

Personal and professional identity

Why do I need to prove my personal identity?

For your security, QDI requires proof of your identity so you can successfully register.

How do I prove my personal identity?

You must complete these steps. We recommend you complete the QDI signup process in a single session, if possible, to comply with best practice around security.

Steps:

1. Go the service or application you are wanting to access
2. Select QDI as your login option
3. Provide your email address and create a password
4. Read and accept the terms and conditions, and privacy notice
5. Verify your email address
6. Set up multi-factor authentication
7. Verify your identity
8. Confirm your legal name
9. Consent to share you detail with HPP

Note: This is a one-off process.

What documents do I need to supply to prove my personal identity?

First credential	Secondary credential
Australian-issued driver license	Any other document from the First credential group. • You can't use the same document twice • You can't use two Transport and Main Roads documents (for example Queensland Driver Licence and Marine Licence)
Queensland marine licence	
Queensland photo identification card / Adult proof of age card	
Australian passport	Certificate of descent
Immigration card	Australian citizenship certificate
Valid Australian Visa	Australian birth certificate
	Medicare card

The identification check requires you to supply exact details and reference numbers of your documents.

What personal details do I need to provide?

You must supply your given name, family name and full date of birth – all must match your supplied first credentials.

Exceptions:

- Only one document can list a different family name, unless you supply a marriage certificate that shows you have changed your name to either:
 - your spouse's name
 - a combination of your family name and your spouse's name using a hyphen or space
- Change of name documents cannot be used to support a change of your name between documents.

What can I do if I cannot prove my personal identity using the online service?

If you do not have any acceptable documents that can be digitally verified, QDI may be able to manually verify your identity over the phone or in person, there is detailed information available on the QDI website and here is a list of the [Acceptable documents that can be manually verified](#).

Why do I need to supply my professional registration details?

For security reasons, we need to ensure you are a real person as well as details showing you are practicing in Queensland. Providing both your personal and professional identities is a security measure to protect you and your patients before you can access Queensland Health patient information.

How do I update my professional registration details?

From HPP click on the menu option **Professional Registration** at the top of the screen. The professional registration page will display your existing details. The AHPRA registration number, MPN and HPI-I fields can be changed. These details will be verified online with the relevant organisation.

I registered under my married name but practice under another name

The HPP and STS Address Book (GPs and specialists only) have identical identifiers i.e., same numbers and same spelling of name. If you created an account with your identity provider using your married name but you practice under another name e.g., maiden name, you will need to contact TheViewer-HPP@health.qld.gov.au for assistance and supply relevant identity documents to support this.

Sign-in

What if I forget my login password?

In the QDI Login page click on the **Forgot your password?** link and follow the prompts. QDI will send you an email to allow you to create a new one.

How do I change my username (email)?

To update your email address and/or phone number for your Queensland Digital Identity, contact QDI on [1800 000 658](tel:1800000658).

Account management

How do I share my personal details?

When you login via HPP with your QDI credentials, you will need to share your personal information with the HPP to enable the registration process to be completed online. You may choose either of the following options:

- always share your personal details
- share your personal details just this once.

If you choose 'always share,' you will not be asked to share your personal details each time. If you choose 'share your details just once,' you will be asked if you want to share your personal details each time you access the HPP.

Is it safe to share my QDI personal details with the HPP?

The QDI information you will be sharing with the HPP is displayed to you prior sharing. The information shared is your email address, full name and date of birth. Information from the personal identity documentation you provided to QDI is not retained in QDI or shared with the HPP.

Your privacy is important—refer to the Privacy Notice on the Terms and Conditions page.

How do I change my personal details?

If you need to change your personal details, you will need to contact QDI.

- **self-help:** [Troubleshooting | Queensland Government](#)
- **online chat:** click link to bottom right of the webpages
- **call** the 24-hour support centre on **13QGOV (13 74 68)** or **1800 000 658**.

What will happen if I close my QDI identity?

If you decide to close your QDI identity account, you will have to prove your identity the next time you access a Queensland Government service online by creating a new QDI account. The HPP relies on you being authenticated by QDI.

Patient search and list

Why are there no patients in the Saved Patient List?

If you have not added a patient to the list previously, your 'saved' patients list will be empty. Patients can be saved to this list after a search has been conducted and a matched patient is returned.

How do I add a patient to the Saved Patient List?

Search for your patient. Once the result is displayed, alongside the patient's name, in the last column (labelled 'Action') a link to 'Add to list' will be present.

Simply click on this link and the patient will be saved to the 'Saved Patients' tab.

How will I know if a patient has opted out?

If a patient has opted out, the status column will display Opted out and The Viewer icon will not be visible. You will not be able to see this patient's healthcare information.

Differences for non-Queensland Health staff accessing The Viewer?

There are some 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 Health Provider Portal.

Non-Queensland Health users

Patient Demographics	Imaging	My Health Record
• 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.	• Diagnostic images are only available from sites/systems launching Metro North's Clinical Imaging Viewer (NilRead) • Reports are available.	• 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).

HPP Technical Assistance

For external health providers accessing The Viewer via the HPP, various resources can be found here <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers>.

Contact us

- **Call** 1300 478 439, reachable **24 hours a day, 7 days a week**. Calls outside of business hours are escalated if patient care is impacted.
- General support, system enquiries and feedback **email** TheViewer-HPP@health.qld.gov.au, **available Monday to Friday, 8.00am – 5.00pm**.