

Your access to The Viewer

For Aboriginal and Torres Strait Islander Health Practitioners



Access to Queensland Health's **The Viewer** supports you to provide the best care for Aboriginal and Torres Strait Islander patients, families, and communities.

The Viewer helps you have a clear picture of a person's health journey. This supports informed decision-making, continuity of care, and better health outcomes for your community.

To access The Viewer, you need to first be registered with the **Health Provider Portal**.

What is The Viewer?

You can use The Viewer to access all the key information you need about a patient in one place.

It brings together information from more than 70 Queensland Health systems, so you don't have to search across multiple applications.

Through The Viewer, you can quickly see things like blood test results, medical imaging, medications, discharge summaries, and care plans. Having everything in one spot helps you make informed decisions and deliver care that is safe, timely, and well-coordinated.

To learn more, visit <https://www.health.qld.gov.au/clinical-practice/innovation/digital-health-initiatives/queensland/the-viewer>.

What is the Health Provider Portal?

You use the Health Provider Portal (HPP) to securely access The Viewer.

It checks your identity and confirms you're eligible to use the system before giving you access.

To learn more, visit <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers>.

How to access The Viewer via the HPP

Step 1: Verify and set up your Queensland Digital Identity

You need a registered identity provider account via Queensland Digital Identity to keep your information secure and private. It checks who you are and confirms your professional details each time you log in, so you can safely access the Health Provider Portal and The Viewer.

Note: If you already have the Queensland Digital Licence app set up and activated on your mobile device, you have a Queensland Digital Identity. You can use the same login details to register for the Health Provider Portal.

You will need to:

- Sign in and register **Queensland Digital Identity**
- Provide your personal details (full name and date of birth)
- Provide a personal email address
- Set up and multi-factor authentication
- Allow your identity details to be securely shared with the Health Provider Portal.

Step 2: Register with the Health Provider Portal

- Use the Health Provider Portal registration link
https://hpp.health.qld.gov.au/?embed=y&:display_count=no&:showVizHome=no
- Enter your AHPRA (Australian Health Practitioner Regulation Agency) registration number and your HPI-I (Individual Healthcare Identifier)
- Accept the terms and conditions.

Your professional details will be verified automatically.

Once registered, you will be able to access **The Viewer** and search for patients currently in your care.

Your responsibilities

To protect patient privacy and ensure safe and appropriate use, all users of The Viewer must:

- Only access records for patients currently under your care
- Never access your own health record or the records of family, friends, or colleagues
- Follow The Viewer (HPP) terms of access and use
- Comply with Queensland Health privacy, information security, and auditing requirements.

Note: Access to The Viewer is monitored, and regular audits are conducted.

The Viewer (HPP) Terms: <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers/privacy-security>.

For more information

See The Viewer via HPP User Manual for a step-by-step user guide:

http://www.health.qld.gov.au/_data/assets/pdf_file/0021/1364502/The-Viewer-via-HPP-user-manual.pdf.

Contact us

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

Queensland Digital Identity

Queensland Digital Identity is managed outside of Queensland Health.

QDI website: <http://www.qld.gov.au/digital-identity>.

For technical support, call **1800 000 658**, 24 hours a day, 7 days a week.

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**.

