

The Viewer

2024



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!

What is The Viewer?

A web-based application available on desktop computers and mobile devices, The Viewer collates data from multiple Queensland Health systems, ensuring healthcare professionals can access patients' information quickly without having to log in to different systems.

The benefits

The Viewer saves healthcare professionals time and allows them to make clinical decisions supported by comprehensive, current, and accurate patient information.

Improving patient care

The Viewer improves patient care by:

- providing quick and easy access to comprehensive patient information sourced from more than 65 applications
- reducing time spent locating medical records
- providing access to patient information stored on systems which may not be available at that facility
- helping to prevent readmissions
- increasing visibility of speciality information (e.g. oncology, cardiology, endoscopy and mental health)
- helping to reduce duplicate diagnostic testing
- reducing need to sign into multiple systems
- improving decision making and reducing risk of medication errors.

The Viewer is used by?

- Hospital and Health Services staff
- Mater Health clinicians
- Service providers such as:
 - Queensland Ambulance Service
 - Royal Flying Doctor Service (RFDS)
 - Apunipima Cape York Health Council (CYHC)
 - Hummingbird House
- eligible health practitioners via the [Health Provider Portal](#):
 - medical practitioners
 - specialists
 - nurses
 - midwives
 - paramedics
 - pharmacists
 - optometrists



“The Viewer is the single most useful piece of software we use in Queensland Health”.

Dr Cameron Bardsley



Access to patient information

The Viewer provides access to a range of patient information:

- Patient demographics, admission and discharge history
- Validated pathology results and tests ordered
- Mental health data
- Problems and primary diagnosis from emergency departments and hospital admissions
- Discharge summaries
- Medication profiles and adverse reactions
- Operation notes and elective surgery waitlist information
- Outpatient appointments and referrals
- Radiology results
- Oncology information
- Alerts essential to patient and health staff safety such as mental health, COVID-19 and difficult airway alerts
- Endoscopy reports
- Advance Care Planning/Statement of Choices documents
- Acute management plans
- Clinical reports.

Queensland Health staff can also access:

- Mater health information
- My Health Record clinical documents
- Patient National Disability Insurance Scheme (NDIS) information
- Medical images.

For more information

A range of resources can be located via the web or internally through Queensland Health intranet (QHEPS).

Internal resources (QH Staff)

- [EDS and The Viewer](#) QHEPS site
- The Viewer - [How to apply for access](#)
- The Viewer - [Quick Reference Guide](#)

External resources

- [The Viewer via Health Provider Portal](#)
- [Health Provider Portal](#) registration
- [Health Provider Portal](#) resources

Ongoing improvements

The Viewer team continually works with clinicians and Queensland Health staff to ensure the app meets their needs, with regular enhancement releases.



“By integrating electronic healthcare information, The Viewer helps us to better integrate care for our patients, and the addition of radiology images is another big step forward in this regard”.

Dr Julian de Looz

Do you have an enhancement idea?

Complete the [EDSTV Enhancement request form](#) and email it to the address listed on the form.

Need technical support?

QH employees

- Access and system enquiries - [Online IT Support](#) or call 1800 198 175.
- General enquiries - see your [local coordinator](#).

