

The Viewer via the Health Provider Portal

Factsheet for Practice Managers

September 2026



Partnerships across the health system and services support Queenslanders to receive care that is consistent, timely and well-coordinated.

Introduction

What is The Viewer?

The Viewer is a web-based application that integrates information from a range of Queensland Health administrative, clinical and specialty systems. The Viewer provides quick and easy access to a holistic view of a patient's medical history such as blood test results, medical imaging, medications, discharge summaries and care plans. Having everything in one centralised location helps support informed decisions and deliver care that is safe, timely, and well-coordinated.

To gain access to The Viewer, individual health providers need to register for and complete the verification process for the Health Provider Portal (HPP).

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:

- Supports health professionals to make informed medical decisions regarding patient care
- Supplies real-time access to Queensland Health medical information
- Reduces duplication of diagnostic testing
- Helps ensure more consistent, timely, and coordinated care.

Health Provider Portal (HPP)

The Health Provider Portal (HPP) provides eligible Queensland-based health practitioners outside Queensland Health with secure, read-only access to their patients' Queensland Health records via The Viewer.

Who is eligible?

Eligible practitioners external to Queensland Health include:

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

Using The Viewer via HPP

Appropriate use

By registering for, accessing, or using The Viewer via the HPP, users agree to be legally bound by [The Viewer \(HPP\) Terms and Conditions of Access and Use \(Terms\)](#). Access to, or use of, the HPP or The Viewer constitutes acceptance of these Terms each time the user accesses the service, which includes automatic subscription to email notifications.

Auditing and monitoring

Access and use of the HPP or The Viewer will be monitored, logged and audited. The Viewer team conduct regular and ad hoc audits to monitor compliance with privacy, security, and appropriate access and use of the HPP or The Viewer in accordance with these Terms and the law.

Be advised

If potential inappropriate access is identified, such as accessing their own record, or that of a family member, friend, colleague, or another person for any purpose other than the authorised **Purpose (Terms)**, the user and/or the practice may be contacted by The Viewer Compliance Team for further review.

A response to compliance enquiries is required in order to maintain access to The Viewer. All enquiries and outcomes are documented, and audit records are maintained in accordance with organisational requirements.

For more information

View [Privacy and security | Queensland Health](#).

For enquiries relating to auditing and monitoring, confidential correspondence, and reporting requirements, contact TheViewer-Compliance@health.qld.gov.au.

Registering for the HPP

Personal ID – Queensland Digital Identity

To register for the HPP, individual health practitioners will need to verify **their personal identity** via [Queensland Digital Identity \(QDI\)](#).

ID documents that may be required are:

- Australian driver licence
- Australian passport
- Birth/marriage/change of name certificate
- Medicare card.

Professional registration details

All eligible health practitioners will need to provide:

- Current Australian Health Practitioner Regulation Agency (AHPRA) registration number
- Healthcare provider identifier-individual (HPI-I).

General Practitioners (GPs) and specialists will also need to:

- Provide an up-to-date Medicare Provider Number (MPN)
- Ensure all their professional details are registered with Queensland Health's Secure Transfer Service (STS).

How Practice Managers can support health practitioners

To ensure a smooth registration process, you can support your health practitioners by:

- Maintaining an up-to-date STS profile for the practice
- Encouraging practitioners to create and authenticate their QDI account (using only their personal email and mobile)
- Ensure your practitioners are clear on The Viewer (HPP) terms and conditions of access and use (Terms)
- Providing troubleshooting support and, where required, escalating unresolved issues to the relevant support teams.

Causes of access delays

The registration process is designed to be quick and straightforward, provided practitioner details are current and consistent across the external services that the HPP authenticates against. Delays are most commonly caused by:

- Queensland Digital Identity verification issues
- Mismatched identity details across systems (e.g. differing surnames)
- Incomplete or outdated STS registration
- HPI-I and AHPRA mismatches
- Locum practitioner verification requirements
- Temporary outages affecting external verification services (e.g. AHPRA).

The Viewer (HPP) support team can assist, but some issues require coordination between multiple agencies, which can extend resolution times.

How to prevent possible delays

Below are the most common causes of delay and actions practice managers can take to help ensure a smooth registration process.

Queensland Digital Identity (QDI)

QDI is an identity verification system used across Queensland Government online services. It is managed externally to Queensland Health.

The two-factor authentication is also managed through the QDI service. QDI uses a Multi-Factor Authentication (MFA) process to help ensure accounts remain secure when accessing Queensland Government online services.

All personal details such as email, mobile number, identity documents and MFA settings are managed within QDI. Please see linked [guide](#) for creating and securing your QDI.

Need support:

- QDI website: [About the Queensland Digital Identity - qld.gov.au](https://www.qld.gov.au/about-the-queensland-digital-identity)
- QDI Support Team can be contacted on 1800 000 658.

Mismatched identity details across systems

Differences in a practitioner's details across identity and registration systems can prevent successful verification.

Practice managers can help by:

- Encouraging practitioners to ensure their personal and professional details are current and consistent across all relevant systems.
- Advising practitioners to promptly respond to requests from The Viewer (HPP) team for supporting documentation, or to proactively provide documentation where discrepancies are known.
- For example, where a name discrepancy exists, practitioners may be required to provide evidence of the name change, such as a marriage certificate, by emailing a copy to TheViewer-HPP@health.qld.gov.au.
- These emails can be missed, so encourage practitioners to check their inbox, including spam folders, during the registration period.

Incomplete or outdated STS registration

Completing or updating the practice's STS Address Book entry prior to registration is the most effective way to prevent delays.

Practice managers should submit either:

- [Medical Practice STS Update Form](#), or
- [Individual GP STS Update](#).

Ensure the following details are correct and complete:

- Full legal name
- MPN
- HPI-I
- AHPRA number (with principal place of practice listed in Queensland).

Updating the STS profile for your practice should always be the first step when a medical practitioner joins your practice.

HPI-I and AHPRA mismatches

Any inconsistency between a practitioner's HPI-I and their AHPRA details will trigger a verification failure.

Common causes include:

- Incorrect HPI-I entered in the Professional Registration details section
- These details are managed by the health practitioner in HPP
- AHPRA registration details not up to date.

Need support:

- AHPRA website: [Australian Health Practitioner Regulation Agency](#)
- Registration resources: [Australian Health Practitioner Regulation Agency - About registration](#)
- Call AHPRA on 1300 419 495.

Locum practitioner verification requirements

Locum practitioners may require additional verification if their principal place of practice is registered outside of Queensland. Any practitioner who falls into this category will need to complete a Whitelist request through the HPP Login page.

To prevent delays, the practice manager should email the support team via TheViewer-HPP@health.qld.gov.au before the locum starts, confirming:

- Practitioner name
- Contract start and end dates
- Practice location
- MPN (if available at the time).

This advance notice helps the support team validate the practitioner more quickly.

AHPRA outages

Temporary AHPRA outages or planned maintenance can prevent HPP from verifying practitioner details.

Where possible, known outages or maintenance periods will be communicated through the System Alerts banner on the HPP login screen. Practitioners experiencing verification issues during an outage may need to wait until the external service is restored.

Useful links

- [Medical Practice STS Update Form](#) / [Individual GP STS Update](#)
- [QDI setup guide](#)
- [The Viewer for external providers](#)
- [Resources and support | The Viewer for external providers | Queensland Health](#)
- [The Viewer \(HPP\) Terms and Conditions of Access and Use \(Terms\)](#)

When to contact Queensland Health

Contact The Viewer (HPP) support team when:

- All practitioner details have been verified and appear correct, but their registration continues to fail.
- You suspect there is an external system outage or service disruption.
- A locum's Whitelist request requires manual approval for their registration.
- You receive a request for additional documentation supporting from The Viewer (HPP) team.

Include in your email:

- Practitioner's full name.
- AHPRA registration number.
- HPI-I number.
- MPN for the practice.
- Practice name and location.
- Detailed description of the issue, including any troubleshooting steps already completed.
- Relevant screenshots or error messages (where applicable).

The Viewer (HPP) contact details

24-hour support, 7 days

Call 1300 478 439 - Calls outside of business hours are escalated if patient care is impacted.

Monday to Friday, 8:00am-5:00pm

For general support and feedback email TheViewer-HPP@health.qld.gov.au