

Better connecting Queensland's Health Practitioners and public hospitals



Factsheet 6 – Supporting Eligible Health Practitioners in using the Health Provider Portal (HPP)

Queensland's Nurses, Midwives, Paramedics, Pharmacists and Optometrists now have secure online access to their patients' Queensland Health (QH) records. Health Practitioners should firstly refer to this factsheet when they encounter any technical question or problem.

Am I Prepared?

A checklist to ensure you can connect to the HPP:

- Do I have an individual email address and mobile number ready?
- Can I connect to the internet from my Personal Computer (PC)?
- Am I using the correct web browser?
(Preferably Mozilla Firefox 38 or above; Internet Explorer 10 or above; Chrome; MS Edge)
- Have you read Factsheet 1 – Preparing to register for the HPP?
- Have you followed the steps in Factsheet 2 – Creating a HPP Account?

Creating an Account

Why do I need to create an account?

Security and protection of your and your patients' privacy is very important. To appropriately manage security and privacy, the HPP relies on the authentication with third party 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.

Why do I need a QGov account?

You will need a QGov account to prove your personal identities as this information is not stored in the HPP.

Do I need a separate HPP account?

No, you don't need a separate HPP account. In order for you to access the HPP, you need to complete these steps:

1. Create a QGov account
2. Enter your personal identities into QGov (given name, middle name, family name, date of birth)
3. Pass 100 point check
4. Allow your personal identities be shared with the HPP
5. Enter your professional identities into the HPP

Once your professional identities are verified, you can search for patients and view the patient information.

Why do I need to register my mobile number?

You don't need to register a mobile number in order to access the HPP. But on some occasions, QGov will send a SMS message to confirm your details.

Why use confirmation codes?

Confirmation codes are used to make sure that you made the change and not someone else. The code is sent to your registered contact email or mobile number, which only you can access.

How do I create a password for the login?

Passwords must be at least 10 characters, and consist of at least 3 of the following: upper case letters, lower case letters, numbers and any of the following special characters: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~ Space

Personal Identity

Why do I need to prove my personal identity?

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

How do I prove my personal identity?

To prove your personal identity digitally you must:

- use an email address for the username
- confirm by entering the confirmation code sent to your email address (or mobile phone)
- enter your personal details (i.e. names and date of birth)
- select your identity documents and complete the requested information
- have your documents successfully validated
- when prompted, agree to share your personal details with the HPP

This is a one-off process. But if you need to change your personal details, then you will need to resubmit documents that support your new details.

How do I provide documents to prove my personal identity?

This is referred to as 100 points of identification check. You don't need to supply the physical documents but only the reference number of those documents. However, you must provide a total of 100 points of Australian or state-issued documentation.

Different types of identity documents are worth different points (see table below). You can use different combinations of documents to make up your 100 points, but must include at least one primary document as part of the 100 points.

Primary documents	Points
Australian Birth certificate	50
Australian Driver licence	60
Australian Passport	50
Secondary documents	Points
Certificate of Australian citizenship	40
Change of name certificate	40
Australian visa	40
Marriage certificate	40
Medicare card	40

What personal details do I need to provide?

You must provide your given name and family name.

Both your given name and family name must match those in your supplied documents.

Exceptions:

- Only one document can list a different family name, unless you provide a marriage certificate that shows you have changed your name to either:
 - your spouse's name; or
 - a combination of your maiden 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

Note: If you have a single name only, you can visit a customer centre to prove your identity.

Date of birth

Your full date of birth must match that in your primary supplied document.

What should I do if I can't prove my personal identity using online service?

If you are unable to prove your identity using the online service, you may choose to visit a customer centre to prove your identity. Currently, there are three customer centres around the State: Brisbane, Gatton and Beaudesert. Refer to factsheet 1, page 2.

Professional Identity

Why do I need to provide my professional registration details?

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

How do I update my professional registration details?

From the HPP you can update your professional details by clicking on the menu option Professional Registration at the top of the screen. The professional registration page will display your existing details. Any of the fields including AHPRA registration number and HPI-I can be changed.

Note: These details will be verified on-line with the relevant organisations.

Why has the HPP rejected my professional details?

HPP will display the verification errors. Please take note of the messages displayed, as your AHPRA registration number may well be correct but have not passed the HPP verification tests. Either retry entering the professional details or contact technical support on 1300 478 439.

Have I been locked out because my professional registration cannot be verified?

As a security measure to ensure only qualified users are accessing the HPP, the system will lock you out if you have attempted to enter your professional details too many times. Try again later or if you still encounter a problem please contact technical support on 1300 478 439.

Sign-in

What if I forget my login password?

In the QGov Login and Register page click on **Forgot your password?** link and follow the prompts. QGov will send you a temporary password in an email or SMS message.

What should I do if the QGov Login or Register page is not displayed?

There is a remote possibility that when you press the login or register button in the HPP that the QGov Login or Register page is not displayed, but another QGov page is displayed. You will be aware of this as there is a QGov banner at the top of the page including your entered username and password. This means you have already been authenticated. Simply follow the instructions on that QGov page displayed and press **Continue**.

Why do I need to 'step up' my login?

For extra security, you may be asked to 'step up' your login. You can do this by either: using another, more secure login (i.e. QGov login) or confirming an SMS code sent to your mobile phone.

How do I change my username (email)?

A GP can change their username by selecting 'Manage your QGov Login' on the QGov login screen.

1. You will need to enter your current password and new username (email) under the change username fields and select Continue to generate a Confirmation Code.
2. The Confirmation Code will be emailed to your new email address. The Confirmation Code needs to be entered immediately as it will expire after a short timeframe.
3. Enter the code in the Confirmation Code field and select Continue.
4. A message will display advising if the update has been successful and you will receive an

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email confirmation to both your new email address and previous email address.

5. Your login username will be your new email address and all future contact will now be sent to your new email address.

If you require further information you can phone 13 QGOV (13 74 68)

Update details

How do I share my personal details?

When you login to QGov, 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; or
- 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 QGov personal details with the HPP?

The QGov information you will be sharing with the HPP is displayed to you prior to entering your sharing option. The information shared is your email address, names and date of birth. Information from the personal identity documentation you provided to QGov is not retained in QGov 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 sharing preference?

When you created your QGov account a step for you to complete was sharing your details. Shared details are required for identity validation and access to patient information. You were given the option to always share, share this time only or don't share. If you don't share, you will not proceed to view patient information, if you always share, you will not be asked for validation and proceed straight into the HPP. If you selected share this time only, you will proceed to the HPP, then each time you access the HPP you will need to validate. Changing your sharing preference will give you an option to change the sharing options at login.

1. Before logging in on the QGov Login or register page, click on the Manage your QGov identity link;
2. Log in using your preferred login;
3. Click on the change your details link;
4. Tick or untick the checkbox and click on the continue button.

How do I change my personal details?

Once you have recorded your personal details successfully you can change them by providing documents that support the new details. To help protect your digital identity you will need to provide a mobile phone number.

1. Before logging in on the QGov Login or register page, click on the Manage QGov identity link;
2. Log in using your preferred login;
3. Click on the change your sharing preference link;
4. You will need to enter a mobile phone number to receive a confirmation code before you can change your details;
5. Enter the confirmation code received on your mobile phone into the confirmation code box, and click on the continue button;
6. You may update your name as required. You will need to provide details from documents to support your change just as you did when you first proved your details;
7. Click the Continue button.

Search Patient

Why are there no patients in the Saved Patient List?

If you have not 'saved' any patients to the list previously the 'saved' patients list will be empty. Patients can be saved to the list after a matched patient is returned from your search. To save a patient returned as a result of a search, alongside the patient name the last column labelled 'Action' will display a link 'Add to list'. Simply

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

How will I know 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 details.

What will happen if I close my QGov identity?

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

Cannot find your question on this Factsheet?

Please email:

connectingqld@health.qld.gov.au

or,

Click on the Link:

<https://www.health.qld.gov.au/clinical-practice/database-tools/health-provider-portal/gps-resources/support#faqs>