

Better connecting Queensland's GPs and public hospitals



Factsheet 4 – Searching for your patient in the Health Provider Portal (HPP)

Have you signed in to the HPP and accepted the HPP Terms and Conditions?

If not, please refer to Factsheet 3 – Signing into the HPP

You can search for patient healthcare information

There are three (3) ways to search for a patient in the HPP. You can search:

1. a patients Medicare Number plus other patient information; **OR**
2. a patients Unit Record Number (URN) and related facility; **OR**
3. from a previously saved patient list.

In the Search Patient page, you can:

- 1 enter the patient’s Medicare number, sex, date of birth and surname; **OR**
- 2 enter facility and patient URN; **OR**
- 3 select one of the “Saved Patients”.

Facility	URN	First Name	Last Name	Status	The Viewer	Action
Cold Coast Hospital and Health Service	760000	Brian	Bolton		<input checked="" type="checkbox"/>	Remove from list
The Townsville Hospital	999998	Mary	Citizen		<input checked="" type="checkbox"/>	Remove from list



What is a **Saved Patient List**?

A saved patient list allows you to save your frequently searched patients to a list. Select **Add** from the Action column alongside the patient in your search results and that patient will now be populated to the saved patients tab.

Note: you can save a maximum of 10 patients.

Search by Patient – Medicare Number

In the [Search Patient](#) page, search for the patient by entering the following identity criteria

Step 1

- 1 Enter [Medicare Number](#) (9-11 digits); and
- 2 Select [sex](#); and
- 3 Enter [date of birth](#) or select date from the calendar; and
- 4 Enter [patient surname](#).

1 Medicare Number ⓘ 41326512261

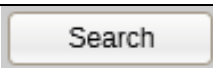
2 Sex ⓘ Male

3 Date Of Birth ⓘ 15/06/1900

4 Patient Surname ⓘ Citizen

Step 2

Click [Search](#)



Step 3

A [Search Results](#) page will return a list of patients that match the identity details entered.

1	2	3	4
First Name	Last Name	Sex	DOB
Lucy	Kate	F	26/08/1900
Lily	Kate	F	26/08/1900

Additional columns: Age, PostCode, Status (Opted out), The Viewer, Action (Add to list)

Note: 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 (see example shown above).

Step 4

To view patient healthcare information, click on [The Viewer icon](#) . A new window will open to display the patient healthcare information.



Optional Click on the 4 [Add to list](#) in the last column of the table to add that patient to your list of saved patients.

Optional Click on the patient's 1 [First Name](#) or 2 [Last Name](#) to view additional information about the patient including the facilities the patient has presented to.



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

John Citizen

Address: No Address
 Postcode: 4820
 Date of Birth: 15/06/1900 (116 years)
 Medicare Number: 41326512261

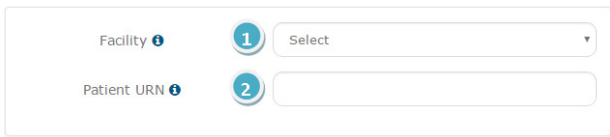
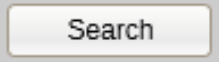


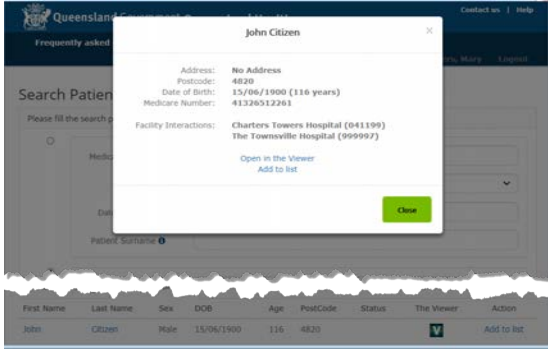
Facility Interactions: Charters Towers Hospital (041199)
 The Townsville Hospital (999997)

Open in the Viewer
 Add to list

Close

First Name	Last Name	Sex	DOB	Age	PostCode	Status	The Viewer	Action
John	Citizen	Male	15/06/1900	116	4820			Add to list

Search by Patient – URN

In the Search Patient page, search for the patient by entering the following identity criteria	
Step 1 Select 1 Facility from the list; and Enter 2 Patient URN .	
Step 2 Click Search	
Step 3 The Search Results page will return a list of patients that match the identity details entered.	 <p>Note: If a patient has opted out, the status column will display 3 'Opted out'. You will not be able to see this patient's healthcare information (see example shown above).</p>
Step 4 To view patient healthcare information, click on The Viewer icon  . A new window will open to display the patient healthcare information.	<p>Optional Click on the 4 Add to list in the last column of the table to add that patient to your list of saved patients.</p> <p>Optional Click on the patient's 1 First Name or 2 Last Name to view additional information about the patient including the facilities the patient has presented to.</p> <p>TIP</p> <p>You can also open the patient healthcare information and add the patient to your list of saved patients from the additional information screen.</p> 

Saved Patient List

Step 1

In the Saved Patients List, select a patient to view.

Facility	URN	First Name	Last Name	Status	The Viewer	Action
00200	999997	John	Citizen			
00172	0987790	Lily	Kate			

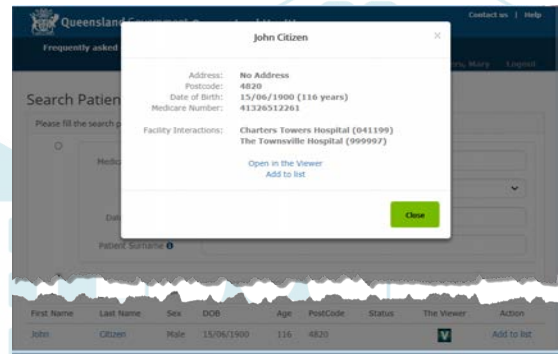
To view patient healthcare information, click on **3 The Viewer icon** . A new window will open to display the patient healthcare information.

Optional Click on the **4 Remove from list** in the last column of the table to remove a patient from your list of saved patients.

Optional Click on the patient's **1 First Name** or **2 Last Name** to view additional information about the patient including the facilities the patient has presented to.



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



Additional Information

For additional support information, please refer to **Factsheet 6**.

Contact

For technical support please call 1300 478 439, available 24 hours a day.