

# Better connecting Queensland's GPs and public hospitals



## Factsheet 5 – Viewing patient healthcare information in The Viewer (TV)

### Can you view patient healthcare information?

🚨 Refer to Fixing Browser Error section in this Factsheet if you encounter a problem when launching The Viewer.

The screenshot below represents a return view from clicking on The Viewer Icon from a patient in your patient list. The information on display represents an aggregate summary of all statewide visits to Queensland Health (QH) facilities.

**Close** **Logout**

GCH:760000 **BOLTON, BRIAN HARRY** (DOB: 22-Jul-1960, 56 years, Male)

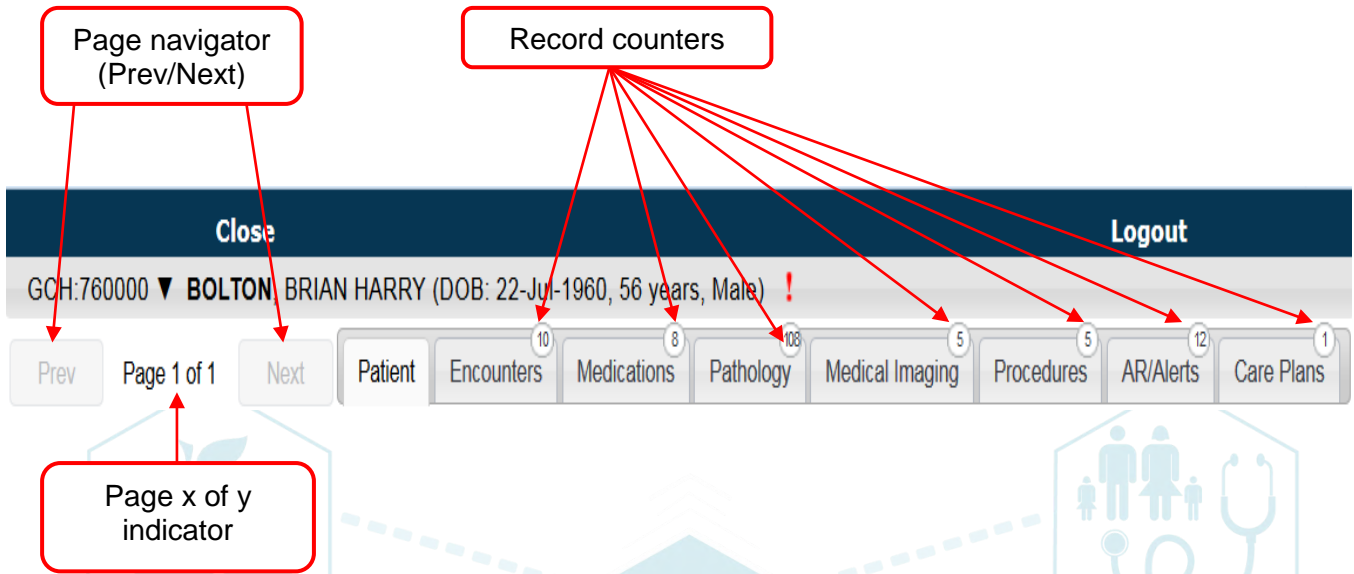
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<p><b>08-Oct to 08-Oct-2015</b> TNH: 201903993</p> <p><b>16-Jul to 20-Jul-2011, 4 days</b> GCH: 760000-6 ORT1 - DR Donald George Kard...</p> <p><b>16-Jul-2011, ?</b> TNH: 800801-1 ORTH - DR ROBERTA MCFARLANE</p> <p><b>16-Jul to 16-Jul-2011</b> GCH: 760000</p> <p><b>05-Jul to 15-Jul-2011, 10 days</b> GCH: 760000-5 ORT1 - DR Donald George Kard...</p> <p><b>01-Apr to 01-Apr-2011, 0 days</b> PAH: 429999-1 OPHT - DR MARK DONALDSON</p> <p><b>18-Feb to 23-Feb-2011, 5 days</b> GCH: 760000-4 MED5 - DR Peter Michael DAVOREN</p> <p><b>09-Feb to 11-Feb-2011, 2 days</b> GCH: 760000-3 MED5 - DR Peter Michael DAVOREN</p> <p><b>13-Nov to 22-Nov-2010, 9 days</b> GCH: 760000-2 MED5 - DR Peter Michael DAVOREN</p> <p><b>02-Nov to 09-Nov-2010, 7 days</b> GCH: 760000-1 MED5 - DR Peter Michael DAVOREN</p>	<p><b>Patient Details</b></p> <p><b>Name:</b> Bolton, Mr Brian Harry</p> <p><b>Date of Birth:</b> 22-Jul-1960</p> <p><b>Age:</b> 56 years</p> <p><b>Sex:</b> Male</p> <p><b>Medicare Card Number:</b> 4123 45678 9 0 valid to 06/2015</p> <p><b>Marital Status:</b> Married</p> <p><b>Indigenous:</b> Not Aboriginal or Torres Strait Islander</p> <p><b>Country of Birth:</b> Australia</p> <p><b>Language:</b> English</p> <p><b>Religion:</b> Christian Science</p> <p><b>Primary Contact:</b> NONE (SPOUSE) (as at 11-Apr-2017) NA ULTMO NSW 2007</p> <p><b>Problem List</b></p> <ul style="list-style-type: none"> <li>▶ Epilepsy</li> <li>▶ LACERATED FOREARM</li> <li>▶ ANAEMIA - UNSPECIFIED</li> </ul>	<p><b>Facility Identifiers:</b></p> <table border="1"> <thead> <tr> <th>Identifier</th> <th>Code</th> <th>Facility</th> </tr> </thead> <tbody> <tr> <td>GCH:760000</td> <td></td> <td>Gold Coast Hospital and Health Service</td> </tr> <tr> <td>PAH:429999</td> <td></td> <td>Princess Alexandra Hospital</td> </tr> <tr> <td>TNH:800801</td> <td></td> <td>The Townsville Hospital</td> </tr> </tbody> </table> <p><b>External Identifiers:</b></p> <table border="1"> <thead> <tr> <th>Identifier</th> <th>Service - Organisation</th> </tr> </thead> <tbody> <tr> <td>IHI:5513 1567 4658 0012</td> <td>Medicare</td> </tr> </tbody> </table> <p><b>External Participants:</b></p> <table border="1"> <thead> <tr> <th>Name</th> <th>Relationship</th> <th>Last Updated</th> </tr> </thead> <tbody> <tr> <td>Dr James Bamford</td> <td>Referring Doctor</td> <td>04-Feb-2016</td> </tr> <tr> <td>Dr Greg Smith</td> <td>Usual GP</td> <td>04-Feb-2016</td> </tr> <tr> <td>BOLTON, Brian</td> <td>My Health Record</td> <td>04-Feb-2016</td> </tr> </tbody> </table>	Identifier	Code	Facility	GCH:760000		Gold Coast Hospital and Health Service	PAH:429999		Princess Alexandra Hospital	TNH:800801		The Townsville Hospital	Identifier	Service - Organisation	IHI:5513 1567 4658 0012	Medicare	Name	Relationship	Last Updated	Dr James Bamford	Referring Doctor	04-Feb-2016	Dr Greg Smith	Usual GP	04-Feb-2016	BOLTON, Brian	My Health Record	04-Feb-2016
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# Screen layout

Below is example of the default patient tab view returned from clicking on The Viewer Icon in the HPP. It displays patient information with each tab containing related encounter information. Tabs display available information in rows (except the Patient tab) where clicking a row will expand/collapse additional encounter information.



To navigate through patient information across all tabs;

1. click on a row to expand the entry and display additional information
2. click the row again to collapse the entry.







The picture below outlines the different icons used by The Viewer.

## The Viewer icons

<p><b>Encounters</b></p> <ul style="list-style-type: none"> <li>Single admission</li> <li>Multiple admissions</li> <li>Emergency presentation</li> <li>Mental Health information</li> <li>Discharge summary</li> <li>Clinical note</li> <li>Document (e.g. clinical reports)</li> <li>Medication profiles</li> </ul>	<p><b>Procedures</b></p> <p><b>Pathology</b></p> <ul style="list-style-type: none"> <li>Pathology reports</li> <li>Pathology (out of ref.range)</li> <li>Graph observations</li> </ul> <p><b>Medical imaging</b></p> <ul style="list-style-type: none"> <li>Medical imaging report</li> </ul>	<p><b>Adverse Reaction/Alert</b></p> <ul style="list-style-type: none"> <li>Adverse reactions</li> <li>ieMR Alert</li> <li>Mental HealthAlert</li> <li>Information alert</li> <li>Statement of Choices</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>Source system unavailable</li> <li>Information</li> <li>Help</li> <li>Settings</li> <li>Indicator</li> </ul>		

# Fixing Browser Error

When launching The Viewer in your web browser, you may encounter a prompt relating to “preventing a pop-up window”. All that is required is for you select to trust The Viewer, you can do this by performing the following steps:

Mozilla Firefox	Chrome
 <p>Click “Options” button</p>	 <p>Click on the icon with the “Red x”</p>
 <p>Click on “Allow pop-ups for ...”</p>	 <p>Select “Always allow pop-ups ...”, then Click on “Done” button</p>
<p>Click on The Viewer icon  again in the Search page</p>	<p>Click on The Viewer icon  again in the Search page</p>

## 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.