

The Viewer

Non-Queensland Health staff

June 2026

The Viewer saves healthcare professionals time and allows them to make clinical decisions supported by comprehensive, current, and accurate patient information collated from multiple Queensland Health systems.

The Viewer tabs layout preview

Patient	Encounters	Outpatient	Medications	AR/Alerts	Pathology
<ul style="list-style-type: none"> • Patient & emergency contact information • Facility identifiers, patient URNs at other facilities • Problem list • Consent forms 	<ul style="list-style-type: none"> • Inpatient admissions including Discharge Summaries • Emergency presentations • Clinical notes • FirstNet discharge letters • Oncology cases including care plans • Mental Health cases, referrals, and clinical notes • QAS electronic Ambulance Report Forms (eARF) 	<ul style="list-style-type: none"> • Specialist referrals and appointments • Electronic referrals 	<ul style="list-style-type: none"> • Medication profiles • Anticoagulant Therapy • Rheumatic Heart Disease Register Information 	<ul style="list-style-type: none"> • Adverse Reactions • Alerts - Mental Health, Oncology • ACP/RP 	<ul style="list-style-type: none"> • Ordered result reports

The screenshot shows a patient record for 'TWENTYFIVE, PATIENT (DOB: 15-Jun-1900, 125 years, Female)'. The interface includes a navigation bar with tabs for Patient, Encounters, Outpatient, Medications, AR/Alerts, Pathology, Medical Imaging, Procedures, Care Plans, and Event Summaries. The main content area is divided into sections: Patient Details (Name, Aliases, Date of Birth, Age, Birth Sex, Marital Status, Indigenous, South Sea Islander, Country of Birth, Language, Religion, Residential Address, Mailing or Postal Address, Permanent Mobile Phone), Facility Identifiers (a table with columns for Identifier, Code, and Facility), External Participants, and Contacts. A Problem List is also visible at the bottom left.

What information is available to external healthcare providers?

The following information may be available for your patient via the associated tab in The Viewer.

Tab	Available patient information
Patient	Patient demographics and identifiers
	Problem List - emergency, inpatient, oncology, and mental health diagnoses
	External participants and contacts
	Private Health Insurance details
	Department of Veterans' Affairs (DVA) details
	Mental Health Act Records
Encounters	Consent forms
	Inpatient admission including discharge summaries
	Emergency presentations including clinical notes and discharge letters

	Oncology cases including care plans
	Mental Health cases and referrals including clinical notes
	QAS electronic Ambulance Report Forms (eARF)
Outpatient	Specialist outpatient referrals and appointments
	Electronic Referrals
Medications	Medication profiles including recommendations, Home Medicines Review, Community Pharmacy details and Inpatient Medical Records
	Anticoagulant Therapy
	Rheumatic Heart Disease Register information
Alerts/ Adverse Reactions	Adverse reactions
	Warnings
	Alerts - Includes Mental Health, aggressive behaviour, medications, and oncology
	Advance Care Planning/Acute Resuscitation Plan
Pathology	Pathology Queensland reports and orders
Medical Imaging	Radiology reports
	Clinical reports (ECHO)
	Manual document uploads e.g., Exercise Stress Echo, Fibroscan Reports
	Diagnostic images captured at Metro North Health facilities (Clinical Imaging Viewer)
	Cardiovascular reports and associated images (CVIS)
Procedures	Operation notes
	Clinical cardiology reports including telehealth
	Clinical endoscopy reports
	Anaesthesia reports
	Elective Surgery Waitlist information (ESWL)
	Manual document uploads e.g., high-resolution manometry (HRM), Respiratory Reports, Sleep Investigation and Cardiac Reports, Neurology Reports (EEG & NCSR)
Care Plans	Advance Care Planning and Statement of Choices (service managed by Metro South)
	Ambulance Management Plan
	Acute Management Plans
	Police and Ambulance Intervention Plan
	Care Plans
	GP Management Plans (Best Practice)
	Manual document uploads e.g., Residential Aged Care Facility Goals of Care Plans.
Event Summaries	Oncology documents
	Paceart reports
	Specialist Outpatient letters including discharge summaries, referrals, assessments, progress notes and correspondence
	Manual document uploads e.g., Multi-Disciplinary Teams (MDT) oncology summaries, Medications List, Neurology reports (EEG and EMG), ICU Deceased Notification to GP Letters, Cardiac Outpatient and Outreach Letters
ACP (Advance Care Plan) Tracker	Advance Care Planning (service managed by Metro South): e.g., Advance Health Directive, Guardianship, Administrator, Enduring Power of Attorney, Statement of Choices, Advance Care Yarning, ACP Notes.

What are the differences for non-Queensland Health staff accessing The Viewer?

There are key differences between what is visible to Queensland Health staff viewing public hospital records in The Viewer and what is visible to non-Queensland Health staff accessing The Viewer such as those accessing via the Health Provider Portal (HPP).

Non-Queensland Health users

Patient Demographics	Medical Imaging	My Health Record
<ul style="list-style-type: none"> • Patient National Disability Insurance Scheme (NDIS) information is not displayed. • Unable to view Mater health information via the Mater Doctor Portal (link not provided) • No view of the consent status panel 	<ul style="list-style-type: none"> • Diagnostic images are only available from facilities/systems launching Metro North's Clinical Imaging Viewer • CVIS reports (CVIS-enabled facilities only) • Reports are available 	<ul style="list-style-type: none"> • There is no access to the 'My Health Record' tab. To access patient health information in their My Health Record please use the approved means (e.g., federated logins, practice software)

Technical support and resources

Support resources and information for external health providers accessing The Viewer via the Health Provider Portal (HPP) can be found at <https://www.health.qld.gov.au/clinical-practice/database-tools/the-viewer-for-external-providers>.

Contact us

- **Call** 1300 478 439, reachable **24 hours a day, 7 days a week**. Calls outside of business hours are escalated if patient care is impacted.
- General support, system enquiries and feedback **email** TheViewer-HPP@health.qld.gov.au, **available Monday to Friday, 8.00am – 5.00pm**.