

Information for 5c Oncology patients, families and carers



yourQH

What is yourQH?

yourQH is an app and web-based patient online portal, providing a convenient and secure way for patients and families to view and manage their outpatient and community appointments.

Once the patient, parent or carer has registered for an account and verified their identity, they can use **yourQH** to:

- view referral information (specialty and clinical urgency category)
- request to cancel their referral
- view appointment details (specialty, date, time and location)
- request to reschedule or cancel their appointment
- confirm and check-in their appointment
- update patient demographic details
- ask the clinic a question about their referral or appointment
- receive messages from the clinic (such as when the clinic is running late), as well as pre-appointment forms and fact sheets

Important information for 5c families

Appointment time

If you have received a green slip with your appointment date and time, please arrive at the hospital according to the information on your green slip, **not the time in yourQH**.

Checking in

When your appointment time is approaching, you will receive a **yourQH** notification asking you to “check-in” for your appointment. Please **do not use** the check-in functionality for oncology appointments. Present to the 5c reception desk and the staff will do this for you. *Note: all appointments in other clinics can be checked-in via yourQH.*

Requesting changes to appointment dates and times

If your child is currently on a treatment plan with the Oncology department, it is very important that you attend the appointments that have been scheduled for you. **Requests to reschedule or cancel appointments for patients currently undergoing treatment will not be accepted.** However, for patients attending off-treatment reviews, your requests will be reviewed and accommodated where possible.



When will it go live?

From mid-July 2020, Children’s Health Queensland (CHQ) patients, families and staff will be the first in the state to use **yourQH**.

Invitations will now be sent to patients who have a specialist outpatient or in-scope community appointment when:

- a referral is entered into ESM (categorised)
- an appointment is scheduled for a patient within the next 6 weeks
- it is 6 weeks prior to their scheduled appointment date (these will roll over daily, similar to batched appointment letters).

A personal invitation (containing a patient token) will be sent to the patient’s registered mobile number and included on the referral or appointment letter. To create your account, you will need to provide contact details and two forms of identity, such as an Australian driver licence, passport or Medicare card. You will then be able to link to your child’s information by using the patient token in the invitation and entering their date of birth.

Do we have to use yourQH?

No, **yourQH** is an opt-in solution. Patients and families who choose not to use **yourQH** will not be disadvantaged and can continue to communicate with CHQ via telephone and email. Referral and appointment letters and SMS reminders will continue to go out for both **yourQH** and non-**yourQH** users in the first instance.

Where can I find more information?

If you have any further questions regarding **yourQH**, please ask the clinic staff or visit our website www.health.qld.gov.au/yourQH.