

# Better connecting Queensland's GPs and public hospitals



## Factsheet 1 - Preparing to register for the Health Provider Portal

Queensland GPs are eligible to register for secure online access to their patients' Queensland Health (QH) records. GPs should complete the following steps prior to registering for the Health Provider Portal (HPP).

### 1. Update Queensland Health records

If not completed recently, submit either the [Medical Practice STS Form](#) or [Individual GP STS Form](#) to ensure your Medicare Provider Number (MPN) and Healthcare Provider Identifier – Individual (HPI-I) are up-to-date in Queensland Health (QH) Secure Transfer Service (STS). Having these details up-to-date will allow you to register for the HPP and allow QH to communicate with you electronically.

### 2. Check your IT

To ensure the best possible browsing experience within the HPP, you will require:

- a personal computer
- internet access
- **Mozilla Firefox version 38+**(preferred), or Internet Explorer version 10+.

### 3. Confirm your email address

You will require an individual email address to register for the HPP.

e.g. john.smith@gmail.com.au

### 4. Prepare your personal ID records

To prove your digital identity, you will need to submit details through:

- one or more primary document/s with your full date of birth
- enough Australian or state-issued documents to reach 100 points of ID
- at least one document that shows your middle name (if entered)

### Primary Documents

You must include at least one primary document as part of your 100 points of ID.

- Australian driver's licence (60 points)
- Australian passport (50 points)
- Australian birth certificate (50 points)

### Secondary Documents (40 points)

- Certificate of Australian citizenship
- Change of name certificate
- Australian visa
- Marriage certificate
- Medicare card

**Note:** If you're unable to provide these documents please refer to the attached.

### 5. Prepare your professional ID records

- Australian Health Practitioner Regulation Agency (AHPRA) registration number for Medical Practitioner
- Medicare Provider Number  
Note: You only need to supply one Medicare Provider Number and ONLY provider numbers assigned in Queensland will be accepted
- Healthcare Provider Identifier – Individual (HPI-I) which can be found by logging into your AHPRA account  
<https://www.ahpra.gov.au/>

### 6. You're ready to register

If you've completed steps 1-5, you're ready to register for access to the HPP via [hpp.health.qld.gov.au](http://hpp.health.qld.gov.au) Please email [connectingqld@health.qld.gov.au](mailto:connectingqld@health.qld.gov.au) if you require any assistance.

# Proving your QGov digital identity at a customer centre

We have listened to your feedback, and we are rolling out customer centres to help you to complete Queensland Government services online.

During this pilot phase, we are offering this service at selected Brisbane, Beaudesert and Gatton customer centres, with plans to progressively roll-out to more locations across Queensland in the near future.

At the customer centre, you will be asked to agree that:

- the identifying information you provide will be checked with the issuer or official record holder
- your name and date of birth will be stored securely.

Once your identity is verified at a counter, your login will be updated and you will be able to complete the service online.

Before visiting a customer centre, please bring your:



## Mobile phone with the number you registered online

A confirmation code will be sent to this mobile number at the counter.



## 100 points of identification

You must include at least one primary document. Your family name must match the family name on at least two documents, unless a Marriage certificate or Change of name certificate is provided.

### Primary documents (at least one)

Australian passport .....	50 points
Birth certificate * .....	40 points
Driver licence * .....	60 points
Foreign passport * .....	40 points
Immigration card * .....	40 points

### Secondary documents

Adult proof of age (APA) * .....	30 points
Australian secondary school ID * .....	30 points
Australian citizenship certificate * .....	30 points
Aviation/maritime security photo ID card ...	40 points
Change of name certificate * .....	30 points
Certificate of Registration by Descent .....	30 points
Foreign driver licence with photo .....	40 points
Government employee photo ID card .....	40 points
Medicare card * .....	30 points
Marriage certificate * .....	30 points
Australian Visa * ....	15 points

### Other supporting documents

Blue/exemption card.....	20 points
Club/social cards *.....	10 points
Credit card / bank card * .....	20 points
Current occupational licence * .....	20 points
Electoral enrolment .....	20 points
Employee photo ID card .....	30 points
Government benefit card .....	20 points
Income tax assessment.....	20 points
Private health fund card .....	20 points
University student ID * .....	20 points
Rates bill .....	10 points
Utilities/phone bill .....	10 points

\* You may be eligible for extra points.

Documents must be Australian or state issued unless otherwise stated. It may be helpful to bring additional documents if available. Original documents must be provided; photocopies will not be accepted.

Read our FAQs (<https://identity.qld.gov.au/help/faq.html>) to learn more about your QGov digital identity.

## Location and contact details

**Brisbane** | Upper Plaza, 33 Charlotte Street, Brisbane  
Monday to Tuesday, Thursday to Friday 8.30am to 4.30pm  
Wednesday 9.30am to 4.30pm

13 QGOV (13 74 68)

**Beaudesert** | 1 Telemon Street, Beaudesert  
**Gatton** | 7 William Street, Gatton  
Monday to Friday | 8.30am to 4.30pm

