

Better connecting Queensland's GPs and public hospitals



Factsheet 2

Creating a Health Provider Portal (HPP) account

Are you ready for registration?

Do you have the necessary documents ready to register? Do you have your GP details updated in the Queensland Health STS Address Book? If not, please refer to Factsheet 1 – Preparing to register for the Health Provider Portal

Creating a HPP account

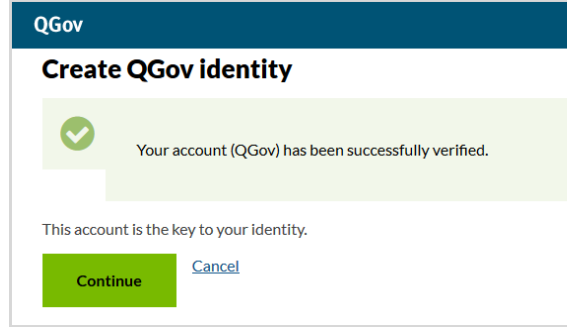
Step 1	<p>Launch the HPP</p> <p>Open a web browser and enter the URL https://www.health.qld.gov.au/hp-portal to launch the HPP.</p> <p>🔴* Refer to Fixing Browser Error section on Factsheet 5 if you encounter a problem when trying to launch the HPP.</p>
Step 2	<p>Register your HPP account</p> <p>Click Register</p> <div style="border: 1px solid #0056b3; padding: 10px; background-color: #f9f9f9;"> <p>The screenshot shows the Queensland Government website header with 'Queensland Health' and navigation links for 'Frequently asked questions' and 'Terms and conditions'. Below the header, there is a text block explaining the HPP service and a 'Register' button highlighted with a blue arrow pointing to it.</p> </div>

<p>Step 3</p>	<p>Create a QGov account</p> <p>Click Register</p>	
<p>Step 4</p>	<p>Create your QGov account</p> <ol style="list-style-type: none"> 1 Enter your individual email address as the Username 2 Create a Password 3 Confirm your Password 4 Enter a Mobile number (this is optional) 5 Check acknowledgement of terms and conditions, then 6 Click Continue <p>Note: An email will be sent with a confirmation code which will need to be entered to complete the creation of the QGov account.</p>	
<p>Step 5</p>	<p>Finalise registration</p> <ol style="list-style-type: none"> 1 Enter the Confirmation code received in the email 2 Click Continue <p>Note: It may take a few seconds before the next page is displayed confirming the QGov account has been successfully created.</p>	

Step 6

Create QGov identity

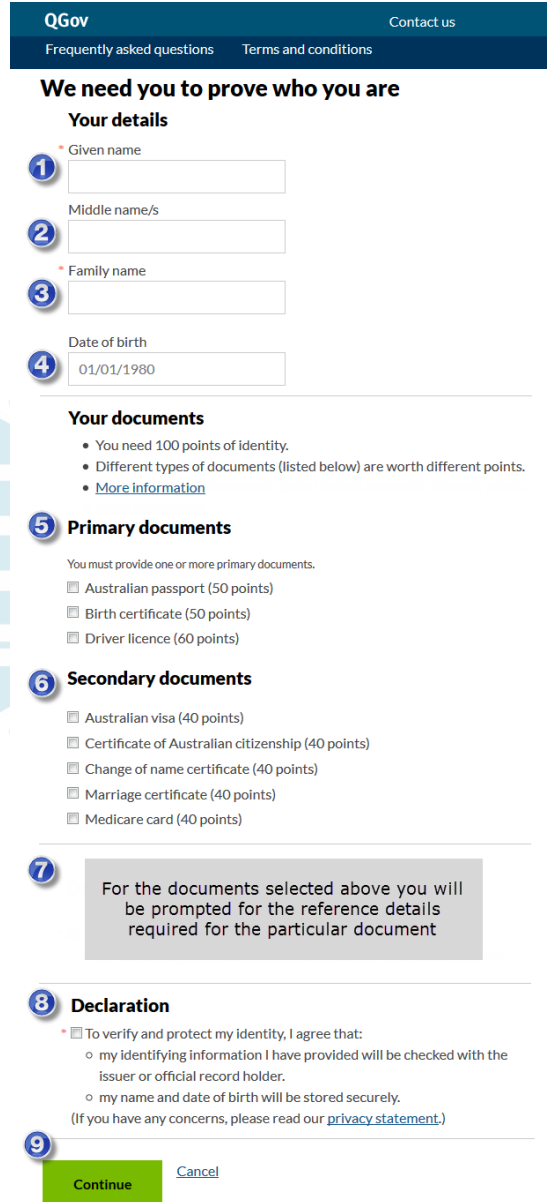
The QGov identity has been successfully verified, click [Continue](#).



Step 7

Enter your personal identity details

- 1 Enter [given name](#)
 - 2 Enter [middle name](#) (this is optional)
 - 3 Enter [family name](#)
 - 4 Enter [date of birth](#)
- [You need 100 points of identity]
- 5 Select [primary documents](#) preferences (one or more can be selected)
 - 6 Select [secondary documents](#) preferences
 - 7 Read [Note](#)
 - 8 Read [Declaration](#)
 - 9 Click [Continue](#)



Step 8

Share your personal identity with the HPP

From the [QGov Share your details](#) page -

Select either:

- 1 Always share ... or
- 2 Share these personal details with the HPP this time only
- 3 Click [Continue](#).



If you select 'Always share.....' You will not need to share your details every time you sign into the HPP. If you select 'Don't share...' You will not progress to the HPP to view patient records.



Share your details

To complete the Queensland Health - Health Provider Portal service online, the following personal information is required:

Given name:

Middle name/s:

Family name:

Date of birth: 29/09/1971

Email: @gmail.com

Select your sharing preference

- Always share these personal details within Queensland Government **1**
- Share these personal details with the Queensland Health - Health Provider Portal service this time only. **2**
- Don't share these personal details with the Queensland Health - Health Provider Portal service. I understand that I may not be able to complete this service online.

You have the option of changing your sharing preferences with your account settings.

[Read our FAQs](#) for more information about sharing your details.

3

Step 9

Accept the HPP Terms and Conditions

- 1 Check acknowledgement of the terms and conditions, then
- 2 Click **Acknowledge** to proceed.

Frequency asked questions Terms and conditions Welcome | Edit my Profile | Logout

Terms and Conditions

In addition to my obligations under the Health Practitioner Regulation National Law (Queensland), I understand and agree that:

1. I must access and use the Health Provider Portal (HPP) and access and use information accessible through the HPP ("confidential information");
- a. strictly in accordance with the HPP Terms of Access and Use - which I agree forms a legally binding agreement (the "Agreement") between myself and the State of Queensland acting through Queensland Health ("Queensland Health");
- b. only as permitted under the Hospital and Health Boards Act 2011 (QH);
2. I will not disclose confidential information, except as permitted or required under the Hospital and Health Boards Act 2011 (QH);
3. confidential information, or any part thereof, does not represent an exhaustive and complete health record for any individual;

I understand that:

1. my activities in the HPP are tracked, logged against my login credentials and may be subject to audit, public scrutiny and disclosure under the Right to Information Act 2009 (QI);
2. my access and use of the HPP is monitored, including for identification of breaches of the HPP Terms of Access and Use and inappropriate and unlawful activity;
3. if I breach the HPP Terms of Access and Use, Queensland Health may take action against me under our Agreement;
4. if any of my access or use of the HPP, or my dealing with confidential information:
- a. is inappropriate or unlawful, Queensland Health may make a complaint about me under the Health Ombudsman Act 2013 (QI) and the Health Practitioner Regulation National Law (Queensland);
- b. breaches legislation, I may be found to have committed an offence and/or be subject to penalties, including up to 500 penalty units under the Hospital and Health Boards Act 2011 (QH);
5. Queensland Health deals with my personal information collected as a result of my access and use of the HPP in accordance with its Privacy Policy. (<https://www.health.qld.gov.au/system-operations/health-privacy/>).

By ticking this checkbox, I acknowledge that I have read and agree to the above terms, the HPP Terms of Access and Use and the Privacy Notice and that my agreement is a condition of me accessing and using the HPP.

I acknowledge I have read the Terms and Conditions and Privacy Notice and agree to them

Acknowledge

Step 10

Reminder to enter Professional details

When the **Register** button is clicked, you will proceed to Step 11 to enter your professional details.

Error

You must enter all professional registration details.

Register

Step 11

Enter your Professional identity details

- 1 Enter [AHPRA Registration number](#)
- 2 Enter [Medicare Provider Number](#)
- 3 Enter [HPI-I Number](#)
- 4 When the [Register](#) button is clicked, your details will be verified.

If any details cannot be verified an explanatory message will be displayed. Further information on how your details are verified can be found in Factsheet 6.

The screenshot shows a web form titled "Professional Registration Information". At the top, there are links for "Frequently asked questions", "Terms and conditions", "Welcome Elders, Mary", and "Logout". Below the title, it says "Please enter your Registration Information below". There are three input fields, each with a numbered icon (1, 2, 3) and a corresponding label: "AHPRA Registration Number" (value: HED0001843316), "Medicare Provider Number" (value: 222222L), and "Healthcare Provider Identifier (HPI-Individual)" (value: 800361111100008). A green "Register" button is at the bottom right. At the bottom of the page, there is a footer with "Copyright", "Disclaimer", "Privacy", "Right to information", "Accessibility", "Jobs in Queensland Government", "Other languages", and "© The State of Queensland (Queensland Health) 1996-2017".

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.

