

Information for patients, families and carers



yourQH

# Frequently asked questions

## What can I do in yourQH?

Patients and families can use yourQH, an app and web-based patient online portal to help manage referrals and appointments.

In yourQH you will be able to view and request changes to your outpatient and community appointments. You will also be able to:

- View referral information, including how long you may need to wait for an appointment.
- Request to cancel your referral if you no longer require an appointment.
- View appointment information, including date, time and location, what to bring, fact sheets and important information.
- Complete and submit forms electronically.
- Confirm you are able to attend an appointment.
- Request to cancel or reschedule an appointment (and provide most suitable days and times).
- Get directions to your appointment location.
- Check-in to appointments (when you arrive at the location) to let the clinic know you have arrived.
- Submit a query to clinic staff about your referral or appointment.
- Update patient information, such as contact details, Medicare card and private health insurance.

You can also link to other patients (such as your children or family members) so you can view and action referrals and appointments on their behalf.

[Click here to watch yourQH: Queensland Health's patient online portal.](#)

**Important:** To ensure you don't miss out on important information about your appointments and communications from the Hospital and Health Service, download the app from the App Store or Google Play Store and ensure your notifications are turned on.



## How can I use yourQH?

You can use yourQH on a smartphone via the app (available in the App Store or Google Play Store), computer, laptop or tablet.

Supported web browsers: Microsoft Edge (preferred), Google Chrome, Mozilla Firefox and Safari.

## Setting up/managing my account

### What documents do I need to set up my account?

You must identify yourself using two forms of identity before you can view patient and appointment information. In most instances, you can upload the details of your identification (such as driver licence and Medicare card) directly. If you are unable to upload documents and verify your identity within yourQH, please request assistance from the clinic staff who will refer you to the Health Information Access team to have your account manually set up.

[Click here to watch Creating a yourQH account.](#)

[Click here to watch Verifying your identity in yourQH.](#)

### What happens when I reach the maximum number of attempts to verify my documents?

If you have reached the maximum number of attempts to upload your identity documents, please try again at a later date or by using a different document type. If the problem persists, please contact the Hospital and Health Service.

## Do you have feedback?

If you have a compliment, complaint or feedback regarding yourQH we would love to hear from you. Please contact the Hospital and Health Service via the Feedback option in the Help menu of the portal.

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### What happens if I choose to verify my documents later?

If you choose to verify your identity later, you can create an account, however you will not be able to view patient information, including referrals and appointments.

### How do I verify my identity later?

To verify your identity, log in and select Verify your identity on the dashboard. You will be required to provide two forms of identity before you can view appointment and patient information.

### What should I do if I have problems setting up my yourQH account?

If you have trouble setting up your account, you can call the main contact number for the Hospital and Health Service you have been referred to. Hospital and Health Service contact numbers can be found in About us via the Help option in the menu. Alternatively, you can speak to the clinic staff at your next appointment.

Note: If you are unable to create an account, you will not miss out on appointment information. You will continue to receive letters and text message reminders about your appointments.

### How do I update my personal details?

If you wish to update your account details, such as mobile number or email address, select Edit profile from the menu next to your name and follow the prompts.

You must log back in to yourQH (when prompted) after updating your information to ensure the changes are saved.

### How do I manage my notifications?

To ensure you don't miss out on important information about your appointments and communications from the Hospital and Health Service, download the app from the App Store or Google Play Store.

It is strongly recommended that you keep yourQH notifications on to avoid missing any information or updates. Notifications within yourQH provide you with important information about your appointment, such as changes to the date and time.

### At what age can I manage my own account?

Patients aged under 14 years will require approval from the Hospital and Health Service to manage their own yourQH account. If you require access for a patient aged 14 years and under, please discuss this with the clinic staff at your next appointment.

Patients aged between 14 to 16 years will be able to apply for a yourQH account and share access with their parent, carer or representative. Consideration can be made by the Hospital and Health Service if a patient requires additional privacy, confidentiality or security measures to control their own account. If patients aged between 14 to 16 years do not have sufficient identification to verify their identity via yourQH, the Hospital and Health Service can manually create an account for them.

Patients aged 16 years and over will be able to manage their own yourQH account and remove other users from having access to their information.

### Can I share my account with other people?

The patient or the patient's primary carer can invite other users to have shared access to a patient's account. This provides view only access with minimal functional abilities (i.e. check-in to an appointment and receive notifications e.g. the clinic is running late).

[Click here to watch Accessing patient information in yourQH.](#)

### How do I remove another user from my account?

To remove another user's access to your information, select Patients from the dashboard and select Manage linked users against the appropriate account. You can then view the full list of users and remove access as required. If actioning this on behalf of a patient, the link will be suspended pending review from the Hospital and Health Service.

### How do I change my account password?

You can change your password by clicking on the Profile tab and selecting Change password from the menu (you will be redirected to a different screen to change your password).

### How do I close my account?

On the app, you can close your account by selecting the menu bar from the left-hand side and clicking your name. You can then select Deactivate account from the three dots in the right-hand corner.

Via the web, you can close your account by clicking on your name in the top right-hand corner and selecting Deactivate account.

To reactivate your account, simply log back in to yourQH.





## Link a patient

### When will I receive a patient token to link patients to my account?

You will receive a token to your mobile or on your referral or appointment letter from the Hospital and Health Service.

Note: there are a number of clinics and specialties that may not be included in yourQH. If you have not received an invitation, please ask at your next visit.

[Click here to watch Accessing patient information in yourQH.](#)

### I have lost my patient token and cannot access patient appointment information – what do I do now?

To view referral and appointment information, a token must be used to link a patient to a yourQH account. This token is sent via SMS to the patient's mobile number as well as printed on the referral or appointment letter from the Hospital and Health Service. If you have misplaced your token, please contact 13 HEALTH or ask the clinic staff at your next visit to the Hospital and Health Service.

## Managing patient information

### How do I update patient details?

To update personal or contact details for a patient linked to your account, go to the Patients menu and view the profile of the patient. In the patient profile screen, you will be able to select the Edit button to update details.

If the details you need to update cannot be modified online, please see the clinic staff when you next attend an appointment or call the Hospital and Health Service.

[Click here to watch Updating patient information in yourQH.](#)

### How do I update the name or date of birth for a patient linked to my account?

You cannot update a patient's name or date of birth in yourQH (including your own). Please contact the Hospital and Health Service who may ask for copies of identification.

### How do I update Medicare/concession cards/DVA details in my account?

If your financial information (such as Medicare number) requires updating, go to the Patients menu and select the patient. Within the Profile tab, select Medicare & concessions from the menu options on the left-hand side and select Edit to update details.

### How can I let the clinic know I require an interpreter or have special care requirements for an appointment?

You can update your interpreter requirements via the patient's Profile by selecting the Patient details and selecting Edit.

If you or the patient require special assistance during the appointment, you can inform the clinic via the Appointment preferences screen in the patient's Profile under Add special care requirements. It is recommended that these are also confirmed verbally with the clinic prior to your appointment.

## Managing referrals

### What is a referral?

When you see your GP or other health care provider, they may refer you to see a specialist. They will either provide you with a written referral or submit it directly to the Hospital and Health Service. Referral information will appear in yourQH when your referral has been reviewed and accepted by the Hospital and Health Service.

[Click here to watch Managing referrals in yourQH.](#)

### What is a referral category?

A referral category is an assessment of the clinical information that is provided by your referring practitioner to our specialist. The following urgency categories are used by Queensland Health and outline when an appointment is recommended for the patient's condition and circumstances:

- Category 1: appointment recommended within 30 calendar days.
- Category 2: appointment recommended within 90 calendar days.
- Category 3: appointment recommended within 365 calendar days.

### How can I ask the clinic a question about my referral?

If you have a question about a referral, you can submit a query to the Hospital and Health Service. To submit a query, go to Referrals and select Submit a query from the actions of the relevant referral. Once you have entered all required information, the query will be sent to the clinic who will respond via yourQH. Depending on the urgency category of your referral, the clinic will respond in 2-5 working days.

Note: clinical information, such as pathology results or medications should not be shared via yourQH. If you have a question or concern about the patient's condition, please contact your healthcare provider or 13 HEALTH (13 43 25 84).

[Click here to watch Contacting the Hospital and Health Service in yourQH.](#)





## Managing appointments

### How will I know when the appointment is booked?

Once you have created a yourQH account and linked to patients, you will receive an SMS or in-app notification with the appointment date and time. You may also continue to receive letters from the Hospital and Health Service.

If the patient is not yet linked to your account, you will continue to receive letters from the Hospital and Health Service.

While you are waiting for your appointment, please continue to see your referring practitioner, especially if you have any concerns regarding your (or the patient's) condition.

[Click here to watch Managing appointments in yourQH.](#)

### Can I choose my own appointment time?

Currently, you cannot directly book your own appointments via yourQH. When you request to change an appointment in yourQH, you will be able to provide clinic staff with your preferred weekday and morning/afternoon preference(s) for that appointment. Whilst the clinic staff will do their best to take your preferences into account, this may not always be possible due to the days the clinic is scheduled or the availability of your specialist.

### How do I request to change or cancel an appointment?

To request to change or cancel an appointment, go to your Appointments screen and click the Action button. Choose either Request reschedule or Request cancellation and complete all details.

Your request will be reviewed by the clinic. You may be contacted by a staff member for further information or if the request to change or cancel that appointment is not clinically recommended.

[Click here to watch Managing appointments in yourQH.](#)

**Important:** if you request to reschedule your appointment date or time, depending on the specialty, there may be a significant delay in receiving your appointment. For some services or specialties, this could be up to six months or longer.

### If I request to change or cancel an appointment outside of business hours will my request still be received?

Your request will be reviewed and processed during regular business hours (Monday–Friday; 8am–5pm, excluding public holidays).

### What do I need to bring to an appointment?

You will be required to present a valid Medicare card (if applicable) and any pre-appointment information your speciality has requested you to provide. You can find additional information specific to your appointment in the Appointment details screen.

### Can I download or print appointment information?

To download or print appointment information, go to the Appointment details screen for the appropriate appointment. Select the Print action, which will open a PDF version of the appointment details that you can save, print or forward.

### How can I ask a question about my appointment?

If you have a question about an appointment, you can submit a query to the Hospital and Health Service. To submit a query, go to the Appointments screen and select Submit a query from the action beside the relevant appointment. Once all required information is completed, the query will be sent to the clinic, who will respond via yourQH. Depending on how soon your appointment is, the clinic will respond in 2-5 working days.

Note: clinical information, such as pathology results or medications should not be shared via yourQH. If you have a question or concern about the patient's condition, please contact your healthcare provider or 13 HEALTH (13 43 25 84).

[Click here to watch Contacting the Hospital and Health Service in yourQH.](#)

## Privacy and security

### What happens to the information I enter into yourQH?

All personal information you enter into yourQH is kept confidential and secure at all times. Your information does not leave Australia and is protected by a Queensland Health security framework.

### Who can see or access my information in yourQH?

Users who have been linked to your account with your authorisation, or with review by the Hospital and Health Service, will be able to view your appointment and referral information. Only you will see your contact details, such as address and phone number.

### How secure is my information?

Queensland Health takes the security of your personal information seriously. We employ multiple security controls to protect the information contained in the system including having this verified through regular independent security audits.

Security measures include:

- building the service to conform with international web standards and best practice in security design;
- hosting the service separately to agency services; and
- testing against new internet security threats regularly.

You can help keep your login secure by:

- creating a strong password that is difficult for someone else to guess – and not telling anyone! We will never ask for your password in an email or over the phone.
- logging out when you have finished and closing your browser if you're using a shared computer.
- monitoring your email for any changes to your login.
- learning how to recognise scams and protect your information online. For more information visit [www.esafety.gov.au](http://www.esafety.gov.au).

## Help

### Where can I get help using yourQH?

There are help videos available within the portal to assist you. If you require further assistance, please contact 13 HEALTH (13 43 25 84) or ask at your next visit to the Hospital and Health Service.

View all help videos online at [www.health.qld.gov.au/yourQH](http://www.health.qld.gov.au/yourQH).



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