

CHQ RFA QH User Telehealth Customer Authentication Journey

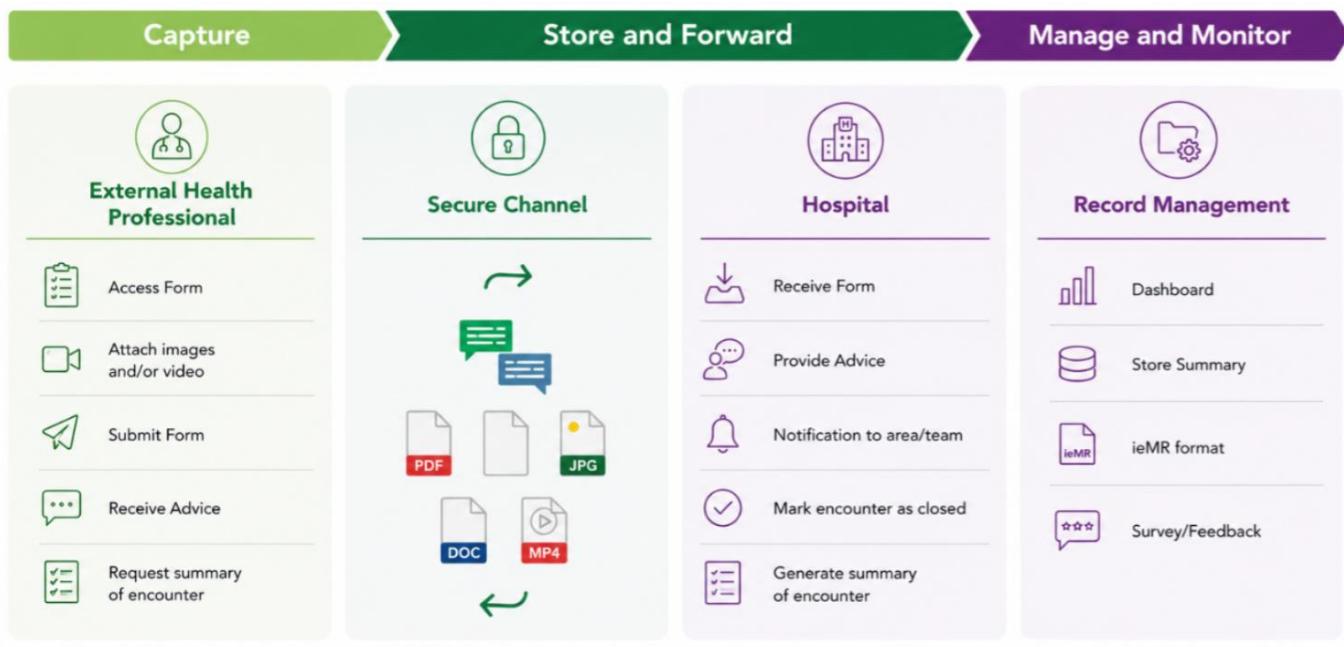
For QH Users



Introduction

The free-to-use CHQ RFA Telehealth service allows a Health Professional (Requestor) to receive timely advice from a participating CHQ Specialty Clinician (Responder).

Once submitted, patient information and documents are securely stored and reviewed by the Responder Advice is provided via the Requestor's email and/or phone number



How to access the CHQ eConsult platform

From the CHQ [website](#) scroll down to the Request a consultation section.

health.qld.gov.au Contact Us

Queensland Government | Children's Health Queensland Search

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Specialist online advice

Our paediatric specialists offer telehealth consultations to clinicians for patients with acute health conditions.

For health professionals

- Children's Advice and Transport Coordination (CATCH)
- GP support
- Refer your patient
- Access your patient's health record
- Specialist online advice**
- Health topics for professionals
- Antimicrobial stewardship
- Queensland Paediatric Emergency Care (QPEC)
- Clinical education and training
- Committees and groups

On this page

- [Online telehealth consultations](#)
- [Request a consultation](#)
- [Contact](#)

Online telehealth consultations

Our specialist online advice service is for clinicians in Queensland and northern New South Wales. Through telehealth consultations, our paediatric specialists give medical advice, diagnosis and treatment for patients with acute health conditions.

We've created the program to help Queensland Health clinicians provide tertiary level care to patients in their community. This helps patients and their families get specialist medical care for different health conditions, closer to home.

We don't provide emergency advice. If your patient has a critical condition call [07 3068 1111](tel:0730681111) or our [CATCH](#) nurses for triage advice.

Request a consultation

Request a consultation

Select one of the options:

1. [Burns](#)
2. [Dermatology](#)
3. [Ophthalmology](#)
4. [Retinopathy of prematurity](#)

Or select one of the links below directly from the CHQ [website](#):


Request a consultation

Fill in the online form for the medical speciality you need advice for.

- [Burns](#)
- [Dermatology](#) - For Queensland Health staff only. Specialist Online Advice for Dermatology is not available for Non-Queensland Health clinicians and will not be accepted.
- [Ophthalmology](#)
- [Retinopathy of prematurity](#)

Using the Digital ID Login

You will be redirected to chqrfa.health.qld.gov.au page. Select the 'Queensland Health Staff login' under the 'For Queensland Health Staff' section.



Queensland
Government

Children's Health Queensland

For Queensland Health Staff

If you are submitting a request as a QHealth staff, please log into your Queensland Health O365 Staff account.

If already logged in, please select the CHQ Speciality form you'd like to submit

🔒 Queensland Health Staff login

←

For non-QHealth Staff

If you are submitting a request for an external non-QHealth facility, please login using your Digital ID.

Once logged in, please select the CHQ Speciality form you'd like to submit

🔒 Digital ID login

[Learn more about using a Digital ID](#)

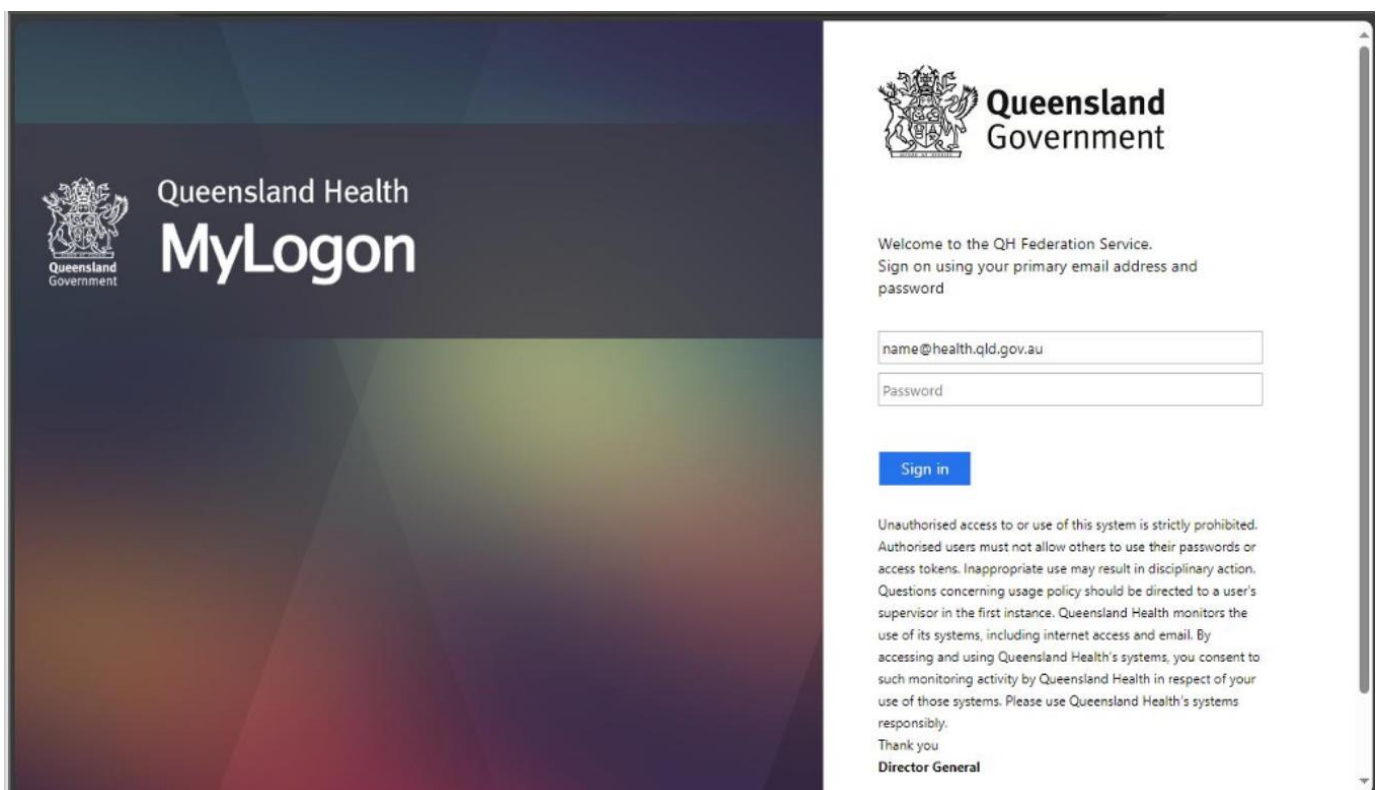
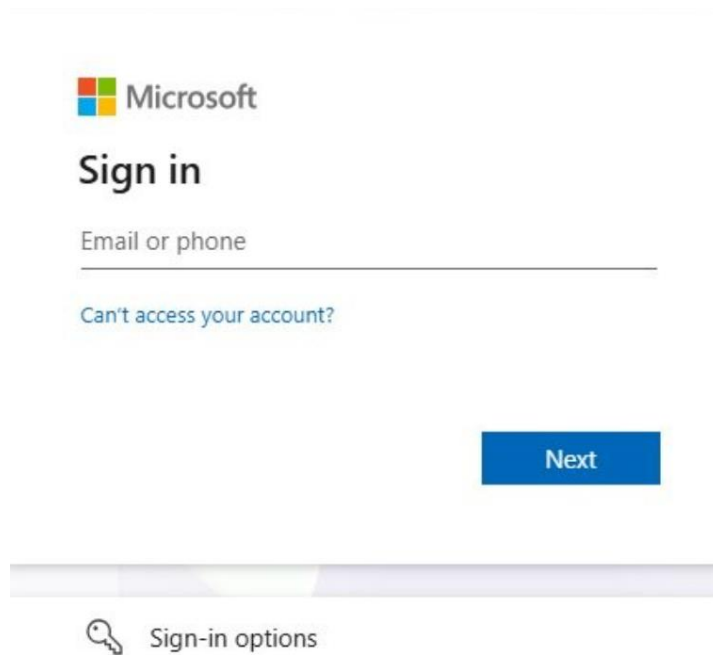
BURNS

RETINOPATHY OF PREMATURITY (ROP)

DERMATOLOGY

GENERAL OPHTHALMOLOGY

You will be prompted to sign into your Microsoft365 account and continue to the Queensland Health MyLogon page to authenticate. Sign in using your QH email and password. If you are already signed into your M365 account, you will be automatically authenticated and signed in.



You will then return to CHQ RFA to complete and submit your request for advice to the required specialty.



Children's Health Queensland

For Queensland Health Staff

If you are submitting a request as a QHealth staff, please log into your Queensland Health O365 Staff account.

If already logged in, please select the CHQ Speciality form you'd like to submit

You are signed in,

Sign Out

For non-QHealth Staff

If you are submitting a request for an external non-QHealth facility, please login using your Digital ID.

Once logged in, please select the CHQ Speciality form you'd like to submit

You are signed in,

Sign Out

Learn more about using a [Digital ID](#)

BURNS

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Require further assistance?

Contact CHQ Telehealth support on
QCH-telehealth@health.qld.gov.au