

# CHQ RFA Non-QH User Telehealth Customer Authentication Journey

For Non-QH Users

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## 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.

The screenshot shows the website interface for 'Specialist online advice'. At the top, there is a green header with the URL 'health.qld.gov.au' and a 'Contact Us' link. Below this is the Queensland Government logo and the 'Children's Health Queensland' title. A search bar is located on the right. The main navigation menu includes 'Going to hospital', 'Health services', 'Health A to Z', 'Our work', 'For health professionals', 'Research', 'Careers', 'About us', and 'Resources'. The breadcrumb trail reads 'Home > For health professionals > Specialist online advice'. The main heading is 'Specialist online advice', followed by the text: 'Our paediatric specialists offer telehealth consultations to clinicians for patients with acute health conditions.' On the left, there is a sidebar menu under 'For health professionals' with items like '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', and 'Committees and groups'. On the right, under 'On this page', there are links for 'Online telehealth consultations', 'Request a consultation', and 'Contact'. The 'Request a consultation' link is highlighted with a red box. Below this, the section 'Online telehealth consultations' is introduced with a paragraph explaining the service. A yellow warning box states: 'We don't provide emergency advice. If your patient has a critical condition call 07 3068 1111 or our CATCH nurses for triage advice.' At the bottom of the page, a red-bordered box contains the text '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](http://chqrfa.health.qld.gov.au) page. Select the 'Digital ID Login' under the 'For non-Q-Health Staff' section to continue to Queensland Digital Identity to authenticate.

**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

Use the Digital ID login page to complete your authentication. Need further assistance? Find out more at [myGovID is now myID | myID](#).

**Queensland Government**

**Digital ID Exchange**

**Prove your identity**

To continue with this service online you must prove who you are using your digital identity.

[Continue with Queensland Digital Identity](#)

or

[Continue with myID](#)


[Find out more about digital identity.](#)

You can use any of these digital identity options to access this service.

By logging in you agree to our [Terms of use](#) and [Privacy statement](#).

[← Cancel login](#)

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](#)

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**Require further assistance?**

Contact CHQ Telehealth support on  
[QCH-telehealth@health.qld.gov.au](mailto:QCH-telehealth@health.qld.gov.au)