

GP Access to the Viewer Frequently Asked Questions



What are the benefits of the project?

Having access to this information will allow Queensland GPs to provide patients with more consistent, timely and coordinated care. It will also reduce duplication of diagnostic testing and ensure Queensland GPs have access to timely and accurate clinical information on their patients.

How can patients 'opt-out' of having their health information available to Queensland GPs?

Patients can 'opt-out' of having their health information available by calling 13HEALTH.

What information will be available to Queensland GPs through The Viewer in terms of admission and discharge information?

Queensland GPs will have read-only access to patient demographics, admission and discharge history, validated pathology results and tests ordered, primary diagnosis from emergency departments and hospital admissions, discharge summaries.

Will Queensland GPs be required to act on investigation results displayed in The Viewer?

Queensland GPs are not required to act on any investigation results displayed in The Viewer as this responsibility rests with the clinician requesting the investigations.

Access is provided to give Queensland GPs the clinical context to assist with ongoing patient care planning.

When will Queensland GPs have access to The Viewer?

Queensland GPs will be able to register for access to The Viewer via a secure online portal. Registration for access will be available from mid-2017.

How will Queensland Health ensure Queensland GPs' appropriate use of the Viewer?

Queensland GPs must accept the Terms and Conditions when registering and viewing Queensland Health patient information in The Viewer. There will be auditing processes to ensure appropriate use of the information is being adhered to. Penalties for inappropriate access and use by a Queensland GP will lead to possible deregistration.

What if a Queensland GP is not able to view their patient's information in the Viewer?

Patients can exercise their rights to “opt out” to allow their Queensland GP to view their Queensland Health information via The Viewer by calling 13HEALTH. Queensland GPs can continue to obtain their patients' health information as per current processes available today.

Can only Queensland GPs register to access the information available through The Viewer?

The current project scope is to allow all Queensland GPs the ability to access patient's key hospital treatment information through The Viewer. In the future it is expected that other health professionals will be able to access similar information in The Viewer.

How will the project team inform Queensland Health patients that their public hospital information is available to be viewed electronically by their Queensland GP?

The project has engaged the services of Health Consumers Queensland (HCQ) to facilitate several patient focus groups to confirm the patient messaging and to identify the best communication channels to inform patients.

Are there any prerequisites for Queensland GPs to obtain access to the system?

Yes, Queensland GPs need to have an Australian Health Practitioner Regulation Agency (AHPRA) number and to be registered with Queensland Health's Secure Transfer Service Address Book.

What is the name of the system that Queensland GPs will use to access The Viewer?

Queensland GPs can register for access and view patient health information available in The Viewer via the Health Provider Portal (HPP).