

Understanding **My Health Record** and Queensland Health's **Health Provider Portal (The Viewer)**

Where to find patient information

Having access to timely, relevant and comprehensive health information improves clinical decision-making and effective management for better patient health outcomes. Knowing where to find this information with the various sources available to health care providers can be confusing and time consuming.

The national **My Health Record** and **Queensland Health's Health Provider Portal (The Viewer)** can provide you with additional information about your patient's medical history and past hospital visits. Knowing the differences can help you make an informed decision about where to look for your patients' clinical information.

What is it?

My Health Record



My Health Record is an electronic summary of an individual's health information from various sources that can be shared securely between the individual and their registered health care providers involved in their care. It is a national system.

Health Provider Portal (The Viewer)

The Health Provider Portal (The Viewer) is a read only, web based application that displays consolidated clinical information about patients who receive treatment or care at a Queensland Health facility.

Deciding when to use each system

My Health Record

One of your regular patients brings her mother (visiting from Perth) in to see you. In all the excitement of packing for the trip, she has left her tablets at home and has felt off colour since leaving. She says she has problems with her heart and kidneys and is on quite a few tablets.

You phone the surgery in Perth however it is 6.30am in Perth and they have not opened yet.

You can access her My Health Record via your clinical software or through PRODA and view a copy of the shared health summary and dispensing information.

Queensland Health's Health Provider Portal (The Viewer)

Your patient has been on holidays in north Queensland. She had an episode of palpitations during which she was admitted overnight to hospital. She has been advised to see her regular GP after returning home. On presenting to you, the patient has forgotten the paperwork provided by the hospital and has not brought any new medication with her. You have not received the discharge summary from the hospital but need to review what tests were done and what new medication the patient is taking.

You can log onto the Health Provider Portal, and using the patient ID information (Medicare, DOB, surname and gender) find out what has happened during the hospital ED and inpatient stay.

My Health Record



Health Provider Portal (The Viewer)

Who can access the data?

Registered health care providers who are providing the patient with care can access and upload to a My Health Record. This can include:

- GPs
- nurses
- hospitals
- specialists
- allied health providers
- pharmacists

Providers using conformant software can upload to their patient's record. Those using non conformant software can 'view only' through the My Health Record Provider Portal.

Patients can also access and upload to their own My Health Record through the consumer portal.

Queensland-based general practitioners who are providing the patient with care and are registered with the Health Provider Portal via QGov can access the Health Provider Portal (The Viewer).

Patients are unable to access the Health Provider Portal.

Included information

- Patient details
- Shared health summary which includes:
 - allergies and adverse reactions
 - immunisations
 - past history
 - current medications
- Event summary which contains information on a recent event or episode
- Discharge summary
- Prescription and dispense records
- Pathology and diagnostic imaging reports
- Specialist letters
- MBS claim information
- Patient's self-reported information

- Patient details
- Allergies and adverse reactions
- Outpatient appointments
- Pathology, radiology, laboratory results and reports
- Discharge summaries
- Treatment summaries
- Operation reports
- Oncology/chemotherapy reports
- Prescription and dispense records

How do I access this information?

My Health Record is accessed within conformant clinical software (such as Best Practice, Medical Director, ZedMed and Genie).

It can also be accessed via the My Health Record Provider Portal via PRODA (Provider Digital Access).

Registration is required to access My Health Record system.

The Health Provider Portal (The Viewer) is accessible via the website <https://hpp.health.qld.gov.au>.

Registration is required to access the Health Provider Portal. For more information visit <https://www.health.qld.gov.au/clinical-practice/database-tools/health-provider-portal/gps-resources/register>

Can I save information?

Those providers using conformant software can download My Health Record documents into their clinical software.

While the Health Provider Portal is 'view only' registered users can download PDF copies of discharge summaries.

For more information:

My Health Record
www.myhealthrecord.gov.au
Phone: 1800 723 471

Queensland Health's Health Provider Portal
<https://www.health.qld.gov.au/clinical-practice/database-tools/health-provider-portal>
Phone: 1300 478 439