An introduction to The Viewer for Optometrists

Jim Loughridge

GPLO – Optometry | *Metro North Health & Brisbane North PHN*

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An Australian Government Initiative

Metro North Health | Queensland Government

Metro North Hospital and Health Service and Brisbane North PHN respectfully acknowledge the Traditional Owners of the land on which our services and events are located. We pay our respects to all Elders past, present and future and acknowledge Aboriginal and Torres Strait Islander people across the State.

Today...

- Brief introduction
- The Viewer demonstration – registering and using The Viewer
- Q + A

GPLO - Optometry

O P T I M I S E

- Referral pathways and clinical handover including electronic methods of communication between public Ophthalmology clinics, Optometrists and GPs
- Access to public Ophthalmology services
- Patient care and patient experience including offering care closer to home

E N G A G E

- Networking and communications for community Optometrists
- Assist community Optometrists with enquires about Ophthalmology services

E D U C A T E

- Offer tailored Ophthalmology education for Optometrists and GPs

A D V O C A T E

- Integrated care utilising the skills and knowledge of Optometrists working to full scope both in the community and within Queensland Health
- The profession of Optometry throughout Queensland Health
- For innovation and new patient centred models of care

Jim Loughridge
GPLO - Optometry

Contact us:
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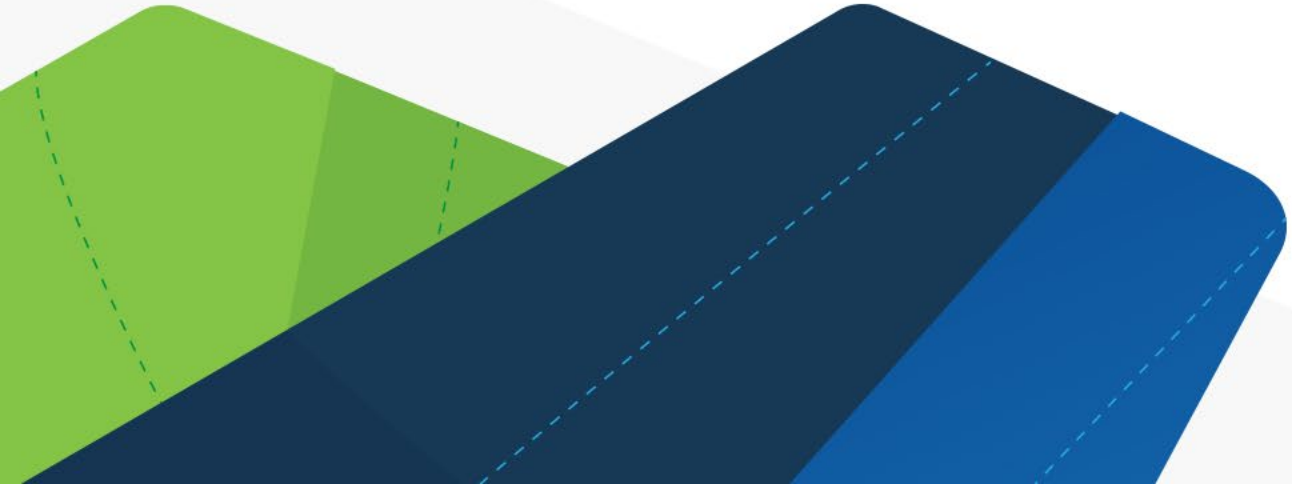
0499 112 282

The Viewer

non-Queensland Health staff



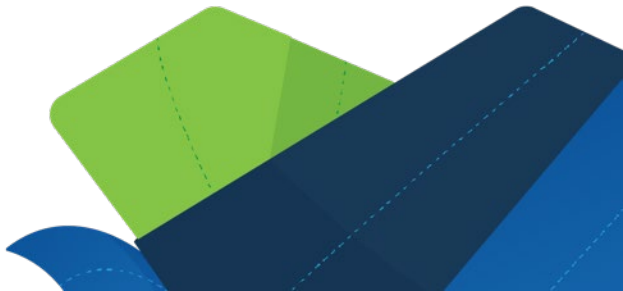
Queensland Government

The Viewer

- A read-only web based application that displays consolidated clinical information sourced from a variety of Queensland Health clinical and administrative systems
- Integrates with 70+ systems state-wide
- Having direct access to The Viewer can help optometrists provide a more holistic approach to the management and diagnosis of health disorders involving the eyes.

Clinical benefits include:

- supports optometrists to make informed medical decisions about patient care based on the latest available clinical information
- provides real-time access to Queensland Health medical information
- reduces duplication of diagnostic testing
- helps ensure more consistent, timely, and coordinated care

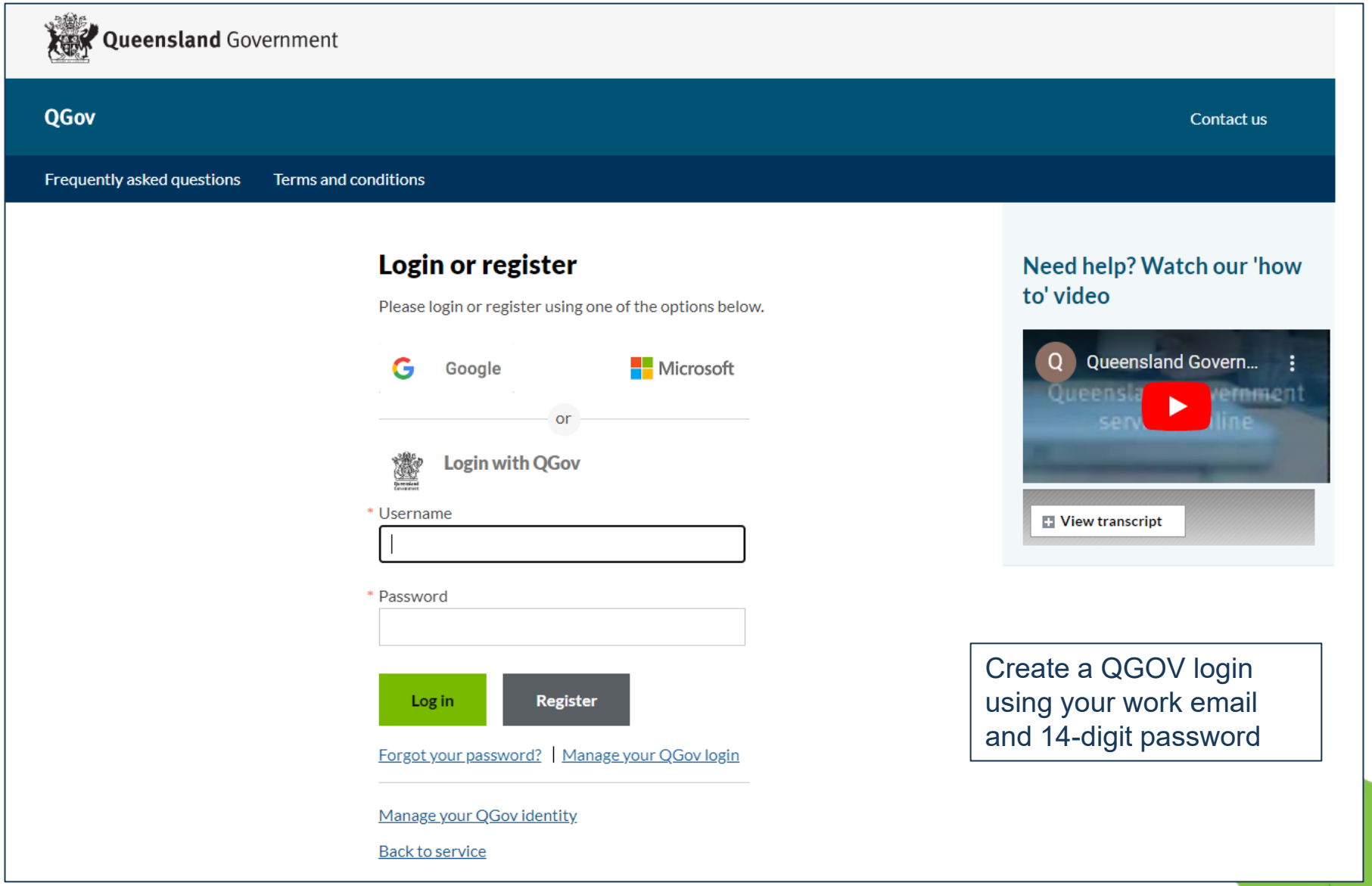


How do I register?

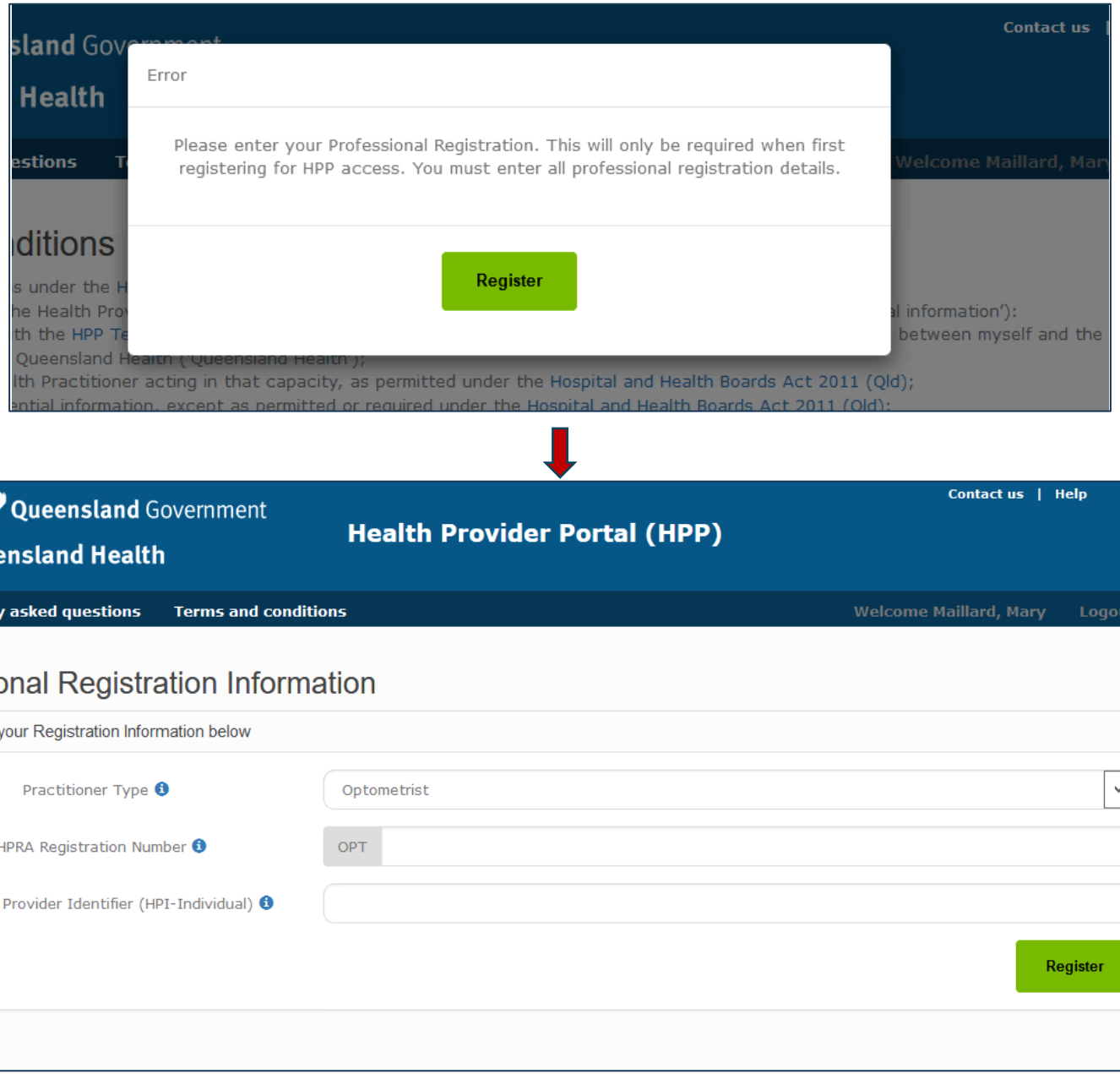
Getting started

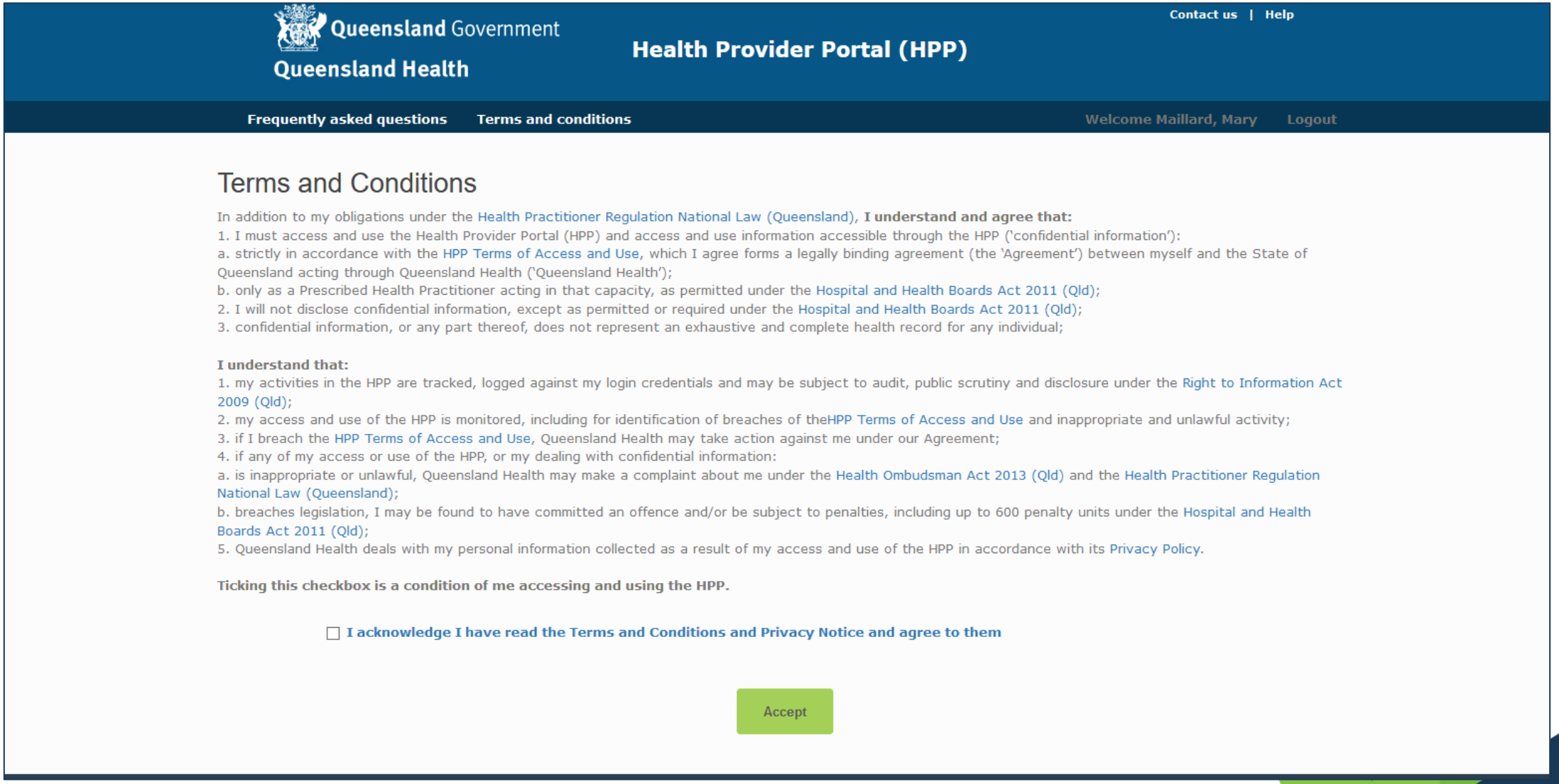
Eligible optometrists will need the following to register for access to The Viewer:

Personal identity and authentication - QGov	Professional identity up to date	Register for HPP using
• Register an account with Queensland Government's QGOV system account • Personal identification – 100 point of identification which can include • Australian driver's license • Passport • Medicare • Birth certificate	• Australian Health Practitioner Regulation Authority (AHPRA) • Healthcare Provider Identifier-Individual (HPI-I)	• QGov login • Professional identity



Create a QGOV login using your work email and 14-digit password


Contact us
Health
Error
Please enter your Professional Registration. This will only be required when first registering for HPP access. You must enter all professional registration details.
Register
Queensland Government
Queensland Health
Health Provider Portal (HPP)
Contact us | Help
Frequently asked questions
Terms and conditions
Welcome Maillard, Mary
Logout
Professional Registration Information
Please enter your Registration Information below
Practitioner Type
Optometrist
AHPRA Registration Number
OPT
Healthcare Provider Identifier (HPI-Individual)
Register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Health Provider Portal (HPP)
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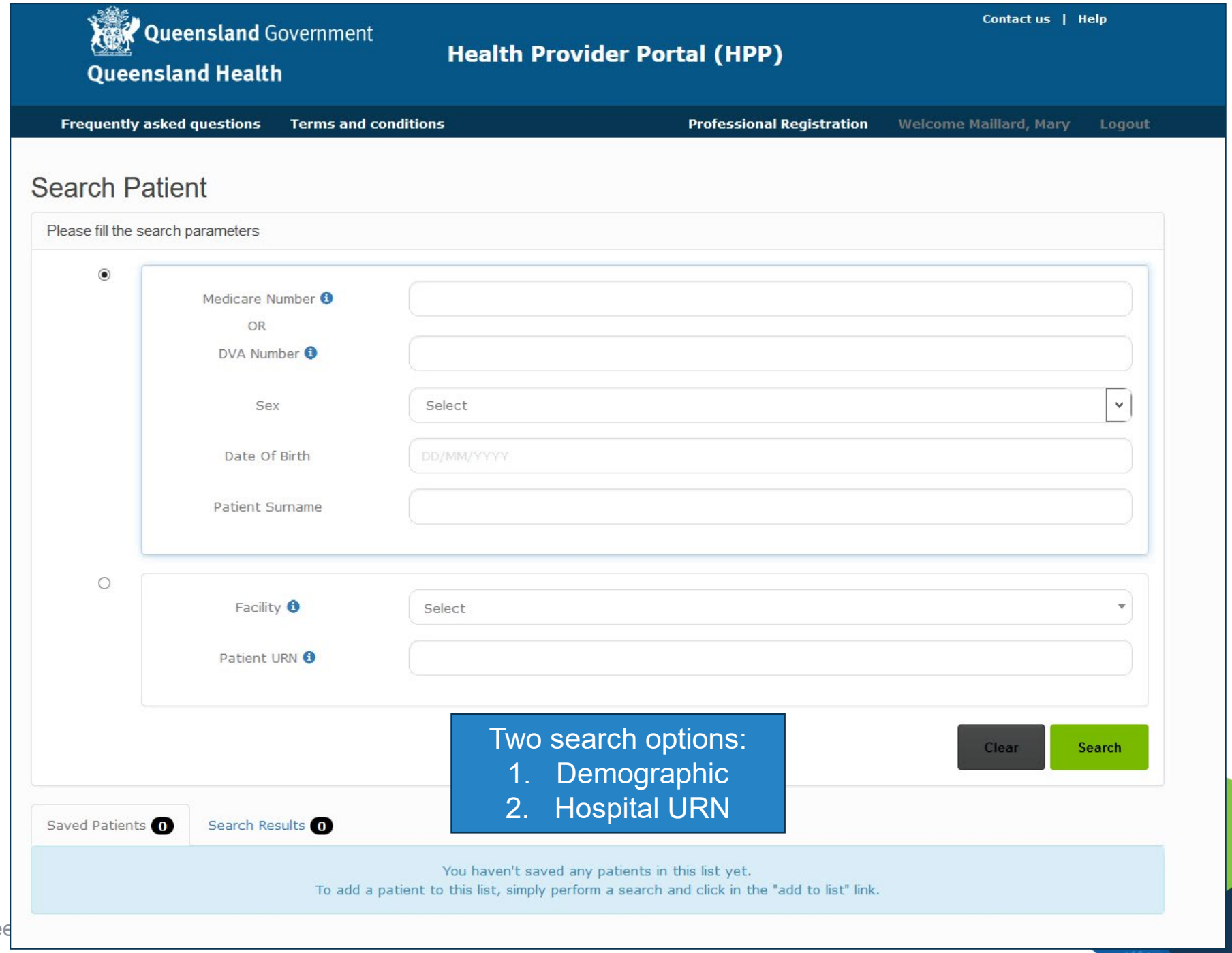
Frequently asked questions
Terms and conditions
Welcome Maillard, Mary
Logout
Terms and Conditions
In addition to my obligations under the Health Practitioner Regulation National Law (Queensland), I understand and agree that:
1. I must access and use the Health Provider Portal (HPP) and access and use information accessible through the HPP ('confidential information'):
a. strictly in accordance with the HPP Terms of Access and Use, which I agree forms a legally binding agreement (the 'Agreement') between myself and the State of Queensland acting through Queensland Health ('Queensland Health');
b. only as a Prescribed Health Practitioner acting in that capacity, as permitted under the Hospital and Health Boards Act 2011 (Qld);
2. I will not disclose confidential information, except as permitted or required under the Hospital and Health Boards Act 2011 (Qld);
3. confidential information, or any part thereof, does not represent an exhaustive and complete health record for any individual;
I understand that:
1. my activities in the HPP are tracked, logged against my login credentials and may be subject to audit, public scrutiny and disclosure under the Right to Information Act 2009 (Qld);
2. my access and use of the HPP is monitored, including for identification of breaches of theHPP Terms of Access and Use and inappropriate and unlawful activity;
3. if I breach the HPP Terms of Access and Use, Queensland Health may take action against me under our Agreement;
4. if any of my access or use of the HPP, or my dealing with confidential information:
a. is inappropriate or unlawful, Queensland Health may make a complaint about me under the Health Ombudsman Act 2013 (Qld) and the Health Practitioner Regulation National Law (Queensland);
b. breaches legislation, I may be found to have committed an offence and/or be subject to penalties, including up to 600 penalty units under the Hospital and Health Boards Act 2011 (Qld);
5. Queensland Health deals with my personal information collected as a result of my access and use of the HPP in accordance with its Privacy Policy.
Ticking this checkbox is a condition of me accessing and using the HPP.
I acknowledge I have read the Terms and Conditions and Privacy Notice and agree to them
Accept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Professional Registration
Welcome Maillard, Mary
Logout
Search Patient
Please fill the search parameters
Medicare Number
OR
DVA Number
Sex
Select
Date Of Birth
DD/MM/YYYY
Patient Surname
Facility
Select
Patient URN
Clear
Search
Two search options:
1. Demographic
2. Hospital URN
Saved Patients 0
Search Results 0
You haven't saved any patients in this list yet.
To add a patient to this list, simply perform a search and click in the "add to list" link.

Variances for QH and non-QH staff

There are key differences between what is visible to Queensland Health staff viewing public hospital records in The Viewer and what is visible to non-Queensland Health staff accessing The Viewer such as those accessing via the Health Provider Portal.

Patient Demographics	Medical Imaging	My Health Record
• Patient National Disability Insurance Scheme (NDIS) information isn't displayed • Unable to view Mater health information via the Mater Doctor Portal (link is not provided) • No view of the consent status panel	• Imaging is currently not available through the Health Provider Portal for external Health Practitioners • Reports are available	• External Health Practitioners cannot access My Health Record through The Viewer. Patient's My Health Record should be accessed using the approved means (e.g. federated logins, practice software)

Patient consent and auditing

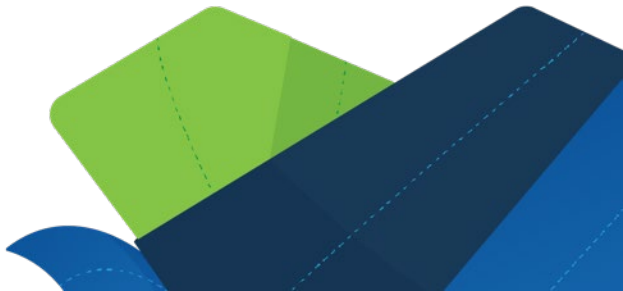
Patients can opt-out of all health practitioners or choose which health practitioner types to opt-in or out of:

- Patients are currently opted in by default
- Those who have already opted out to all practitioners, automatically applies to optometrists
- Patients can opt back in at any time
- To opt in or opt out - call 13 HEALTH (13 432 584)

  Translation and interpreter services can be arranged to assist with the opt-out process.

The Viewer audit

- Information is audited in The Viewer for all users
- Monthly appropriate use report for all Health Practitioners



The Viewer resources

- The Viewer factsheet
- The Viewer via the Health Provider Portal
- New – The Viewer non-Queensland Health staff
  - Summary of information available via each tab
- Coming soon
  - The Viewer rebrand – new icon, refresh of website and content for both internal and external staff

External website: Health Provider Portal | Queensland Health

Internal website: Enterprise Discharge Summary (EDS) and The Viewer - Home (health.qld.gov.au)

Questions
Answers