Better connecting Queensland's Health Practitioners and public hospitals
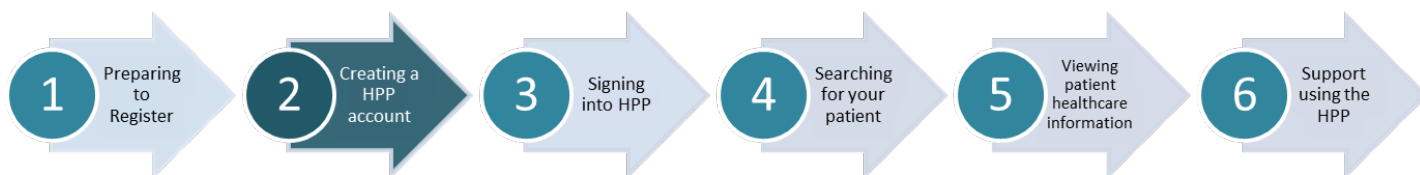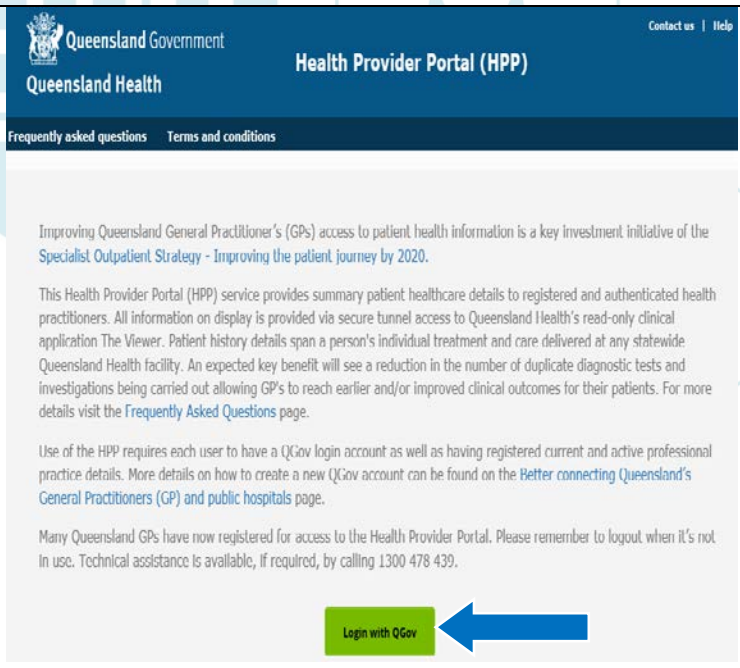
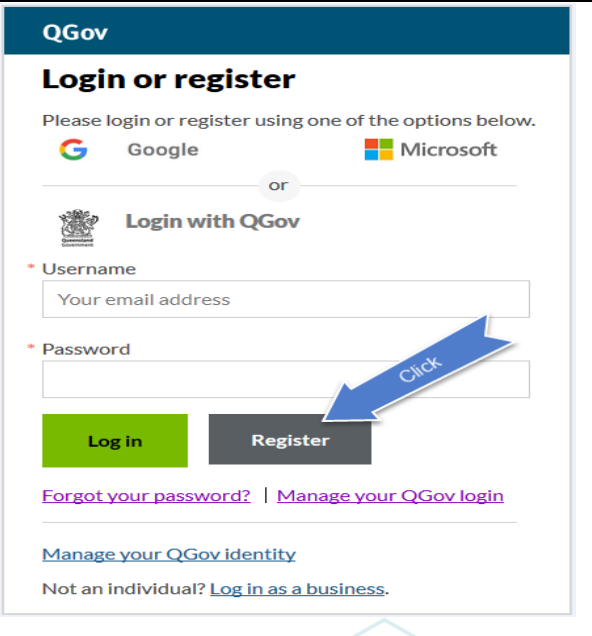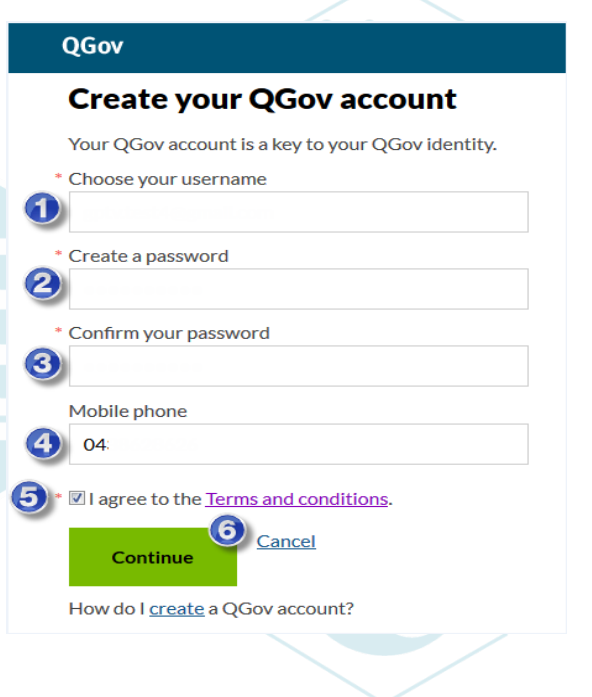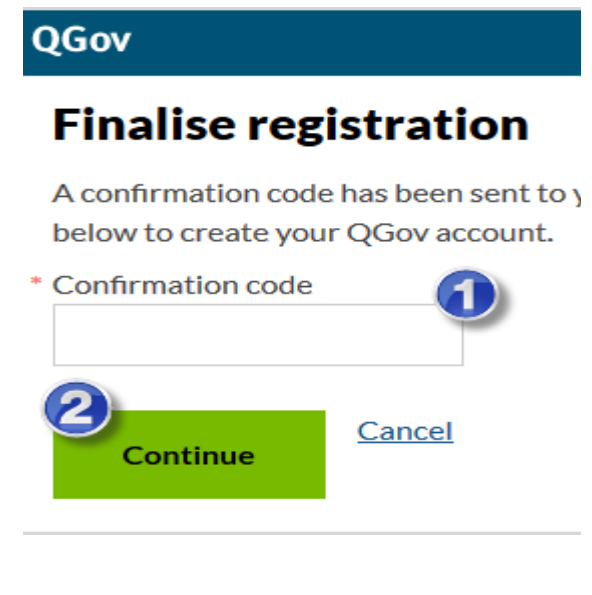| 1 Preparing to Register | 2 Creating a HPP account | 3 Signing into HPP | 4 Searching for your patient | 5 Viewing patient healthcare information | 6 Support using the HPP |

Factsheet 2
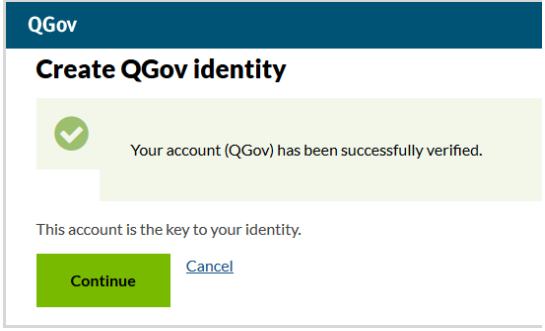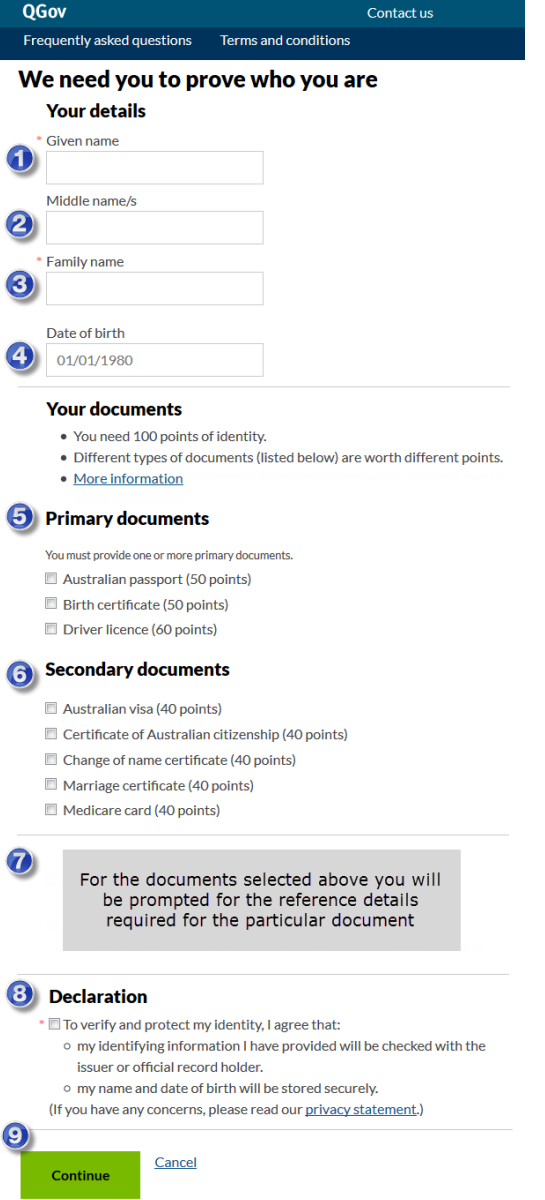## Creating a Health Provider Portal (HPP) account

Are you ready for registration?

Do you have the necessary documents ready to register? Do you have your AHPRA details up to date? If not, please refer to Factsheet 1 – Preparing to register for the Health Provider Portal

Creating a HPP account

Step 1	**Launch the HPP** Open a web browser and enter the URL https://hpp.health.qld.gov.au/ to launch the HPP. 💣 Refer to Fixing Browser Error section on Factsheet 5 if you encounter a problem when trying to launch the HPP.
Step 2	**Register your HPP account** Click Login with QGov Queensland Government Queensland Health **Health Provider Portal (HPP)** Contact us	Help Frequently asked questions Terms and conditions Improving Queensland General Practitioner's (GPs) access to patient health information is a key investment initiative of the Specialist Outpatient Strategy - Improving the patient journey by 2020. This Health Provider Portal (HPP) service provides summary patient healthcare details to registered and authenticated health practitioners. All information on display is provided via secure tunnel access to Queensland Health's read-only clinical application The Viewer. Patient history details span a person's individual treatment and care delivered at any statewide Queensland Health facility. An expected key benefit will see a reduction in the number of duplicate diagnostic tests and investigations being carried out allowing GP's to reach earlier and/or improved clinical outcomes for their patients. For more details visit the Frequently Asked Questions page. Use of the HPP requires each user to have a QGov login account as well as having registered current and active professional practice details. More details on how to create a new QGov account can be found on the Better connecting Queensland's General Practitioners (GP) and public hospitals page. Many Queensland GPs have now registered for access to the Health Provider Portal. Please remember to logout when it's not in use. Technical assistance is available, if required, by calling 1300 478 439. Login with QGov

Queensland Government

Step 3	**Create a QGov account** Click Register	
Step 4	**Create your QGov account** ① Enter your individual email address as the Username ② Create a Password ③ Confirm your Password ④ Enter a Mobile number (this is optional) ⑤ Check acknowledgement of terms and conditions, then ⑥ Click Continue Note: An email will be sent with a confirmation code which will need to be entered to complete the creation of the QGov account.	
Step 5	**Finalise registration** ① Enter the Confirmation code received in the email ② Click Continue Note: It may take a few seconds before the next page is displayed confirming the QGov account has been successfully created.	

Step 6	**Create QGov identity** The QGov identity has been successfully verified, click Continue.	**QGov** **Create QGov identity** ✓ Your account (QGov) has been successfully verified. This account is the key to your identity. Continue Cancel

Step 7	**Enter your personal identity details**
	
	① Enter given name
	
	② Enter middle name (this is optional)
	
	③ Enter family name
	
	④ Enter date of birth
	
	[You need 100 points of identity]
	
	⑤ Select primary documents preferences (one or more can be selected)
	
	⑥ Select secondary documents preferences
	
	⑦ Read Note
	
	⑧ Read Declaration
	
	⑨ Click Continue
		QGov Contact us
		Frequently asked questions Terms and conditions
		
		We need you to prove who you are
		Your details
		① * Given name
		② Middle name/s
		③ * Family name
		④ Date of birth
		  01/01/1980
		
		Your documents
		• You need 100 points of identity.
		• Different types of documents (listed below) are worth different points.
		• More information
		
		⑤ **Primary documents**
		You must provide one or more primary documents.
		☐ Australian passport (50 points)
		☐ Birth certificate (50 points)
		☐ Driver licence (60 points)
		
		⑥ **Secondary documents**
		☐ Australian visa (40 points)
		☐ Certificate of Australian citizenship (40 points)
		☐ Change of name certificate (40 points)
		☐ Marriage certificate (40 points)
		☐ Medicare card (40 points)
		
		⑦ For the documents selected above you will be prompted for the reference details required for the particular document
		
		⑧ **Declaration**
		* ☐ To verify and protect my identity, I agree that:
		  ○ my identifying information I have provided will be checked with the issuer or official record holder.
		  ○ my name and date of birth will be stored securely.
		(If you have any concerns, please read our privacy statement.)
		
		⑨ Continue Cancel

Step 8	**Share your personal identity with the HPP**
	From the QGov Share your details page -
	Select either:
	① Always share … or
	② Share these personal details with the HPP this time only
	③ Click Continue.
	☁ TIP
	If you select 'Always share……' You will not need to share your details every time you sign into the HPP. If you select 'Don't share…' You will not progress to the HPP to view patient records.

Share your details

To complete the **Queensland Health - Health Provider Portal** service online, the following personal information is required:

Given name:

Middle name/s:

Family name:

Date of birth: 29/09/1971

Email: _____@gmail.com

Select your sharing preference

⦿ Always share these personal details within Queensland Government ①

○ Share these personal details with the Queensland Health - Health Provider ② Portal service this time only.

○ Don't share these personal details with the Queensland Health - Health Provider Portal service. I understand that I may not be able to complete this service online.

You have the option of changing your sharing preferences with your account settings.

Read our FAQs for more information about sharing your details.

[Continue] ③   Cancel

Step 9	**Accept the HPP Terms and Conditions**
	① Check acknowledgement of the terms and conditions, then
	② Click Acknowledge to proceed.

Terms and Conditions

① ☑ I acknowledge I have read the Terms and Conditions and Privacy Notice and agree to them

[Acknowledge] ②

Step 10	**Reminder to enter Professional details**
	When the Register button is clicked, you will proceed to Step 11 to enter your professional details.

Error

You must enter all professional registration details.

[Register]

Step 11	Enter your Professional identity details
	1 Select NURSE / Midwife
	2 Enter AHPRA Registration number
	3 Select your Place of Practice from the list
	4 When the Register button is clicked, your details will be verified.
	If any details cannot be verified an explanatory message will be displayed. Further information on how your details are verified can be found in Factsheet 6.
	If your practice location isn't listed, click the blue link and email your practice details to connectingqld@health.qld.gov.au

Additional Information

For additional support information, please refer to **Factsheet 6**.

Contact

For technical support please call 1300 478 439, available 24 hours a day.