

Information for inpatients, families and ward staff



yourQH

What is yourQH?

yourQH is an app and web-based patient online portal, providing a convenient and secure way for patients and families to view and manage their outpatient and community appointments.

Once you (the patient, parent or carer) have registered for an account and verified your identity, you can use **yourQH** to:

- view referral information (specialty and clinical urgency category)
- request to cancel your referral
- view appointment details (specialty, date, time and location)
- request to reschedule or cancel your appointment
- confirm and check-in for your appointment
- update patient demographic details
- ask the clinic a question about your referral or appointment
- receive messages from the clinic (such as when the clinic is running late), as well as pre-appointment forms and fact sheets.

Important information for inpatients

Information for surgery and admissions are not currently available in **yourQH**. You will continue to receive this information via post.

If a post-discharge appointment is scheduled for the patient, this will be visible in **yourQH**.

How can I access yourQH?

yourQH is available to download from the App or Google Play stores.

Anyone can download **yourQH**, however, to have access to patient appointment information, you will require a unique patient token.

An invitation (containing the patient token) will be sent to the patient's registered mobile number and included on the referral or appointment letter. To create your account, you will need to provide contact details and two forms of identity, such as an Australian driver licence, passport or Medicare card. You will then be able to link to your child's information using the patient token and their date of birth.

If you have an upcoming appointment but have not yet received your token, please ask a staff member at the clinic who will be able to assist in most cases.



What documents do I need to set up my account?

You must identify yourself using two forms of identity before you can view patient and appointment information. In most instances, you can upload the details of your identification (such as driver licence and Medicare card) directly. If you are unable to upload documents and verify your identity within **yourQH**, please request assistance from the clinic staff who will refer you to the Health Information Access team to have your account manually set up.

How is yourQH different to My Health Record?

yourQH is a Queensland Health patient online portal to assist patients and families to manage their outpatient and community referrals and appointments.

My Health Record is an online summary of your key health information, including allergies, medications, medical conditions and pathology results.

Do we have to use yourQH?

No, **yourQH** is an opt-in solution. Patients and families who choose not to use **yourQH** will not be disadvantaged and can continue to communicate with the Hospital and Health Service via telephone and email. Referral and appointment letters and SMS reminders will continue to go out for both **yourQH** and non-**yourQH** users in the first instance.

Where can I find more information?

If you have any further questions regarding **yourQH**, please ask the clinic staff or visit our website www.health.qld.gov.au/yourQH.