

## Privacy collection notice for patients

### About QScript

QScript is Queensland's monitored medicines database which records real-time information about the prescription and supply of certain prescription medicines (monitored medicines) which may present risks of patient harm as a result of substance use disorder, misuse and/or overdose. The prescription and dispensing data included in QScript is collected automatically by Queensland Health from Prescription Exchange Services (PESs) whenever a health practitioner prescribes or dispenses a monitored medicine using PES-connected clinical software.

Information is also collected from admission and discharge forms given under the Queensland Opioid Treatment Program (QOTP) and other relevant sources.

QScript data is kept by Queensland Health in accordance with the *Medicines and Poisons Act 2019* (Qld) (MPA) for the following purposes:

- to promote safe practices for the therapeutic use of monitored medicines and reduce community harm caused by monitored medicines;
- to ensure particular health practitioners are complying with the MPA, a corresponding law or any applicable requirements under the Health Practitioner Regulation National Law;
- to facilitate the assessment or investigation of health service complaints under the *Health Ombudsman Act 2013* (Qld); and the investigation or monitoring of persons subject to actions or orders under that Act;
- to enable particular health practitioners to access the database to record and review information for the therapeutic treatment of persons;
- to facilitate evaluation and research into monitored medicines;
- to facilitate national consistency in the therapeutic use of monitored medicines;
- to manage the operation of the database;
- to exercise a power, or perform another function, under the MPA in relation to a monitored medicine; and
- any other purposes prescribed by the Regulations made under the MPA.

### What information is being collected?

QScript collects certain personal information about patients who are prescribed or dispensed monitored medicines. This is because the following information, which may be required to be included on a prescription or dispensing record, is automatically collected by Queensland Health from PESs:

- patient details (including name, address, date of birth, gender, Individual Healthcare Identifier, clinical software patient ID numbers and, in certain circumstances, details of the condition being treated with the monitored medicine)
- monitored medicines that are prescribed or supplied (including details of the prescription and supply)
- details of the prescriber
- details of the dispenser.

In addition, the following information about patients may be included in QScript:

- details of health practitioner enquiries about patients' treatment with monitored medicines and their medical conditions
- approval applications and approvals issued to health practitioners for patient treatment with monitored medicines
- QOTP admission and discharge information.

## Why is this information collected?

Patient information is collected and used for the purposes set out in the 'About QScript' section at the start of this fact sheet.

Queensland Health is required to collect some of this information under the MPA. You cannot choose to exclude this information from QScript if you are prescribed and/or dispensed monitored medicines.

## Who has access to this information?

- QScript provides certain users (including **eligible prescribers and dispensers**) access to view records for prescribed purposes, including where a health practitioner is providing therapeutic treatment to a person to whom the information relates. Users may include health practitioners in other States and Territories who provide therapeutic treatment to a person.
- **Authorised Queensland Health officers** and specific **Queensland and Commonwealth Government regulatory bodies** will also be able to access QScript as part of their existing regulatory role in ensuring the safe supply of medicines within the community.
- Personal information within QScript may also be accessed by **ICT service providers** for the purpose of ICT support, as well as to validate new users and remove old users from QScript.
- **Researchers** may be approved by the Chief Executive to access data for a specific purpose. Any data provided to researchers will align with relevant Queensland Health requirements for data release.
- It is intended that QScript will form part of a national real-time prescription monitoring scheme under which information will be shared with, and collected from, **prescribers, dispensers and regulators in other States and Territories**. Information in the national scheme may be accessed by ICT service providers, including **ICT personnel located outside of Australia**.

## Is my privacy protected?

There are specific legislative requirements in place to ensure that people who are authorised to access information in QScript are doing so in an appropriate manner.

There are offences and strict penalties for inappropriate use or disclosure of information contained in QScript. Unauthorised use of QScript is a criminal offence (Section 408E of the Criminal Code).

Personal information collected by Queensland Health is handled in accordance with the *Information Privacy Act 2009* (Qld).

Access to QScript by authorised users is subject to strict verification processes, including multi-factor authentication to log in.

## Can I access or amend my personal information in QScript?

Queensland Health supports your right to see the personal information we hold about you. To find out how to access your own personal information, please view our Privacy Policy at: [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0027/439164/queensland-health-privacy-policy.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0027/439164/queensland-health-privacy-policy.pdf)

## Amending prescription records in QScript

Records detailing what prescriptions for monitored medicines have been produced, and dispensing details of prescriptions for monitored medicines, are collected from PESs. QScript uploads the monitored medicine prescription information that it receives without amendment.

If you believe there is an error in a **prescription record** contained in QScript, the record can be corrected by amending the details in the source clinical software system (prescribing or dispensing software) by contacting the relevant prescriber or dispenser. The corrected information should then automatically update in QScript.

## Amending demographic information in QScript

Demographic information, such as name, date of birth and gender, cannot be amended in QScript for some patients at this time.

Queensland Health is dedicated to resolving this issue and is working closely with its software vendor and the Australian Digital Health Agency to improve data quality.

Health practitioners may ask you to provide confirmation of historic personal information before prescribing or dispensing monitored medicines, including:

- any aliases, or whether you have been known by any other name
- any previous residential addresses which may have been recorded
- whether you have ever been recorded as having a different date of birth
- whether you have ever been recorded as having a different gender.

This is a temporary measure to ensure new monitored medicine prescribing or dispensing events are appropriately linked to your QScript profile.

## Amending other information in QScript

Other information, such as prescribing approval and QOTP admission and discharge information, may also be displayed in QScript.

If you believe there is an error in the information contained in QScript **other than a prescription record or demographic information**, please contact us at: [MMU@health.qld.gov.au](mailto:MMU@health.qld.gov.au)

## How can I find out more information?

For information about how Queensland Health protects your personal information, or to learn about your right to access your own personal information, please refer to our [Privacy Policy](#).

For further information about QScript visit: [www.health.qld.gov.au/qscript](http://www.health.qld.gov.au/qscript) or contact us at: [MMU@health.qld.gov.au](mailto:MMU@health.qld.gov.au)