

## User instructions

The purpose of this document is to provide steps on how to navigate and use the Medication Access Request Portal (MARP) to log your requests to access and prescribe COVID-19 therapeutics and to report outcome data. Please contact [CTWG@health.qld.gov.au](mailto:CTWG@health.qld.gov.au) if you have questions related to the MARP or COVID-19 Therapeutics access submissions.

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## Navigating to the portal

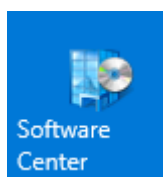
To access the portal, you will need to be logged into a Queensland Health device and have a Queensland Health email account. Users external to QHealth can access Request to Access (RTA) forms via

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/novel-coronavirus-qld-clinicians/clinical-guidelines>.

The portal can be accessed via by downloading the MARP app from the software centre (option 1) OR via the link in QHEPS (option 2):

### Option 1

Download the MARP desktop app  via Software centre (available mid-late November 2022)



### Option 2

**Access via the link:** <https://healthserviceportal.health.qld.gov.au/marp>

Available at:

**Queensland Health Intranet QHEPS**

Home Organisational structure **Tools and templates** Clinical Policies Staff support Business support Reference tools Online IT support CKN

**Tools and templates**

- Applications and tools
- Corporate templates
- Cyber Security
- FAMMIS
- Online IT Support
- Queensland Health Libraries
- S/4HANA
- Staff directory
- Travel information service

**HR, pay and leave**

- Employee assistance (EAS)
- Employment conditions
- Forms (PARIS)
- Jobs
- Leave form

**Refreshed Queensland Health Corporate Identity Guidelines**

**NOW AVAILABLE**

[Refreshed corporate identity guidelines](#)

Make sure you have with new templates and are up to date with the refreshed corporate identity guidelines.

[Submit a spotlight](#)

**What's new**

**National Safe Work Month 2022**

**know safety, work safely.**

[October is National Safe Work Month](#)

Get involved by attending our health, safety and wellbeing webinars and entering competitions available to all staff!



## Queensland Health Intranet QHEPS

[Home](#) [Organisational structure](#) [Clinical](#) [Policies](#) [Staff support](#) [Business support](#) [Reference tools](#) [Online IT support](#) [CKN](#)

## Clinical

List of Queensland Health clinical information by discipline.

## Allied health

- Allied Health Professions' Office of Queensland
- Association of Neurophysiology Scientists of Australia Inc.
- Audiology Australia
- Australasian Society for Ultrasound in Medicine
- Australian and New Zealand Society of Respiratory Science Ltd
- Australian Association of Social Workers
- Australian Council for Clinical Physiotherapy
- Australian Institute of Medical Scientists
- Australian Physiotherapy Association
- Australian Fertility Association
- Australian Psychological Society
- Australian Society of Medical Imaging and Radiation Therapy
- Australian Sonographer Accreditation Registry
- Australian Sonographers Association
- British Dental Journal
- Dietitians Association of Australia
- Environmental Health Australia (Queensland)
- Occupational Therapy Systematic Evaluation of Evidence
- Physiotherapy Evidence Database (PEDro)
- Picaa
- Sleep Science Association
- Speech Pathology Australia

## Cancer

- Cancer Alliance Queensland (CAQ)
- QASys
- Queensland Cancer Control Analysis Team (QCCAT)
- QOOL
- Statewide Cancer Clinical Network (SCaCN)

## Clinical support

- Alcohol and Drug Consultation Liaison service
- Blood Management
- Clinical Guidelines for the Management of Substance Use During Pregnancy, Birth and the Postnatal Period

## Coronavirus (COVID-19)

- CKN - Coronavirus (COVID-19) Information Centre
- Clinical guidelines
- Information and resources
- Medication Access Request portal
- Queensland's COVID-19 vaccination plans

## Emergency services

- Children clinical guidelines (Emergency Department)
- Inter Hospital Transfer Request Form
- Queensland Health Authorised Transport Requests
- Retrieval Services Queensland
- Rural and remote emergency services standardisation guidelines
- Statewide Emergency Departments

## Infection Prevention and Control

- Australasian College for Infection Prevention and Control
- Australasian Society for Infectious Diseases
- Hand Hygiene Australia
- International Federation of Infection Control

## Intensive care

- Statewide Intensive Care Clinical network

## Maternity and neonatal

- Queensland Maternity and Neonatal Clinical Guidelines Program

## Medical

- Office of the Principal Medical Officer (OPMO)
- Inter Hospital Transfer Request Form
- More

## Mental health

## Oral Health

- Office of the CH

## Pharmacy

- Australian Medi
- AMH Children's
- Australian Pres
- Central Pharma
- Enterprise Liai
- HIV Drug Resis
- List of Approver
- Mayne Pharma
- Medication Dos
- Medication Res
- Medication sen
- iPharmas
- Medicals
- National Prescr
- Novartis Clozar
- NPS Radar
- Pharmaceutical
- Scriptraker
- TGA Special As

## Pathology

- Collection Cent
- Laboratories
- Pathology Que
- Pathology Test
- Specimen Coll

## Population grou

- Aboriginal and
- Inala Indigenous

## Multi factor authentication

Access to the MARP may require 2 factor authentication. Select 'receive code via email' and this will send the code to your QHealth registered email address. Clicking 'Do not challenge MFA on this browser for next 8 hours' will allow you to log in (after you have entered your code) without further multi factor authentication for that day.

### Verify your identity

Enter the code generated by your authenticator app

6-digit code

[Receive a code via email](#)

Log In

☐ Do not challenge for MFA on this browser for the next 8 hours



## Setting up the Portal for the first time

First time users are required to create an account - Select 'Don't have an account? Sign up'

### Welcome to the Medication Access Request Portal

Log in

Log in

[Forgot your password?](#) **Click to reset**

[Don't have an account?](#) **Sign up**

Once an account has been established, an email with log-in credentials and a temporary password will be sent to the user.

- Create own password after the first log in.
- Log back into MARP Portal – a yellow box will appear requesting user details
- Enter position in the yellow box (e.g. Medical practitioner, nurse, pharmacist, administration officer etc.) and click submit.



Medication Access Request Portal



[Guidelines](#)

[Patient Letters](#)

[Search All Requests](#)

[My Requests](#)

Your position for your profile is empty, please populate the detail below and press submit when completed.



Position

Submit



Request Medication

Adult and Paediatric medication request forms



[Search All Requests](#)

Search for existing requests



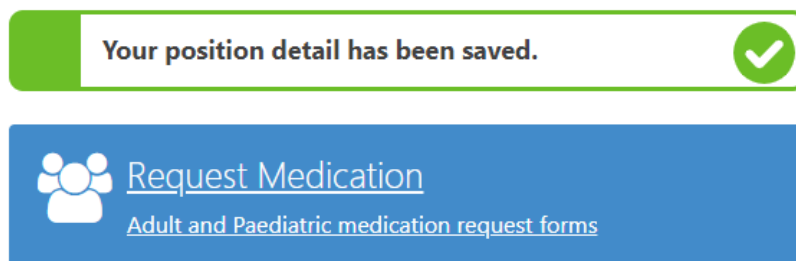
[My Requests](#)

View all logged requests



Queensland  
Government

A green box with a tick will appear stating that: “your position has been saved”



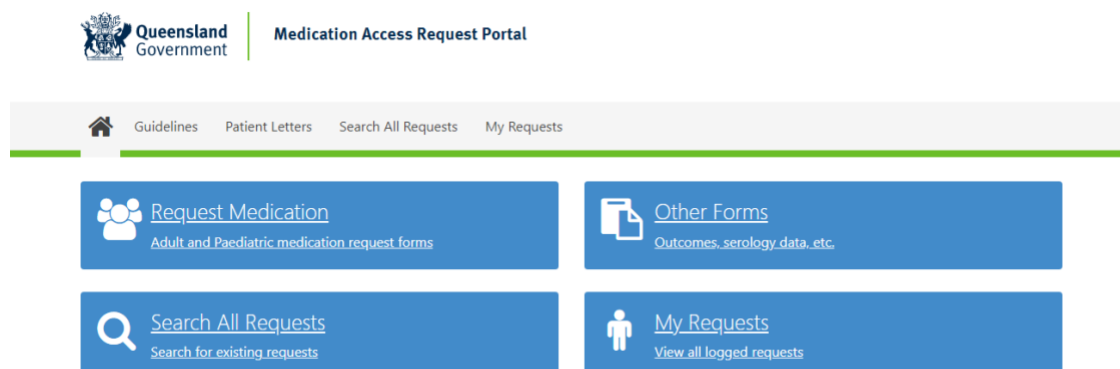
Please refer to section on [multi factor authentication](#) if this is required.

## Landing page

The landing page has four main sections or buttons:

1. Request medication - to request and submit adult and paediatric forms
2. Search all requests - to search for requests which have already been submitted by any clinician
3. Other forms – serology and outcome forms for Evusheld®
4. My requests - to view only your own submitted requests

There are also tabs available in the page banner which link to the ‘clinical guidelines’ webpage and to a fillable patient letter (currently only sotrovimab).



## Submitting a Medication Request

Prior to submitting a request, the clinician should check whether their patient meets the QLD Clinical COVID-19 Guidelines eligibility criteria for the medication(s).

Submissions should then be entered following the below steps:

**Step 1.** From the landing page click on the 'Request Medication' button - the 'Request Medication' page will appear.

**Step 2.** Fill in all the fields, the red asterisk fields are mandatory \*

- If there is a previous record for the patient, then the name and details can be selected from 'patient lookup' - check all details are still correct

Guidelines
 Patient Letters
 Search All Requests
 My Requests

### Request Medication

Describe Needs
 Choose Options
 Summary

\* Indicates required

**Patient Details**

Patient Lookup

\* Patient Initials

\* Patient DOB

Patient Age

Patient Weight (kg)

\* URN

\* Gender

\* HHS

\* Hospital/Facility

Supply of COVID-19 therapeutics is currently through the National Medical Stockpile (NMS) and availability may fluctuate with demand and constraints in the supply chain  
Please check your patient meets eligibility for these medicines according to the QLD COVID-19 Therapeutic Guidelines prior to completing the form(s).

\* Treatment Type

☐ Paediatric
 ☐ Adult

Once the 'Paediatric' or 'Adult' treatment type has been chosen, the medication(s) can be selected from the treatment required section then click 'Next' at the bottom right-hand corner

Supply of COVID-19 therapeutics is currently through the National Medical Stockpile (NMS) and availability may fluctuate with demand and constraints in the supply chain. Please check your patient meets eligibility for these medicines prior to completing the form(s).



\*Treatment Type

- ☐ Paediatric
- ☒ Adult

\*Treatment Required

- ☐ Sotrovimab
- ☐ Remdesivir: MILD-MODERATE DISEASE
- ☐ Remdesivir: MODERATE DISEASE REQUIRING OXYGEN
- ☐ Tixagevimab and Cilgavimab (Evusheld®)

Next

Please note the following:

- Multiple medications can be selected.
- Currently the MARP is not able to copy information across multiple forms, so each form should be completed in full prior to submission.
- Partially completed request(s) cannot be saved for later submissions.

### Therapy Options

**Step 3.** The 'Choose Options' will appear in the middle of the page with either a single or multiple drug therapies, depending on the options selected above. Click on the medication under 'Included items' to expand the fields of the form for completion.



## Request Medication

Describe Needs
**Choose Options**
Summary

**Included Items:** \* Mandatory Fields

Request to Access Medication – Adults - Sotrovimab	* Options	▼	<input checked="" type="checkbox"/> <input type="checkbox"/>
Request to Access Medication – Adults - Remdesivir	* Options	▼	<input checked="" type="checkbox"/> <input type="checkbox"/>
Request to Access Medication – Adults - Evusheld	* Options	▼	<input checked="" type="checkbox"/> <input type="checkbox"/>

Previous
Next

If you have not completed all mandatory fields prior to selecting 'next', a warning will appear. The form will not allow you to progress until all mandatory fields are completed.

Some fields are incomplete: Please select all symptoms that apply, Email

Some fields are incomplete: Has baseline COVID serology been performed, Prescriber Full Name, Email

**Step 4.** Once all fields have been completed an attachment can be added if required by selecting 'add attachment' (bottom right-hand corner). If there are no relevant attachments, proceed by choosing the other treatment options (if multiple selected) or select 'Next'.

### Approver Details

Approver Lookup

Name of approving Infectious Diseases physician/COVID delegate

Dr ID

Position

ID Specialist

Email

ID@health.qld.gov.au

Phone

073488 0000

Add attachments

Previous
Next





**Step 5.** Once all medication(s) request fields have been filled, select 'Next' this will display 'Acknowledgement' section.

- a. Select 'I agree to all above'.

OR

- b. Select 'Edit Options' button to return to your form for editing

When ready to submit form select 'Submit' in the bottom right-hand corner

**Request Medication**

Describe Needs Choose Options **Summary**

**Summary**

Request to Access Medication – Adults - Sotrovimab


**Acknowledgement**

- I declare that the information provided is accurate at the time of completion
- I declare that I have discussed the risks and benefits of treatment with the patient and/or their carer and provided a Patient Information Leaflet
- I agree to report any adverse reactions via the ADR portal
- I agree to provide outcome information when requested


\* ☐ I agree to all of the above

Edit Options Submit

**Step 6.** A message will be displayed confirming submission.

A confirmation email will be sent to the submitter and the prescriber (if not the same person). You can click on the home button  to be returned to the landing page where you can select the option to see the requests you have made.

**Queensland Government** | **Medication Access Request Portal**

 Guidelines Patient Letters Search All Requests My Requests

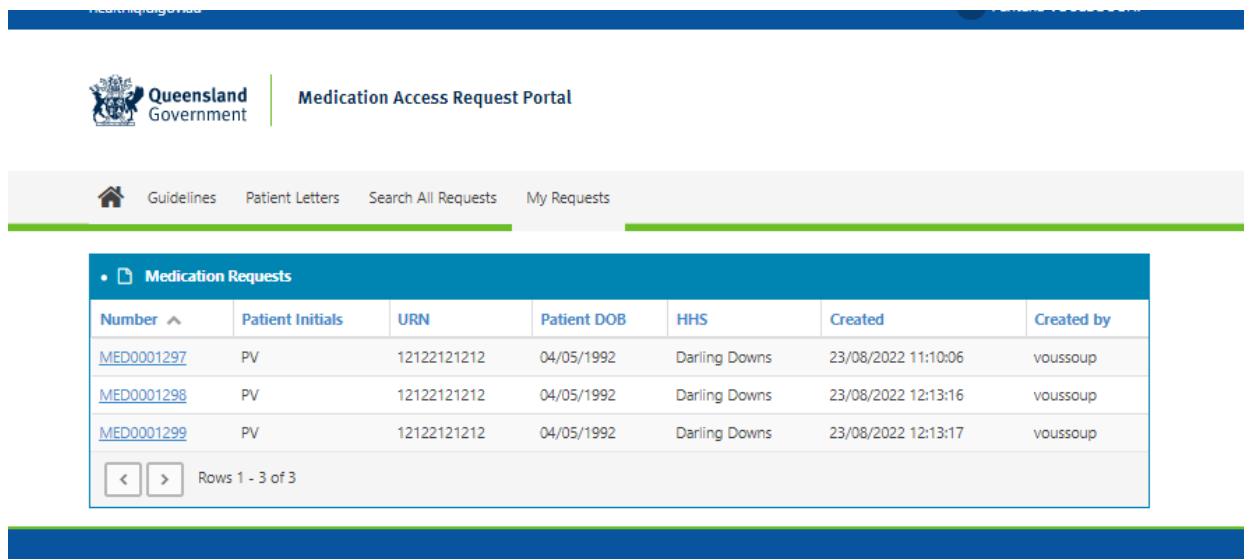
**Thank you, your request has been submitted successfully.**

For more COVID 19 information for Queensland clinicians please click [here](#).



## Reviewing Requests

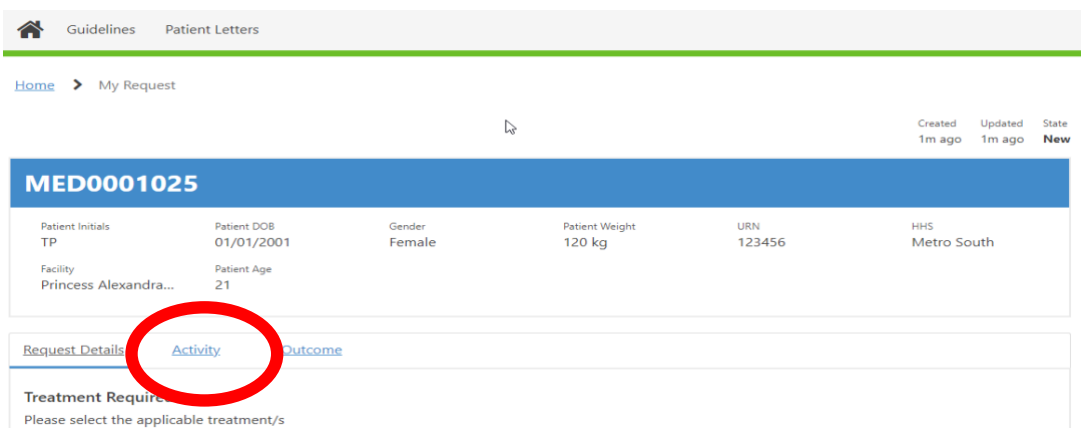
**Step 1.** Click on the 'My Requests' button from the landing page and select a particular request to view a read-only version of the submitted details. If the order needs to be modified or cancelled, contact [CTWG@health.qld.gov.au](mailto:CTWG@health.qld.gov.au)



The screenshot shows the 'Medication Access Request Portal' interface. At the top, there is a navigation bar with a home icon, 'Guidelines', 'Patient Letters', 'Search All Requests', and 'My Requests'. Below this, a table titled 'Medication Requests' displays a list of requests. The table has columns for Number, Patient Initials, URN, Patient DOB, HHS, Created, and Created by. Three requests are listed, all with the same patient details and created by 'voussoup'. At the bottom of the table, there are navigation arrows and the text 'Rows 1 - 3 of 3'.

Number	Patient Initials	URN	Patient DOB	HHS	Created	Created by
<a href="#">MED0001297</a>	PV	12122121212	04/05/1992	Darling Downs	23/08/2022 11:10:06	voussoup
<a href="#">MED0001298</a>	PV	12122121212	04/05/1992	Darling Downs	23/08/2022 12:13:16	voussoup
<a href="#">MED0001299</a>	PV	12122121212	04/05/1992	Darling Downs	23/08/2022 12:13:17	voussoup

**Step 2.** Under the 'Activity' tab, a message can be added that is visible to CTWG or eHealth development team only. These details can assist with your request.



The screenshot shows the 'My Request' page for request MED0001025. The page has a navigation bar with 'Home' and 'My Request'. Below this, the request details are displayed, including Patient Initials (TP), Patient DOB (01/01/2001), Gender (Female), Patient Weight (120 kg), URN (123456), and HHS (Metro South). Below the details, there are three tabs: 'Request Details', 'Activity' (highlighted with a red circle), and 'Outcome'. Below the 'Activity' tab, there is a section titled 'Treatment Requirements' with the text 'Please select the applicable treatment/s'.



## Searching requests

**Step 1.** Click on the 'Search All Requests' button from the landing page - this allows all completed and submitted forms from across the Queensland Health (QHealth) sites to be searched

N.B. As the portal is limited to QHealth users, forms submitted by private facilities are not visible (paper forms submitted to CTWG).

**Step 2.** Complete the three identification fields (Initials, DOB and URN) to search for a submitted form. Note that URNs may have different formats depending on the HHS (e.g. some URNs have a letter prefix and some do not). Entries for the searched patient will be visible with the date created (in case of multiple entries).

Search All Requests

All information contained in MARP is strictly confidential. Consumer information must not be made available to any person or authority other than those staff responsible for the health care of the consumer, unless authorised through existing policy, legislation and standards. Access to an individual's own consumer record, family member's patient records and friend's / colleague's consumer records is strictly prohibited.

Patient Initials
DOB
URN

sc

01/01/1910

R999999

Search

• Q Medication Requests

Number	Patient Initials	URN	Patient DOB	HHS	Created	Created by
<a href="#">MED0001286</a>	SC	R999999	01/01/1910	Metro South	19/08/2022 10:41	mccarroa

Date created can be sorted in newest to oldest and vice versa by clicking on the arrow/chevron next to 'Created'.



**Step 3.** Selecting the required entry under the number column. A read-only version of the form can be viewed. If the viewer believes the order needs to be cancelled or changed in any way, please contact CTWG@health.qld.gov.au.

[Home](#) > My Request - MED0001286

Created 5d ago Updated 20m ago State **New**

## MED0001286

Patient Initials SC	Patient DOB 01/01/1910	Gender Male	Patient Weight 100 kg	URN R999999	HHS Metro South
Facility Redland Hospital	Patient Age 112				

Request Details

[Request Details](#) [Activity](#) [Outcome](#)

### Treatment Required

☒ Tixagevimab and Cilgavimab (Evusheld®)

Evusheld date of administration

19/08/2022

### Serological Status

Is the patient Pregnant

No



Is patient breast feeding

No



Has baseline COVID serology been performed

No



NB: with the exception of those patients accessing tixagevimab and cilgavimab under Category 3, there is no requirement to delay administration pending serology results.

\*Anti-spike IgG serology testing should be performed prior to administration of tixagevimab and cilgavimab and TWICE during the course of treatment - at the 3 and 6-month marks.

The treating clinician is also requested to notify CTWG if their patient is diagnosed with COVID-19 by completing a short form with each serology request, detailing whether the patient has been diagnosed with COVID-19 during the previous 3-month period, and if so the outcome of the infection (hospitalisation, ICU admission, ventilation, death).



Pathology Provider

-- None --



### ACCESS CRITERIA

## Printing Requests

If a paper or PDF copy of the RTA form is required (N.B. **NOT** mandatory, only if required by local policy/procedure) this can be obtained by:

**Step 1.** Look up the using 'My Requests' or 'Search All Requests' tab in the landing page as outlined in ['Searching requests'](#).

**Step 2.** Once the specific request has been found, select the request number and open it

The screenshot shows the 'Medication Access Request Portal' for the Queensland Government. The user is logged in as 'Panteha VOUSSEIGHI'. The page displays details for request 'MED0001298'. The patient information includes: Patient Initials 'PV', Patient DOB '04/05/1992', Gender 'Female', Patient Weight '58', URN '12122121212', and HHS 'Darling Downs'. The facility is 'Kilcoy'. The request details show 'Treatment Required' with a checked box for 'Remdesivir: MILD-MODERATE DISEASE' and a field for 'Remdesivir date of infusion'.

Created	Updated	Status
6d ago	6d ago	New

**MED0001298**

Patient Initials PV	Patient DOB 04/05/1992	Gender Female	Patient Weight 58	URN 12122121212	HHS Darling Downs
Facility Kilcoy	Patient Age 30				

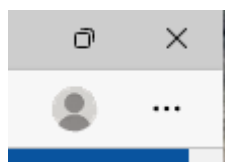
Request Details | Activity | Outcome

**Treatment Required**

☒ Remdesivir: MILD-MODERATE DISEASE

Remdesivir date of infusion

**Step 3.** Click on the three dots in the top right-hand corner of the page and select print from the drop-down menu. This should print out the required form or allow a PDF copy to be saved via 'print to PDF'.



## Outcome Reporting

Access to National Medical Stockpile (NMS) medicines requires outcome information if requested,

To report COVID-19 outcome:

**Step 1.** Select the relevant medication request entry

**Step 2.** Under the 'Outcome' tab, enter the 28-day outcomes by selecting all that apply from the drop-down menu (multiple selections can be made).

[Home](#) > [My Request](#)

Created 4m ago Updated 4m ago State **New**

### MED0001025

Patient Initials TP	Patient DOB 01/01/2001	Gender Female	Patient Weight 120 kg	URN 123456	HHS Metro South
Facility Princess Alexandra...	Patient Age 21				

[Request Details](#) [Activity](#) [Outcome](#)

• MED0001025

**Medication request**  
Select all that occurred within 28 days post COVID therapeutic administration

Death


Hospitalisation

ICU admission


None


Ventilation


The specific Outcome reporting forms for Evusheld® are available via the 'Other forms' tab.


 **Medication Access Request Portal**

[Guidelines](#) [Patient Letters](#) [Search All Requests](#) [My Requests](#)

 [Request Medication](#)  
Adult and Paediatric medication request forms

 [Other Forms](#)  
Outcomes, serology, data, etc.

 [Search All Requests](#)  
Search for existing requests

 [View all logged requests](#)

For feedback or questions, please contact [CTWG@health.qld.gov.au](mailto:CTWG@health.qld.gov.au)

