

# QVAD Review Board IMS

## Frequently Asked Questions

### Office of the Review Board contact details

The Office of the Review Board can assist with queries about the QVAD Review Board IMS (the IMS) and approved forms.

- **Available hours:** 8:30am-4:30pm, Monday to Friday (excluding public holidays)
- **Email:** [VADReviewBoard@health.qld.gov.au](mailto:VADReviewBoard@health.qld.gov.au)

Please email [VADReviewBoard@health.qld.gov.au](mailto:VADReviewBoard@health.qld.gov.au) and a member of the team will respond within one business day.

### Why can't I log in using Digital ID?

If you receive the error code `NWK000003` when using Digital ID, there is most likely a network issue on your phone preventing the app from securely authenticating your identity. This is usually due to Wi-Fi network security settings.

Turn off Wi-Fi on your phone, close the Digital ID app, and reattempt the authentication process.

If you are still unable to authenticate your identity, please contact the [Digital ID customer service team](#).

### How can I progress a case if there is an IMS outage?

The Office of the Review Board will notify practitioners of outages to the IMS via email. The Public Upload function can be used for any approved form which needs to be urgently submitted to the IMS.

To use the Public Upload function:

#### 1. Complete the required PDF form

- Downtime PDF copies of the approved forms have been provided to authorised practitioners via email or on your USB. The PDF downtime forms must only be used when the IMS is unavailable.

#### Securely upload the form

- Ensure you are signed out of the IMS.
- Select 'Upload a completed and signed form' at the bottom of the QVAD Review Board IMS homepage to navigate to the public uploads section.

I want to submit a completed form



Upload a completed and signed form

### Resources

[Queensland Health voluntary assisted dying website](#) →

[Voluntary Assisted Dying Act 2021](#) →

[Queensland Voluntary Assisted Dying Handbook \(PDF 2759kB\)](#) →

[Voluntary Assisted Dying Review Board](#) →

[Information about your data](#) →

### Contacts

QVAD-Support: [QVADSupport@health.qld.gov.au](mailto:QVADSupport@health.qld.gov.au)

QVAD-Pharmacy: [QVADPharmacy@health.qld.gov.au](mailto:QVADPharmacy@health.qld.gov.au)

VAD Unit: [VADUnit@health.qld.gov.au](mailto:VADUnit@health.qld.gov.au)

Review Board: [VADReviewBoard@health.qld.gov.au](mailto:VADReviewBoard@health.qld.gov.au)

- Enter the form type, patient's full name, and VCASE number (if known). The Public Uploads page was designed for Forms 2, 14 and 17, however you can submit any approved form using this function during an outage.

### Upload and submit your form

Form type \*

Patient's full name \*

VAD Person ID

- Select 'Choose Files' to upload the downtime copy of the approved form.

### Upload Documents \*

No file chosen



[Generate a new image](#)

[Play the audio code](#)

Enter the code from the image

- Enter the security code shown on your screen and select 'Submit.'
- Notification of form submission will be sent automatically to the Office of the Review Board who will upload the form to the relevant case in the IMS.

## Why can't I download PDF copies of forms I've submitted?

### Business hours

Depending on the file size of the approved form, it may take several minutes for a PDF copy to become available for you to download. If you refresh the IMS after 2 minutes and remain unable to download a PDF copy of a submitted form, please contact the Office of the Review Board as it could indicate an IMS issue.

The Office of the Review Board can email PDF copies of approved forms to practitioners on request. For privacy reasons, a completed form can only be sent to the practitioner who submitted it to the IMS.

### **Outside of business hours**

If a PDF form is urgently required outside of business hours (e.g. if Form 4 is required for a same-day consultation), please follow the steps above for progressing a case during an IMS outage.

## **How can I update the person's name or date of birth?**

The VAD case prefills the person's details from *Form 1 – First Assessment Record Form*. If the person's details are incorrect, you can update these so that they are pre-filled correctly into future forms by following the instructions on page 31 of the [Practitioner Portal Quick Reference Guide](#).

## **How can I transfer my role to another practitioner?**

The *Voluntary Assisted Dying Act 2021* allows for the coordinating practitioner and the administering practitioner roles to be transferred if certain conditions are met. The Office of the Review Board has [published a fact sheet outlining how to transfer these roles in the IMS](#).

### **Coordinating practitioner role transfer form**

Coordinating practitioners planning leave can use the Coordinating Practitioner Transfer Request form to pre-plan the transfer of cases. This will help to ensure continuity of care if a person requires urgent care while you are unavailable.

Please email [VADReviewBoard@health.qld.gov.au](mailto:VADReviewBoard@health.qld.gov.au) to request a copy of the form and more information about the process.

This process cannot be used to pre-plan the transfer of administering practitioner role. Practitioners should consider whether to transfer the administering practitioner role ahead of planned leave using *Form 12 – Administering Practitioner Transfer Form*.

## **What if I cannot find another practitioner to accept the transfer of my role?**

Please contact QVAD Support for assistance: on 1800 431 371 or [QVADSupport@health.qld.gov.au](mailto:QVADSupport@health.qld.gov.au).

## **Other resources**

### **QVAD Review Board IMS resources**

- [Practitioner Portal Quick Reference Guide](#)
- [How to transfer practitioner roles in the IMS](#)

### **Queensland Health Resources**

- [Queensland Voluntary Assisted Dying Handbook](#)
- [Queensland Health VAD website](#)

### **Legislation**

- [Voluntary Assisted Dying Act 2021](#)
- [Voluntary Assisted Dying Regulation 2022](#)