Queensland Health

QScript troubleshooting

Version 1.0 (May 2022)

This document provides troubleshooting guidance to health practitioners using QScript, Queensland's real-time prescription monitoring system.

Comprehensive guidance about general QScript functionality is available at the QScript Help page.

The focus of this document is to provide troubleshooting assistance for specific technical issues users may encounter in relation to:

- QScript registration
- QScript login and user account management
- medication events
- patient search and patient profiles
- alerts and notifications
- Queensland Opioid Treatment Program and approvals.

In this document, the term 'medication event' refers to a record of the prescribing or dispensing of a monitored medicine for a patient.

Troubleshooting guidance

QScript registration

Issue	Details	Resolution
The 'Next' button is disabled (greyed out) at Step 1.	If the 'Next' button is disabled (greyed out) at Step 1 of the QScript registration process it means required information is missing. This could be due to: • missing, incomplete or invalid information in the **Ahpra number** or **date of birth** fields • the consent checkbox not being ticked.	Check you have: • correctly entered your full Ahpra number including leading letters (e.g. MED0000000001) • correctly entered your full date of birth • ticked the consent checkbox. If the issue persists, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

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Issue	Details	Resolution
I cannot complete Step 2 because I do not have a prescriber number.	Step 2 in the QScript registration process requires prescribers to enter a prescriber number. However, some prescribers do not have a prescriber number. Note: the **Enter prescriber number** field is not displayed to pharmacists.	If you are a podiatric surgeon or endorsed podiatrist, you can complete Step 2 without entering a prescriber number: 1. Do not enter any characters into the **Enter prescriber number** field. 2. If desired, enter a contact number in the **Enter contact number** field (this is optional). 3. Click **Next.** Prescribers other than podiatric surgeons or endorsed podiatrists who do not have a prescriber number will need to contact QScript technical support and request an exemption from providing a prescriber number to complete Step 2. Please call 1800 776 633 or email IT.QScript@health.qld.gov.au including your: • full name • Ahpra number • Ahpra-registered email address • best contact phone number.
Error message: *Please fix the errors below and try again. The AHPRA number you entered is associated with a profession OR a registration type not currently eligible to access QScript.*	Currently, the following health practitioners are eligible to register for QScript, if their Ahpra registration status is 'Registered': • medical practitioners • pharmacists and intern pharmacists • nurse practitioners • endorsed midwives • dentists • podiatric surgeons and endorsed podiatrists. This error message may display if: • you are practising in a profession that is not eligible to access QScript • you are practising in a profession eligible to access QScript, but your Ahpra registration status is 'Suspended' or 'Cancelled'.	If you are eligible to access QScript but are seeing this error message, check you have correctly entered your full Ahpra number including leading letters (e.g. MED0000000001) and date of birth and try again. If the error persists, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

Issue	Details	Resolution
Error message: *The information you have provided could not be validated against your AHPRA registration. Please correct the information and try again.*	This error message will display if: • the Ahpra number entered does not match the date of birth entered • your Principal Place of Practice (as recorded with Ahpra) is missing from Ahpra's data feed to QScript.	Check you have entered the correct Ahpra number and date of birth and try again. If the error persists, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

QScript login and user account management

Issue	Details	Resolution
I have forgotten my QScript username.	Your QScript username is the email address you nominated when you registered your QScript account. • The QScript registration process will initially default to using the email address you have registered with Ahpra, but you may have nominated (or been required to nominate) a different email address. • Once you completed QScript registration, a confirmation email would have been sent to that email address.	Consider which email account(s) you would likely have used to complete registration e.g.: • the email address you have registered with Ahpra • another personal or work email address. Search these accounts for your confirmation email (subject line **QScript – Registration Complete**). You may also want to check your spam/junk folders. If you cannot find a confirmation email and still cannot recall your username, please send a written request for assistance to QScript technical support by emailing IT.QScript@health.qld.gov.au including your: • full name • Ahpra number • prescriber number (if applicable) • best contact phone number.
I want to change my QScript username.	Your QScript username is the email address you nominated when you registered your QScript account. To change your username after registering, you will need to contact QScript technical support – you cannot change it yourself.	Using the email address that is your current QScript username, send a written request for assistance to QScript technical support at IT.QScript@health.qld.gov.au including your: • full name

Issue	Details	Resolution
		• Ahpra number • prescriber number (if applicable) • best contact phone number • new email address for username.
I am trying to log into QScript but I'm getting the spinning 'loading' icon.	To access QScript, specific browser settings must be in place. On certain devices/browsers, if you attempt to log into QScript without the necessary settings in place, the spinning 'loading' icon will display.	Follow the steps described in the Enable Cookies help topic to enable the necessary browser settings for your device/browser combination.
I am unable to access my mobile phone to get my multi-factor authentication (MFA) code.	There are three ways you can receive MFA codes. • Two methods (**Authenticator App** and **Text Message**) require access to a mobile device. • The **Phone Call** option can be set to a landline or a mobile device.	If you have access to a landline, you can add **Phone Call** as an additional or preferred MFA method. • **If you currently can log into QScript** Follow the steps described in the Multi-factor Authentication (MFA) help topic to add Phone Call as an MFA method. • **If you currently cannot log into QScript** Contact QScript technical support for assistance in managing your MFA methods by calling 1800 776 633 or emailing IT.QScript@health.qld.gov.au
I need to change/update/reset my multi-factor authentication (MFA) method.	You can manage your MFA method(s) from within QScript, including: • adding or removing a method • changing your preferred method • updating the telephone number for your MFA method(s).	Visit the Multi-factor Authentication (MFA) help topic for guidance on how to manage your MFA methods. If you are unable to directly manage your MFA methods yourself (e.g. you are unable to login to QScript), using the email address that is your current QScript username, send a written request for assistance to QScript technical support at IT.QScript@health.qld.gov.au including: • the details of your request • full name • Ahpra number • prescriber number (if applicable) • best contact phone number.

Medication events

Issue	Details	Resolution
My medication event has not uploaded to QScript.	The upload of monitored medicine medication events into QScript relies on the prescriber/pharmacist using clinical software that is connected to a Prescription Exchange Service (PES). If you have prescribed or dispensed a monitored medicine using PES-integrated clinical software, a record of that medication event should upload to QScript in real-time. If this has not occurred, there may be a technical issue.	Contact your clinical software provider to investigate the issue in the first instance. If necessary, they may need to liaise with your PES provider. If your software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au
I amended / moved / cancelled a medication event in my clinical software, but this change is not displaying in QScript.	If you have prescribed or dispensed a monitored medicine using clinical software integrated with a Prescription Exchange Service (PES), and you subsequently cancel, move or amend that prescription / dispensing record in your clinical software, the change should automatically be reflected in QScript in real-time. If this has not occurred, there may be a technical issue.	Contact your clinical software provider to investigate the issue in the first instance. If necessary, they may need to liaise with your PES provider. If your software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au
I have uploaded a medication event to QScript but need to correct an error.	To correct a medication event in QScript, you must correct the original record in the source system. The corrected information should then automatically update in QScript in real-time.	Correct the original record in your clinical software system as required. Check QScript to confirm the changes are displaying. If they are not displaying: • Please contact your clinical software provider to investigate the issue in the first instance. If necessary, they may need to liaise with your Prescription Exchange Service (PES) provider. • If your software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

Issue	Details	Resolution
There is an error in a prescription or dispensing record made by someone else.	The medication event information in QScript is sourced from the clinical software of prescribers and pharmacists, and is uploaded to QScript without amendment. If there is a transcription or data-entry error made at the source system (e.g. incorrect drug, dose or prescriber details selected), this incorrect information will display in QScript.	Contact the prescriber or pharmacist who made the record to investigate the issue in the first instance. To find their contact details, click on the relevant medication event and it will expand with further details. If a data entry error is confirmed, the prescriber/pharmacist can correct the original record in their clinical software. The corrected information should then automatically update in QScript in real-time. Once the correction has been made, check QScript to confirm the changes are displaying. If they are not displaying: • The prescriber or pharmacist should contact their clinical software provider to investigate the issue in the first instance. If necessary, they may need to liaise with the relevant Prescription Exchange Service (PES) provider. • If the software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au
I have accidentally uploaded a veterinary dispensing record to QScript.	Ordinarily, veterinary prescription dispensing records do not upload to QScript, as they are filtered out from the data feed based on the prescriber type assigned to the prescriber for the prescription (e.g. 'V' for veterinarian). However, if the correct prescriber type has not been selected for a veterinary prescription, the dispensing record may upload to QScript.	First, go to the record in your dispensing software and select the correct prescriber type (e.g. 'V' for veterinarian). This should result in the dispensing record being automatically removed from QScript in real-time. Then, check QScript to confirm the dispensing record is no longer displaying. If it is still there: • Please contact your clinical software provider to investigate the issue in the first instance. If necessary, they may need to liaise with your Prescription Exchange Service (PES) provider. • If your software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

Issue	Details	Resolution
A prescriber bag purchase order is displaying in QScript.	Requests for stock of medicine for a prescriber bag, whether supplied under the PBS or not, are considered a 'purchase order' under the *Medicines and Poisons Act 2019* (not a 'prescription'). These medicines must be purchased from a supplier using a purchase order i.e. in a transaction that does not involve prescribing or dispensing the medicines. When prescriber bag purchase orders are processed in dispensing software correctly, these records do not transmit through to QScript because they are automatically filtered out. It is important that prescriber bag purchase orders are processed appropriately, otherwise the record may inadvertently flow through to QScript and make it incorrectly appear as though the prescriber has self-prescribed.	**Prescribers** You may wish to discuss this issue with your pharmacist to ensure your prescriber bag purchase orders are not inadvertently uploaded to QScript to appear as 'self-prescribed' prescriptions. **Pharmacists** Because different dispensing software systems have different ways of recording prescriber bag purchase orders, Queensland Health is unable to provide specific advice on how to make these records in your software so they do not appear as 'self-prescribed' prescriptions. If your software user manual does not cover this topic, please check in with your software vendor for guidance.

A non-monitored medicine medication event has been recorded in QScript.	QScript records medication events related to the following monitored medicines:
	
	 • all Schedule 8 medicines
	 • the following Schedule 4 medicines:
	   - benzodiazepines
	   - codeine
	   - gabapentin
	   - pregabalin
	   - quetiapine
	   - tramadol
	   - zolpidem
	   - zopiclone.
	
	 If a medication event for a non-monitored medicine has been recorded in QScript, this may be because:
	
	 • an outdated or incorrect Australian Medicines
		If you identify that a medication event for a non-monitored medicine has been recorded in QScript, please advise QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

Issue	Details	Resolution
	Terminology (AMT) code has been applied to the medicine • QScript's keyword text-matching system (which is used to identify extemporaneously compounded or unregistered medicines) has incorrectly identified the medicine as a monitored medicine.	

Patient search and patient profiles

Issue	Details	Resolution

Patient profile not found.	QScript typically will not contain records of:
	
	• monitored medicines dispensed from public sector hospital pharmacies
	
	• all monitored medicines supplied in other states/territories
	
	• monitored medicines administered to patients e.g. in health services such as hospitals, prisons, aged care facilities
	
	• monitored medicines given as a treatment dose i.e. not dispensed by a pharmacist
	
	• monitored medicine prescriptions which were handwritten or generated in clinical software systems not integrated with a Prescription Exchange Service (until they have been dispensed at a community or private hospital pharmacy)
	
	• Queensland Opioid Treatment Program registration records prior to 2015
		First, consider whether the fact that no matching record was found is consistent with the patient's known or reported clinical history.
		
		If not, try searching for the patient using different permutations of their details:
		
		• check you have entered the correct patient details (e.g. check for typos, wrong date of birth)
		
		• check for alternative spellings e.g.
		  - *hyphens:* Maryanne vs Mary-Anne
		  - *spaces:* Van der Kamp vs Vanderkamp
		  - *apostrophes:* O'Sullivan vs Osullivan
		  - *nicknames:* Bill vs William
		  - *Mc and Mac:* McDonald vs MacDonald etc.
		
		• check whether the patient may have a record under another name (e.g. an alias, pseudonym, or maiden name etc).
		
		If you still cannot find a record you believe should be there, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

Issue	Details	Resolution
	• Schedule 8 prescribing and dispensing events prior to December 2019 • Schedule 4 monitored medicine prescribing and dispensing events prior to 27 September 2021. If you cannot find a patient profile which you believe should be there, it is possible that: • the patient does not have a QScript profile • your search criteria does not match the patient's details in QScript.	
I cannot search for a patient with one name.	To conduct a manual patient search in QScript using a patient's name, users must enter: • at least one character in **First name;** and • at least one character in **Surname**; and • a valid **date of birth**. This presents a problem if a patient legally only has one name.	If you know the patient's Individual Healthcare Identifier (IHI) you can search for them using this number by expanding the IHI section of the patient search screen. Alternatively you can search using the patient's name by: 1. Entering a space in the **First name** field i.e. press the space bar once. 2. Entering the patient's name in the **Surname** field. 3. Entering the patient's **date of birth.** 4. Clicking 'Search'.
Patient profile shows a date of birth (DOB) of 01/01/1800.	It is a requirement under the *Medicines and Poisons Act 2019* that the patient's DOB is included in all monitored medicine prescriptions and dispensing records. However, clinical software systems may allow health practitioners to complete prescriptions or dispensing records without entering a DOB. If no DOB is provided with the prescription data sent to QScript, a default DOB of 01/01/1800 is applied.	**If you identify a QScript patient profile with a 01/01/1800 DOB and you know the correct DOB** You may wish to notify any previous prescribers or pharmacists of the patient's correct DOB, so they can update this in their clinical software. • If they do this, the next time they process a monitored medicine medication event for the patient, the patient's correct DOB should update in QScript automatically. • In QScript, clicking on a medication event will expand it to display the prescriber's / pharmacist's contact

Issue	Details	Resolution
		details (if that information has been supplied with the medication event).
		Please also ensure the patient's DOB is accurately recorded in your clinical software and on prescriptions.
		To prevent the creation of new QScript patient profiles with a 01/01/1800 DOB
		Please ensure the patient's DOB is accurately recorded in your clinical software and on prescriptions.
Incorrect patient information in QScript (e.g. wrong date of birth, gender, spelling of name).	Patient information in QScript is populated from multiple sources—some information is automatically populated from medication events, other information is manually populated by Queensland Health staff based on forms and applications submitted to Queensland Health by health practitioners. If there is a transcription or data-entry error made at the source (e.g. incorrect gender selected), this incorrect information may display in QScript.	If you have identified incorrect patient information in QScript, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au, with details of: • the specific patient profile(s) affected e.g. first name, surname and date of birth, at a minimum • the incorrect information and what it should be corrected to. Please also check that the patient's information is accurately recorded in your clinical software and correct any errors.
I have found duplicate QScript profiles for a patient.	Patient profiles in QScript are either: • automatically created based on information received in medication events • manually created by Queensland Health staff (e.g. when recording prescribing approvals). If there are variations in the patient information received by or input into QScript or a transcription / data-entry error made at source clinical software systems, duplicated patient profiles may be created in QScript.	If you have identified duplicate patient profiles in QScript, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au, and: • provide details of each duplicate profile identified e.g. first name, middle name, surname, date of birth, address, Individual Healthcare Identifier etc. (you may wish to provide a screenshot) • identify which profile(s) has the correct information (if known). Please also check that the patient's information is accurately recorded in your clinical software (cross-referencing with patient ID if required) and correct any errors, to prevent the creation of further duplicates.

Issue	Details	Resolution
I want to leave a note in QScript for other users.	Sometimes health practitioners want to make a note in QScript to alert other healthcare providers to specific risks or issues related to a patient's care. However, although QScript has built-in automated alerts and pop-up notifications, it is not possible for health practitioners or Queensland Health to manually place alerts or notes on a patient's QScript profile at this time.	If there is information you wish to communicate to a specific health practitioner, please contact them directly (ensuring to comply with any relevant privacy or patient consent requirements). In QScript, clicking on a medication event will expand it to display the prescriber's / pharmacist's contact details (if that information has been supplied with the medication event).
I've found a 'patient profile' for an animal in QScript.	Ordinarily, QScript will not contain 'patient profiles' for animals, as veterinary dispensing records are usually filtered out from the data feed to QScript (i.e. not uploaded to QScript). However, on occasion, veterinary dispensing records may accidentally be uploaded to QScript, creating a profile for an animal.	If you have located a patient profile for an animal in QScript, please contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au to log a job to have the profile removed.

Alerts and notifications

Issue	Details	Resolution
An alert or notification has not triggered correctly.	QScript has built-in automated alerts and pop-up notifications to inform prescribers and pharmacists when a person may be at risk of certain harms related to monitored medicine use. Each time a monitored medicine is prescribed or dispensed using software integrated with QScript, a red, amber or green QScript notification will display, to indicate the estimated risk based on information in QScript.	If you believe an alert or notification has failed to trigger correctly, please refer to the following QScript Help topics in the first instance for information about how this functionality applies: • Alert Rules • Notifications If you still believe an alert or notification has not triggered correctly, please report the issue to QScript technical support by calling 1800 776 633 or emailing IT.QScript@health.qld.gov.au, with details of:

Issue	Details	Resolution
		• the specific patient profile(s) affected e.g. first name, surname and date of birth, at a minimum • details of the specific medication event(s) and alert rule(s) / notification(s) of concern.
I'm not getting real-time alerts / notifications.	To receive real-time red/amber/green pop-up notifications, your clinical software must be connected to a Prescription Exchange Service (PES – eRx Script Exchange or MediSecure). • To receive pop-up notifications **during** prescribing/dispensing of monitored medicines, your software needs to be connected to a PES *and* integrated with QScript i.e. 'full integration'. • If your software is connected to a PES but is not capable of full integration with QScript, you can receive pop-up notifications immediately **after** prescribing/dispensing a monitored medicine if you install the RTPM Notification App. If you are using QScript on a mobile device, or if you use clinical software not capable of PES/QScript integration, you can access QScript via a secure web portal (accessible at www.qscript.health.qld.gov.au), but you will not be able to receive real-time alerts or notifications.	**If you are using fully integrated software** If your clinical software is fully integrated with QScript but you are not receiving real-time alerts and notifications, please contact your clinical software provider to investigate the issue in the first instance. If necessary, they may need to liaise with your PES provider. If your software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au **If you are using the RTPM Notification App** Please visit the Notifications QScript Help topic for guidance on installing and using the RTPM Notification App. If you remain unable to resolve the issue, please contact your clinical software provider in the first instance. If necessary, they may need to liaise with your PES provider. If your software provider and/or PES provider is unable to resolve the issue, they should contact QScript technical support on 1800 776 633 or IT.QScript@health.qld.gov.au

Queensland Opioid Treatment Program and approvals

Issue	Details	Resolution
Missing / incorrect Queensland Opioid Treatment Program (QOTP) information.	The QOTP episode information displayed in QScript is populated by Queensland Health staff based on admission and discharge forms received from QOTP prescribers. If you identify incorrect or missing QOTP episode information that requires amendment, this should be reported to Queensland Health.	Email the Healthcare Approvals and Regulation Unit at QOTP@health.qld.gov.au with details of: • the patient (e.g. first name, surname and date of birth, at a minimum) • the relevant QOTP episode (e.g. name of QOTP prescriber, episode start/end dates) • details of the issue and what needs to be amended.
Missing / incorrect prescribing approval information.	The prescribing approval information displayed in QScript is populated by Queensland Health staff based on approval applications received from and approvals granted to prescribers. If you identify incorrect or missing prescribing approval information that requires amendment, this should be reported to Queensland Health.	Email the Healthcare Approvals and Regulation Unit at medicines.applications@health.qld.gov.au with details of: • the patient, if applicable (first name, surname and date of birth, at a minimum) • the relevant approval (e.g. approval number, approval holder's name, approval start/end dates) • details of the issue and what needs to be amended.
I have applied for a prescribing approval but I do not know if it has been actioned.	Applications for prescribing approvals authorising the prescribing of Schedule 8 psychostimulants or Queensland Opioid Treatment Program (QOTP) approved opioids are actioned in QScript, and approval instruments are available in real-time as soon as they are processed. In general, it will take around two to three working days for an approval to be issued. Applicants are **not** notified by return email when an application has been actioned; the notification is generated in QScript.	To view the status of your Schedule 8 psychostimulant or QOTP prescribing approval application: 1. Log into QScript: www.qscript.health.qld.gov.au 2. At the top of the screen, click on the **Approvals and QOTP Episodes** icon. A grid will display listing the approvals (and QOTP episodes) in your name. Search for the relevant approval here. If the approval relates to an individual patient, you can also find it via the patient's QScript profile. When viewing the patient's medication history, click the **Patient Profile** button at the top-right of the screen and expand the **Approvals and QOTP Episodes** section. A grid will display listing the approvals (and

Issue	Details	Resolution
		QOTP episodes) related to the patient. Search for the relevant approval here. If you cannot find the approval, please do not resubmit your application. Instead, please contact the Healthcare Approvals and Regulation Unit by email at medicines.applications@health.qld.gov.au and request a status update.

Other resources

A range of resources is available to guide health practitioners in the use of QScript, including:

- QScript Help content – comprehensive information to help health practitioners use QScript
- online education (including webinars and videos) available at the QScript Learning portal – providing information about legislative requirements, how to use the QScript system and clinical best practice on monitored medicines and how to best prescribe and dispense them in practice
- the Queensland Health website – general information about QScript for health practitioners
- the QScript landing page – contains links to training and help content, and (where possible) information about QScript outages.

Contact

QScript Management Unit

Email: MMU@health.qld.gov.au