

Frequently Asked Questions about the HIQA self-assessment questionnaire for dental services providing medical exposures to ionising radiation

The purpose of the self-assessment questionnaire

Q1. What is a self-assessment questionnaire?

A. HIQA is beginning to issue dental undertakings with a self-assessment questionnaire on a regional basis to assess baseline regulatory compliance on how X-rays are conducted. This self-assessment questionnaire is a tool that allows you to self-appraise your level of compliance and helps to identify any possible risks or perceived gaps in your practice.

Q2. Why do I have to complete a self-assessment questionnaire?

A. This self-assessment questionnaire is a tool that allows HIQA understand your level of compliance with the regulations from a desktop perspective rather than inspect all dental services. It is a regulatory requirement to provide information to HIQA when requested and an offence under the Regulations to submit false or misleading information.

Q3. How will I know when I have to submit a self-assessment questionnaire?

A. HIQA is planning to issue self-assessment questionnaires on a regional basis over the next number of months. The issue of questionnaires has already started in the Dublin region and will progress around the country throughout 2021 and finish in Cork/Munster region in 2022. HIQA will send an email to the designated manager of each undertaking registered with HIQA to inform them that their service is included in the next batch included in the questionnaire issue.

Communications regarding self-assessment questionnaire

Q4. Who will receive correspondence in relation to the self-assessment questionnaire?

A. HIQA will issue the survey to the designated manager of the undertaking. As part of the notification process to HIQA in 2019, HIQA requested undertakings to nominate a designated manager of each service. The designated manager must be engaged in and responsible for the day-to-day management of the medical radiological installation and must have the full support of the undertaking to ensure a safe and quality service is being delivered.

Q5. I can't remember who I listed as Designated Manager?

A. It is advisable that each undertaking locally save a softcopy version of their completed Declaration of undertaking (NF200) notification form sent to HIQA and review to determine who has been listed in contact details. For data protection issues, it is not always possible to share information with those that are not listed in the NF200 form.

Q6. Why am I listed as a designated manager?

A. You were identified by your undertaking as a key stakeholder for communications as part of the declaration process of undertakings that carry out medical exposure to ionising radiation. Depending on the practice, this may be the principal dentist, practice manager or other suitable representative. Please see the Undertaking information handbook on the HIQA website for more information.

Q7. I have received an email that tells me the service in which I work will receive a self-assessment questionnaire. What do I do next?

A. There is no action to be taken upon receipt of this first email. However, if you believe you a different individual should be listed as designated manager then the undertaking needs to update relevant contact details so our directory is kept up to date. See www.hiqa.ie on how to submit NF201 change of details forms.

Portal access to submit self-assessment questionnaire

Q8. Why have I received an email from Portal Support?

A. Once HIQA has informed you that your service will be included in the coming batch release, the HIQA Portal support team will communicate with you in order to activate your portal access to submit the questionnaire. Once you have been sent a link from 'PRISM Master Owner' account management, you will have 72 hours to activate the account and set your own personalised password. You will need to do this within the 72 hour time frame or the invitation to activate your account will become void.

Q9. I wasn't able to activate my access in the 72 hour slot. What do I do?

A. If you are not able activate your account in this timeframe, the HIQA Team will continue to assist you with this process. The HIQA Portal support team will send another link automatically. It is important to note that your account will need to be activated before your self-assessment questionnaire is issued.

Q10. I want to give another person access to assist in filling out the self-assessment questionnaire, how do I create a subaccount?

A. As part of the “super-user” access rights to your personalised Portal Account, you may request access rights to the portal system for an additional individual to become a sub-user. Before requesting access for an authorised sub-user, you should ensure this individual has the sufficient knowledge and technical expertise to submit information such as incident notifications and questionnaires as required by HIQA on behalf of your facility. Please note that HIQA portal access can only be granted if authorised by the designated manager through their super user portal access. We do not currently accept individual email requests or individual registrations through portal.

Q11. How do I change incorrect information on the Portal, for example incorrect Undertaking Name or Facility Name?

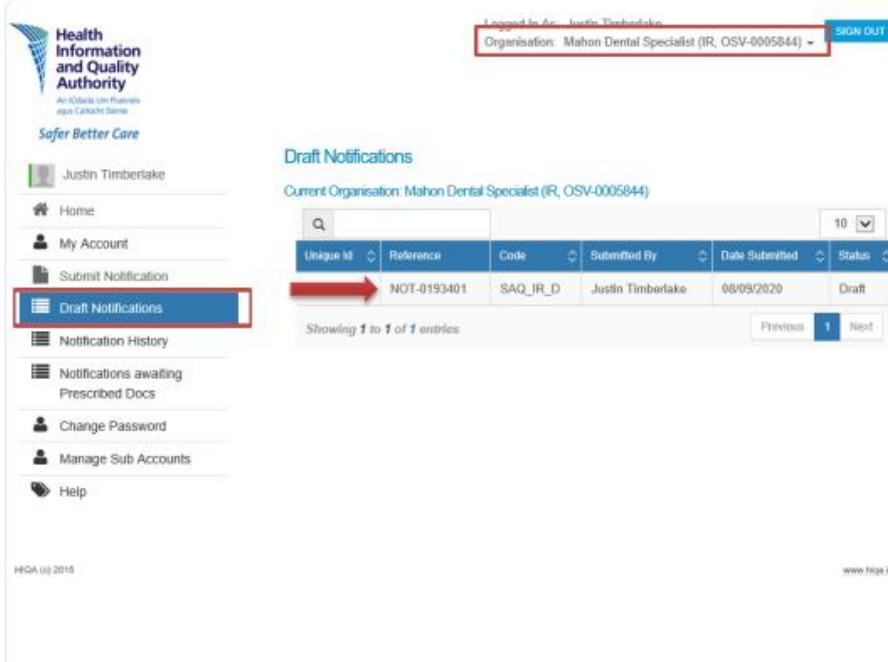
A. See www.hiqa.ie on how to submit NF201 change of details forms.

Filling out the self-assessment questionnaire

Q12. I have now activated my registration on Portal and have now received an email saying that I must fill out a self-assessment questionnaire. I have logged into Portal but can't find the questionnaire?

A. Once portal access has been activated, HIQA will issue a further email when the self-assessment questionnaire is available. To access your self-assessment questionnaire on portal, please go to www.hiqa.ie and select '**Login to Provider Portal**'. Sign in to your account using the username and password set through account activation and you will find the questionnaire available for completion under '**Draft Notifications**' tab in portal. You will have 28 days to complete the questionnaire and submit to HIQA.

This screenshot shows where you will find the SAQ on the portal.



Health Information and Quality Authority
An tÚdarás Um Fhaisnéis agus Cáilíocht Sláinte
Safer Better Care

Justin Timberlake

Home

My Account

Submit Notification

Draft Notifications

Notification History

Notifications awaiting Prescribed Docs

Change Password

Manage Sub Accounts

Help

HIQA (c) 2016

www.hiqa.ie

Logged In As: Justin Timberlake
Organisation: Mahon Dental Specialist (IR, OSV-0005844) SIGN OUT

Draft Notifications

Current Organisation: Mahon Dental Specialist (IR, OSV-0005844)

Unique ID	Reference	Code	Submitted By	Date Submitted	Status
	NOT-0193401	SAQ_IR_D	Justin Timberlake	08/09/2020	Draft

Showing 1 to 1 of 1 entries

Previous 1 Next

To access the SAQ, just double click on the notification shown above by the red arrow.

Q13. I have more than one practice, how do I switch between them on Portal?

A. On the top right hand where your service or organizational service value is located, you can click the arrow and access questionnaires for all the services for which you are listed as designated manager and submit questionnaires for each service.

Q14. I can't see a self-assessment questionnaire for all the services for which I am designated manager?

A. If you are listed as designated manager for more than one service, only one portal access is required and this access will allow you switch between services. However, as the rollout of the self-assessment questionnaires is on a batched basis, all your self-assessment questionnaires may not be issued at the same time. You will get another email alerting you to the availability of the self-assessment questionnaire when it has been made active. Please contact radiationprotection@hiqa.ie if you have further issues.

Q15. Why does the self-assessment questionnaire not include all Regulations?

A. The self –assessment questionnaire has been streamlined to include the key baseline questions relating to dental exposures rather than all the regulations available under SI 256 of 2018.

General queries

Q16. Why have I not received portal access for all my facilities?

If you are listed as designated manager for more than one service, only one portal access is required and this access will allow you switch between services.

Q17. I no longer work at this practice and have received an email– what should I do?

A. If you have received an email about a self-assessment questionnaire for a service for which you no longer work, it is likely that the undertaking has not updated contact details for the service. In this instance, please contact radiationprotection@hiqa.ie

Q18. I don't think I should be an undertaking, as I only work in the practice as an associate?

A. An undertaking is defined in Regulation 2(1) as 'a person or body who, in the course of a trade, business or other undertaking (other than as an employee), carries out, or engages others to carry out, a medical radiological procedure or the practical aspects of a medical radiological procedure. Responsibility in law rests with the individual or entity to determine what constitutes an undertaking under the regulations. There may be instances where a principal dentist or undertaking, depending on the situation, takes responsibility for associate dentists engaged in the practice. In making the declaration, the principal dentist must satisfy itself that, irrespective of the manner of engagement or employment with those that carry out medical radiological procedures, they have robust oversight arrangements in place to ensure that those carrying out medical radiological procedures comply with the Regulations and in so doing accepts responsibility for compliance with the Regulations.

Q19. I haven't received a self-assessment questionnaire yet but everyone else in the practice has?

A. This may arise if each sole trader dentist within a practice has declared separately as undertakings but you have not registered with HIQA as an undertaking. Please contact radiationprotection@higa.ie for more information.

Q20. We have been given access to the portal to complete the self-assessment for dental imaging excluding cone beam computed tomography, however we also carry out CT scans in the practice- what should we do?

A. Please contact radiationprotection@higa.ie who will cancel the current questionnaire. You will need to update information for the service and add in CT as a service type in addition to standard dental imaging. HIQA will then reissue the correct self –assessment questionnaire for your service.

Q21. I have already submitted the questionnaire, but realise I made a mistake when answering one of the questions. Is it possible to edit it at this point?

A. You can edit a draft self-assessment questionnaire at any point prior to submitting however once the notification is submitted, it can't be edited. Please contact radiationprotection@higa.ie who will advise you on how best to proceed.

Q22. Can I submit the self-assessment questionnaire via post?

A. The self –assessment questionnaire can only be submitted through the HIQA portal system.

Q23. A self-assessment questionnaire was sent to a dentist who no longer works at this practice and we no longer have contact with, what do we do?

A. Please contact radiationprotection@higa.ie who will advise you on how best to proceed

Q24. The undertaking wishes to submit a self-assessment questionnaire covering a group of facilities rather than each individual facility. Can this be facilitated?

A. Although HIQA registers undertakings, we inspect different medical radiological installations or practices in which undertakings work. This is because the conduct of x-rays may vary in different practices for example, the equipment used, the imaging protocols and the support of the medical physics expert. That is why we request a self-assessment questionnaire for each service listed by an undertaking.

After submitting self-assessment questionnaire

Q25. I have submitted my Self-Assessment Questionnaire, what happens next?

A. In the vast majority of situations, HIQA will review the information and retain against the service. The self-assessment questionnaire is a tool that allows you to self-appraise your level of compliance and address any possible risks or gaps in your practice. In some instances, where a possible risk is identified in the submitted questionnaire, HIQA may request further information on how you are going to address the concern. In more serious circumstances or for those that do not submit a questionnaire, HIQA may conduct an onsite inspection to validate compliance.