

## Frequently Asked Questions (FAQ) relating to the HIQA nuclear medicine national diagnostic reference level (DRL) survey

### Accessing the survey notification on HIQA's Provider Portal

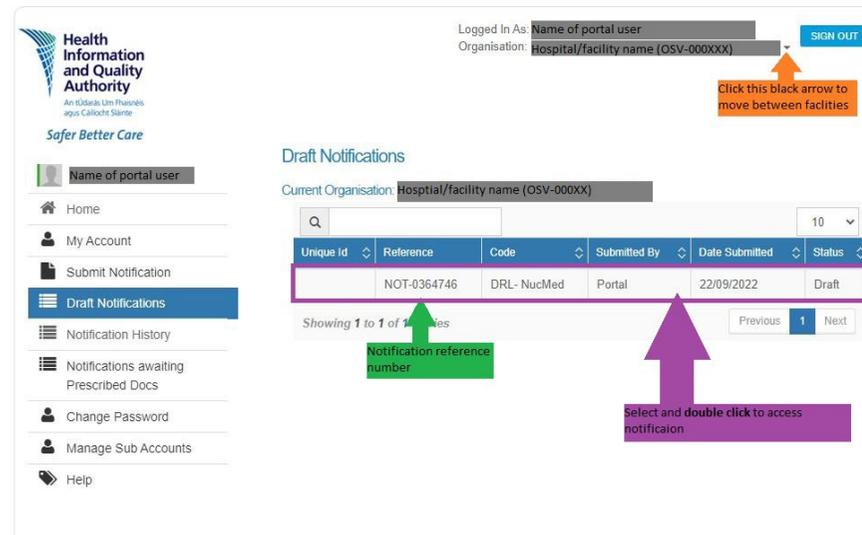
<b>Who will receive correspondence in relation to the DRL survey?</b>	HIQA will issue the survey to the designated manager of the facility provided by the undertaking as part of the notification process to HIQA in 2019. In order to access the notification with the DRL survey link, the designated manager must have activated their portal access.
<b>Why am I listed as a designated manager?</b>	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. If you believe this is incorrect, please contact your undertaking or email <a href="mailto:radiationprotection@hiqa.ie">radiationprotection@hiqa.ie</a> for more information.
<b>I am a designated manager and can't access HIQA's provider portal, what should I do?</b>	<p>If you have not been issued portal access by HIQA, in the first instance please confirm with your undertaking that you are the designated manager declared to HIQA. If you are not the designated manager, then no further action is necessary. However, if your undertaking has confirmed that you are the designated manager of your facility, please contact <a href="mailto:portalsupport@hiqa.ie">portalsupport@hiqa.ie</a> and they will assist you in activating your account.</p> <p>If you have previously been issued an activation link and activated your portal access, please email <a href="mailto:portalsupport@hiqa.ie">portalsupport@hiqa.ie</a> and they will facilitate you with re-setting your password or any other issues you may be experiencing.</p>
<b>I am the designated manager and want to give another person</b>	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-

<p><b>access to assist in filling out the dose survey, how do I create a subaccount?</b></p>	<p>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.</p>
<p><b>The designated manager has changed, how do I get portal access for a new designated manager?</b></p>	<p>Undertakings should submit a <i>Change of designated manager notification (NF201E) form</i> to HIQA as soon as possible to ensure that the contact details we have for each site are up to date. Undertakings can submit notification forms through portal or softcopy of each notification form are also available on the website <a href="#">here</a>.</p>
<p><b>How do I change incorrect information on the Portal, for example incorrect Undertaking Name or Facility Name?</b></p>	<p>Incorrect information about the facility/designated manager can only be updated by the undertaking or undertaking representative. Please see <a href="http://www.hiqa.ie">www.hiqa.ie</a> for more information.</p>
<p><b>How will the DRL survey be issued?</b></p>	<p>The DRL survey will be issued to sites through HIQA's provider portal.</p> <p>This year HIQA are using a different survey platform from previous years to receive the DRL information. However, as with previous questionnaires and surveys issued, access to the survey will be issued using the provider portal. This notification will be called <b>'Nuclear Medicine DRL survey'</b> and once issued will be located under the draft notification tab on the provider portal. The designated manager will receive an email to let them know when this is available in portal.</p>
<p><b>I have been notified that the survey is available in portal, what do I do next?</b></p>	<ul style="list-style-type: none"> <li>• Log onto your portal account.</li> <li>• If you are the designated manager for more than one facility, please ensure that you are in the account of the right facility. This can be done by toggling between</li> </ul>

**I can't find the notification, where is it located on the provider portal?**

facilities using the tab on the top right hand corner of your provider portal account (see image below).

- Go to draft notifications tab on the left hand side menu (see image below).
- **Double click** on the 'Nuclear Medicine DRL survey'.
- This notification will contain a link to the survey.
- You should save this link as a bookmark or favourite on your browser. Please ensure that cookies are enabled for the survey in order to save our process to date when completing the survey.



Health Information and Quality Authority  
Safer Better Care

Logged In As: Name of portal user  
Organisation: Hospital/facility name (OSV-000XXX) SIGN OUT

Click this black arrow to move between facilities

Draft Notifications

Current Organisation: Hospital/facility name (OSV-000XX)

Unique Id	Reference	Code	Submitted By	Date Submitted	Status
	NOT-0364746	DRL- NucMed	Portal	22/09/2022	Draft

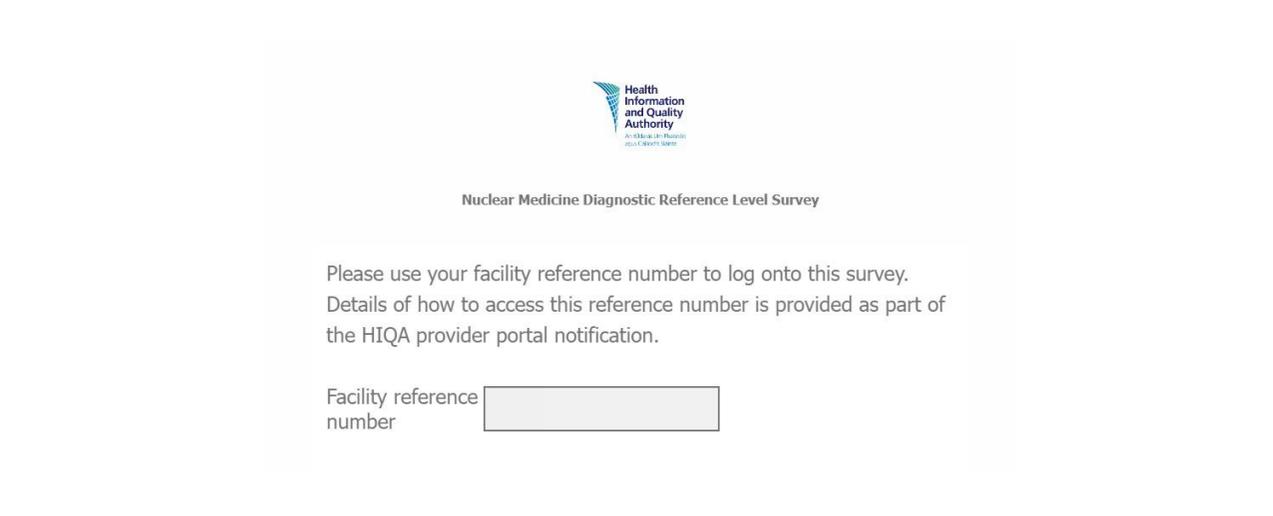
Showing 1 to 1 of 1 items

Notification reference number

Select and double click to access notification

<p><b>I have completed the survey, what should I do now?</b></p>	<ul style="list-style-type: none"> <li>• Once the survey has been completed and submitted, all sites should make sure that they return to the provider portal and complete and submit the DRL notification to HIQA.</li> <li>• This last step in the process will confirm to HIQA that the Nuclear Medicine DRL survey has been completed.</li> </ul>
<p><b>What information will I need to complete the notification on the provider portal once I have submitted the DRL information using the survey platform?</b></p>	<p>At the start of your survey a <b>four digit reference number</b> will be displayed. You should take note of this number as you will need to submit it when completing the notification on HIQA's provider portal.</p>
<p><b>I submitted incorrect data or forgot to submit relevant data, what should I do?</b></p>	<p>Please contact <a href="mailto:radiationprotection@hiqa.ie">radiationprotection@hiqa.ie</a> and we will advise you on next steps.</p>
<p><b>Survey Timelines</b></p>	
<p><b>When will the diagnostic reference level (DRL) survey be issued?</b></p>	<p>HIQA intends to issue the DRL survey to sites in late October or early November 2022.</p> <p>Designated managers will receive an email letting them know when the survey is available to complete and the date by which the information should be submitted.</p>
<p><b>How long will I have to complete and submit the survey?</b></p>	<p>Once issued, the survey will be available for <b>35 calendar days</b> from the date of issue. The exact date by which the survey must be completed will be included in the email to designated managers which will be sent once the survey is issued.</p>
<p><b>Submitting data using the survey platform</b></p>	
<p><b>How do I access the platform to submit the DRL information?</b></p>	<p>A link to the survey will be included in the draft notification on Portal. You should save this link (URL) as a bookmark or favourite on your browser.</p>

<p><b>How do I save my progress when completing the survey?</b></p>	<ul style="list-style-type: none"> <li>• There is no save button available on the survey platform. However, the platform is designed to save the survey progress automatically on the survey platform.</li> <li>• Users will be asked to log on using their facility reference number (OSV-000XXX). This will allow multiple users to access the survey and contribute while saving their progress. You will be asked to log on each time you are accessing the survey.</li> <li>• It is important that only one person is logged on at any one time. If a user has issues logging in, please clear cookies and cache in the first instance.</li> <li>• However, for optimum user experience, where possible, we recommend that the same browser and computer is used each time to put information into the survey.</li> <li>• As an additional measure we recommend that you save the URL as a bookmark or favourite on your browser and use this saved bookmark or favourite to access the survey each time.</li> </ul>
<p><b>How do I save the link as a favourite or bookmark?</b></p>	<p>Depending on the browser used, please note this may differ slightly.</p> <ol style="list-style-type: none"> <li>1. Once you have the URL (link/address of webpage) selected it will open the webpage to start the survey.</li> <li>2. Once the webpage is open, you should look for an option that looks like a <b>star on the top ribbon of the browser where the webpage address is located</b>. Alternatively if you are unable to locate the star symbol, pressing <b>CTRL + D</b> can be used to save the link as a bookmark.</li> </ol>
<p><b>Do I need to create an account on the platform to complete the survey on the link provided?</b></p>	<p>No you do not need to create an account to complete the survey. To authenticate the user, the facility reference number must be used to log onto the survey (see image below).</p>

	 <p>The screenshot shows the 'Nuclear Medicine Diagnostic Reference Level Survey' login page. It features the Health Information and Quality Authority logo at the top. Below the logo, the text reads: 'Please use your facility reference number to log onto this survey. Details of how to access this reference number is provided as part of the HIQA provider portal notification.' There is a text input field labeled 'Facility reference number' with a grey border.</p>
<p><b>What information about my service will I need to complete the survey?</b></p>	<p>You will be asked for your facility's:</p> <ol style="list-style-type: none"> <li>1. Notification reference number (NOT-000XXX)</li> <li>2. The facility's reference number (OSV-000XXX)</li> <li>3. Dose and procedure information, as well as information about the nuclear medicine radiological equipment will also be required. More information on this is included in the medical radiological equipment part of this FAQ.</li> <li>4. A list of procedures was emailed to each designated manager along with the link to this FAQ. This list includes the procedures/clinical tasks that facilities are required to provide information about as part of this survey. Please see the procedures/clinical tasks part of this FAQ for more information about what specific information will be required.</li> </ol>

**How will I know if I have completed the survey successfully?**

Once completed, you will be brought to a page on the survey platform which will inform you that you have successfully completed the survey. On this page you will have the opportunity to review the answers submitted and or to download these locally for your own records.

Once you have reviewed this page, you should return to the HIQA provider portal and submit the notification with the unique survey reference number (see image below).

If any assistance is required please contact [radiationprotection@hiqa.ie](mailto:radiationprotection@hiqa.ie)

Nuclear Medicine National Diagnostic Reference Level Survey

Please use the following link to access your survey: [https://hiqa.qualtrics.com/jfe/form/SV\\_5hy0y71AgA6xioS](https://hiqa.qualtrics.com/jfe/form/SV_5hy0y71AgA6xioS)

**Important:** Please take note of your facility number (OSV-000XXX) located at the top right of the screen. This is located underneath your user name. This reference number, OSV-000XXX (in this format), will be required to log onto the survey. While this logging on feature has been added to facilitate additional users contributing to the survey for each facility, in the interest of usability, please make sure that only one person is logged into the survey at any one time. If an error message occurs when trying to log in, please clear your browser cache and cookies in the first instance and then try logging on again.

We do recommend that where possible you should save the link above as a bookmark or favourite on your web browser and to use the same computer and internet browser as this will provide the best user experience. Please ensure that cookies are enabled for this survey platform also.

Unique identification number from survey. \*

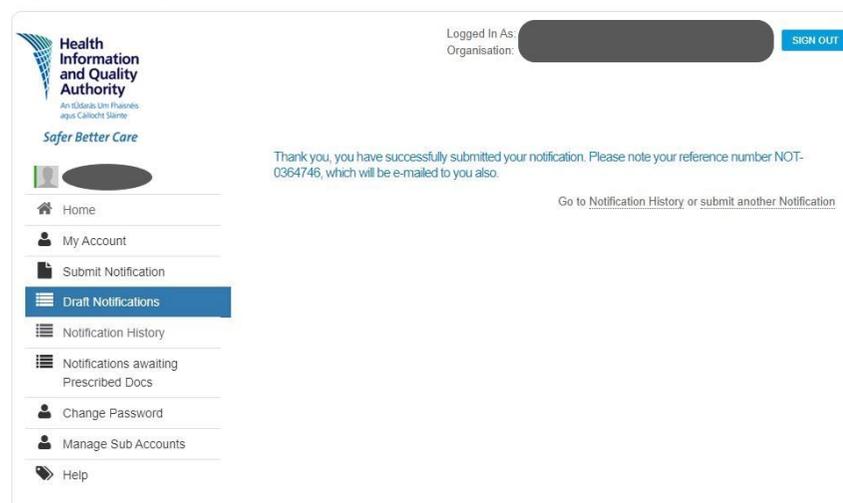
By submitting this notification, I confirm that the requested information has been submitted using the survey link provided.

Current Organisation:

Save Draft

Submit

Once this is completed, the designated manager will receive an email acknowledging receipt (see image below).



### Establishing Local Facility DRLs

**What procedure types are including in this dose survey?**

This dose survey is focusing on diagnostic nuclear medicine imaging. The dose survey will ask for:

- information on nuclear medicine procedures, including planar imaging, SPECT and PET and
- information on the CT component of nuclear medicine used for attenuation correction and or localisation in nuclear medicine.

Please note that therapeutic nuclear medicine procedures will not be included in this survey.

<p><b>Our site has not established local DRLs for some of these procedures, what should I do?</b></p>	<p>HIQA has issued guidance on how to establish DRLs which is available <a href="#">here</a>.</p> <p>You should provide data for every procedure that is carried out at your facility. This is especially important as the data provided by sites as part of this survey will also be used to determine the distribution of individual dose estimates for medical exposures as required by the regulations.</p>
<p><b>We only conduct a small number of some of the procedures listed. Do I still provide data?</b></p>	<p>In cases where only a small number of procedures are completed annually, representative patient doses (administered activity) should still be submitted and the associated annual procedure number information will indicate this.</p> <p>Alternately, patient dose data from multiple years can be used to establish statistically robust local facility DRLs if necessary.</p>
<p><b>Patient Dose Quantities</b></p>	
<p><b>What dose metric or quantity will be used for requesting the data?</b></p>	<p>For local facility nuclear medicine DRLs the dose metric required is the administered activity (MBq).</p> <p>For SPECT CT or PET CT procedures a median DLP (mGy.cm) and the CTDI<sub>vol</sub> (mGy) for imaging for localisation and attenuation correction will also be requested.</p>
<p><b>What dose unit/ methodology should I use to obtain my facilities data for submission?</b></p>	<p><b>Section on adult nuclear medicine imaging:</b></p> <p>Ideally DRLs for nuclear medicine should be calculated using weight based calculations of administered activity for adult patients (MBq Kg<sup>-1</sup>). However, noting that this may not yet be common practice in Ireland, for this dose survey, facilities will be asked to provide</p>

	<p>a value of administered activity (MBq) based on the median administered activity for an average size patient (typically <math>70 \pm 15</math> kg).</p> <p>Where administered activity (MBq) for a facility is not calculated based on the median administered activity for an average size patient (typically <math>70 \pm 15</math> kg), facilities will be asked to provide the administered activity used and indicate which reference dose card (guidance) is used to determine the administered activity administered to a standard sized patient..</p> <p><b>Section on paediatric imaging:</b> For paediatric nuclear medicine administered activity values, you will be asked how doses are calculated in your facility and the reference dose card (the guidance) that these calculations are based on.</p> <p><b>Section on CT for hybrid imaging:</b> For SPECT CT or PET CT procedures a median DLP (mGy.cm) and the <math>CTDI_{vol}</math> (mGy) for imaging for localisation and attenuation correction must be provided.</p> <p>For any additional queries, please contact <a href="mailto:radiationprotection@hiqa.ie">radiationprotection@hiqa.ie</a>.</p>
<b>Procedures/Clinical tasks</b>	
<p><b>My facility has started carrying out a new practice that is on the list. Do I still need to apply to HIQA for justification in advance</b></p>	<p>Yes. All procedures that are considered <b>a new type of practice</b> involving medical exposure <b>must</b> be justified in advance before being generally adopted in Ireland in line with Regulation 7 of European Union (Basic Safety Standards for Protection Against Dangers Arising From Medical Exposure to Ionising Radiation) Regulations 2018 and 2019.</p>

<p><b>before being generally adopted (Regulation 7)?</b></p>	<p>It is important to note that the inclusion of a particular practice, clinical task, procedure, radioisotope and or pharmaceutical as part of this national nuclear medicine DRL survey does <b>not</b> mean that this practice has been justified by HIQA. Where a facility has introduced a new type of practice an application for justification <b>must</b> be sought from HIQA in advance before being generally adopted.</p> <p>For more information about the justification of new practices by HIQA please email <a href="mailto:radiationjustification@hiqa.ie">radiationjustification@hiqa.ie</a>.</p>
<p><b>What information will be required for each procedure/ clinical task?</b></p>	<p>The survey asks for the following information for each clinical task/procedure performed at your facility:</p> <ul style="list-style-type: none"> <li>• annual number of procedures performed</li> <li>• local facility DRL and</li> <li>• local facility DRL sample size.</li> </ul> <p>Additionally for each individual category of nuclear medicine procedures (for example, planar imaging, SPECT, PET) performed at your facility the following questions will also be asked at the beginning of each section:</p> <ul style="list-style-type: none"> <li>• Are local facility DRLs calculated as <b>weight based administered activity (MBq Kg<sup>-1</sup>)</b>?</li> <li>• Are values for local facility DRLs calculated using the <b>median administered activity</b> of a sample of patients?</li> <li>• If values are not calculated using a median administered activity, what dose card is used to determine administered activity for patients?</li> </ul>

<p><b>Our site doesn't carry out <u>any</u> of the procedures listed. How should I fill out the survey?</b></p>	<p>If you do not provide a nuclear medicine service please contact us at <a href="mailto:radiationprotection@hiqa.ie">radiationprotection@hiqa.ie</a></p>
<p><b>Our site doesn't carry out <u>all</u> the procedures listed. How should I fill out the survey?</b></p>	<p>Acknowledging that many facilities will not conduct all procedures/clinical tasks listed, you will only need to provide information for the procedures/clinical tasks that you do conduct.</p>
<p><b>We have established a DRL for a procedure or clinical task that is not included on the list, what should I do?</b></p>	<p>If you carry out a nuclear medicine procedure or clinical task that you have established a local facility DRL for but is not included on the list, there is the opportunity to provide this data on this at the end of each section.</p> <p>If you have any further queries please contact us at <a href="mailto:radiationprotection@hiqa.ie">radiationprotection@hiqa.ie</a></p>
<p><b>Medical radiological equipment information</b></p>	
<p><b>What information about my facilities' medical radiological equipment information will be requested?</b></p>	<p>The survey will ask about:</p> <ul style="list-style-type: none"> <li>• the types of equipment included in this survey are, gamma camera for planar imaging, SPECT, SPECT CT and PET CT</li> <li>• the number of each type of nuclear medicine equipment and</li> <li>• age profile of each type of nuclear medicine equipment.</li> </ul>