

## **Frequently asked questions (FAQs) about the HIQA self-assessment questionnaire for dental services providing medical exposures to ionising radiation**

### **Q1. What is a self-assessment questionnaire?**

HIQA issues dental undertakings with a self-assessment questionnaire to assess baseline regulatory compliance on how X-rays are conducted. The self-assessment questionnaire is a tool that allows:

- a) you to self-appraise your perceived level of compliance and helps to identify any possible risks or potential gaps in your practice
- b) HIQA gather information about your facility and your perceived level of compliance with the regulations.

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

It is a regulatory requirement to provide information to HIQA when requested and it is 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?**

HIQA issues a self-assessment questionnaire to undertakings on receipt of a Declaration of Undertaking (NF200) form. The HIQA Portal support team then communicates with you to set up your HIQA Portal account. Once you have activated your HIQA Portal account, the designated manager of each undertaking declared to HIQA will receive an email to inform them that a self-assessment questionnaire is available to complete the SAQ on the HIQA Portal.

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

HIQA will issue the self-assessment questionnaire to the undertaking's designated manager. As part of the notification process to HIQA, undertakings are required 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?**

It is advisable that each undertaking locally save a softcopy version of their completed Declaration of Undertaking (NF200) form sent to HIQA as a record of the contact details provided to HIQA. 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?**

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. Why have I received an email from the HIQA Portal support team?**

Once HIQA has processed your Declaration of Undertaking (NF200) form, the HIQA Portal support team will communicate with you in order to activate your HIQA Portal access to submit the self-assessment 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.

### **Q8. I wasn't able to activate my access in the 72 hour slot. What do I do?**

If you are not able activate your account in this timeframe, the HIQA Portal support team will continue to assist you with this process, they are available at [portalsupport@hiqa.ie](mailto:portalsupport@hiqa.ie). It is important to note that your account will need to be activated before your self-assessment questionnaire is issued.

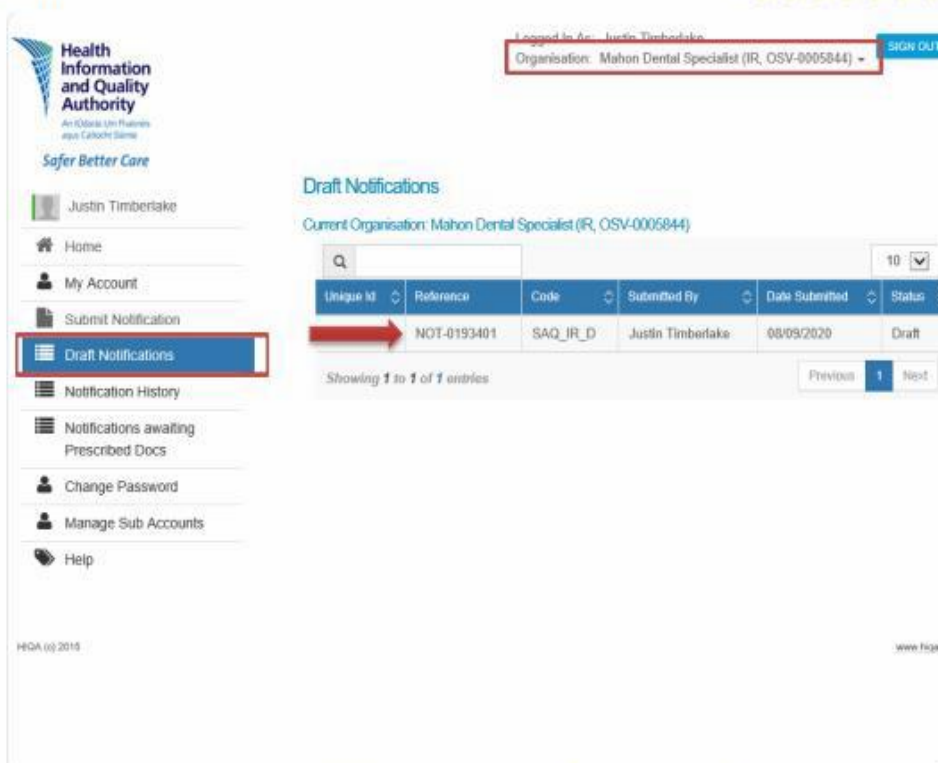
### **Q9. How do I change incorrect information on the HIQA Portal, for example incorrect Undertaking name or facility name?**

See the [HIQA website](#) for information on how to submit change of details using the NF201 forms.

**Q10. I have activated my HIQA Portal account and have now received an email saying that I must fill out a self-assessment questionnaire. I have logged into HIQA Portal but can't find the questionnaire?**

Once HIQA 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 HIQA Portal, please go to [www.hiqa.ie](http://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 self-assessment questionnaire available for completion under '**Draft Notifications**' tab in HIQA Portal. You will have 28 days to complete the self-assessment 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 Phasáin 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

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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	

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

**Q11. I have more than one practice, how do I switch between them on HIQA Portal?**

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

**Q12. Why does the self-assessment questionnaire not include all Regulations?**

The self-assessment questionnaire has been streamlined to include the key baseline questions relating to dental exposures rather than all the regulations available under S.I. No. 256 of 2018, as amended.

**Q13. Why have I not received HIQA Portal access for all my facilities?**

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

**Q14. I no longer work at this practice and have received an email, what should I do?**

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](mailto:radiationprotection@hiqa.ie)

**Q15. I don't think I should be an undertaking, as I only work in the practice as an associate?**

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.

**Q16. I haven't received a self-assessment questionnaire yet but everyone else in the practice has?**

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@hiqa.ie](mailto:radiationprotection@hiqa.ie) for more information.

**Q17. We have been given access to the HIQA Portal to complete the self-assessment questionnaire for dental imaging excluding cone beam computed tomography, however we also carry out CT scans in the practice, what should we do?**

Please contact [radiationprotection@hiqa.ie](mailto:radiationprotection@hiqa.ie) who will cancel the current self-assessment questionnaire. You will need to update information for the service and add in CT as a service type in addition to standard dental imaging using an NF201 change of details form which is available on the [HIQA website](https://www.hiqa.ie). HIQA will then re-issue the correct self-assessment questionnaire for your service.

**Q18. I have already submitted the self-assessment questionnaire, but realise I made a mistake when answering one of the questions. Is it possible to edit it at this point?**

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@hiqa.ie](mailto:radiationprotection@hiqa.ie) who will advise you on how best to proceed.

**Q19. Can I submit the self-assessment questionnaire via post?**

The self-assessment questionnaire can only be submitted through the HIQA Portal system.

**Q20. 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?**

Please contact [radiationprotection@hiqa.ie](mailto:radiationprotection@hiqa.ie) who will advise you on how best to proceed.

**Q21. The undertaking wishes to submit a self-assessment questionnaire covering a group of facilities rather than each individual facility. Can this be facilitated?**

Although HIQA requires undertakings to declare to us, 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.

**Q22. I have submitted my self-assessment questionnaire, what happens next?**

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 perceived 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 self-assessment 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 self-assessment questionnaire, HIQA may conduct an onsite inspection to validate compliance.

**Revision history**

Revision History	Publication date/revision date	Title/version	Summary of changes
Version 1.0	July 2021	Frequently asked questions (FAQs) about the HIQA self-assessment questionnaire for dental services providing medical exposures to ionising radiation	First published to hika.ie
Version 2.0	July 2025	Frequently asked questions (FAQs) about the HIQA self-assessment questionnaire for dental services providing medical exposures to ionising radiation	Updated to reflect current practice where all new dental undertakings are issued with an SAQ on declaration to HIQA