



Enquiries to: Bill Loveday
Director
Monitored Medicines Unit,
Chief Medical Officer and
Healthcare Regulation Branch
Telephone: [REDACTED]
File Ref: C ECTF 22/13076

Queensland Health

Dr Brett Dale
Chief Executive Officer
Australian Medical Association - Queensland
PO Box 123
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Email: amaq@amaq.com.au

Dear Dr Dale 

Thank you for your letter dated 11 August 2022, regarding QScript and the Medicines and Poisons (Medicines) Regulation 2021.

In March and April 2022 the Department undertook a post-implementation survey on the operation of QScript. The results support that there are concerns from health practitioners with the regulatory requirements for mandatory checking of QScript for hospital in-patient settings.

The results also suggest equal levels of satisfaction and dissatisfaction with the information available and the set out of the information in QScript. There were also high levels of dissatisfaction with the performance and responsiveness of QScript. Significantly, many respondents reported they were not aware and had not made use of the education and support materials and technical support services to facilitate their use of QScript.

I acknowledge the concerns raised by health practitioners about the regulatory requirements to check QScript and comply with the Monitored Medicines Standard for in-patient hospital settings. In response to these issues the Department is proposing policy changes that may require legislative amendment, which will of course require subsequent consideration by the Minister and Government. Any such changes to policy will be consulted with the appropriate stakeholders which will of course include the AMAQ. In light of this ongoing consultation, the period of monitoring, education and encouragement of the use of QScript will continue for a further 12 months, and only after that time will we consider a more regulatory approach to its proper use.

In regard to the levels of satisfaction with the operation of QScript, the Department is proposing to provide ongoing updates to health practitioners to encourage their use of the supporting educational materials and technical support available. Furthermore, the Department is continuing to work with our vendor to ensure performance and response of the system meets the needs of health practitioners.

As of 31 August 2022 QScript registration is at over 65 per cent for all relevant health practitioners, and at over 67 per cent for all eligible medical practitioners. The Department has commenced further educative advice to those health practitioners that are not currently registered for access, that have been identified on QScript as having a prescribing or


dispensing event that would ordinarily require them to check QScript prior to that activity. In addition, the Department has commenced sending education emails regarding the requirement to check QScript to health practitioners when complaints/reports are received about practitioners not checking QScript and/or non-compliance is identified during an investigation.

We are continuing to work closely with the QScript vendor to investigate options for improving system speed and useability and to minimise imposts on clinical workflows. However, if a health practitioner feels they are experiencing excessive system delays (or any other technical issue), please log a technical support ticket so it can be investigated further—please call 1800 776 633 or email IT.QScript@health.qld.gov.au

The Department will undertake a further survey of health practitioners in early 2023 to assess issues related to the operation of QScript.

Thank you again for bringing this matter to my attention. If you require any further information in relation to this matter, please contact Dr Bill Loveday, Director, Monitored Medicines Unit, Department of Health, on telephone [REDACTED] or via email at [REDACTED]

Yours sincerely

Best Wiche


Professor Keith McNeil
**Acting Deputy Director-General and
Chief Medical Officer, Prevention Division and
Chief Clinical Information Officer
Queensland Health**

09/09/2022