



# National Practitioner Data Bank Healthcare Integrity and Protection Data Bank



## FACT SHEET ON SUBMITTING A QUERY THROUGH THE IQRS

### Querying Via the Integrated Querying and Reporting Service (IQRS)

Registered entities with active querying and/or reporting privileges and authorized agents designated on behalf of registered entities use the Web-based Integrated Querying and Reporting Service (IQRS) to query and report to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB). For more information about IQRS features, system requirements, and security features, see the *Fact Sheet on the Integrated Querying and Reporting Service (IQRS)*.

An entity must be registered with the Data Banks to query and report to the NPDB or the HIPDB. For information about entity eligibility, and to obtain an on-line *Entity Registration* form, visit the NPDB-HIPDB Web site.

To submit a query through the IQRS, visit the NPDB-HIPDB Web site and click the **Go to the IQRS** icon on the right side of the screen. Internet access with a Web browser is required for using the IQRS. For current supported browser versions, see the NPDB-HIPDB home page.

On the *Login* screen, provide your Data Bank Identification Number (DBID), User ID, and User Password. Querying options will be restricted based on the statutory authorities under which the entity certified itself upon registration. The *Entity Registration Confirmation* screen displays the most current data that the NPDB-HIPDB has on file for the entity, including querying and reporting privileges, and the last successful login date.

Eligible entities may elect to have an outside organization, known as an authorized agent, query or report to the NPDB-HIPDB on their behalf. In most cases, an authorized agent is an independent contractor used for centralized credentialing (e.g., a credentials verification organization). If an agent is submitting a query on behalf of a registered entity, the agent must provide the entity's DBID on the *Agent Registration Confirmation* screen. The entity's current information is then displayed on the *Entity Registration Confirmation* screen.

Confirm the accuracy of the information on the *Entity Registration Confirmation* or *Agent Registration Confirmation* screen, then select **Continue** to display the *Options* screen (Figure 1). On the *Options* screen, click **Querying & Reporting Service**. On the *Querying & Reporting Service* screen, click **Query**. **Note:** To query and report, you must log in as a user, not the Entity Data Bank Administrator.

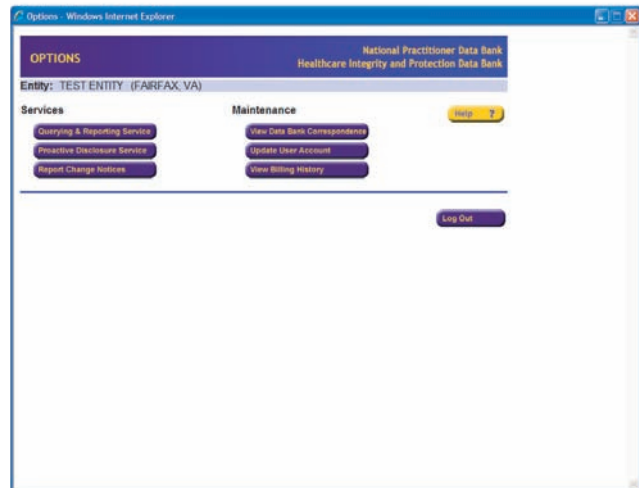


Figure 1. Options Screen

On the *Subject Type* screen (Figure 2), which follows, choose the type of subject on which you are querying: an individual or organization. You will also need to determine if the subject is in your subject database. If you elect to query on a subject in the subject database (by choosing **Select a Subject**), the IQRS will direct you to the database. Depending on the number of subjects stored, either make a subject selection or perform a search to select the subject or subjects on whom you wish to request an information disclosure. If the subject is not in the subject database, select **Use a Blank Query Form**.

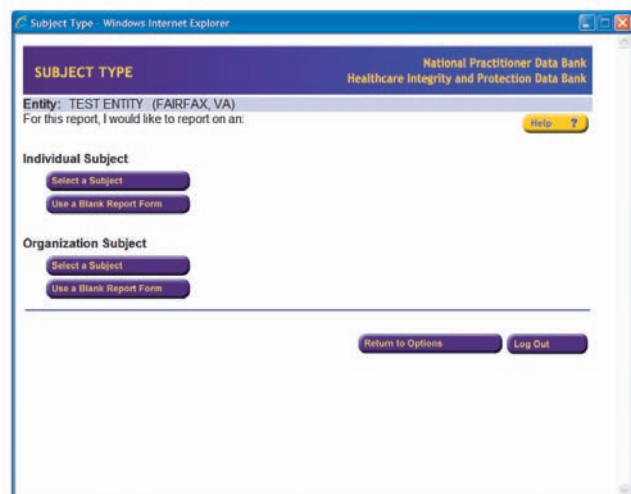


Figure 2. Subject Type Screen

Once a blank form has been selected, the *Query Input* screen displays.

If you wish to save a new query or report subject to your subject database or begin a subject database with the current subject, you may do so at the time of submitting a query or report. Simply select the specified box on the *Query Input* or *Report Input* screen before selecting **Submit to Data Bank(s)**.

To learn more about creating and maintaining a subject database, see the *Fact Sheet on Creating and Maintaining a Subject Database*.

### **Fees for Requesting Information**

On the *Select A Payment Method* screen, identify the intended method of payment for your query(ies). Fees are charged for all queries to the Data Banks. The query fee is based on the cost of processing requests and providing information to eligible entities. If an entity has registered for both the NPDB and the HIPDB and has selected the option to query both Data Banks (on the *Entity Registration* form), each query will be processed against each Data Bank and the entity will be assessed the current fee for both Data Banks.

After selecting a payment method, complete and certify the information requested on the *Query Submitter Certification* screen.

For more information about query payments, see the *Fact Sheet on Query Fees*. An entity with querying authority for both Data Banks can elect to search only a single Data Bank by submitting an on-line *Update Entity Profile* form and completing the Query Options section. To access the *Update Entity Profile* form, the Entity Data Bank Administrator must access the IQRS and select **Administrator Options** from the *Options* screen, then select **Update Registration Profile** from the *Administrator Options* screen. This change will require signing and mailing the *Update Entity Profile* form to the Data Banks.

Once the query is submitted, the Temporary Record of Submission displays. You may print this screen to assist you in query retrieval. It provides the Data Bank Control Number (DCN) for the query. You may view the status of the query at any time by selecting **View Query Response** on the *Options* screen. If the query has not returned, its status is "Pending." If the query is not returned within two business days of its submission, the entity should contact the NPDB-HIPDB Customer Service Center and request assistance. A successfully processed query has a status of "Complete." See the *Fact Sheet on Downloading a Query Response Through the IQRS* for detailed instructions on viewing your query's status and downloading its results.

### **Sanctions for Failing to Query**

A hospital must query on a practitioner (1) at the time the practitioner applies for a position on its medical staff or for clinical privileges at the hospital, and (2) every 2 years concerning any practitioner who is on its medical staff or who hold clinical privileges at the hospital. A hospital's failure to query on a practitioner may give a plaintiff's attorney or plaintiff representing himself or herself access to NPDB information on that practitioner for use in litigation against the hospital.

### **NPDB-HIPDB Assistance**

For additional information, visit the NPDB-HIPDB Web site at [www.npdb-hipdb.hrsa.gov](http://www.npdb-hipdb.hrsa.gov). If you need assistance, contact the NPDB-HIPDB Customer Service Center by e-mail at [help@npdb-hipdb.hrsa.gov](mailto:help@npdb-hipdb.hrsa.gov) or by phone at 1-800-767-6732 (TDD 703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on all Federal holidays.