



National Practitioner Data Bank

Healthcare Integrity and Protection Data Bank



FACT SHEET ON THE INTEGRATED QUERYING AND REPORTING SERVICE (IQRS)

Internet Querying and Reporting

Registered entities with active querying or reporting privileges and authorized agents designated on behalf of registered entities use the 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). The IQRS is an electronic, Web-based system that represents part of an ongoing effort to improve the efficiency and responsiveness of the NPDB-HIPDB.

The IQRS allows for reporting and querying to the Data Bank(s) through the Internet. The NPDB-HIPDB does not accept reports submitted on paper.

The IQRS includes the following features:

- Automatically routes query transactions to the appropriate Data Bank(s) based on a registered entity's statutory authority.
- Allows entities to submit reports or queries to both the NPDB and the HIPDB simultaneously.
- Operates on a secure Internet server.
- Pre-populates the report screen with the data previously reported; entities are required to enter or modify only the missing or erroneous data when correcting inaccurate or incomplete reports.
- Prints all reports disclosed in response to a query in a consistent format and clearly indicates the name of the Data Bank(s) through which the report(s) was disclosed.
- Allows reporters to specify multiple bases of action for an adverse action taken against a practitioner, provider, or supplier.
- Performs enhanced data validation checks to significantly reduce the number of reports rejected for missing, incomplete, or conflicting data values. Additionally, the IQRS prompts the reporter for only those data elements that are appropriate for the particular type of action being reported.
- Allows entities to copy existing practitioner records—that are maintained in a file format that can be converted to American Standard Code for Information Interchange (ASCII) fixed-width text or Extensible Markup

Language (XML) file format—into the entity's IQRS subject database.

- Enables users to enter report data into input screens, then saves the document in draft status.
- Allows payment by credit card or Electronic Funds Transfer (EFT).
- Allows entities to enroll their practitioners in the Proactive Disclosure Service Prototype (PDS). The PDS provides on-going monitoring of health care practitioners by notifying registered entities within one business day of the Data Banks' receipt of a report on any of their enrolled practitioners. Enrollment confirmation of practitioners may be used to demonstrate compliance with accrediting standards. For more information on the PDS, see the *Fact Sheet on An Overview of the Proactive Disclosure Service Prototype (PDS)*.

For detailed instructions on how to query and report to the Data Bank(s), see the *Fact Sheet on Submitting a Report through the IQRS*, the *Fact Sheet on Submitting a Query through the IQRS*, and the *Fact Sheet on Downloading a Query Response through the IQRS*.

IQRS System Requirements

The IQRS requires Internet access and a supported Web browser. The currently supported Web browsers display at the bottom of the home page, located at www.npdb-hipdb.hrsa.gov.

The IQRS is available on the World Wide Web at www.npdb-hipdb.hrsa.gov. Registered entities must log on to the IQRS using their Data Bank Identification Number (DBID), User ID, and User password. Once the user has logged in successfully, the *Entity Registration Confirmation* screen displays, denoting the user's NPDB-HIPDB querying and reporting privileges.

Security Features of the IQRS

The IQRS Web server uses the latest technology, along with various implementation measures, to provide a secure environment for querying, reporting, data storage, and retrieval. Security features include the following:

- Firewall protection from unauthorized access.
- Encryption of transmitted data to prevent unauthorized use.

- Unique passwords for data entry and retrieval.
- Only one concurrent IQRS session permitted per user account.
- IQRS administrator account limited to administrator functions only (cannot submit queries and reports).
- Multiple unique user IDs to allow entities with multiple departments/individuals to use the same DBID for querying and reporting, overseen by a single administrator account that can add, update, and remove any of the user accounts.

Importing/Maintaining Subject Databases

If you are a registered entity or an authorized agent, you might maintain electronic practitioner records in an in-house database, such as Microsoft Access. Transferring these records into your IQRS subject database is easy, provided that your records are maintained in a file format that can be converted to ASCII fixed-width text or the industry standard XML file format.

For more information on how to import ASCII fixed-width files and XML files, see the *Fact Sheet on Importing Fixed-Width Format Subject Data Into the IQRS* and the *Fact Sheet on Importing XML-Format Subject Data into the IQRS*, both located at www.npdb-hipdb.hrsa.gov/iqrsSubjectDatabase.html. Examples of the required file formats are also available at www.npdb-hipdb.hrsa.gov/iqrsSubjectDatabase.html.

Self-Querying

Practitioners, providers, and suppliers may self-query the Data Banks at any time by visiting the NPDB-HIPDB Web site. Click the **Perform a Self-Query** icon on the right side of the screen. This will direct you to the *Self-Query Options* screen, where you may perform an individual self-query or an organization self-query, or view the status of a self-query that was previously transmitted to the Data Bank(s).

For detailed instructions on self-querying the Data Banks, see the *Fact Sheet on Self-Querying*.

All self-query applications must be submitted through the NPDB-HIPDB Web site. In addition, a signed and notarized copy of the self-query application must be submitted to the Data Banks. Previous paper versions of the *Self-Query* form will be rejected. Self-queriers who do not have access to the Internet may call the NPDB-HIPDB Customer Service Center for assistance.

State Board Report Copies (NPDB Only)

For hospitals and other health care entities reporting adverse actions to the NPDB-HIPDB, the *Report Verification Document (RVD)* that is provided electronically through the IQRS must be printed and mailed to the State licensing board.

NPDB-HIPDB Assistance

For additional information, visit the NPDB-HIPDB Web site at 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 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.