



# 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](http://www.npdb-hipdb.hrsa.gov).

The IQRS is available on the World Wide Web at [www.npdb-hipdb.hrsa.gov](http://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 *XML Import Format Specifications* or *Fixed-Width Import Format Specifications* both located at [www.npdb-hipdb.hrsa.gov/iqrsSubjectDatabase.html](http://www.npdb-hipdb.hrsa.gov/iqrsSubjectDatabase.html). Examples of the required file formats are also available through this page.

### **Self-Querying**

A practitioner, provider, or supplier may submit a self-query to the NPDB-HIPDB at any time. All self-queries must be initiated via the NPDB-HIPDB Web site, at [www.npdb-hipdb.hrsa.gov](http://www.npdb-hipdb.hrsa.gov). For detailed instructions about self-querying, see the *Fact Sheet on Self-Querying*.

### **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](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.