

RBDM Online Service Providers – User Guide

Using the Online Service Provider Portal

(Medical Practitioners)

January 2023

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1. Pre-requisites

- You have registered online as a RBDM Online Service Provider, and your application has been accepted. Refer to our [user guide](#) for details on how to register.
- You have read, understood and agree to the terms stated in the RBDM Online Service Provider Roles and Responsibilities Agreement during the sign-up process.

2. Glossary

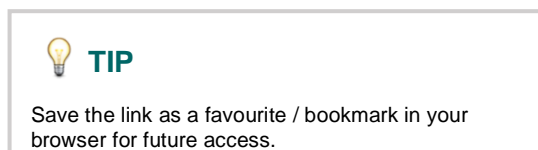
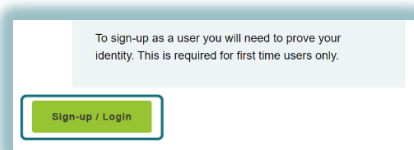
For the purpose of this document, the following abbreviations and definitions apply.

Term	Definition
BDMR Act	<i>Births, Deaths and Marriages Registration Act 2003.</i>
CCQ	<i>Coroners Court of Queensland.</i>
Form 9	<i>Cause of Death Certificate. An approved form prescribed under the BDMR Act.</i>
Form 9A	<i>Perinatal Supplement (to Cause of Death Certificate). An approved form prescribed under the BDMR Act.</i>
RBDM	<i>Registry of Births, Deaths and Marriages (Queensland).</i>
RD	<i>The unique online death record identifier applied to an online cause of death record. This number is not the RBDM registration number – which appears on the official death certificate after the death has been registered.</i>
SPP	<i>Service Provider Portal. The online system for medical practitioners to complete, certify and submit cause of death certificates electronically to RBDM.</i>

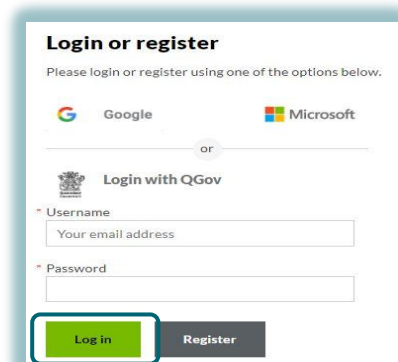
3. Accessing the service provider portal

- Open the [RBDM Online SPP](#) in your browser and select '**Sign-up / Login**'.

Google Chrome is the preferred browser when using the RBDM Online SPP. If you use another browser, you might have difficulty using the system.



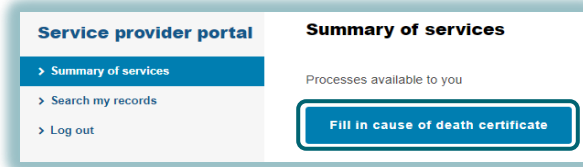
- Enter your QGov **username** and **password** and select '**Log in**'.



4. Completing an online cause of death certificate

Once you have logged into the SPP, you will be directed to the 'Summary of services' page.

1. Click on 'Fill in cause of death certificate'.



2. Complete the fields in the online form.

Only questions relevant to the 'type of deceased' (e.g. neonate or stillborn) will appear.

The record will automatically be allocated a unique RD number, which will appear on top of the electronic record and the Form 9/9A PDF that is generated.



TIP

1. Click '**Save for Later**' (located at the bottom of the online form) to save your progress and complete the form at another time. This is helpful if you need to obtain further information before you submit the form to RBDM.
2. Use your mouse and cursor to move between fields. Do not click the 'Enter' key to navigate the form as this will employ the 'Save for later' function.
3. Refer to [Special characters](#) if you need to enter words with accents/diacritical marks.

Reportable Deaths & Coroners Court of Queensland

Coroners Court of Queensland Form 1a pathway

1. If you select the death as a reportable death, CCQ will receive the Form 9 electronically.
2. Continue to provide CCQ with the following documentation to CCQF1A@justice.qld.gov.au or via your sharing platform (if over 20MB):
 - a. Form 9 – Cause of Death Certificate (draft) – downloaded from this portal
 - b. Form 1A Section A – ensure all fields are completed, including next of kin details
 - c. Discharge summary and recent admission notes for the patient.
3. CCQ may return the Form 9 record to you electronically, requesting amendments. You will receive electronic notification requesting you amend the Form 9 and to resubmit.
4. CCQ will update the Form 9 with the relevant decision, and you will receive notification of this electronically – please refer to [Status definitions](#).
5. CCQ will continue to email record of decision and other relevant documents to you.

Queensland Police Service - Form 1 pathways

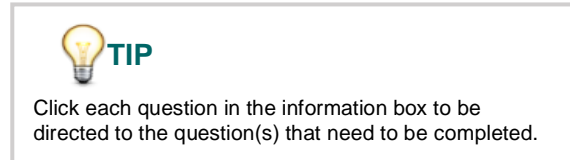
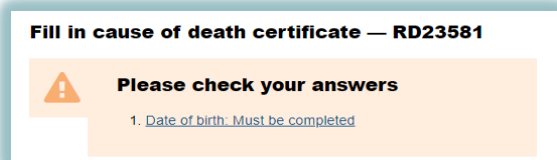
(primarily used by Queensland Health Forensic and Scientific Services)

1. If you select the death as a reportable death, CCQ will receive the Form 9 electronically.
2. Continue to provide CCQ with the following documentation to State.Coroner@justice.qld.gov.au (for cases to be referred to State Coroner) / CCQ-Natural-Cause-F1@justice.qld.gov.au (for cases to be referred to Coronial Registrar) (or via your sharing platform (if over 20MB):
 - a. Form 9 – Cause of Death Certificate (draft) – downloaded from this portal
 - b. Preliminary Investigation or Preliminary Examination Report (including outcomes of discussion with the next of kin).
3. CCQ may return the Form 9 record to you electronically, requesting amendments. You will receive electronic notification requesting you amend the Form 9 and to resubmit.
4. CCQ will update the Form 9 with the relevant decision, and you will receive notification of this electronically – please refer to [Status definitions](#).
5. CCQ will continue to email record of decision and other relevant documents to you.

3. Once you have completed all fields, click '**Proceed**'.



If mandatory fields have not been completed, an orange information box will appear at the top of the form asking you to check your answers.



Hospital email notifications

1. Where the place of death selected is a hospital, the clinical governance team or medical director of the hospital will receive email notifications (with links to the Form 9 and 9a) each time there is a status change, if they have opted to do so.
2. Where the place of death is in the community and the Form 9 is issued on behalf of the hospital, you may choose to share the Form 9 with the hospital if they are set up for email notifications.
3. Confirm with your medical director or clinical governance team if they have opted in and follow their instructions on hospital's process.
4. If the private hospital has not opted in to receiving email notifications and wish to, contact us by emailing bdm-service-provider@justice.qld.gov.au.

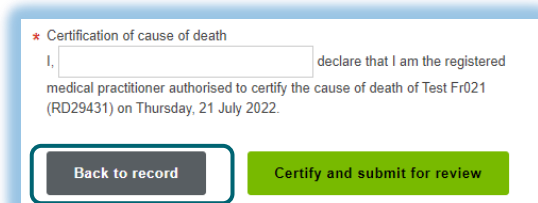
5. Reviewing cause of death certificates

Once you have selected 'Proceed', you will be directed to the 'Review cause of death certificate(s)' page. This page allows you to view PDF versions of the certificate(s) you completed before submitting them to RBDM or CCQ.

1. Click the **certificate link(s)** to view PDF versions of the forms(s) you just completed.



If you notice errors, click '**Back to record**' to return to the online form and make your changes.



6. Certifying and submitting cause of death certificates

Once all the information on the form(s) is correct, you can certify the certificate(s) with your electronic signature and submit the record for review.

1. Type your full name in '**Certification of cause of death**'.
2. Click '**Certify and submit for review**' to finalise the record and send the completed form(s) to RBDM for review and processing. You will receive an email from RBDM when the certificate(s) have been reviewed.

7. Saving and sending cause of death certificates

1. Click the **certificate link(s)** to download and save PDF versions of the form(s) you just completed to your computer. These forms will have your electronic signature and certification applied.



IMPORTANT

1. By law, you must provide a copy of the cause of death certificate(s) to the person arranging for the disposal of the deceased person's body.
2. Always keep a copy of the certified cause of death certificate(s) for your records.

2. Click '**Return to summary of services**' to return to the home page.

8. Navigating the service provider portal

(a) Summary of services

The 'Summary of services' page lists all your records that are in progress, not yet submitted, recalled or have been returned by RBDM and require urgent action.

On this page, you can:

- Complete a new record by clicking '**Fill in cause of death certificate**'.
- Update your service provider/user details by clicking '**Update profile**'.
- Process a record that RBDM has returned to you for action.

- Search and locate your records that have a status of 'New', 'In progress', 'Waiting – RBDM', 'Waiting – CCQ' or 'Urgent action required'. Refer to **11. Status definitions** for further information.
- Access the 'Help' section. Refer to **(c) Help** below.

(b) Search my records

On this page, you can search and locate all records you have created – including accepted and cancelled records.

(c) Help

The 'Help' section is located in the right panel on the 'Summary of services' page. Here you can access the SPP user guide and explanatory notes to help you complete a cause of death certificate and perinatal supplement.

(d) Session expiry

For security reasons, you will automatically be signed-out of the portal after 60 minutes of inactivity.

(e) Log out

Once you have finished your session, click 'Log out' to sign-out of your account.

9. Recall and amend records

A service provider may recall and amend a record electronically if the record status is 'Waiting - RBDM'.



TIP

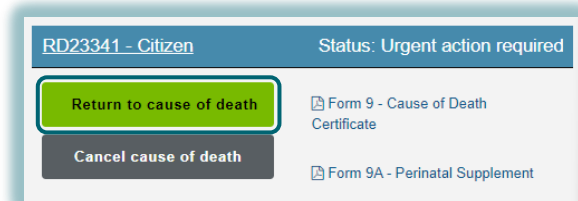
If record status is '**Accepted**' contact RBDM via bdm.death@justice.qld.gov.au to seek instructions on how to amend. Actions will vary depending on if the death is already registered.

10. Returned records

If a record is returned, you will receive a SMS and an email from RBDM advising the record has been returned to you for review and urgent action. You can locate the returned record on both the 'Summary of services' and 'Search my records' pages.

(a) Accessing returned records

The record will appear on the 'Summary of services' page with a status of 'Urgent action required', click '**Return to cause of death**' to view the electronic form.



If you locate the record on the 'Search my records' page, click the blue barcode followed by the '**Return to cause of death**' button.

Barcode	Deceased's family name	Date of death	Status	Created
RD23341	Citizen	07 January 2021	Urgent action required	13/01/2021 1:35 PM

(b) To action returned records

When you open a returned record, an **orange message box** will appear at the top of the online form with a message from RBDM or CCQ explaining why the record has been returned and what action is required.

You will need to:

- action as per the instruction in the orange message box
- you can add a comment in the '**Comments/notes for RBDM compliance from Medical Practitioner**' field to notify RDBM of the action you've taken
- click '**Proceed**' at the bottom of the form.
- re-certify and click '**Certify and submit**'.

The record status will now be either 'Waiting - RBDM' or 'Waiting – CCQ'.

11. Status definitions

All records will have a status applied.

Status	Definition
Accepted	Record has been reviewed by RBDM and has been accepted. It will be linked to the deceased's death registration and form part of the official death certificate. <i>Service provider is unable to recall or cancel the record.</i>
Cancelled	Record has been cancelled by the service provider or RBDM. Service provider is unable to recall and amend record. <i>Service provider is unable to recall and amend this record.</i>
In progress	Record has been submitted to RBDM for compliance more than four days ago and may be reviewed by RBDM soon. <i>Service provider can recall, amend and resubmit this record.</i>
New	Data entry has started but the record has not been submitted or has recalled the record and has not been resubmitted. <i>Service provide can open the record and update or cancel the record.</i>
Retired	Record has been retired by CCQ as Coroner/Coronial Registrar did not authorise issuance of the Form 9. <i>Service provider is unable to recall or cancel the record.</i>
Urgent action required	Record has been reviewed by RBDM or CCQ and returned to the service provider for more information, clarification, correction or amendment. Service provider to open the record and review the reason for the returned record, which appears in an orange box at the top of the record. <i>Service provider to amend the record as needed and resubmit the record.</i>
Waiting - CCQ	Record has been submitted to CCQ as a reportable death. <i>Service Provider is unable to recall or cancel the record until CCQ have updated the Form 9 with the Coronial Registrar's decision.</i>
Waiting - RBDM	Record has been submitted to RBDM for compliance within the last four days. This record will not be reviewed by RBDM until the record changes to 'In progress', allowing medical practitioners time to recall and amend records. <i>Service provider can recall, amend and resubmit this record.</i>

12. Special characters

For most special characters (accents or diacritical marks), press and hold the 'Alt' key and type '0' followed by the relevant code.

À	192	Ì	204	Ù	217	à	229	ò	242
Á	193	Í	205	Ú	218	æ	230	ó	243
Â	194	Î	206	Û	219	ç	231	ô	244
Ã	195	Ī	207	Ü	220	è	232	õ	245
Ä	196	Đ	208	Ý	221	é	233	ö	246
Å	197	Ń	209	Ɔ	222	ê	234	ø	248
Æ	198	Ò	210	ß	223	ë	235	ù	249
Ç	199	Ó	211	à	224	ì	236	ú	250
È	200	Ô	212	á	225	í	237	û	251
É	201	Õ	213	â	226	î	238	ü	252
Ê	202	Ö	214	ã	227	ï	239	ý	253
Ë	203	Ø	216	õ	228	ö	240	þ	254
						ñ	241	ÿ	255

13. Need assistance or have feedback?

If you need assistance or have feedback on the User Guide or Portal, contact us at bdmserviceprovider@justice.qld.gov.au.