

Ms Kay Francis  
MOGA Secretariat  
Medical Oncology Group of Australia (MOGA)  
Level 7, 145 Macquarie Street  
Sydney NSW 2000

Email: [Kay.francis@moga.org.au](mailto:Kay.francis@moga.org.au)

Dear Ms Francis,

**Re: Technical system issue with eviQ website between 18 December 2022 and 22 January 2023**

eviQ ([eviQ.org.au](http://eviQ.org.au)) is a New South Wales government funded online resource operated by the Cancer Institute NSW, which publishes evidence-based, consensus driven cancer treatment protocols. eviQ information is widely utilised in clinical practice, in public and private hospitals across Australia.

eviQ is not an electronic prescribing system. eviQ protocol content is used as a reference source to develop care plans in electronic prescribing systems. Care plans go through a rigorous governance and approval process at individual sites and are signed off by a prescriber.

On 18 January 2023 eviQ was alerted to an issue within a treatment protocol. A full review was immediately undertaken, and the source of this error was identified as a technical system issue.

The issue created content inconsistencies on the eviQ website between **18 December 2022 and 22 January 2023**, impacting 41 treatment protocols. All 1064 treatment protocols were checked and confirmed as correct as at 25 January 2023. The majority of inconsistencies were deemed low harm risk, except for two protocols that were deemed potential moderate harm risk. Full details available in the [website notification](#).

Immediate safeguards have been implemented to ensure this technical issue cannot occur again and we can assure you of the accuracy and safety of information on the eviQ website.

The Cancer Institute NSW has contacted all public and private cancer services in NSW and confirmed that no NSW patient was prescribed incorrect protocols and current treatment protocols are correct.

While eviQ is primarily a NSW resource, it is used by all states and territories and therefore we have:

- placed a clear notification on the eviQ website homepage
- notified all eviQ newsletter subscribers via email (>6500 subscribers)
- notified all NSW Directors of Cancer Services, Directors of Clinical Governance and Local Health District Chief Executives, and;
- informed the Chief Health Officers from each Australian state and territory.

We are confident that the appropriate channels of communication advising frontline staff across the jurisdictions has been taken, however we are aware that eviQ is also used in education and training by many professional groups hence we are sharing this information with you.

Full details are available in a [notification on the eviQ homepage](#) however if you require further information please contact Shelley Rushton, Director, Cancer Services and Information at [shelley.rushton@health.nsw.gov.au](mailto:shelley.rushton@health.nsw.gov.au)

Yours sincerely,



**Professor Tracey O'Brien**  
FRACP, MBA, LLM (Health), GAICD, MBChB, BSc

**Chief Executive Officer, Cancer Institute NSW**  
**Chief Cancer Officer NSW**

3 March 2023



**Professor Robyn Ward**  
MBBS (Hons I), PhD, FRACP

**Scientific Director, eviQ**