Frequently asked questions for the National Veterinary Prescription System

1. How does a premises and its' personnel register to use NVPS?

For all premises (vet practice/pharmacy/licenced retailer) that want to register to use the NVPS application, a Company Registration form/CCM form is required.

Each person that wants to use the NVPS application (vets, veterinary nurses, vet administration staff, pharmacists, retail responsible persons) needs to fill out an SSO form.

These forms are available to find under Registration Process on **gov.ie - National Veterinary Prescription System.**

If you are a vet who already has an AGR number, you do not need to send in an SSO form. You can email nvps@agriculture.gov.ie and give your name and AGR number and the NVPS will be added to your list of applications.

2. If we use a software provider, how do we register to use the NVPS?

For all premises that use a software provider, a Company Registration form/CCM form is still required to be sent in. You do not need to send in an SSO form for personnel as the software provider will register personnel.

3. Is the NVPS GDPR compliant?

The NVPS has been reviewed within the Department to ensure it meets its GDPR compliance requirements. All GDPR compliance risks identified have been addressed, therefore this project has been cleared as GDPR compliant. The NVPS team will continue to work with the Data Protection Unit team to ensure ongoing compliance.

The collection and processing of personal data by the NVPS is required to allow this system to operate as necessary. Only the minimum amount of personal data is processed to meet the requirements of this system.

The legislation which provides for the establishment of this new system and other information is detailed in the Data Protection/Privacy Notice for this system found here on the DAFM website. Other Data Protection related information for DAFM is found here.

4. What are the contact details for the NVPS helpline

Email address: nvps@agriculture.gov.ie

Contact number: 01 5058832

5. Does Bord Bia have access to NVPS records?

No, Bord Bia currently do not have access to NVPS records. There is a legal provision for the Minister to allow Bord Bia access at some point in the future, but this is not being considered at the moment.

6. If a Veterinary Practitioner administers a Veterinary Medicinal Product to an animal, does this need to be recorded on the NVPS?

Yes, all Veterinary Medicinal Products, whether they are administered at the time or not, need to be recorded on the NVPS.

7. How will the farmer keep records of their prescriptions?

When a prescription is dispensed, farmers will get an email of their dispensed prescription. The farmer can ask for a paper print out if he/she has no email address.

8. Can an animal keeper access the NVPS?

An animal keeper does not have access to the NVPS currently.

9. What is the online/offline mode on the NVPS?

For vets, there is a function where they can use the NVPS in offline mode. Offline mode is an option for vets to use where the data won't be sent in real time. This has to be set up in the vets profile on the NVPS application prior to using offline mode and a PIN needs to be added to allow its use. Once the vet goes into online mode again, the prescriptions will record on the NVPS.

If the vet has offline mode set up on their NVPS, this automatically functions if the vet is working in an area of poor coverage.

10. What does it mean if a farmer is associated with a practice.

There is an option for farmers to be associated with a practice. What this means is that the farmer's details will be prepopulated when the vet enters the herd number or the farmer's name.

The veterinary practice, through a link on the AgFood site, can send an SMS text message to the farmer's mobile phone asking do they wish to be associated with this practice. If they do, they have to text back **DAFM Y**. If they don't reply or if they text back DAFM N, their details will not be associated with that practice and a vet will have to manually enter the farmer's details on a visit.

11. Is the SMS text message that is sent to farmers asking to associate with the practice free of charge?

Yes, there is no charge to vets for sending this SMS.

12. Can a farmer be associated with more than one veterinary practice.

Yes, a farmer can be associated with more than one veterinary practice. A vet will not be able to see if a farmer is associated with more than one practice.

13. Do we need to associate a herd if using 3rd party API?

No, you do not need to associate a herd if using 3rd party API. The 3rd party software will link farmer details to the NVPS.

14. If an animal keeper does not have a mobile phone, how can they get their prescription ID code?

In order to generate a prescription, the prescribing vet has to enter a mobile phone number. If an animal keeper does not have a mobile phone, there is a 'dummy' phone number 0870000000 that can be entered in its place. As the animal keeper will not be able to receive the text message in this case with the Prescription ID code, the prescribing vet can either print or manually write out the 16-digit prescription ID code and give it to the keeper.

15. If all VMPs are administered or dispensed on farm, will the farmer still receive a text message?

No, if the vet is administering a product or dispensing a product themselves, the farmer will get an email of the dispensed prescription.

16. Can I download the NVPS application on multiple devices?

Yes, you can download the NVPS application onto multiple devices. There is an option to download the NVPS application to the homepage of your mobile device. For assistance with this, please see the user guide: **how to add NVPS to your mobile phone.**

17. Are rabbits seen as food producing animals?

Rabbits are not currently classed as food producing animals.

18. If a farmer has no mobile phone how do they approve the vet client association?

In the event that a farmer has no mobile phone, and they would like to associate with your veterinary practice, contact nvps@agriculture.gov.ie and there is a form that DAFM can issue. The farmer can sign it and it can be scanned and emailed back to the email address above.

19. Will the NVPS increase the level of farm inspections?

Currently, the Department inspects farms and Veterinary Practices on a risk assessment basis, and this will continue to occur with the implementation of the NVPS.

Prescribing FAQs

20. Do I still need to issue a paper prescription to an animal keeper?

No, a paper prescription is not required to be issued to an animal keeper when using the NVPS.

21. How does an animal keeper get a prescription?

When the vet prescribes a VMP or veterinary medicated feed, the farmer gets a text message with a 16-digit prescription ID. It is this 16-digit prescription ID that they need to give to a dispenser in order to collect their prescription.

22. Do vets need to upload prescriptions daily/weekly?

The NVPS application works in real time so provided a vet is in online-mode, the prescription will be sent automatically.

23. Do we have to record all POM medicines on the NVPS.

Yes, all POMs are to be recorded on the NVPS for food producing animals.

24. If I am a small animal vet, do I need to sign up to the NVPS now.

Currently, small animal vets do not need to sign up for the NVPS unless they are prescribing for food producing animals, including poultry.

25. Do we have to write the full prescription ID code on the label of a medication?

No, there is not a requirement to write the full 16-digit prescription ID code on the label. It will suffice to write the last four digits of the prescription ID code.

26. If I make a mistake on a prescription, is it possible to go back at a later time and change it?

No, you are not able to go back at a later time and change the prescription. Contact nvps_prescription@agriculture.gov.ie for assistance if there is an error on the prescription.

27. Can I cancel a prescription once it has been submitted?

Yes, you can cancel a prescription provided it hasn't been dispensed. This can be done on the Prescription History section of your NVPS application.

28. When prescribing to a group of animals, do individual tag numbers need to be entered?

The NVPS has a free text box to enter the Animal ID. While it is best practice to enter tag numbers, it is possible to put in other details to identify the animal(s).

29. Do I need to use the NVPS for equines that are stamped out of the market?

Equines are classed as food producing animals so VMPs need to be prescribed and dispensed through the NVPS for equines. There is an exception though in the case of an equine that has been stamped out of the food chain.

Where a vet is prescribing and personally administering a POM that is not an antimicrobial or does not have the effect of excluding an equine from the food chain, a prescription is not required to be sent to the NVPS. Records must be kept as a regulatory requirement though.

So, any medicines prescribed for a stamped out horse that is any of the following must be prescribed on the NVPS:

- An antimicrobial.
- A medicine that has the effect of excluding an animal from the food chain (even though a horse may be stamped out).
- Any medicine not personally administered by the prescribing vet.

30. Should the vet use the NVPS on-farm to prescribe?

Ideally the NVPS is used on-farm to prescribe which will allow you to add the Prescription ID code to the product if dispensing at the same time.

31. If a vet prescribes veterinary medicinal products after visiting the farm, how will the label have the Prescription ID code?

If a vet prescribes a VMP after visiting the farm, contact will have to be made with the animal keeper to advise of the last four digits of the prescription ID to add to the label.

32. Have the labelling requirements for dispensed veterinary medicines changed?

Labels need to include supplier information, prescription ID, prescribing vets' details, date, dosage and duration and withdrawal periods.

33. How do we prescribe a veterinary medicinal product that is not on the NVPS?

If a medicine is not available to prescribe on the NVPS, there is an option to manually add the product on to the system so that you can prescribe it. The NVPS administration team will also be notified of this to add it to the database.

34. Is the five-day validity on prescriptions only for antimicrobials?

Yes. When prescribing an antimicrobial, this prescription will only be valid to be dispensed for five days. For all other VMPs, it will be valid for six months.