



DRUG INFORMATION SYSTEM

Go Live Toolkit

Independent Pharmacy Owner / Manager



Province of Nova Scotia
Department of Health and Wellness

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Introduction

Welcome to the Nova Scotia Drug Information System (DIS) Pharmacy 'Go Live' Toolkit!

This Toolkit is intended for the **Pharmacy Owner/Manager**, and is to be used to help ensure a smooth implementation of the DIS system in your pharmacy.

The Toolkit is divided into two sections as follows. Each section is described below.

- Go Live Information & Activities
- Go Live Supporting Documents

Go Live Information & Activities

This section contains information you need to know about Go Live and the activities you need to complete before Go Live happens in your pharmacy. Here's an overview of the contents of this section.

Roles and Responsibilities: This document outlines the various roles involved with Go Live of the DIS and describes their Go Live responsibilities, including yours.

Go Live Contacts: This document contains the information for your DIS Go Live contacts; the people you can turn to for support and guidance.

Go Live Checklist: This is your 'to do' list; it contains all of the activities you are responsible to complete before and shortly following Go Live in your pharmacy.

Joint Service and Access Policy: This document is a confirmation agreement between your Pharmacy and the Nova Scotia Department of Health and Wellness (DIS Program). It contains a policy document and three associated schedules and is intended to provide clarity on mutual responsibilities, DIS access rules, and protection of privacy; such clarity will help foster strong relationships between the Department and pharmacies in the province.

As Pharmacy Owner/Manager, you will be required to complete Schedule A – DIS Joint Service & Access Policy – Confirmation of Acceptance Form. Also, **each member of your dispensary staff is required to read section 5.3 of the policy and sign Schedule C, Appendix A – DIS Confidentiality Agreement (or a similar agreement provided by your pharmacy).**

Education Overview: This document describes the DIS education approach and outlines the education requirements for all dispensary staff.

DIS Support Overview: This document describes how you and your dispensary staff will receive support for DIS and what will happen in the event of unplanned outages.

Go Live Supporting Documents

This section contains documents you need to complete prior to Go Live. It also contains sample communications you may want to use with your dispensary staff.

Communications Overview: This document provides a communications overview and includes samples to assist you with communication to your dispensary staff. The samples contain the key messages that dispensary staff should be made aware of.

'Getting Your Data Ready for Go Live' Information Sheet: This document outlines 'best practices' that dispensary staff should be following to ensure your pharmacy's data is ready for the transition to DIS.

NS DIS Statement for Pharmacy Notice of Purposes (PHIA): Under the new Personal Health Information Act (PHIA), custodians are required to prepare and make readily available a 'Notice of Purposes', which is a notice or poster describing the purpose of the custodian's collection, use and disclosure of personal health information.

This statement is for inclusion in your Pharmacy's Notice of Purposes.

Education Tracking Form: This form will help you to keep track of your dispensary staffs' completion of the DIS Education Materials.

DIS Pharmacy Contact Information Form: This form must be completed and returned to the Department of Health and Wellness (DIS Program) – completion and return instructions are included on the form.

The purpose of this form is to provide the Department of Health and Wellness with the information required to set your pharmacy up on the Drug Information System and to provide your pharmacy with DIS system support.

Reference Documents

The Toolkit also references the following online resource documents for your information and for use by dispensary staff.

1. *Drug Information System Reference Guide* - highlights key information provided in the e-learning modules that dispensary staff will need to know for every day usage of the Drug Information System (<http://novascotia.ca/dhw/ehealth/DIS/education-resources.asp>)
2. *Pharmacy 'Go To' Guide* – includes quick reference information on the following topics:

- *Drug Information System Support: Getting Help*, which outlines the process for accessing DIS support services
- *Client and Provider Registries: Hints and Tips*, which provides practical day to day advice on using the Client and Provider Registries
- *Privacy & Consent: What You Need to Know*, which summaries important information about consent, masking and patient requests regarding information in the Drug Information System
- *Transition Guidelines*, which includes information for your dispensary staff to be aware of when your pharmacy first connects to the Drug Information System and during the timeframe when other pharmacies are being connected
- *Prescription Monitoring Program Fact Sheet*, which outlines process changes for dispensary staff resulting from being connected to the Drug Information System

Available at: <http://novascotia.ca/dhw/ehealth/DIS/connecting-to-the-system-resources.asp>

3. *DIS Bag Inserts and Brochure*: copies of the two bag inserts and the brochure for distribution to pharmacy patients are available online. Printed copies will be sent to your pharmacy. (<http://novascotia.ca/dhw/ehealth/DIS/communications-for-patients.asp>)

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Drug Information System - Overview

The Drug Information System (DIS), a key component of Nova Scotia's electronic health record system called SHARE (Secure Health Access Record), is a provincial repository that will contain a medication profile for every Nova Scotian who has had a prescription filled at a community pharmacy in the province. The profile includes:

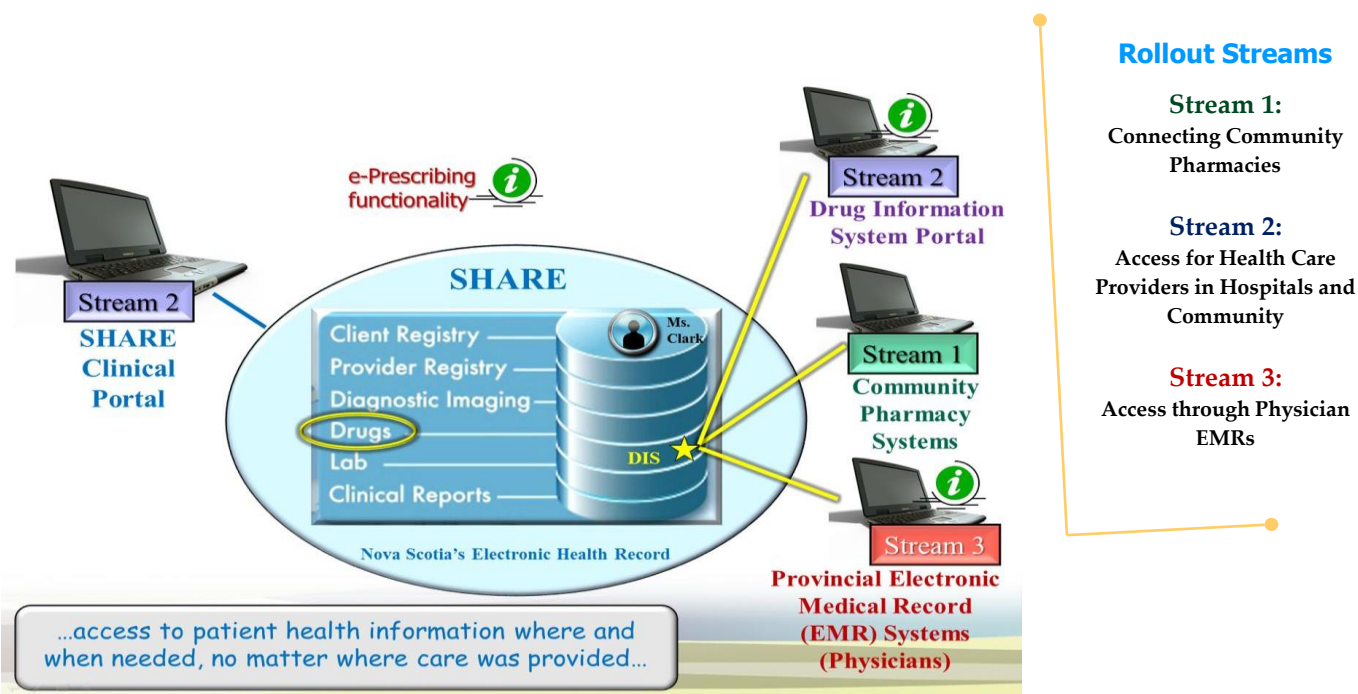
- community-based prescriptions ordered and dispensed in Nova Scotia
- drug allergies and intolerances
- adverse drug reaction information
- patient notes

From the day each pharmacy and health care provider connects, they will be able to add to their patient's DIS medication profile. Patient profiles will not contain medication information from before that day.

The DIS will provide health care professionals with access to patients' comprehensive medication histories and help identify potential contraindications, drug interactions, drug allergies and adverse reactions to medications. These DIS patient medication profiles will help health care professionals with their clinical decisions in support of safe and appropriate drug therapy for their patients.

The DIS will also enable prescribers to generate prescriptions electronically (**e-Prescribe**)

DIS – A Component of SHARE



Benefits of a Drug Information System

- One patient medication profile that captures all community pharmacy medications orders and dispenses
- Enables health care professionals to more easily and quickly share information on medication history and prescriptions
- Reduces errors and duplication with prescribing
- The status of medication orders can be managed and reconciled through the DIS by health care providers (Hold, Activate, Stop or Create a new e-Prescription)
- Improved patient safety and quality of care

DIS Functionality

- **e-Prescribing** of Drugs and Devices
- Dispensing of Drugs and Device Prescription Orders & Status
- Prescription Status Management
- Drug Predeterminations and Contraindication Checks
- Drug Information Queries
- Drug Utilization Reviews

- Recording of:
 - Other Medications (OTCs)
 - Allergies and Intolerances
 - Adverse Drug Reactions
 - Medical Conditions
 - Patient Observations
 - Patient Notes
 - Immunizations
 - Pharmacy Professional Services

Access Points

Stream 1: Community Pharmacy Dispensary Staff

Access through Pharmacy System

Stream 2: Health Care Providers in Hospital & Community

Access through DIS Portal or SHARE Clinical Portal

Stream 3: Health Care Providers in Physician Clinics

Access through Provincial Physician EMRs

Users of the DIS

- Community Pharmacists / Pharmacy Technicians / Pharmacy Assistants
- Physicians
- Nurse Practitioners
- Registered Nurses
- Dentists
- Dental Hygienists
- Optometrists
- Clinical Midwives
- Other Authorized Health Care Providers*

**Note: Identification of "Other Authorized Health Care Providers" will be determined through discussions with the Nova Scotia Health Authority, IWK and Community Prescriber groups.*

Questions?

Visit our website:

novascotia.ca/dhw/dis

Email us:

DIS@novascotia.ca

Roles and Responsibilities

Ensuring a smooth implementation of the Drug Information System (DIS) and successfully realizing the benefits it will provide to dispensary staff, patients and other health care providers requires specific people carrying out specific responsibilities. This document outlines the roles and responsibilities necessary to achieve that goal.

Pharmacy System Vendor

The Pharmacy System Vendor (Vendor) is the organization that has provided your pharmacy system – the one you and your dispensary staff use every day for filling prescriptions for your patients.

In regards to the implementation and ongoing operation of the DIS, the Vendor is responsible for the following activities.

- Perform, complete and coordinate the standard activities associated with pharmacy software upgrades (DIS will not be involved with these activities)
- Provide training to you and your dispensary staff on how to access and enter information into DIS through your pharmacy system (to be scheduled during Go Live)
- Provide technical support to your pharmacy to ensure you can access and enter information into DIS

Drug Information Systems Project Implementation Coordinator

A member of the DIS Project Team will be your DIS Implementation Coordinator. This individual will work with you to help your pharmacy through the implementation of DIS. This person is your primary point of contact during Go Live and responsible for the following activities.

- Assist with coordinating the flow of information between the DIS Project Team and your pharmacy
- Communicate DIS Go Live requirements with your pharmacy system vendor
- Check-in with you periodically to discuss progress and address concerns
- Provide you with supporting documents for: 1. communications to your staff and the public, and 2. staff education
- Ensure you are familiar with the DIS public website
- Ensure you are familiar with the DIS Support website

Pharmacy Owner/Manager

The Pharmacy Owner/Manager is the primary point of contact for the DIS Project Implementation Coordinator. You are the DIS Champion for your pharmacy and responsible for the following activities.

- Ensure your dispensary staff are aware of their responsibilities for Go Live
- Coordinate the flow of information between the DIS Project Implementation Coordinator and your pharmacy staff
- Support your staff as needed as they complete their required activities included in the Go Live Checklist
- Ensure that you and your staff review and sign the Joint Service and Access Policy (including Schedules) as appropriate
- Ensure that you and all your dispensary staff complete the four (4) DIS online education e-learning modules prior to commencing the software training and prior to Go Live. (A sample document is provided for you to use to track completion by each staff member)
- Provide support to your staff as required during the defined 'Post Go Live' period
- Provide feedback to the DIS Project Implementation Coordinator regarding the Go Live process

Pharmacy Dispensary Staff

The Pharmacy dispensary staff includes: pharmacists, pharmacy technicians, and pharmacy assistants. These are the people who will use the DIS during the process of filling a prescription.

In regards to Go Live of the DIS, the dispensary staff is responsible for the following activities.

- Data cleanup in advance of Go Live
- Distribute bag inserts and brochures to patients as per the defined distribution schedule
- Complete the four (4) DIS online education e-learning modules prior to commencing the Vendor system training and prior to Go Live
- Read section 5.3 of the Joints Service and Access Policy and sign a DIS Confidentiality Agreement
- Participate in Pharmacy System Vendor training (DIS-specific) during Go Live
- Provide feedback to Pharmacy Owner/Manager regarding the Go Live process


Go Live Contacts


Role	Name	Contact Details	This person/role can answer questions about:
Pharmacy System Vendor			<ul style="list-style-type: none"> • Go Live date • Static IP Address • System software training
DIS Project Implementation Coordinator	Judy Sampson	902-424-5947	<ul style="list-style-type: none"> • Pharmacy Contact Information Form • Joint Service & Access Policy (JSAP) • JSAP Confirmation of Acceptance Form (Schedule A) • JSAP DIS Confidentiality Agreement (Schedule C) • PHIA Notice of Purposes • Staff communications • Bag inserts / brochures • Education modules / reference materials • Prescription Monitoring Program (PMP) • DIS Support / Support Website


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Go Live Checklist
Pharmacy Owner/Manager


Activities to Complete: (* (p) – prior to Go Live)


Activity	Timing*	Date		Comments
Determine Go Live date with your vendor	4-6 weeks (p)			Vendor needs to notify DIS 4 weeks in advance
Meet with DIS Project Implementation Coordinator	2-4 weeks (p)			The DIS Project Implementation Coordinator will arrange a meeting with you
Review contents of the DIS Go Live Toolkit and the Reference Documents (on the DIS website)	2-4 weeks (p)			Become familiar with the information in the Toolkit and the supporting reference documents
<p>Arrange for an OPINIONS PINS subscription, if you don't already have one. Ensure you/your staff knows how to add OPINIONS PINS to your pharmacy software.</p> <p>See 'OPINIONS', bottom right corner of the PANS website for more information. https://pans.ns.ca/</p>	2-4 weeks (p)			<p>In addition to the PMP OPINIONS PINS provided by the Drug Information System project, additional OPINIONS PINS may need to be set up in your software to enable transaction processing (NS Pharmacare and third parties use OPINIONS PINS) – in DIS OPINIONS PINS are used as the id for devices. You will be responsible for obtaining these OPINIONS PINS and for setting them up in your pharmacy system – check with your pharmacy system vendor as they may assist you with this.</p> <p>Note: In some instances there may not be an OPINIONS PIN for a product. A generic OPINIONS PIN has been created for processing</p>


Activity	Timing*	Date		Comments
				device prescriptions that do not have an OPINIONS PIN.
Deliver Pharmacy Go Live Announcement to dispensary staff	4 weeks (p)			See Tab 3: Go Live Supporting Documents section: Go Live Sample Communications: Pharmacy Go Live Announcement_Staff
Have your staff begin data cleanup activities, if they haven't already. Circulate the 'Getting Your Data Ready for DIS' Information Sheet to your dispensary staff	4 weeks (p)			See Tab 3: Go Live Supporting Documents section: 'Getting Your Data Ready for DIS' Information Sheet
Arrange for Static IP Address (If you don't already have one).	4 weeks (p)			Discuss Static IP with your pharmacy system vendor and/or internet service provider to: <ul style="list-style-type: none"> determine router configuration requirements

Activity	Timing*	Date		Comments
<p>If you have a router in your store, it may need to be configured to include your Static IP address.</p> <p>You will need to include your Static IP Address on the Pharmacy Contact Information Form.</p> <p>Note: If a Static IP Address is not available, configure your VPN</p>				<ul style="list-style-type: none"> determine the appropriate bandwidth for your pharmacy. <p>See Tab 3: Go Live Supporting Documents section: DIS Pharmacy Contact Information Form for the form</p>
Deliver Education and Training Announcement to dispensary staff	2-3 weeks (p)			See Tab 3: Go Live Supporting Documents section: Go Live Sample Communications: Education and Training Announcement_Staff
Confirm Training date and method of training with your Pharmacy System Vendor	2-3 weeks (p)			Your Pharmacy System Vendor will provide system software training to dispensary staff. Ensure that relief staff receive this training as well.
<p>Conduct 'Speed Test Download and Upload Speeds'. Record this information on the DIS Pharmacy Contact Information Form</p> <p>Note: Check with your pharmacy system vendor as they may do this for you</p>	2 weeks (p)			<p>To conduct the test, go to http://www.speakeasy.net/speedtest - select New York</p> <p>See Tab 3: Go Live Supporting Documents section: DIS Pharmacy Contact Information Form for the form</p>

Activity	Timing*	Date		Comments
Return completed <i>DIS Pharmacy Contact Information Form</i> to the Drug Information System Program (see Form for return instructions)	2 weeks (p)			See Tab 3: Go Live Supporting Documents section: DIS Pharmacy Contact Information Form
Review <i>Joint Service and Access Policy</i> ; sign and return: 1. <i>Schedule A – DIS Joint Service & Access Policy – Confirmation of Acceptance Form</i> , and 2. <i>Schedule C – Confidentiality Agreement</i> Return instructions are included with these Schedules	2 weeks (p)			See Tab 2: Go Live Information & Activities section: Joint Service and Access Policy
Include the 'NS DIS Statement for Pharmacy Notice of Purposes (PHIA)' in your pharmacy's PHIA Notice of Purposes as appropriate	2 weeks (p)			For more information about the PHIA Notice Purposes, visit the PHIA website at the following address: http://novascotia.ca/dhw/phia/custodians.asp
Deliver Ready for Go Live Checkpoint communication to dispensary staff	2 weeks (p)			See Tab 3: Go Live Supporting Documents section: Go Live Sample Communications: Ready for Go Live Checkpoint_Staff
Receive DIS communications materials for patients: <i>DIS 'Coming Soon' bag insert</i> , <i>DIS 'Now at Your Pharmacy' bag insert</i> , <i>Drug Information System brochure</i>	2 weeks (p)			Once we receive your completed Pharmacy Contact Information Form indicating your average prescription fill per week , these will be shipped to the pharmacy to your attention Begin to distribute the 'Coming Soon' bag insert at least 1 week before go live; you may begin to distribute them as soon as you receive them.

Activity	Timing*	Date		Comments
				Distribute the 'Now at Your Pharmacy' bag insert beginning on go live day; ensure the brochures are available to patients on go live day as well.
Confirm that all dispensary staff (including relief staff) have completed the Education Modules	1 week (p)			See Tab 3: Go Live Supporting Documents section: Education Tracking Form
Confirm that all dispensary staff members (including relief staff) have read Section 5.3 of the <i>Joint Service and Access Policy</i> and have signed and returned <i>Schedule C, Appendix A – DIS Confidentiality Agreement</i> to you Note: These forms are to remain in your pharmacy	1 week (p)			Note: Your pharmacy may choose to have your dispensary staff members sign another Confidentiality Agreement form rather than the one included in Schedule C (Appendix A). If using the DIS agreement, go to the DIS website for the Word version of this agreement. http://novascotia.ca/dhw/ehealth/DIS/policies.asp
Ensure that dispensary staff have access to the Prescription Monitoring Program (PMP) eAccess (eAccess link is on all computers as appropriate in the dispensary - add the url to Favorites and/or create a shortcut icon on the desktop)	1 week (p)			eAccess is PMP's secure web application that allows prescribers and pharmacists to access patient profiles. The url is: https://eaccess.nspmp.ca/ea/index.xhtml
Ensure that dispensary staff have access to the <i>PMP-DIS User Guide</i>	1 week (p)			The PMP-DIS User Guide can be found on the Prescription Monitoring Program website (www.nspmp.ca) in the Resources tab

Activity	Timing*	Date		Comments
Contact your Pharmacy System Vendor to confirm your scheduled Training dates	1 week (p)			
Participate in DIS Connectivity Testing if required (your Vendor will notify you if this is required)	1 week (p)			
Ensure that the majority of 'incomplete' Prescription Monitoring Program (PMP) transactions are processed	1 day (p)			
Ensure that dispensary staff have access to the DIS Support website on all computers as appropriate in the dispensary	1 day (p)			Add the following url to Favorites and/or create a shortcut icon on the desktop http://disinfo.nshealth.ca/SitePages/Home.aspx
Review the DIS Support Process to ensure you understand it	1 day (p)			See Tab2: Go Live Information & Activities section: <i>DIS Support Overview</i>
Ensure copies of the Pharmacy 'Go To' Guide and DIS Reference Guide are available to dispensary staff at all workstations. Ensure that the appropriate contact information is entered manually into the DIS Support: Getting Help quick reference included in the Pharmacy 'Go To' Guide	1 day (p)			Go to the following link for the DIS Reference Guide http://novascotia.ca/dhw/ehealth/DIS/education-resources.asp Scroll to the bottom of the page; the guide is located under the heading 'Resource documents' Go to the following link for the 'Go To' Guide: http://novascotia.ca/dhw/ehealth/DIS/connecting-to-the-system-resources.asp

Activity	Timing*	Date		Comments
				<p>Click on <i>Pharmacy 'Go To'</i> Guide next the the number 2</p> <p>Dispensary staff should be encouraged to review this material prior to Go Live</p>
Set up PMP OPINIONS PINS for use in compounding in your pharmacy software	Go Live Day (prior to store opening)			
<p>Dispensary staff system training is complete (including relief staff)</p> <p>Note: Training must be completed on Go Live Day or shortly prior to Go Live (e.g., prior to store opening). In some instances, some staff will be trained shortly after Go Live (e.g., relief staff)</p>	Go Live Day			This training will be provided by your pharmacy system vendor

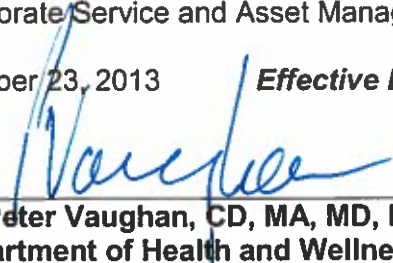
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Policy: Joint Service and Access Policy (Pharmacies and Dispensing Physician)

Originating Branch: Corporate Service and Asset Management

Original Approval Date: October 23, 2013 **Effective Date:** April 1, 2016

Approved By: 

**Dr. Peter Vaughan, CD, MA, MD, MPH, Deputy Minister,
Department of Health and Wellness**

Version #: 3

1. POLICY STATEMENT

- 1.1. The purpose of this policy is to define the requirements for access and privacy with respect to the Drug Information System (DIS) and Users of the DIS.

2. DEFINITIONS

In this policy:

- 2.1. **Client Registry (CR)** – means a component of the Nova Scotia Electronic Health Record that lists all patients and their relevant personal information and supports central storage and retrieval.
- 2.2. **Consent Directive** – means an individual's withdrawal of their consent to disclosure of their personal health information in accordance with the *Personal Health Information Act (PHIA)*.
- 2.3. **Default Provider** – means a generic identifier for a provider in the DIS when the actual provider identification information is unknown or unavailable.
- 2.4. **DHW Contractors** – persons or organizations employed by DHW under contract to provide a specific service or support e.g. Deltaware or staff of Deltaware.
- 2.5. **DIS Program** – means the Program of the Nova Scotia Department of Health and Wellness responsible for standards, funding, strategy, performance, and accountability of the DIS.
- 2.6. **DIS Support Website** – means the internet website maintained by the Information Services Support Provider for the purpose of providing information related to the support of the DIS.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 2.7. **DIS Website** – means the internet website maintained by the DIS Program for the purpose of providing information related to the DIS Program.
- 2.8. **Dispensary Staff** – means pharmacists, pharmacy technicians, pharmacy assistants, the dispensing physician, and staff of the dispensing physician.
- 2.9. **Health Card Number (HCN)** – means a unique identifier that provides access to provincial health care services in Nova Scotia.
- 2.10. **Information Services Support Provider** - means the support organization for provincial health information technology applications that facilitate health care delivery in Nova Scotia. This organization was formerly referred to as Health Information Technology Services Nova Scotia (HITS-NS). May also refer to a successor organization due to government Shared Services changes.
- 2.11. **Masking** – means the limitation of disclosure of personal health information collected by the DIS.
- 2.12. **Nova Scotia Prescription Monitoring Program (NSPMP)** – Mandatory Nova Scotia program that monitors controlled drugs under the Controlled Drugs and Substances Act (Canada).
- 2.13. **nshealth.ca** – means the private network connecting all hospital facilities in the province of Nova Scotia and the provincial data centre. It is the enabler of the health information technology applications delivered throughout Nova Scotia.
- 2.14. **Personal Health Information** – means information that custodians collect to help make decisions about an individual's healthcare. It may include information about an individual's:
- health condition, treatment and family history;
 - healthcare provider's information;
 - registration information or health card number; or,
 - substitute decision-maker
- 2.15. **Pharmacy Manager** – means the individual within a licensed pharmacy in Nova Scotia who holds the role of Pharmacy Manager as defined in the *Pharmacy Practice Regulations* under the *Pharmacy Act*.
- 2.16. **Pharmacy Software** – means an electronic application that manages prescription dispenses and other pharmacy healthcare services.
- 2.17. **Pharmacy Software Vendor** – means a company which provides and supports a pharmacy or dispensing physician with Pharmacy Software.
- 2.18. **PHIA** – means the *Personal Health Information Act*, which is Nova Scotia's health privacy law that governs how regulated health care professionals and organizations collect, use, disclose, and retain, and destroy personal health information.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 2.19. **Privacy and Access Office (PAO)** – Unit within the DHW that plans, develops, and implements privacy and access policies, processes, and communication initiatives to facilitate the appropriate use and protection of personal information and personal health information within the Department.
- 2.20. **User** – means an individual who is authorized to access the DIS.
- 2.21. **User Organization** – means the dispensing physician or a pharmacy whose employees access the DIS.

3. POLICY OBJECTIVES

This policy:

- 3.1. Defines the mutual responsibilities of the DIS Program and Users of the DIS and ensures they are aware of the rules associated with accessing and providing access to the DIS; and,
- 3.2. Assists in the protection of privacy with respect to the personal health information collected, used, disclosed and retained in the DIS.

4. APPLICATION

- 4.1. This policy applies to User Organizations and DHW as defined in section 2.
- 4.2. This policy does not apply to:
- a) Pharmacy software vendors
 - b) Individuals who are clients of a user organization
- 4.3. The information stored in the DIS is subject to legislation and regulations which includes the:
- Personal Health Information Act (PHIA);
 - Freedom of Information and Protection of Privacy Act (FOIPOP);
 - Personal Information Protection and Electronic Documents Act (PIPEDA);
 - Pharmacy Act and associated regulations
 - Prescription Monitoring Act;
 - Medical Act; and,
 - any other legislation relevant to the use and access of the DIS.

5. POLICY DIRECTIVES

5.1. User Connection to the DIS

Acceptance of the Policy

- 5.1.1. The *Confirmation of Acceptance Form* attached at Schedule A must be signed by the User Organization before the DIS Program provides the User Organization with access to the DIS.
- 5.1.2. If the User Organization is closing or changing ownership, it is the responsibility of the User Organization to notify the DIS Program within 30 days in advance of transfer/closing.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

Changes to the Policy

- 5.1.3. This policy shall be amended as necessary with review at least every two years.
- 5.1.4. Notification of any required changes to this policy will be made available through the DIS Website and by other electronic means no less than 60 days in advance of updating the policy.

Notice of Termination

- 5.1.5. A User Organization may terminate acceptance of this policy with 30 days' notice by sending a written notice of termination by registered mail to the DIS Program Director.

Access to the Policy

- 5.1.6. A current version of the policy will be available on the DIS Website.

Collection, Use, and Disclosure of Personal Health Information in the DIS

- 5.1.7. Collection, use, and disclosure of personal health information within the DIS will be in accordance with PHIA. Collection, use, or disclosure of personal health information within the DIS for any other purpose is strictly prohibited.

5.2. Responsibilities of the DIS Program

DIS Service and Support

- 5.2.1. The DIS Program will make all reasonable efforts to provide DIS services and support to the User Organization. Hours of support and procedures for obtaining support are available on the DIS Support Website.
- 5.2.2. The DIS Program is responsible for the support of all DIS-related software, hardware, and infrastructure that lies within the nshealth.ca network.
- 5.2.3. The Information Services Support Provider is the single point of contact for support services on behalf of the DIS Program.

DIS Support – Remote Access

- 5.2.4. The Information Services Support Provider will collaborate with User Organizations on the appropriate use of software that may be required to provide remote support for the DIS, if necessary.

Communication of Service and Support Notices

- 5.2.5. The DIS Program is responsible for ensuring timely communication of DIS-related notifications to Pharmacy Software Vendors, corporate pharmacy support groups, and User Organizations. Notifications may include or be related to:
- The timing of the maintenance window;
 - Scheduled downtime (outside the maintenance window);
 - Unscheduled downtime;
 - Persistent system issues;

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- Critical incidents and resolutions;
- System upgrades;
- Education updates;
- Updates to policies, procedures, and guidelines; and,
- Any other DIS-related event that may affect the operations of the User Organization.

5.2.6. The DIS Program shall provide reasonable notice to Pharmacy Software Vendors, corporate pharmacy support groups, and User Organizations of scheduled downtime outside of the regular maintenance window.

5.2.7. Deviations from scheduled downtimes along with status updates will be communicated to Pharmacy Software Vendors, corporate pharmacy support groups, and User Organizations.

Network Connections

5.2.8. The DIS Program will provide User Organizations with access to the DIS via static IP addresses. Where the technology is not available, it will be treated as an exception and an alternative will be determined.

Privacy of Personal Health Information in the DIS

5.2.9. DHW shall be ultimately responsible for ensuring that the privacy of the personal health information collected, used, disclosed, and retained by the DIS is maintained in compliance with PHIA.

Monitoring/Security and Privacy Breaches/Complaints

5.2.10. DHW reserves the right to monitor and audit the use of the DIS access connections and to employ any tools and applications it may deem appropriate to assist in monitoring and auditing.

5.2.11. Collection and use of DIS data will be tracked, logged, and subject to audit. All overrides of Consent Directives will also be tracked, logged, and subject to audit.

5.2.12. The DIS Program reserves the right to suspend or terminate the access of any User Organization without notice, at the sole discretion of the DIS Program, to protect the security of the nshealth.ca network and/or the privacy of the personal health information in the DIS.

5.2.13. In the event of a suspected breach of privacy or security, the DIS Program will follow the DHW Privacy Breach Protocol which may require the DIS Program to contact and collaborate with the User Organization representative responsible for privacy and security to conduct an investigation. The DIS Program should also follow the recommendations outlined in the *DIS Privacy and Security Guidelines for Best Practices*, attached to this Policy as Schedule B.

5.2.14. The PAO reserves the right to follow-up on, and investigate where necessary, any notifications or suspicions of privacy breaches, and any privacy concern with respect to the DIS.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

Integrity of Data

- 5.2.15. The DIS Program in collaboration with the Information Services Support Provider will ensure that processes, procedures, and controls are in place to maintain the integrity of DIS data within its custody.

DIS Program Accountabilities

- 5.2.16. The DIS Program shall identify one or more individuals who will be responsible for the monitoring of privacy and security of DIS data.
- 5.2.17. The DIS Program shall designate Users employed by or associated with the DIS Program who are authorized to access, collect, use, and disclose personal health information within the DIS. The DIS Program accepts responsibility for ensuring their authorized Users comply with this Policy and do not improperly access, use, disclose, dispose, or destroy DIS data.
- 5.2.18. The DIS Program shall appoint an individual employed by or associated with the DIS Program who will be responsible to manage and designate Users and User roles for DHW.

Education

- 5.2.19. The DIS Program is responsible to maintain education on the appropriate use of the DIS and the appropriate procedures for the collection, use, and disclosure of DIS data.

Maintaining a Public DIS Website

- 5.2.20. The DIS Program shall maintain a public DIS Website which shall provide information that is useful and informative to the public about the DIS Program.
- 5.2.21. The DIS Program shall make reasonable efforts to ensure that the public DIS Website is available to the public via the internet on a 24x7x365 basis.

Maintaining a DIS Support Website

- 5.2.22. The Information Services Support Provider will make a DIS Support Website available which will provide useful information, notifications, and services to Pharmacy Software Vendors, corporate pharmacy support groups, and User Organizations.
- 5.2.23. The Information Services Support Provider will make a reasonable effort to ensure the DIS Support Website is available on a 24x7x365 basis, with the exception of scheduled downtimes, and is supported for incident resolution from Monday – Friday (excluding statutory holidays) from 8 am – 4 pm.

Confidentiality Agreement

- 5.2.24. DHW must sign the *Confidentiality Agreement* attached to this Policy at Schedule C.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 5.2.25. The DIS Program shall ensure that all Users employed by DHW who require access to the DIS also sign confidentiality agreements that address the privacy and security of any DIS proprietary information or personal health information and verifies that they have read this Policy document and all Provincial Privacy and Security Policies applicable to the access to and use of the DIS, such as:
- Government Privacy Policy (Province)
 - Joint Privacy Policy (Executive Council Office, Treasury Board Office, Office of Policy and Priorities, Chief Information Office)
- 5.2.26. The DIS Program shall ensure that all Users affiliated with DHW and DHW Contractors who require access to the DIS also sign confidentiality agreements that address the privacy and security of any DIS proprietary information or personal health information and verifies that they have read the *DIS Privacy and Security Guidelines for Best Practices*, attached to this Policy document at Schedule B.

5.3. Responsibilities of the User Organization

Dispensing

- 5.3.1. User Organizations are required to send all dispenses, only for humans, to the DIS.

Transactions Completed During Outages

- 5.3.2. User Organizations must ensure that all DIS supported transactions completed (excluding queries) during a DIS outage are sent to the DIS within a mutually agreed time frame once the system is made available, in a manner that does not unduly interfere with the User Organization's business operations.

Business Continuity Plan

- 5.3.3. User Organizations are responsible for their own business continuity plans to support their pharmacy business processes when the DIS is unavailable.

Providers

- 5.3.4. Users must ensure they use the provider's license number when dispensing prescriptions for providers licensed in Nova Scotia. A Default Provider must only be used for situations where the provider is licensed outside of Nova Scotia and is not registered with the NSPMP.

User Organization Accountabilities

- 5.3.5. Each User Organization will be responsible for the individuals and the activities of the individuals within their organization who are authorized to access, collect, use, and disclose personal health information within the DIS. Each User Organization accepts responsibility for ensuring their authorized Users comply with this Policy.
- 5.3.6. The Pharmacy Manager of each licensed pharmacy within the User Organization shall be the central point of contact for the DIS Program for all audit, privacy, security, user access and data quality related matters.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 5.3.7. Each User Organization may also appoint a User Organization privacy and security representative(s) who, in conjunction with the Pharmacy Manager, will be responsible for:
- Privacy and security of personal health information within the User Organization;
 - Receiving reports and communication related to any suspected or confirmed privacy breaches involving the personal health information within the User Organization; and
 - Collaborating with the PAO to investigate and contain suspected breaches of privacy or security.
- 5.3.8. Each User Organization may also appoint a User Organization approver(s) who, in conjunction with the Pharmacy Manager, will be responsible to:
- Manage the User roles for the User Organization; and
 - Verify that each User with permission to access the DIS is properly authorized for a particular role and has all necessary licenses and authorities associated with that role.
- 5.3.9. The User Organization approver, privacy and security representative, and Pharmacy Manager may be the same individual.
- 5.3.10. The User Organization shall provide the DIS Program with the contact information for approver, privacy and security representative, and Pharmacy Manager, and notify the DIS Program of any updates to the contact information.
- 5.3.11. The User Organization is responsible for providing the Information Services Support Provider with updated contact information for its locations in order to facilitate DIS support when necessary.
- 5.3.12. Where DIS data is disclosed to the User Organization through a system to system interface, the User Organization agrees to utilize Pharmacy Software that supports the defining of appropriate User roles as suggested in the *DIS Privacy and Security Guidelines for Best Practices*, attached to this Policy document at Schedule B.

Network Connections

- 5.3.13. Unless the technology is not available, User Organizations will access the DIS via static IP addresses provided by Internet Service Providers, (e.g. Bell Aliant/Eastlink).

Accuracy of Data

- 5.3.14. Each User Organization will be responsible for ensuring that any data collected and provided by the User Organization and its Users is reasonably accurate, and that the User Organization has taken reasonable steps to ensure the accuracy of data disclosed to the DIS.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 5.3.15. Where necessary, User Organizations will collaborate with the Information Services Support Provider to make corrections to data.
- 5.3.16. In the interest of individuals' safety, Dispensary Staff should:
- Only add an individual to the CR if an individual cannot be located; and,
 - Notify the Information Services Support Provider of any potential duplicate and non-human records that may exist or which the User Organization becomes aware, within the DIS in order that triage and data remediation take place.

Consent Directives and Overrides

- 5.3.17. In accordance with Section 17 of PHIA, the DIS program will implement a process to facilitate Consent Directives from individuals who may want to revoke consent for the DIS to disclose their personal health information. This process will mask all of the patient's DIS profile except demographic information.

There are two reasons under which authorized users can override a Consent Directive to temporarily view (un-mask) an individual's personal health information:

- When the patient is in need of healthcare and accessing the DIS will avert or minimize an imminent and significant danger to the health or safety of a patient; or,
- When the patient provides consent to override their directive.

Once a user has overridden a patient's consent directive, the patient's personal health information in SHARE may be viewed by that user. Viewing a patient's personal health information after overriding a consent directive is subject to the terms and conditions of the *Personal Health Information Act* and its regulations, this policy and all other applicable legislation, policies, procedures and guidelines.

Note: All instances of overriding a Consent Directive will be automatically flagged by the DIS for audit.

DIS Support

- 5.3.18. User Organizations are responsible for the support of all software, hardware, and infrastructure that lies outside of the nshealth.ca network.

DIS Support – Remote Access

- 5.3.19. The User Organization and the Information Services Support Provider will collaborate on the appropriate use of software that may be required to provide remote support for the DIS, if necessary.

User Training/ Education

- 5.3.20. Each User Organization is responsible to facilitate education recommended by the DIS Program within the User Organization.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 5.3.21. Pharmacy system specific training must be completed by all User Organization staff who will be accessing the DIS.

Confidentiality Agreements

- 5.3.22. The User Organization must sign the *Confidentiality Agreement* attached to this Policy as Schedule C.

Monitoring Access/ Security and Privacy Breaches/ Complaints

- 5.3.23. The User Organization shall monitor access of its staff to the DIS to ensure proper access, use, and disclosure of personal health information in the DIS.
- 5.3.24. The User Organization shall advise the DHW Privacy and Access Office if the User Organization becomes aware of or reasonably suspects that there has been a privacy or security breach, or if a client or other individual has raised a privacy or security concern with respect to the DIS.
- 5.3.25. The User Organization should follow the recommendations outlined in the *DIS Privacy and Security Guidelines for Best Practices*, attached to this Policy document as Schedule B.

5.4. Joint Responsibilities of DHW and the User Organization

User Access

- 5.4.1. Users must only access the DIS for the purpose of providing and supporting health care and technical support when necessary.
- 5.4.2. Users shall not access the DIS from outside Canada or transfer information from the DIS to locations/computer systems/networks outside of Canada unless prior written approval has been received from DHW.

Individual Access / Amendments to their Personal Health Information

- 5.4.3. Individuals have the right to access their personal health information stored in the DIS.
Individuals may submit requests to the PAO for a copy of their personal health information stored in the DIS.
- 5.4.4. Individuals have the right to request corrections to their personal health information stored in the DIS.
- 5.4.4..1. Where necessary and appropriate, the PAO may refer the patient to the User Organization or may consult with the User Organization which entered the data.
- 5.4.4..2. User Organizations will only make amendments to personal health information stored in the DIS after receiving consent from the subject individual.
- 5.4.4..3. The PAO retains the authority to determine what type of amendment should be made if an individual's request is not, or cannot be addressed to the satisfaction of the individual by the User Organization.

Joint Service and Access Policy (Pharmacies & Dispensing Physician)

- 5.4.5. Individuals may submit requests to the PAO for a record of user activity related to an individual's personal health information stored in the DIS.
- 5.4.6. Individuals may submit complaints to the PAO regarding the privacy of their personal health information stored in the DIS.

6. POLICY GUIDELINES

N/A

7. ACCOUNTABILITY

- 7.1. For the purpose of the administration of this policy, accountability is delegated to the Deputy Minister of Health and Wellness.
- 7.2. The Senior Executive Director of Corporate Service and Asset Management, or designate, has responsibility for ongoing monitoring and enforcement of this policy.

8. MONITORING / OUTCOME MEASUREMENT

- 8.1. The DIS Program Director will monitor the implementation, performance, and effectiveness of this policy.

9. REPORTS

N/A

10. REFERENCES

- 10.1. *Personal Health Information Act (PHIA)*
- 10.2. *Freedom of Information and Protection of Privacy Act (FOIPOP)*
- 10.3. *Personal Information Protection and Electronic Documents Act (PIPEDA)*
- 10.4. *Pharmacy Act* and associated regulations
- 10.5. *Prescription Monitoring Act*
- 10.6. *Medical Act*

11. APPENDICES

- 11.1 Schedule A – Drug Information System Joint Service & Access Policy (Pharmacies and Dispensing Physician) – Confirmation of Acceptance Form
- 11.2 Schedule B – Drug Information System Privacy and Security Guidelines for Best Practices
- 11.3 Schedule C – Drug Information System Confidentiality Agreement (Pharmacies and Dispensing Physician)
- 11.4 Appendix A - Employee Confidentiality Form

12. VERSION CONTROL

Version Control:	Version 3, April 1, 2016 – Updates including administrative amendments, additional responsibilities
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for Pharmacy Managers, changes to the roles of Privacy and Security Representatives, and clarification of the consent override functionality.

Version 2, July 4, 2014, Administrative Amendments, replaces all previous versions.

Suspected or confirmed privacy breaches are now reported to the Privacy and Access Office, and the privacy contact for each party is now provided to the DIS Program.

13. INQUIRIES

- 13.1. DIS Program Director
DIS Program
Nova Scotia Department of Health and Wellness
Tel. (902) 424-7270
Fax (902) 428-2446
Email DIS@novascotia.ca



Schedule A
Drug Information System Joint Service and Access Policy
(Pharmacies and Dispensing Physician)
Confirmation of Acceptance

By signing below, I confirm that I have reviewed and accepted the attached Department of Health and Wellness, Drug Information System (DIS), Joint Service and Access Policy (Issue: October 23, 2013).

Notification of any required changes to this policy will be made available through the DIS website (<http://novascotia.ca/dhw/dis>) and by other electronic means no less than 60 days in advance of updating the policy. A current version of the policy will be available on the DIS website.

This confirmation of acceptance may be terminated by the User Organization(s) with 30 days' notice by sending a written notice of termination by registered mail to the DIS Program Director, 44-1894 Barrington Street, Halifax, NS, B3J 2A8.

User Organization: _____

Authorized Signature: _____

Printed Name and Title: _____

Address: _____

City: _____ Province: _____

Postal Code: _____ Email Address: _____

Phone: _____ Fax: _____

Alternate Contact (if applicable): _____

Alternate Phone (if applicable): _____

Date: _____

Completed confirmation of acceptance forms must be faxed to: 1 (902) 407-3020.

Schedule B

Drug Information System Privacy and Security Guidelines for Best Practices

1. Purpose

- 1.1. The purpose of this guideline document is to provide users of the Drug Information System (DIS) with recommended practices to help maintain the confidentiality, integrity, and availability of information collected, used, disclosed, and retained by the DIS.

2. Recommended Security Safeguards

User ID and Passwords

- 2.1. Pharmacy Software User ID's should be uniquely identifiable.
- 2.2. Passwords should be at least 8 characters long.
- 2.3. Passwords should contain characters from at least two of the following classes:
- English upper case letters A, B, C, ...Z
 - English lower case letters a, b, c, ...z
 - Westernized Arabic numerals 0, 1, 2, ... 9
 - Non-alphanumeric characters { } [], . , ° ; : ' " ? \ ^ ~ ! # \$ % ^ & * () _ - + =
- 2.4. Passwords should not be constructed using only the following:
- Username or User ID
 - Any of the user's names
 - Names of family, pets, friends
 - Email addresses or part thereof
 - Words found in a dictionary
 - Birthday, address, phone numbers
 - Cities
 - Company name and derivatives
 - Letter patterns like QWERTY, ZXCVBN
 - Computer terms
 - Any of the above preceded or followed by a digit (e.g., 1Halifax or Halifax1)
- 2.5. User accounts should be locked-out after 3-10 logon attempts. The lock-out can be permanent or temporary. Temporary lock-outs should be at least one hour.
- 2.6. Users should change their password at least every 120 days.
-

- 2.7. Users should use a different password each time the password is changed. Pharmacy software systems should remember at least the previous 5 passwords and prevent the user from re-using them.
- 2.8. System and application default passwords should be replaced with strong passwords using the elements described in clauses 2.2 thru 2.4.
- 2.9. Administrator accounts should require strong passwords.
- 2.10. Guest accounts should be disabled.
- 2.11. Access to password files should be restricted.
- 2.12. Users should be reminded of the following regarding their passwords:
 - Don't reveal your password to anyone. This includes your boss, secretary, administrative assistant, family members, helpdesk staff, and co-workers while on vacation.
 - Don't use the same passwords for work and personal use (e.g. Facebook, Hotmail).
 - Don't talk about your password in front of anyone.
 - Don't reveal your password over the phone to anyone.
 - Don't reveal your password in an email message.
 - Don't hint at the format of your password.
 - Don't write your password down.
 - Don't store your password in your office, near your computer or on your computer or phone.
 - Don't reveal your password on questionnaires or security forms.
 - Don't use the "remember password" feature that your browser or some other applications have.

Workstation Controls

- 2.13. Users should take reasonable precautions to ensure that, if confidential information is displayed on a computer screen, the information is not visible to any person not authorized to view the information.
- 2.14. Where practical, users should not leave computers unattended when personal health information is accessible. Computers should be configured to enable screen locking when the system is idle or unattended. This screen lock should require a password to reactivate the screen.
- 2.15. Users should be restricted from saving, copying, or moving any files containing personal health information to their computer hard drive or other medium, e.g. a CD/DVD or USB key.

- 2.16. Operating system security patches should be applied to all computers in a timely fashion.
- 2.17. Virus protection software should be installed on all computers in the pharmacy and should be configured to receive automatic updates of virus definition files.
- 2.18. Host based firewalls (e.g. Windows firewall) should be enabled on workstations and only applications that are necessary for business should be allowed.
- 2.19. Portable computers such as laptops/notebooks should be fitted with physical lockdown devices. These devices are similar to bicycle locks for portable computers.
- 2.20. Personal use of the Internet should be discouraged from workstations which connect to the DIS.

User Roles

- 2.21. User accounts in the Pharmacy Software systems should be role-based.
- 2.22. User Roles should be mapped to authorized levels of access to personal health information.

Access Logs

- 2.23. All access to personal health information stored in the DIS is logged and all users of the DIS should be made aware of this.
- 2.24. Access logs should be reviewed regularly to ensure reasonable access to data by authorized users only and to review login and logout attempts including failed attempts. This review function may be automated using tools that search log files and report defined suspicious activity on an ongoing basis.

Audit

- 2.25. Privacy and security audits of pharmacy software systems should be carried out annually or more frequently.
- 2.26. Audits should include the analysis of privacy and security controls and the access to and use of pharmacy software systems.

Networking

- 2.27. A firewall should be implemented to protect the network within the User Organization.
- 2.28. An analysis should be conducted to identify any weaknesses and vulnerabilities related to any wireless networks used by the User Organization and mitigations should be identified and implemented where necessary.
- 2.29. The User Organization should take all reasonable and practicable steps to ensure that all devices connected to the nshealth.ca network use the most up-to-date firewall and anti-virus software and that virus definition patterns are kept current.
- 2.30. User Organizations should work with their Internet Service Provider to ensure internet connections are of sufficient bandwidth to support efficient access to the DIS and any other internet access requirements they may have.

3. Recommended Privacy Safeguards

Confidentiality Agreements

- 3.1. User Organizations and Pharmacy Software Vendors should maintain copies of confidentiality agreements signed by staff who require access to the DIS.

Patient Consent

- 3.2. Dispensing staff should ensure that personal health information obtained from the DIS is not disclosed outside the patient's circle of care without consent of the patient or the patient's substitute decision-maker.

New Patients

- 3.3. Dispensing staff should obtain the Health Card Number (HCN) or equivalent whenever possible from the patient for encounters that result in queries to the DIS. Searching for a patient by HCN (or equivalent) is the most effective way to locate the patient in the Client Registry.
- 3.4. Only add an individual to the Client Registry (CR) if an individual cannot be located.

Service Desk

- 3.5. Calls to a service desk and resulting service desk tickets should not include personal health information.

- 3.6. Where necessary, personal health information should be sent to support staff via secure methods only (e.g. secure email, secure file transfer).

Privacy Breaches

- 3.7. In addition to audit logs, a record should be maintained of every privacy and security breach that may have occurred in the DIS and this record should include details of all corrective procedures taken to diminish the likelihood of future privacy and security breaches.

Printed Information

- 3.8. If it is necessary to print reports and listings of data from the DIS that may include personal health information these should only be printed, displayed, stored, and reviewed in restricted, secured locations to which only authorized users have access.



Appendix A

Employee Confidentiality Agreement

Privacy of Personal Health Information

The Drug Information System (DIS) Program of the Department of Health and Wellness (DHW) along with *<Name of User Organization>* are committed to the protection of the privacy of patients' personal health information. All *<Name of User Organization>* users authorized to access the DIS are responsible for protecting the confidentiality of all patients' personal health information that is collected, used, disclosed, retained or disposed in the course of his/her work or association with the *<Name of User Organization>*. Authorized users of *<Name of User Organization>* are therefore required to sign this pledge of confidentiality:

Pledge of Confidentiality

I hereby pledge to hold in confidence all matters that come to my attention while working in *<Name of User Organization>* or during my association with *<Name of User Organization>*. I will observe and comply with the Joint Service and Access Policy of the DIS Program of the DHW and all policies of *<Name of User Organization>*. Except when I am legally authorized or required to do so as part of my job/association, I will not access or disclose or give to any person any information that comes to my knowledge or possession by reason of having access to the DIS.

I understand my obligations to keep personal health information confidential survives any association with *<Name of User Organization>*.

I acknowledge that any breach of confidentiality or inappropriate use of information obtained through access to the DIS may result in disciplinary action including dismissal and/or a report to my professional regulatory body.

Signature: _____

Date: _____

Name (please print): _____

Signature of Witness: _____

Date: _____

Name of Witness (please print): _____

Education Overview

Learning activities for dispensary staff of pharmacies (pharmacists, pharmacy technicians and pharmacy assistants) about the Drug Information System is organized into two types of complementary activities:

1. Online Education Modules - provided by the Drug Information System project; and
2. System Software Training – provided by pharmacy software vendors.

The online education modules are intended to provide information that will not be included in the specific pharmacy vendor system software training about the Drug Information System. This education will supplement, not replace, the software training.

Pharmacy CEUs

For pharmacists, this course has been accredited for **2 Continuing Education Units** by Continuing Pharmacy Education, College of Pharmacy, Dalhousie University. File number **CED-2013-373** should be recorded in the pharmacist's Professional Development Record (PDR).

E-learning modules

The main component of education about the Drug Information System for dispensary staff is provided through four e-learning modules that are easily accessed through the use of computers. These e-learning modules may be completed at the person's own pace and are available 24 hours a day, 7 days a week on the Department of Health and Wellness website (<http://novascotia.ca/dhw/ehealth/DIS/education-resources.asp>). All modules are self-contained and each will take approximately 20-30 minutes to complete. The modules are designed to be completed sequentially but can be accessed and completed in any order.

Descriptions of modules

Here is a brief description of each module:

Module 1: Introduction to the Nova Scotia Drug Information System

- The Drug Information System as a component of the Nova Scotia Electronic Health Record System
- Benefits, functions and users of the Drug Information System
- Involvement of pharmacy professionals in development of Drug Information System
- Integration of the Drug Information System with the Nova Scotia Prescription Monitoring Program

Module 2: Privacy and Confidentiality

- Introduction to the *Personal Health Information Act (PHIA)*
- Definitions of terms found in *PHIA* (personal health information, custodians and agents)

- Consent requirements for the collection, use and disclosure of information in the Drug Information System
- Masking and accessing masking personal health information
- Patient requests regarding records

Module 3: Client and Provider Registries

- Functions of the Client and Provider Registries
- Best practices when accessing and searching the Client Registry
- Possible patient safety issues if there are multiple records or if select wrong record in Client Registry
- Types of data in Provider Registry
- Function of Default Provider option in Provider Registry

Module 4: Functions of the Drug Information System

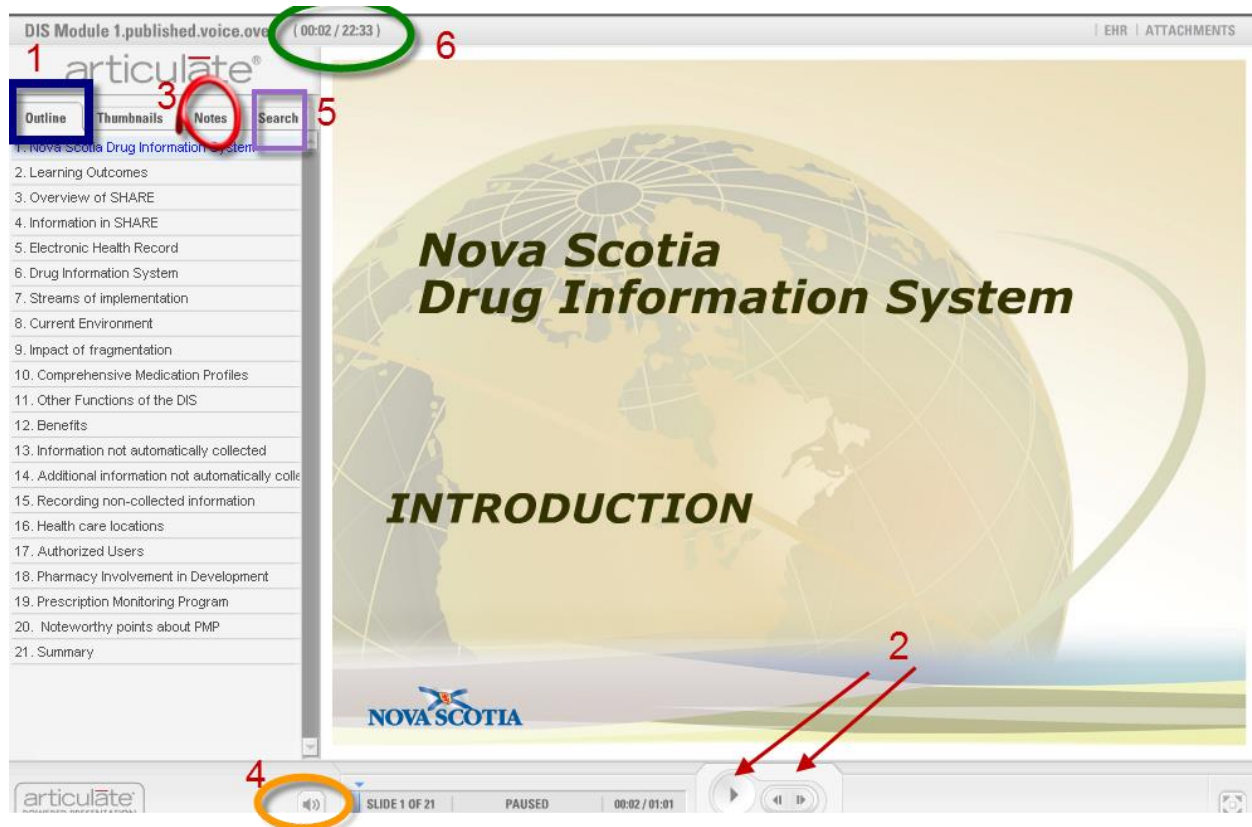
- Importance of entering complete and accurate data in Drug Information System
- Requirements for processing prescription orders and dispenses
- Distinguish between allergies, intolerances and adverse reactions
- Types of information recorded in the Drug Information System related to Other Medications, Immunizations and Patient Notes

Each module has voice recorded content and is meant to be listened to as well as watched / interacted with. For those who do not have access to speakers or a computer that supports the interactivity, each module is also available in a printable pdf format. Instructions for using the e-learning module software (Articulate) are provided below.

Evaluation of e-learning

An evaluation form for the e-learning modules is provided on the DIS website (<http://novascotia.ca/dhw/ehealth/DIS/education-resources.asp>). Evaluation of and feedback about the education modules is very valuable and will inform future sessions and possibly the content of other documents.

Instructions for using the e-learning module software (Articulate)



This is a screen shot of the first slide of the first module and is typical of what you will see when you first open a Drug Information System e-learning module.

1. You will note there are 21 slides in this particular module and the title of each slide is listed under the tab “Outline” (indicated by the blue rectangle).
2. To pause, advance or return to a previous slide, click on the areas indicated by the red arrows. You can also move to each slide by clicking the slide title under the Outline tab.
3. To view the speaker notes while watching the presentation, click on the “notes” tab as indicated by the red circle.



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4. The voice recording should start immediately once the module opens to the first slide. The volume can be adjusted by using your own computer settings or by clicking on the little speaker icon circled in orange here.
5. To search for a word or phrase within the module, click on the “search” tab in the purple rectangle (next to the “notes” tab)
6. To determine the amount of time the module will take to view and to monitor how much time it has taken thus far, see the area at the top of the slide circled in green.

DIS Support Overview

There are two key groups responsible for providing your pharmacy with support for the Drug Information System (DIS):

- Your Pharmacy System Vendor
- The DIS Support Team

If you or your dispensary staff is experiencing an issue with the DIS, **contact your Pharmacy System Vendor**. Your Pharmacy System Vendor will work to resolve your issues and will contact DIS Support on your behalf if required. **Your pharmacy will never contact the DIS Support Team directly.**

Note: if it is suspected that a patient's privacy has been breached, you are to contact the Department of Health and Wellness – Privacy and Access Office at **1-855-640-4765**.

DIS Support Team

The DIS Support Team is a specialized group of people who have both the clinical and technical knowledge required to resolve DIS issues. To do this, they will work with the appropriate resources as required, including your Pharmacy System Vendor, you or your dispensary staff, and the DIS Software Vendor.

The DIS Support Team members are employees of Health Nova Scotia Health Authority (NSHA), a support service for the Department of Health and Wellness. Please be aware that the phone number provided for DIS support will be answered as 'Health IT Service Desk'.

The Health IT Service Desk is open to log calls for the DIS Support Team 24/7/365. DIS Support Team business hours are Monday – Friday, 8am to 4pm. However, high severity issues that arise outside of these hours will be addressed by the Team as follows: weekdays - until 10 pm; weekends - 8 am to 10 pm.

Note: The phone number for the Health IT Service Desk is for pharmacy use only. It should not be provided to the public under any circumstance.

DIS Outages

The maintenance window for the Drug Information System (DIS) is currently **Wednesday from 12:30 am - 8:00 am**. The DIS may be unavailable during this time. Maintenance to the DIS will be performed during this time where possible.

If the DIS is unexpectedly unavailable, the DIS Support Team will contact your pharmacy by fax and/or email as you indicated on the *Pharmacy Contact Information Form*. If the DIS is unavailable for a prolonged period, your store will receive regular status updates. The DIS Support Team will also provide an explanation for unexpected outages including steps that will be taken to prevent the outage in the future.

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Communications Overview & Sample Go Live Communications

You are responsible to communicate a number of key messages to your staff about DIS and about Go Live in your pharmacy. Attached you will find a Go Live Communications Framework which outlines the communications events/activities that must occur prior to Go Live, as well as the objectives, key messages and distribution timing of each.

To assist you with communicating to your staff, three communications have been prepared for your use. Feel free to deliver these communications using whatever method works best in your pharmacy but please ensure the context and content of the messages is not changed.

Here is an overview of each communication.

Pharmacy Go Live Announcement_Staff

The purpose of this communication is to announce the Go Live date of DIS in your pharmacy and what staff must do immediately to prepare - page 1. The remaining pages are intended to provide staff with an overview of DIS.

Education and Training Announcement_Staff

The purpose of this communication is to make staff aware of how they will learn about DIS and how to use it. It also indicates that they should begin completing the Education Modules immediately.

Ready for Go Live Checkpoint_Staff

The purpose of this communication is to remind staff of things they should be doing to prepare for Go Live. It also highlights important upcoming activities.

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Go Live Communications Framework

<i>Event/Activity</i>	<i>Target Audience</i>	<i>Responsibility</i>	<i>Timing</i>	<i>Objective</i>	<i>Key Messages</i>
Pharmacy Go-Live Announcement Pharmacy Go Live Announcement_Staff	Dispensary Staff	Pharmacy Owner/Manager	4 weeks prior to Go-Live	<ul style="list-style-type: none"> Awareness of Go-Live Date Immediate Next Steps 	<ul style="list-style-type: none"> What is the Drug Information System What's in it for dispensing staff/patients What's going to happen next What do I need to do
Education and Training Announcement Education and Training Announcement_Staff	Dispensary Staff	Pharmacy Owner/Manager	2-3 weeks prior to Go-Live	<ul style="list-style-type: none"> Education and Training Approach Completion Expectations 	<ul style="list-style-type: none"> How will Education and Training occur How do I access the Education materials When should I complete the Education materials
Ready for Go-Live Checkpoint Ready for Go Live Checkpoint_Staff	Dispensary Staff	Pharmacy Owner/Manager	2 weeks prior to Go-Live	<ul style="list-style-type: none"> Reminder of Key Activities 	<ul style="list-style-type: none"> Ensure Education materials have been completed before Go-Live Sign and return Confidentiality Agreement On Go-Live day, a new bag insert and brochure will be available for distribution

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Distribution Date: 4 weeks prior to Go Live (Pharmacy Go Live Announcement_Staff)

To: Pharmacists and Dispensary Staff

From: Pharmacy Owner/Manager

Subject: Nova Scotia Drug Information System – Go Live Date

Hello,

I want to let you know that we will begin using the Nova Scotia Drug Information System on **[enter day and date here]**. This date is referred to as our 'Go Live' date.

As you may have already heard, the Drug Information System (DIS) is an electronic system that allows authorized health care providers - such as pharmacists and dispensary staff, doctors, dentists, nurse practitioners, optometrists, and midwives - to access, manage, share and protect patients' medication information. More information about DIS is included below for your information.

What do you need to do now to prepare for Go Live?

1. Ensure you are confirming and updating your patients' demographic information with each visit including:
 - Name (record full legal name and confirm that their name has not changed)
 - Address
 - Phone Number
 - Date of Birth
2. Ensure you are not:
 - Inputting nicknames
 - Entering other data into the Health Card Number fields - these fields are only to be used for the Nova Scotia Health Card, Military, RCMP or other provincial health card identifiers
 - Entering other data in the patient demographic fields that **does not** pertain to the field

What's going to happen next?

You'll hear more from me next week about DIS education and training that you will need to complete before Go Live.

If you have any questions about any of this information please let me know. I'm including some background information about the Drug Information System for your information. If you'd like to learn more, go to www.novascotia.ca/dhw/dis.

The Nova Scotia Drug Information System

Why is it important to healthcare in Nova Scotia?

The DIS is a centralized repository of each Nova Scotian's drug profile, including:

- community-based prescriptions ordered and dispensed in Nova Scotia
- drug allergies and intolerances
- adverse drug reaction information
- patient notes
- professional services information

Nova Scotia pharmacists and prescribers will be able to access their patient's DIS drug profile at the point of care to optimize treatment and patient safety. The DIS will support safe and appropriate drug therapy for patients through interaction and contraindication verification at the time of prescribing and dispensing. In addition, over time, other authorized healthcare professionals will be able to access comprehensive medication profiles to support enhanced delivery of care to patients.

What are the benefits of the Drug Information System?

The expected benefits of the DIS include:

- Providing a province-wide and health care system-wide comprehensive profile of patient's medication information
- Reducing the incidence and severity of medication-related issues
- Avoiding duplication of medications
- Providing health care professionals with quick access to reliable drug information reference material
- Allowing health care providers to complete drug use reviews to assess contraindications, potential medication conflicts, medication allergies and adverse reactions to medications
- Enabling electronic exchange of information on medications and e-Prescribing

Will all of these benefits be achieved once?

It will take some time to realize all of these benefits. The first step to getting there is to have pharmacists and dispensary staff in community pharmacies in the province contributing patient information to the DIS. The second step is to have community prescribers, such as dentists and optometrists, and clinicians in hospitals contributing information; the final step is for physicians in clinics to be contributing as well.

So, the value of the Drug Information System to pharmacists, dispensary staff and patients will increase as more pharmacies connect to the system and as other healthcare providers begin to contribute information as well.

How does DIS support patient privacy and confidentiality of their information?



Health and Wellness

Nova Scotia Drug Information System

As the owner of the Drug Information System, the Department of Health and Wellness is committed to protecting the privacy and confidentiality of personal health information. DIS is built with strong security features and has many safeguards to help prevent this information from being inappropriately accessed or viewed. In addition, all access to patient information is logged and auditable.

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Health and Wellness

Nova Scotia Drug Information System

Distribution Date: 2-3 weeks prior to Go Live (Education & Training Announcement_Staff)

To: Pharmacists and Dispensary Staff

From: Pharmacy Owner/Manager

Subject: DIS Learning - Education & Training

Hello,

I want to let you know how you will learn more about the Nova Scotia Drug Information System and how to use it.

DIS Learning is organized into two types of complementary activities:

1. Education Modules
2. Pharmacy System Vendor Software Training

Education Modules:

There are 4 online voice recorded e-learning modules you will need to complete prior to Go Live on [day, date]; each module will take you 20 - 30 minutes to complete. These interactive modules will provide you with information about DIS, highlighting important concepts you need to be aware of for successful utilization of the DIS. For maximum benefit, the modules should be completed prior to the pharmacy software system training that will be provided by our pharmacy system vendor. The modules include:

Module 1: Introduction to the Nova Scotia Drug Information System

Module 2: Privacy and Confidentiality

Module 3: Client and Provider Registries

Module 4: Functions of the Drug Information System

These may be completed at your own pace and are available 24 hours a day, 7 days a week on the DIS website. Here is the link <http://novascotia.ca/dhw/ehealth/DIS/education-resources.asp> (they are also available in a printable pdf format). The modules are designed to be completed sequentially but can be accessed and completed in any order.

Dalhousie Continuing Education (College of Pharmacy) has accredited the 4 e-learning modules for **2 Continuing Education Units** for Pharmacists.

Pharmacy System Vendor Software Training:

On [day, date] our pharmacy system vendor, [company name], will provide training on how to use the DIS through our pharmacy system.



Health and Wellness

Nova Scotia Drug Information System

What do you need to do now to prepare for Go Live?

- ❖ Begin to complete the 4 online Education Modules; let me know when you have completed each module
- ❖ Read Section 5.3 of the Joint Service & Access Policy (attached)
- ❖ Sign and return to me the DIS Confidentiality Agreement (attached)

What's going to happen next?

You'll hear more from me soon about a few more important things you need to do before Go Live.

If you have any questions about any of this information please let me know.

Regards,

Pharmacy Owner/Manager

Distribution Date: 2 weeks prior to Go Live [Ready for Go Live Checkpoint_Staff]

To: Pharmacists and Dispensary Staff

From: Pharmacy Owner/Manager

Subject: Ready for Go Live Checkpoint

Hello,

Go Live for DIS is just **2 weeks** away. I wanted to take this opportunity to remind you of the things you should be doing to prepare.

- You are beginning to distribute the *DIS Bag Insert (Coming Soon)*
- You continue to confirm and update patients' demographic information as outlined in the *Pharmacy Go Live Announcement* you received from me on [day/date].
- You have completed or in the process of completing the DIS on-line education modules
- You have reviewed, signed and returned/are preparing to sign and return the DIS Confidentiality Agreement you received from me on [day/date]

What's going to happen next?

1. On [day/date], our pharmacy system vendor [Company Name] will train you on how to access and use DIS through our system
2. On Go Live day we will be distributing a new *DIS Bag Insert (Now at your pharmacy)* to patients with their prescriptions. Be sure to read and become familiar with its content
3. On Go Live day we will have a *Nova Scotia Drug Information System Brochure* available for distribution to patients. The brochure is intended to help answer patient questions. Be sure to read and become familiar with its content

If you have any questions about any of this information, please let me know.

Regards

Pharmacy Owner/Manager

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Getting Your Data Ready for DIS

Based on experiences in other provinces, we've learned that there are some "best practices" for collecting patient demographics that you should begin following now to ensure a smooth transition to DIS.

Do...

- ❖ Update and confirm your patient's information with each visit including:
 - Name (record full legal name and confirm that their name has not changed)
 - Address
 - Phone Number
 - Date of Birth

Do Not...

- ❖ Input nick names
- ❖ Enter other data into the Health Card Number fields. These fields are only to be used for the Nova Scotia Health Card, Military, RCMP or other provincial health card identifiers
- ❖ Enter other data in the patient demographic fields that does **not** pertain to the field

Based on Go Live experience in Nova Scotia, here are some other data cleanup activities that will help with the transition.

- *Enter OPINIONS PINS for devices*

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Nova Scotia Drug Information System Statement for Pharmacy Notice of Purposes (PHIA)

Statement:

We are obligated under the law to disclose your information to the provincial Drug Information System. For more information about this system, go to www.novascotia.ca/dhw/dis.

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Pharmacy Contact Information Form (v3 – Jul 28, 2015)
Nova Scotia Drug Information System
Instructions for Completion

The purpose of this form is to provide the Department of Health and Wellness (DHW) with information required to:

- set your pharmacy up on the Drug Information System
- provide your pharmacy with DIS support
- identify the individual(s) in your organization responsible for privacy, security and access as outlined in sections 5.3.5 and 5.3.7 of the Joint Access and Security Policy (JSAP).

Fax the completed form to: **(902) 407-3020**. Any future changes to the information contained on this form may be faxed to the same number.

Please include the following information on the form.

Company Name	The name of your Banner, Chain or Corporation
Pharmacy Name & Store Number	The name and store number (if applicable) of your pharmacy. This information will be required when contacting DIS Support
License Number	Your pharmacy license number
Pharmacy Owner	The name of the pharmacy owner
Pharmacy Manager	The name of your pharmacy manager
Pharmacy Manager Email Address	The email address for your pharmacy manager
Pharmacy Telephone Number(s) (extension(s) if applicable)	The telephone number or numbers for the DIS Support Team to use when support is required. If there is a specific extension(s) for the dispensary, please include it.
Pharmacy Fax Number	The number for the DIS Support Team to use to send a fax to you
Pharmacy Email Address(es)	The email address or addresses for the DIS Support Team to use to send an email to you
Preferred Contact Method (check all that apply)	<input type="checkbox"/> Fax <input type="checkbox"/> Email

	The contact method(s) you would prefer the Drug Information Support Team to use in the event of an outage
Pharmacy Civic Address	Your pharmacy's street address
Pharmacy Mailing Address	Your pharmacy's mailing address
Pharmacy Hours	The hours of operation of your pharmacy dispensary
Average Rx Fill per Week	The average number of prescriptions filled per week
Pharmacy Software Vendor	The name of your pharmacy software vendor
Target Go Live Date	Your Go Live date
Static IP Address	Your Static IP Address
Speed Test Download and Upload Speeds	The speeds recorded when you ran the test (http://www.speakeasy.net/speedtest) – select New York The purpose of this test is to provide DIS Support with your internet upload and download speeds prior to connecting to DIS
Wireless (Yes or No)	Please indicate whether or not you have wireless connectivity in your pharmacy

Privacy, Security and Access Contact(s) – Section 5.3.5 and 5.3.7 of the JSAP

Privacy & Security Contact Name	The person responsible for privacy and security of personal health information within the organization
Privacy & Security Contact Phone Number	The phone number of the person responsible for privacy and security of personal health information within the organization
Privacy and Security Contact Email Address	The email address of the person responsible for privacy and security of personal health information within the organization
User Access Contact Name	The person responsible to manage user roles for the organization
User Access Contact Phone Number	The phone number of the person responsible to manage user roles for the organization
User Access Contact Email Address	The email address of the person responsible to manage user roles for the organization



Pharmacy Contact Information Form (v3 – July 28, 2015)
Nova Scotia Drug Information System

Company Name	
Pharmacy Name & Store Number	
License Number	
Pharmacy Owner	
Pharmacy Manager	
Pharmacy Manager Email Address	
Pharmacy Telephone Number(s) (extension(s) if applicable)	
Pharmacy Fax Number	
Pharmacy Email Address(es)	
Preferred Contact Method (check all that apply)	<input type="checkbox"/> Fax <input type="checkbox"/> Email
Pharmacy Civic Address	
Pharmacy Mailing Address	
Pharmacy Hours	
Average Rx Fill per Week	
Pharmacy Software Vendor	
Target Go Live Date	



Static IP Address	
Speed Test Download and Upload Speeds	
Wireless (Yes or No)	

Privacy, Security and Access Contact(s) – Section 5.3.5 and 5.3.7 of the JASP

Privacy & Security Contact Name	
Privacy & Security Contact Phone Number	
Privacy and Security Contact Email Address	
User Access Contact Name	
User Access Contact Phone Number	
User Access Contact Email Address	

For Office Use Only:

Geographically in DHA:	
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