



DRUG INFORMATION SYSTEM PHARMACY 'GO TO' GUIDE

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Drug Information System: Getting Help

Support for Patient Requests

How should I respond to patient questions about the privacy of their information in the Drug Information System?

Patients can get more information about privacy at the following websites:

www.novascotia.ca/dhw/dis

www.novascotia.ca/dhw/phia

If they wish to speak with someone about their privacy rights or about restricting access to their medication profile (i.e., masking), they may contact the Department of Health and Wellness Privacy and Access office at **1-855-640-4765**.

Support for Technical Issues

Need support? Here's who to contact:

1. Contact your organization's **Technical Support Team** if your pharmacy organization has one; if not, see number 2 below:

Technical Support Team Phone # _____

- Note: If your pharmacy does have a Technical Support Team and they are unable to resolve the issue, the Technical Support team will contact your Pharmacy System Vendor on your behalf.

2. Contact your **Pharmacy System Vendor**

Pharmacy System Vendor Phone # _____

- Note: If your Pharmacy System Vendor is unable to resolve the issue, they will contact the DIS Support Team on your behalf.

If you suspect that a patient's privacy has been breached, contact the Department of Health and Wellness – Privacy and Access Office at **1-855-640-4765**.

Will I ever contact the DIS Support Team directly?

No, your technical support or pharmacy system vendor will troubleshoot your issue and involve the DIS support team if it is a DIS issue.

How will DIS Support contact me?

If your Technical Support Team or your Pharmacy System Vendor determines that it is a DIS issue, a member of the DIS Support Team may contact you to get more information to help them resolve your issue. For privacy reasons, they will contact you only on the phone number(s) included on the Pharmacy Contact Information form completed by your pharmacy and provided to DIS.

Phone Number(s) provided to DIS _____

When the DIS Support Team contacts you, they will provide you with the ticket number you were given by your pharmacy system vendor; this will authenticate them to you as DIS Support.

Note: The DIS Support Team may also use a 'remote control session' to assist in resolving your issue. This means the DIS Support Team member will, with your permission, take control of your computer to investigate the issue first-hand.

What will happen if my connection to the DIS is unavailable?

If DIS is unavailable for a prolonged period, your store will be notified of the expected resumption time. Depending on the length of the outage, status updates may also be provided.

Once DIS is available again, you will be required to submit to DIS the transactions that have been queuing in your pharmacy system. You will follow the steps provided by your pharmacy software vendor for submitting queued transactions.

Note:

- There is a regularly scheduled maintenance window for the DIS during which the system will be unavailable. Please see <http://disinfo.nshealth.ca> for details.
- There may be other non-DIS related reasons why you can't connect. Please check your internet connection if in doubt.

TRANSITION GUIDELINES

Community pharmacies in Nova Scotia began transmitting information to the Drug Information System in the fall of 2013. All community pharmacies must be connected to the system by June 30, 2016.

WHEN YOU CONNECT

Information will be entered into the Drug Information System on a “go-forward” basis. There will not be an initial load of patient files currently found in your pharmacy's software system. Patient medication profiles may not be comprehensive until all pharmacies are connected.

OPINIONS PINS for Devices (NS Pharmacare and Third Parties)

The DIS requires a DIN or NPN – for devices, this requirement is met by using OPINIONS PINS. These PINS are obtained through Atlantic Pharmaceutical Services Inc. (APSI) – check with your Manager for more information.

For a product or service without an OPINIONS PIN, the DIS has a generic OPINIONS PIN, [92099982](#), that can be used. As the PIN is generic and can be used for many different devices, **the DIS will display the product description as entered in the Pharmacy system** so that other users viewing a Patient Profile in the DIS will see it and can identify the product.

Pharmacies should continue using product specific OPINIONS PINS if they are available as they will still be required for third party on-line billings and will still be accepted when submitted to the DIS. This will improve the quality of data in the DIS and help facilitate e-Prescribing.

Quantity Displayed In The DIS

The DIS uses a standardized unit of measure when displaying weights. The standardized unit used is milligrams. This means that when you send a quantity to the DIS in grams, the DIS will convert it to milligrams and display it in milligrams.

For example, a 15 gram tube of hydrocortisone cream 0.05 percent may display in your local pharmacy system as 15 g, however, it will display in the DIS as 15,000 mg.

Send to Drug Information System:

Information you have that would be important to share with the patient's other health care providers:

- allergies/intolerances
- medical conditions
- other medications

What you cannot send to Drug Information System:

If a transaction was completed before your pharmacy was connected, you cannot reverse, change or update it in the Drug Information System. Make these changes in your local pharmacy system only.

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The first time a patient visits your pharmacy after it is connected to the Drug Information System, ensure the patient record is linked with the Client Registry (see your pharmacy software vendor for “how to”)

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Prescription Transfers

The process for transferring prescription orders will depend upon whether the participating pharmacies are connected to the Drug Information System.

Drug Information System	Requesting Pharmacy (A)	Transferring Pharmacy (B)
Connected?	<u>Yes</u>	<u>No</u>
	<ol style="list-style-type: none"> 1. Call Pharmacy B 3. Receive prescription order by fax or phone 5. Enter prescription in Drug Information System based on information sent from Pharmacy A 	<ol style="list-style-type: none"> 2. Provide prescription order by phone or fax to Pharmacy A 4. Perform 'transfer' in pharmacy system
	<u>Yes</u>	<u>Yes</u>
	<ol style="list-style-type: none"> 1. Call Pharmacy B 3. Retrieve prescription order from Drug Information System. 	<ol style="list-style-type: none"> 2. Transfer prescription order in pharmacy system and transmit to Drug Information System
Connected?	<u>No</u>	<u>Yes</u>
	<ol style="list-style-type: none"> 1. Call Pharmacy B 3. Receive prescription order by fax or phone 	<ol style="list-style-type: none"> 2. Provide prescription order by phone or fax to Pharmacy A 4. Transfer prescription order in pharmacy system and transmit to Drug Information System (will sit in system)

CLIENT AND PROVIDER REGISTRIES: Hints & Tips

The Client Registry contains demographic information about individuals with Nova Scotia health card numbers and others (e.g. out of province visitors) who have received care from a facility or provider that uses the Client Registry. You must link your pharmacy record to the Client Registry.

When searching the Client Registry, be sure you select the correct patient!

CLIENT REGISTRY

DO:

- ▶ Search using Nova Scotia Health Card Number for all Nova Scotia residents
- ▶ Search using Alternate Health Identification numbers for persons who do not have a NS Health Card (e.g. Canadian Forces members)
- ▶ Record full legal name
- ▶ Ensure date of birth is accurate
- ▶ Provide complete civic address
- ▶ Update the Client Registry with missing or incorrect information

DON'T

- ▶ Use nicknames in the first and last name fields
- ▶ Use a fictitious Health Card or Alternate ID number
- ▶ Include delivery information in the address fields
- ▶ Add animals to the Client Registry
- ▶ Set up a doctor as a client to add office supplies as prescriptions on their profile

Whenever you update and send patient information to the Client Registry, check with the patient to ensure that all their demographic information in your system is the most current.

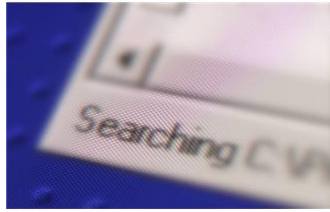
Even though you may be only updating information in one field (e.g. address) all fields in the Client Registry will be replaced by the information you have in your local system.



REMEMBER:

All Nova Scotians who have a Health Card Number will have a record in the Client Registry

Only add a person to the Client Registry if you are sure no record exists.



SEARCH TIP — Client Registry

No Health Card or Alternate Identification number?

Search the Client Registry using either:

- ▶ The patient's Last Name and First Name **OR**
- ▶ The patient's Last Name and Date of Birth

CONTACT SUPPORT DESK

If you suspect:

- ▶ A duplicate record exists in the Client Registry
- ▶ A record for an animal /pet is in the Client Registry



PROVIDER REGISTRY

Use:

A provider's regulatory licence number to identify a provider. If you do not have their licence number, use their name to search the Provider Registry to get the licence number.

Do not use:

The 'default provider' option for Nova Scotia health care providers OR out-of-province prescribers registered with the PMP



NOTE: Use of the default provider will be monitored by the Drug Information System Program

TIP — Provider Registry

When using the Default Provider:

- ▶ Enter "default" for the first name
- ▶ Enter "provider type" (e.g. physician, dentist etc.) for the last name

PRESCRIPTION MONITORING PROGRAM: Fact Sheet

*** See NSPMP's 'User Guide for Transition to the Drug Information System' for further details. (www.nspmp.ca) ***

FACT SHEET

- **NSPMP Duplicate Prescription Pad:** prescriptions for drugs that were monitored prior to connection to the Drug Information system must be written on a duplicate prescription pad
- **Pad information entered into DIS:**
 - The following information is required:
 - DIN
 - Prescribers license number (retrieve it from the Provider Registry if you don't have it)
 - The following information is not required:
 - Pad #
 - PMP ID
- **Benzodiazepines and Compounded Topical Testosterone Prescriptions:**
 - Will be captured by the Drug Information System and sent to the NSPMP
 - Do not need to be written on a duplicate prescription pad
 - **Note:** Benzodiazepines will not be monitored by NSPMP or available in the eAccess portal until all pharmacies are connected to the Drug Information System
- **NSPMP's eAccess Web Application – the source of truth:**
 - Until all pharmacies are connected to the Drug Information System, it is possible that not all monitored prescriptions will be listed in a patient's medication profile in the Drug Information System
 - By checking NSPMP's eAccess web application, you will be able to view all dispenses for monitored drugs (except benzodiazepines) for your patients
- **Prescription Dispense Reversals:**
 - Any prescriptions completed before connecting to the Drug Information System cannot be reversed or changed in the Drug Information System (as they will not be there)
 - Contact NSPMP if a reversal or change is necessary for a prescription sent to NSPMP before your pharmacy connected to the Drug Information System

- **Compounds:** which include one or more monitored ingredients must be recorded in the Drug Information System with the following information
- A free text description of the compound; **and**
 - The monitored drug ingredient(s) represented by:
 - The name of the ingredient
 - The ID # - either the DIN **or** the OPINIONS PIN
 - The quantity of ingredient used in the compound
 - **Note:** non-monitored ingredients may also be listed, but are not required

→ **Compound Example Using an OPINIONS PIN:**

- Prescription:
 - Methadone 80mg in Tang; Dispense daily - Start April 19/13, stop May 16/13; Quantity: 2240mg
- Free Text description (example):
 - Methadone 5mg/mL with Tang
- Drug Ingredient Details:
 - Name: Methadone Powder
 - ID #: 99099993 (i.e. OPINIONS PIN for Methadone Powder)
 - Quantity: 80mg

Optionally, details of the Tang and distilled water can be specified:

Name: Tang ID #: 00999997 (i.e. the pseudo DIN used by the pharmacy) Quantity: amount of Tang used	Name: Distilled water ID #: 00999994 (i.e. the pseudo DIN used by the pharmacy) Quantity: amount of distilled water used
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- **OPINIONS PINS:** The list of monitored compound PINS used previously is **replaced** by the following list when connected to the DIS.

Note: If the monitored compound ingredient has a DIN, the DIN is to be recorded as the ID # in the “Drug Ingredient Details”.

Belladonna Tincture (99099966)	Hydromorphone Powder (99099980)
Cocaine Powder (99099974)	Ketamine Powder (99099981)
Codeine Powder (99099975)	Methadone Powder (99099993)
Dexedrine Trial (99099976)	Methylphenidate Trial (99099984)
DHEA (prasterone) (99099977)	Midazolam Powder (99099964)
Diazepam Powder (99099963)	Morphine Powder (99099986)
Fentanyl Powder (99099978)	Sativex Trial (99099991)
Generic Monitored Ingredient (99099979)	Testosterone Powder (99099965)

PRIVACY & CONSENT: WHAT YOU NEED TO KNOW

The *Personal Health Information Act (PHIA)* sets out the requirements for privacy and consent regarding the collection, use and disclosure of personal health information.

All information in an individual’s Drug Information System profile is considered to be personal health information.

CONSENT

Knowledgeable implied consent is consent that can be assumed through an individual’s actions.

Express consent occurs when an individual explicitly gives you permission to do something. Can be given:

- ▶ In writing – like signing a consent form
- ▶ Verbally – like saying: “Yes, you can look up my information on your computer.”

You can rely on Knowledgeable Implied Consent when:

- 1) Your pharmacy has posted the appropriate notice to the public as required under *PHIA*
- 2) It is reasonable to believe that the individual understands what is in the notice
- 3) You are within the individual’s circle of care (i.e. s/he is a customer / patient); and
- 4) You are accessing or using this personal information for the purpose it was collected – to provide or manage patient care.

You need Express Consent when:

- 1) You wish to view the profile of an individual who is not a customer / patient of the pharmacy and you are not dispensing a medication to them or adding information to their Drug Information System profile (i.e. merely viewing their information).
- 2) You want to access an individual’s masked profile. (See the other side of this document)



You can also rely on knowledgeable implied consent to disclose information from a medication profile to another health care provider if the 4 statements to the left are true and if the other provider is also within the individual’s circle of care.

However, you must validate the identity of the provider and ensure that the individual is under their care



MASKING

Under *PHIA*, an individual may limit or revoke their consent for access to their personal health information at any time unless the access is required by law. In the Drug Information System, this is called “masking” the patient’s medication profile.

If an individual requests that their medication profile be masked, all information in their Drug Information System profile (except for demographic information) will be masked.

To mask their information, an individual must contact the Privacy and Access Office. (By calling 1-855-640-4765 or visiting the website www.novascotia.ca/dhw/phia.)

Can I access a masked profile?

There are only two specific situations when you are permitted to access an individual’s masked profile in the Drug Information System:

- ▶ **Express Consent:** when the individual explicitly gives you permission to access their profile.
- ▶ **Emergency:** when the patient is in need of healthcare and accessing the Drug Information System will avert or minimize an imminent and significant danger to the health or safety of a patient. It is unlikely that community pharmacies will need to access a masked profile for emergency reasons.



NOTE: All access to masked profiles will be flagged for audit.

Under PHIA, individuals have a right to access records of personal health information and to request corrections be made to those records. Individuals are also entitled to find out who has accessed their personal health information records.

Individuals can request the following reports from the Drug Information System:

- (i) record of personal health information*
- (ii) record of user activity (who accessed their records)*

If an individual makes inquiries about any of these reports, wishes to make corrections to their record, or has privacy complaints direct them to the Privacy and Access Office. See above for contact information.