

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.