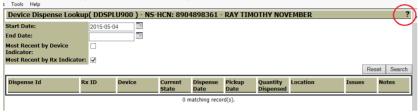**Troubleshooting Tips**

- Throughout the DIS you will see question mark icons (**?**) on various screens and headings. Clicking on the question mark will bring you to the Help feature for that particular screen.

- Client is found in the Client Registry but does not have a DIS Profile

Support Hours:

The Drug Information System (DIS) is supported by a team of clinical application specialists at the Health IT Service Desk.

- The Health IT Service Desk is open to log calls for the Support Team 24/7/365

- The DIS Support Team's hours of operations are:
  - **Monday to Friday, 8:00am – 4:00 pm**

- **DIS Downtime:**

If the Drug Information System is down unexpectedly, a notice will appear on the DIS Portal Login screen.

The maintenance window for the Drug Information System (DIS) is currently **Thursdays from 12:30 am - 8:00 am.** The DIS may be unavailable during this time.

Drug Information System (DIS)
Clinical Portal

The **Drug Information System** is a province-wide system that contains a comprehensive medication profile for everyone who gets a prescription filled in a community pharmacy in Nova Scotia. The medication profile includes:

- Information about the precriptions a patient has filled
- Other medication related information – allergies, adverse reactions and medical conditions
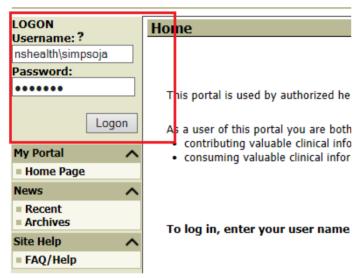
The DIS is a part of Nova Scotia's electronic health record (EHR) system called *SHARE (Secure Health Access Record)*. It is a secure and private system – only authorized healthcare providers can access a medication profile and their access is subject to the provisions set our in the province's *Personal Health Information Act (PHIA)*.

The DIS increases the quality and safety of patient care for all Nova Scotians and those who receive care in the province.
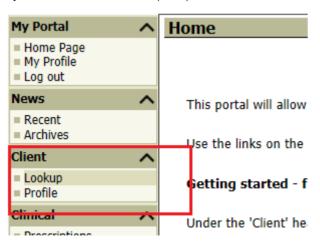
1. If connecting to the DIS remotely, ensure you are setup to access with Microsoft Azure VDI for a Private Health Care Organization or Global Protect if you are in hospital.
2. Login to the DIS Portal with your domain, followed by a backslash (\) and then your username.
   If you work in a hospital, your domain is the former district health authority (DHA). Examples of domains are "cdha" for Capital Health, "swdha" for South West District," or "cbdha" for Cape Breton District. If you work in the community, your domain is "nshealth."

5. Once logged in, you will be brough to the DIS Portal **Home** screen.
6. Choose **Lookup** under "Client" from the left hand navigation bar
7. Search for your patient on the Client Lookup screen – best practice is to always search by the Health Card Number (HCN)

7. The **Client Lookup** tool allows users to locate a client using various search mechanisms. If a patient cannot be found by the HCN, users may search by Client Name – Last name, First name *and* Gender and/or Date of Birth

Note: The client search is performed against the Nova Scotia client registry which contains all Nova Scotians. The registry will also contain other individuals that have received a health service in Nova Scotia including out-of-province and out-of-country individuals.

8. Choose the correct patient by clicking on the **Identifier #** or the **Name** from the search results.

9. The Summary Screen provides an overview of information in the DIS for a patient for a particular category.