Nova Scotia Drug Information System

CLIENT AND PROVIDER REGISTRIES

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Presentation Details:

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Presenter Details:

Slide 1

Client and Provider Registries

Duration: 00:00:54

Advance mode: Auto

Nova Scotia
Drug Information System

CLIENT AND PROVIDER REGISTRIES

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Notes:

Welcome to module 3 in this series of e-learning modules about the Drug Information System. As noted in previous modules, the Drug Information System is an electronic repository of data related to patients' medication information and is part of the electronic health record infostructure in Nova Scotia which is called SHARE (Secure Health Access Record).

In Module 1 (Introduction to the Drug Information System) you were provided with an introduction to the Client Registry and Provider Registry. In this module, we will build on that information by describing the purposes of the registries, how they interact with the Drug Information System and what you will need to know to appropriately use each registry.

Slide 2

Learning Outcomes

Duration: 00:00:41

Advance mode: Auto

Learning Outcomes

Functions of Client and Provider Registries

Best practices: Client Registry

Quality and the use of the Client Registry

Data in the Provider Registry

Default Provider

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Notes:

By the end of this module, you will be able to:
- ❑ Explain the functions of the Client Registry and Provider Registry in relation to the Drug Information System
- ❑ Describe best practices when accessing and searching the Client Registry
- ❑ Recognize the possible patient safety issues caused by multiple records or selecting the wrong patient record in the Client Registry
- ❑ Describe the types of data contained within the Provider Registry
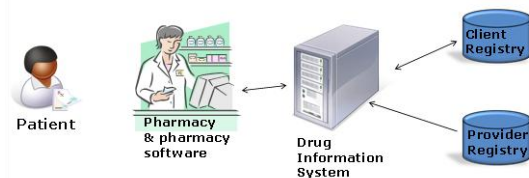- ❑ Indicate the function of the Default Provider option in the Provider Registry

Slide 3

Access to registries

Duration: 00:00:20

Advance mode: Auto

Access to registries

Patient — Pharmacy & pharmacy software — Drug Information System — Client Registry — Provider Registry

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Notes:

The Client Registry and the Provider Registry both contain important demographic information that is required to be retrieved when using the Drug Information System. Both registries are easily accessed through the Drug Information System by using your pharmacy software.

Slide 4

Client Registry

Duration: 00:01:15

Advance mode: Auto

Client Registry

Client Registry Record

Name
Health card number
Alternate identification number
Address
Gender
Telephone number
Date of birth

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Notes:

The provincial Client Registry is a consolidated source of demographic information for identification of recipients of health services in Nova Scotia. It includes the following information about patients: name, health card number, alternate identification number (if applicable, e.g. Canadian Forces #), address, gender, telephone number and date of birth. This registry is used by hospital staff across Nova Scotia, community pharmacies that are connected to the Drug Information System, and later will be used by community prescribers.

The Drug Information System uses the Client Registry as its source of patient demographic information. In order for a dispenser to process a prescription, dispense a medication and/or record information in the Drug Information System, a record must exist in the Client Registry. Therefore, the first step for any patient interaction in the Drug Information System is search for the patient's record in the Client Registry.

Slide 5

Searching Client Registry

Duration: 00:00:51

Advance mode: Auto

Searching Client Registry

Notes:

When commencing a search in the Client Registry for a patient record, always use a Nova Scotia Health Card Number or other valid unique identifier.

Examples of other unique identifiers are:
- ❑ alternate health identification numbers (such Canadian Forces number); or
- ❑ health card numbers from other provinces.

Using a unique identifier is the best way to find a person in the Client Registry as it is fast and dramatically improves the accuracy of finding the correct person.

All Nova Scotians who have a Health Card Number will have a demographic record in the Client Registry. For those people who do not have a Nova Scotia Health Card number, ask them for their alternate ID.

Slide 6

No unique identifier

Duration: 00:00:49

Advance mode: Auto

No unique identifier

Search using either:

Last name and first name
- Full legal name
- No initals
- No nicknames

Last name and Date of Birth
- Ensure DOB is accurate
- If incorrect, ask patient to contact MSI

Notes:

If the individual does not have a unique identifier or you cannot locate the person in the Client Registry, try searching using one of the following:
- The patient's last name and first name – use the full legal name, not initials or nicknames; or
- The patient's last name and date of birth – again, you must use the full legal name. When using the date of birth – ensure that it is accurate. If the patient's date of birth appears to be incorrect, ask them to contact MSI

It is very important to conduct a complete search

of the Client Registry using all the searching parameters before determining that the individual does not have a record in the Client Registry.

Slide 7

When to add a patient to Client Registry

Duration: 00:00:23

Advance mode: Auto

When to add a patient to Client Registry

After all efforts to locate a patient have failed

and

You have ensured that patient does not have a record in Client Registry

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Notes:

If all efforts to locate a person in the Client Registry fail, you will have to add the person. A person should only be added after ensuring that they do not have a record in the Client Registry.

Please refer to your pharmacy software training for details about adding a patient to the Client Registry.

Slide 8

Updating demographic information

Duration: 00:00:32

Advance mode: Auto

Updating demographic information

▸ 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.

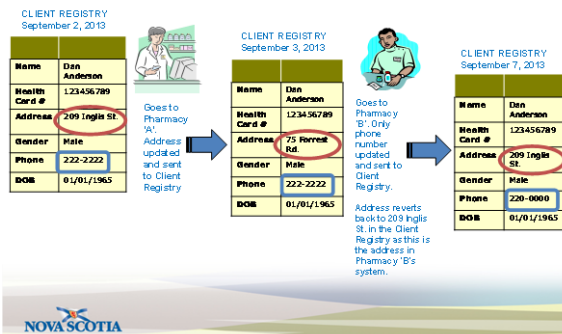▪ The scenario on the next slide provides an illustration of this type of situation.

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Slide 9

Scenario

Duration: 00:01:54

Advance mode: Auto

Scenario

CLIENT REGISTRY
September 2, 2013

Name	Dan Anderson
Health Card #	123456789
Address	209 Inglis St.
Gender	Male
Phone	222-2222
DOB	01/01/1965

Goes to Pharmacy 'A'. Address updated and sent to Client Registry

CLIENT REGISTRY
September 3, 2013

Name	Dan Anderson
Health Card #	123456789
Address	75 Forrest Rd.
Gender	Male
Phone	222-2222
DOB	01/01/1965

Goes to Pharmacy 'B'. Only phone number updated and sent to Client Registry.

Address reverts back to 209 Inglis St. in the Client Registry as this is the address in Pharmacy 'B's system.

CLIENT REGISTRY
September 7, 2013

Name	Dan Anderson
Health Card #	123456789
Address	209 Inglis St.
Gender	Male
Phone	220-0000
DOB	01/01/1965

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Notes:

On September 3, 2013, Mr. Dan Anderson drops off a prescription to be filled at Pharmacy A and informs the pharmacy assistant (Sally) that he has recently moved from 209 Inglis Street to 75 Forrest Road. Sally then asks if there are any other changes to his demographic information that they should be aware of. Mr. Anderson says he will be changing his phone number later this week but he doesn't have the new number yet. Sally updates Mr. Anderson's address in her local system and transmits the information to the Client Registry.

Mr. Anderson's address in the Client Registry is now indicated as 75 Forrest Road.

 A few days later, on September 7, 2013 Mr. Anderson goes to Pharmacy B where he has had other prescriptions filled. He informs the pharmacy technician (Sam) of his new phone number. Sam does not ask Mr. Anderson if there

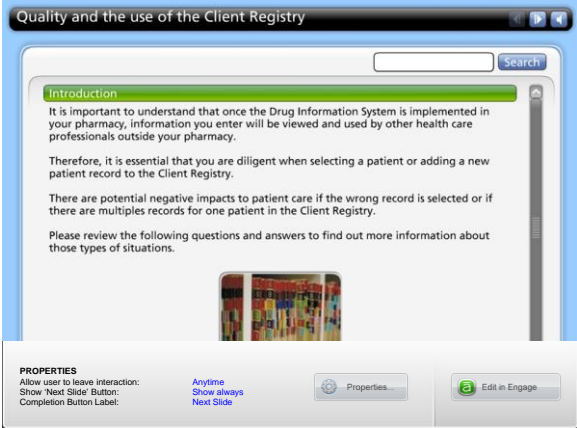|		are changes to any other demographic information so his address is still indicated as 209 Inglis Street in Pharmacy B's system. Sam updates his system with the new phone number and transmits the information to the Client Registry.
		Because the Client Registry updates all fields based on the information in the pharmacy system that is transmitting the data, Mr. Anderson's address is inaccurately indicated as 209 Inglis Street in the Client Registry.
		This situation could have been avoided if Sam had asked Mr. Anderson to verify the accuracy of all his demographic information before transmitting any new information to the Client Registry.
Slide 10 **Quality and the use of the Client Registry** Duration: 00:02:52 Advance mode: Auto		**Notes:** Important Information about using the Client Registry (Q& As) It is important to understand that once the Drug Information System is implemented in your pharmacy, information you enter will be viewed and used by other health care professionals outside your pharmacy. Therefore, it is essential that you are diligent when selecting a patient or adding a new patient record to the Client Registry. There are potential negative impacts to patient care if the wrong record is selected or if there are multiples records for one patient in the Client Registry. Please review the following questions and answers to find out more information about those

types of situations.

#1 What could happen if there are two files for the same patient in the Client Registry?

If a record is added for a patient who already exists in the Client Registry, the resulting two profiles will each only contain a portion of the patient's medication information. This may result in incomplete DUR checks or missing significant drug contraindications and lead to negative patient outcomes. This is a patient safety issue and one of the key things you need to pay close attention to.

#2 What is the impact of selecting the wrong patient from the Client Registry?

If you select the wrong patient from the Client Registry and then add clinical information to the wrong patient's Drug Information System medication profile, records for both patients will be inaccurate.

Remember- dispensary staff from other pharmacies, other health care professionals (e.g.. physicians, nurse practitioners, dentists, optometrists etc), as well as, authorized hospital users will rely upon the information in the Drug Information System when making clinical decisions about patients' care.

#3 What can be done about multiple records for one patient?

If you add a patient by mistake or notice that two or more patient records seem to exist for the same person in the Client Registry, contact the Drug Information System Service Desk so that the support team can investigate.

If the two records are deemed to be about the same person, the Drug Information System support team can merge the two records together so all the demographic and clinical information is attached to that person.

		Once patient records have been merged, you may receive a message from the Drug Information System informing you that the patient records have been merged and directing you to re-sync the patient with the Client Registry. Please refer to your pharmacy software training for details.
Slide 11 🔊 **Client Registry tips** Duration: 00:00:55 Advance mode: Auto		**Notes:** Whenever accessing the Client Registry (whether to search, add a patient, or revise demographic information) here are a few tips : ❑ When adding a patient to the Client Registry, record as much demographic information as possible because this will assist in the identification of a patient by other users. For example, while you shouldn't use an address to search, having an address to refer to can help ensure you choose the correct patient from the Client Registry. ❑ Provide complete civic address information. Delivery information such as "go to the back door" should NOT be stored in the address fields. ❑ If you have demographic information that is missing or incorrect, please update the Client Registry with this information.

Slide 12

Provider Registry

Duration: 00:00:55

Advance mode: Auto

Notes:

The provincial Provider Registry provides a consolidated source of demographic and credential information about the following health care professionals registered in Nova Scotia: physicians, nurse practitioners, nurses, dentists, dental hygienists, optometrists, midwives, pharmacists, and regulated pharmacy technicians (upon accreditation). The Provider Registry also contains demographic and credential information for out-of-province prescribers who are registered with the NS Prescription Monitoring Program. The Provider Registry receives regular updates from the professional licensing bodies and therefore can be used by dispensary staff as a source of information about providers that is not currently available within local pharmacy systems.
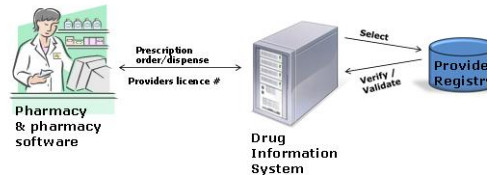
Slide 13

Validation by Provider Registry

Duration: 00:00:55

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Notes:

The Drug Information System uses the provincial Provider Registry as a source of provider information and a means of validating providers referenced in Drug Information System clinical transactions. When entering a prescription order, the Provider Registry can be used to select the correct provider and verify the prescriber information on the prescription order. When a dispense is sent to the Drug Information System, both the pharmacist who created the record and the prescriber who wrote the prescription will be validated to ensure they are both registered with their licensing body and that the prescriber is
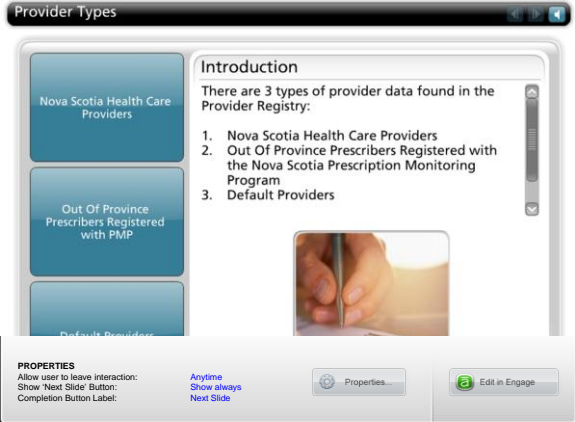
eligible to prescribe the drug. Therefore ensuring the accuracy of the provider licence number used is very important.

Slide 14

Provider Types

Duration: 00:02:47

Advance mode: Auto

Notes:

There are 3 types of provider data found in the Provider Registry:

 Nova Scotia Health Care Providers

 All Nova Scotia providers who can prescribe medications are stored in the provincial Provider Registry. The College or Board that regulates the health profession provides this information to the Provider Registry.

 Out Of Province Prescribers Registered with the NS Prescription Monitoring Program (PMP)

Nova Scotia pharmacies cannot fill a prescription for a monitored drug unless the prescriber is registered with the Nova Scotia Prescription Monitoring Program (PMP). As a result, the PMP has a process to register prescribers that practise outside Nova Scotia. Out of province prescribers registered with the PMP are included in the provincial Provider Registry with their provincial licence number.

This means that pharmacies connected to the Drug Information System will be able to search the Provider Registry for these prescribers and use their licence number when filling prescriptions for both monitored and unmonitored drugs.

 Default Providers

		On the rare occasion, a healthcare provider may not be in the provincial Provider Registry - for example an out of province provider who is not registered with the PMP. In this case, dispensary staff can use a 'default provider' in the Provider Registry as long as the prescription is not for a monitored drug.
		A default provider option should only be used if the provider is not available in the Provider Registry. The use of a default provider will be monitored by the Drug Information System Program. If a dispenser uses a default provider for a provider who is available in the Provider Registry, the Drug Information System Program will request the pharmacy to update their records to select the correct provider.
		Note - Even though you can enter an out of province provider's name and licence number into your local pharmacy system, when you are ready to transmit a dispense to the Drug Information System you will choose 'default provider' (if that provider is not registered with PMP). Then, when viewing a Drug Information System record after you have used the default provider option, you will see "Default Physician" or "Default Dentist" whatever the case may be.

Slide 15

Review quiz

Duration: 00:00:12

Advance mode: Auto

Review quiz

Notes:

The next slide will provide a review of the content of this module and help reinforce your learnings. Please answer the questions in the following quiz.

Slide 16

Client and Provider Registries

Duration: 00:07:30

Advance mode: Auto

Notes:

#1 The best way to search the Client Registry is to use a patient's:
- health card number or alternate identification number.

#2 Choose one statement from below which bests describes the Provider Registry:

When a dispense is sent to the Drug Information System, both the pharmacist who created the record and the prescriber who wrote the prescription will be validated to ensure they are both registered with their licensing body and that the prescriber is eligible to prescribe the drug.

#3 The default provider record should be used even if the provider is listed in the Provider Registry – False.

#4 It does not really matter if a patient has more than one record in the Client Registry – False.
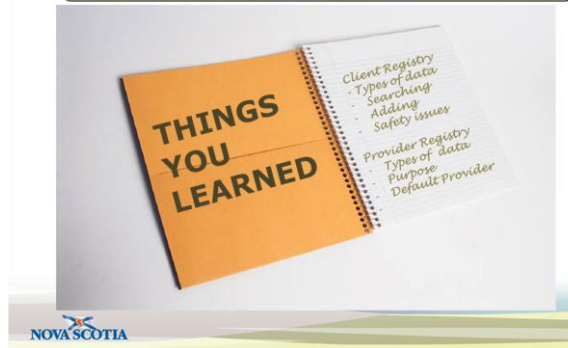
Slide 17

Summary

Duration: 00:01:35

Advance mode: Auto

Summary

THINGS YOU LEARNED

Client Registry
- Types of data
- Searching
- Adding
- Safety issues

Provider Registry
- Types of data
- Purpose
- Default Provider

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Notes:

In this module you learned that the Client Registry contains records of demographic information about patients and that in order to access the Drug Information System a patient record must exist in the Client Registry. You also learned that the best way to search for a patient's record is to use a health card number or alternate identification number and that if a record does not exist, you must add the patient to the Client Registry. In addition, you learned about the possible patient safety issues if multiple records exist for one patient or if you select the wrong patient in the Client Registry.

You are now aware that the Provider Registry contains demographic and credential information about various health care providers located in Nova Scotia and also those out of province prescribers who are registered with PMP. You are also aware that this registry is used to select and verify provider information when using the Drug Information System. Finally, you are aware that there is a Default Provider option but it should only be used if a provider does not exist in the Provider Registry.

The next and final module in this series titled "Drug Information System Functions" will provide details about patients' comprehensive medication profile and some of the functions of the Drug Information System.