

Winter 2018

PHARMACY NETWORK NEWS

Improved Health Through Quality Information



CONTACT US: Do you have questions about the Pharmacy Network? Please contact the Centre's Service Desk at:

752-6006 1-877-752-6006
service@nlchi.nl.ca

www.nlchi.nl.ca

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Pharmacy Network Reminders

Why is my Prescription Aborted on the Pharmacy Network?

The Centre's Service Desk often takes calls from pharmacies asking, "Why is a prescription that is active on my local system inactive on the DIS?" When this happens, the pharmacy should first check the prescription on the DIS profile to investigate why it was deactivated.

A prescriber may have ordered the prescription to be deactivated on a prescription that was presented to another pharmacy. If so, the pharmacist would have to deactivate your prescription on the DIS to prevent it from being filled again, and to ensure the patient's DIS profile is accurate. As well, a patient may have presented to another pharmacy with a

prescription for the same medication.

According to the NL Pharmacy Board Standards of Practice, "3.2(j) When filling or logging a prescription for continuing therapy, any existing prescriptions for the same drug therapy with refills remaining must be deactivated to prevent them from being inappropriately filled in the future."

Out-of-Province (OOP) Provider License Number

The Pharmacy Network receives many prescriptions from pharmacies containing the OOP provider license number (00000) for prescriptions ordered by NL licensed prescribers. This

submission of false data negatively impacts the integrity of the DIS data.

Also, it is an offense under the *Prescription Monitoring Act* to submit a prescription for a monitored drug with incomplete or inaccurate information.

Please ensure the OOP provider license number is only used when submitting a prescription from an OOP provider.

To ensure you don't have the 00000 license number associated with any NL licensed prescribers, perform a local search in the doctor field for 00000 and verify that each prescriber returned in the search results is in fact an OOP.

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205 provincial pharmacies (100%)
are connected to the Pharmacy Network.

Helpful Links

The following links may be helpful if you experience issues using the Pharmacy Network. Please note that the ELID and PIN lists are updated regularly. For more information contact the Pharmacy Network team.

[Pharmacy Network User Guide](#)

Location Identifiers: [ELID List](#)

Product Identification Number List: [PIN List](#)

Need to Connect or Share Your Feedback

If you have suggestions about how we can continue to improve the Pharmacy Network, or if you need help to get your new pharmacy up and running, please contact the Centre's Service Desk at **752-6006** or **1-877-752-6006**, or by email at service@nlchi.nl.ca

Pharmacy Network Reminders (cont.)

Prescription Monitoring Program (PMP) of Newfoundland and Labrador

A reminder to all Pharmacy Network users that the PMP is up and running.

Pharmacy Network users are also asked to ensure that all prescriptions filled for a monitored drug must have the patient's MCP number on the patient profile.

Pharmacies will be contacted to correct any submissions that do not have an MCP. An exception will be for patients who do not have an MCP number (i.e., out of province patients).

In these cases, patients must be asked for identification to confirm their residency status.

Also, the Pharmacy Network prescription profile must be queried for each prescription filled for a monitored drug.

For more information about the Prescription Monitoring Program, email info@pmpnl.ca.

Improving Health Care

Here's a recent real example of how having access to patient information when and where it is needed – at the point of care – is having a direct impact on the health of patients in our province.

A patient was being treated by health care providers for a mental health condition that was causing behavioural issues. However, a physician who was able to view the patient's lab values via the electronic medical record (EMR) along with a detailed patient history, was able to get a more complete understanding of the patient's entire medical profile, which includes medication profiles pulled from the Pharmacy Network.

Based on the information in the EMR, the physician determined the patient's diagnosis was not a mental health issue but a physical condition. The patient's course of treatment was immediately changed and as a result the patient's health significantly improved.

As noted by a health care professional in the patient's circle of care, "It (access to the information) saved the patient's life."