

Pharmacy Network News

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Contact Us

Approximately 37% of pharmacies are connected to the Pharmacy Network.

If you are interested in connecting, please contact the Centre's Service Desk at:
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Patients Come First at Gander PharmaChoice

Gander PharmaChoice is no ordinary pharmacy. Instead of typical metal shelves and bright white florescent lights, you find warm lighting, custom wood panelling, comfortable seating, and even a fireplace. For Chris Fraser, pharmacist and independent owner of Gander PharmaChoice, these little touches go a long way in making his patients feel comfortable. "Most of my patients are not feeling great when they come to see me," said Fraser. "I want them to feel comfortable and respected, even feel a little like they're at home."

Since 2010, Chris has worked hard to ensure his patients are provided with the best care, advice, products and services to improve their health and well being. This includes offering services such as foot care, compression garment fitting, a variety of other home health care products as well as being connected to the Pharmacy Network.

"Access to the Client Registry was a big advantage." - Chris Fraser

Shortly after opening for business, Fraser became a 'connected pharmacy.' "The timing was ideal and having access to the Client Registry was a big advantage. I was able to populate my patient profiles, reduce time spent on order entry and reduce the potential for errors when entering data." These are just some of the many benefits Chris has witnessed since connecting.

Chris also acknowledges that having access to the information stored on the Pharmacy Network has allowed him and his staff to better problem solve. "With information from the Pharmacy Network there's no need to make a call to another pharmacy or physician, which saves time in a busy dispensary," said Fraser. "On top of this, patient privacy is also respected as we do not have to ask about sensitive and private information while other patients are waiting to be served."

As well, Chris has been able to address and reduce the number of patients who come to the pharmacy looking to use narcotic and controlled substances inappropriately. "This is not a big issue but from time to time it happens. Only recently I spoke with a physician who suggested if all pharmacies were connected to the Pharmacy Network it could slow or stop this behavior, which is a significant patient safety concern."

"The Pharmacy Network is a seamless part of my day," said Fraser. "You cannot go wrong with having better access to patient data. When I first joined there were some challenges with the Pharmacy Network itself, and with not having

all pharmacies connected. Today, the Pharmacy Network has no impact on the day-to-day processing of prescriptions. In fact, joining has been a positive experience for me and my staff and having access to more complete data makes it easier for us to make good conscious decisions and improve patient outcomes. I sleep well each night knowing that joining the Pharmacy Network was the right decision for my pharmacy and my patients."

"The Pharmacy Network is a seamless part of my day." - Chris Fraser

Pharmacy Network Myths

PN Connection Update

Walmart successfully connected to the Centre's test environment and is about to install and test its new Kroll software version. We anticipate connecting the first Walmart store this spring.

Regional Health Authorities

The Centre is working with the four Regional Health Authorities (RHA) to enable connection to the Pharmacy Network for the outpatient dispensing systems that RHAs use to service patients in long-term care, and those that are part of government programs such as transplant patients.

Eastern Health is scheduled to connect first followed by the other RHAs. Once connected, the community pharmacy medication profiles will include medications being filled in these acute care outpatient dispensing systems, improving patient care and patient safety. Stay tuned for updates!

- **"It takes extra time to process a prescription."**

Before a patient prescription can be processed, the patient must be synced. Syncing is a **one-time** process completed when a patient presents for care, however; once completed, the process is never repeated. As well, based on Centre test results and what connected users say, prescription processing time does not take any longer than processing through third party adjudication. In fact, the Pharmacy Network can save you time. For example, when creating new patient profiles, demographic information can be pulled electronically from the Pharmacy Network into a local system and eliminate the need to enter information manually. It can also provide answers to questions that would normally require a phone call to another health care provider.

- **"If the Network goes down, I cannot continue to process prescriptions."**

The Pharmacy Network undergoes scheduled maintenance checks when pharmacies are closed. If the Pharmacy Network goes down when pharmacies are open prescriptions can continue to be filled. Prescriptions filled when the Pharmacy Network is down are sent to a queue to be processed once the system is back up.

- **"Why connect to the Network; the doctors in my building will not connect."**

There is still great value to you and your patients to connect to the Pharmacy Network. Pharmacists currently connected to the Pharmacy Network have made clinical interventions for patients based on information in the Pharmacy Network. The HEALTHe NL Viewer, a system that provides authorized health professionals with a view into the Pharmacy Network, is available to physicians and other health care professionals to use during the patient assessment process. For example, a patient presenting to emergency told an emergency room nurse that they were not taking any medication. After searching the Pharmacy Network, the nurse saw that the patient was prescribed an antibiotic the day before. The patient told the nurse the medication wasn't working so the patient returned to be seen again. The information provided by the patient's pharmacy allowed another health professional to make a clinical intervention, improving patient safety. Having more information available through the Pharmacy Network will improve patient outcomes.

Pharmacy Network Stats

Over 11.8 million dispenses have been recorded on the Pharmacy Network as of December 31, 2014.

As of the same date, the Pharmacy Network had more than 93,000 examples of patients visiting multiple pharmacies to receive health care for themselves and their families. This means that additional medication information was available to pharmacists and other health care professionals for decision-making, had it been required. The top 10 dispenses on the Pharmacy Network in December were:

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|-------------------------|-------------------------|
| 1. Rosuvastatin Calcium | 6. Acetylsalicylic Acid |
| 2. Rabeprazole Sodium | 7. Metformin HCL |
| 3. Amoxicillin | 8. Atorvastatin Calcium |
| 4. Levothyroxine Sodium | 9. Salbutamol Sulfate |
| 5. Metoprolol Tartrate | 10. Ramipril |

This top 10 list accounts for 61,067 dispenses of the 305,031 total dispenses for the month of December.