

SPRING 2016

# PHARMACY NETWORK NEWS

Improved Health Through Quality Information



**CONTACT US:** If you are interested in connecting, please contact the Centre's Service Desk at:

752-6006 1-877-752-6006  
[service@nlchi.nl.ca](mailto:service@nlchi.nl.ca)

[www.nlchi.nl.ca](http://www.nlchi.nl.ca)

Twitter: @NLCHItweets

## Pharmacy Network Meeting Expectations

The Pharmacy Network is providing better medication care through enhanced electronic information. And it's proving to be reliable, robust and efficient. Here are a few points you may not know about the Pharmacy Network.

**The Pharmacy Network runs on a reliable infrastructure.**

The health information network (including pharmacy) uptime was 99.58% and 99.95% in 2014 and 2015 respectively. This is well beyond any minimally acceptable standard.

**The Pharmacy Network runs on a robust infrastructure.**

Due to significant upgrades made to the Pharmacy Network infrastructure over the last two years, the response time of the Pharmacy Network is actually getting faster during a time when more and more pharmacies are connecting.

**System performance and capacity of the Pharmacy Network is at the forefront.**

Through various use and analysis of load testing, stress testing and monitoring of current performance and capacity that the Centre has identified and implemented a number of significant system enhancements to decrease transactional processing and

increase overall system capacity in preparation for connection of all pharmacies.

**Other key points:**

- The Pharmacy Network recorded the most transactions ever in March 2016 at 960,000.
- Errors are under 2%.
- The Centre continues to improve system performance at a time when the use of the Pharmacy Network system has never been higher.

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Approximately 50% (101 pharmacies) are connected to the Pharmacy Network.

## New Connections

Here are the latest pharmacies to join the Pharmacy Network.

Villa Nova Pharmacy, CBS; Goulds Pharmachoice, Goulds; Pouch Cove Pharmacy, Pouch Cove; Western Regional Memorial Hospital, Corner Brook; Whitbourne Drug Mart, Whitbourne; Smallwood's Pharmacy, Port Saunders; Shopper's Choice Pharmacy, St. Anthony; Consumers Pharmachoice, Flower's Cove; Roddickton Pharmacy, Roddickton; Gambo Pharmachoice, Gambo; South Coast Dispensary, Forteau; Port au Choix Pharmacy, Port au Choix; Fogo Island Pharmachoice, Fogo Island; and Arnold's Cove Pharmacy, Arnold's Cove.

## Make an Appointment to Connect

The Pharmacy Network team is available to help you get your pharmacy up and running. To make a connection appointment please call **1-877-752-6006** or email [service@nlchi.nl.ca](mailto:service@nlchi.nl.ca).

## Pharmacy Network Tips

The Pharmacy Network team works very hard to ensure all connected pharmacies receive support and operate as smoothly as possible.

The team put together a few tips and suggestions that may save you a call to your POS vendor or the Service Desk.

### Tips to Try

- Do confirm patient identification with the MCP whenever possible.
- Do complete your pickups in a timely manner to avoid errors with refills.
- Do not complete a sync unless you are absolutely sure of a match.

- Do contact the Service Desk if you are moving the dispensary or equipment. It could mean a stop in transactions being sent to the Pharmacy Network. Let us know in advance and the Pharmacy team can ensure there is no lag in transactions.

- Do not hesitate to call the Service Desk if you have a question about anything.

- Do call your vendor Service Desk when POS issues arise.

Have any idea or suggestion you would like to share? Let us know and we'll pass them along.

## Kroll Pharmacy Reminder

The Pharmacy Network team would like to remind pharmacies utilizing the Kroll POS system to schedule their connection date before July 31, 2016. If you delay, the Centre will not be able to guarantee full onsite support. Your pharmacy uses the Kroll POS system, and as such, you are able to connect to the Pharmacy Network immediately.