

WINTER 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:

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Bonne Bay Pharmachoice: Making a Difference to Patient Care

Bonne Bay Pharmachoice in Norris Point connected to the Pharmacy Network in January. Pharmachoice provides services to communities in the surrounding area and dispenses the majority of prescriptions filled in Bonne Bay.

When Pharmachoice connected to the Pharmacy Network, not only did Pharmachoice enhance its ability to provide better care to its customers, it also made a huge difference to the health care provided in the area.

The week following Pharmachoice's connection, clinicians at the Bonne Bay Health Centre were given access to the provincial electronic health record, HEALTHe NL. Only authorized healthcare professionals and those

professionals identified by the *Personal Health Information Act* are granted access to a patient profile.

All medication profiles viewed in HEALTHe NL are pulled from the medication and prescription information entered at pharmacies connected to the Pharmacy Network. As a result of the work and efforts of pharmacy professionals, more clinicians are able to view Pharmacy Network profiles and use that information to provide better patient care. Having access to a more complete and accurate record of information across the continuum of care increases patient safety and the quality of patient care provided by clinicians and other health care

providers. That's exactly what happened in the Bonne Bay area.

At the Bonne Bay Health Centre there were several accolades from clinicians about how great it was to have access to the data from Pharmachoice, and having this access was considered a significant benefit for patient care. Congratulations to Bonne Bay Pharmachoice for joining the Pharmacy Network early and making a positive impact on patient care in the area.

When all pharmacies are connected to the Pharmacy Network it will significantly improve patient safety province-wide for the people of Newfoundland and Labrador.

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Approximately 44% or 88 pharmacies are connected to the Pharmacy Network.

New Connections

In January, four pharmacies joined the Pharmacy Network.

They included: Bonne Bay Pharmachoice in Norris Point; Upper Island Cove Drug Mart in Upper Island Cove; and Green's Drug Mart in CBS and Green's Harbour. In February, four more pharmacies connected including Green's Drug Mart in Placentia and Dildo followed by Green's Pharmacy in Bay Roberts and Shea Heights Pharmacy in Shea Heights.

Make an Appointment to Connect

The Pharmacy Network team is available to help you get your pharmacy up and running. Space is filling up quickly - to make a connection appointment please call **1-877-752-6006** or email service@nlchi.nl.ca.

Pharmacy Network Connection Update

When the Pharmacy Network team developed a deployment plan and schedule for pharmacies to connect, a key consideration was the vendor provider because connection to the Pharmacy Network varies depending on the provider.

The connection schedule is based on those vendors who can meet the Centre's conformance standards. Kroll is currently the only vendor fully conformed to the Centre's conformance standard. As a result, Kroll pharmacies have been scheduled first to connect followed by McKesson, Telus and Shoppers Drug Mart vendor stores.

As of February 19, 88 or 44% of community pharmacies are connected. When a pharmacy connects it can expect two

days of onsite support from the Centre's pharmacy team, 24/7 support from the Centre's Service Desk and free access to e-Therapeutics, now called RxTx. Furthermore, when a store connects authorized staff are granted access to the provincial electronic health record, HEALTHe NL. HEALTHe NL provides you with access to your patient's electronic health record which includes lab data, clinical reports, discharge summaries and diagnostic images.

The Pharmacy Network team continues to schedule appointments to ensure all pharmacies will be connected by the January deadline. To make a connection appointment please call **1-877-752-6006** or email service@nlchi.nl.ca.

Connected Pharmacy Reminder

The importance of recording pickups

The quantity dispensed is only deducted from a prescription if the pickup is recorded. If a dispense is not marked as 'picked up,' it will remain active beyond the days' supply indicated. Because it remains active beyond the days' supply time frame, it will be included in DUR processing which translates to more DURs or potentially 'out dated' DURs. On the next refill, the Pharmacy Network will return a message indicating 'the previous dispense has not been picked up' which can create a lot of unnecessary DURs.