

Summer 2017

PHARMACY NETWORK NEWS

Improved Health Through Quality Information



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Pharmacy Network Reaches Significant Milestone – 100% Connection

On May 26, 2017, the Pharmacy Network reached a significant milestone when 201 or 100 per cent of community pharmacies were connected to the Pharmacy Network.

Medication and prescription information entered at all connected provincial pharmacies is available to authorized health care professionals within a patient's circle of care through the provincial electronic health record, HEALTHe NL.

The medication profile is the number one piece of information accessed by HEALTHe NL users. HEALTHe NL supports more informed health care decisions, improved quality and safer patient care.

"Before HEALTHe NL, I would have to call the pharmacy and have a list of medications faxed. I would often receive a five-page list. Half the list contained repeat and completed medications. Now I can go to HEALTHe NL and choose "active" and get the list of medications the patient is currently taking – it's great!" – Registered Nurse

To date, more than 3,550 health care professionals have signed up to use HEALTHe NL. Nurses make up the greatest users at 67%, followed by physicians at 16%, and pharmacists at 7%. The most usage per department is led by medicine/surgery at 23%, and nursing and emergency at 19%.

As of June 30, 2017, there were over 25 million dispenses in the Pharmacy Network associated with more than 520,000 Newfoundlanders and Labradorians. Over a three-month period, on-average, the Pharmacy Network is processing more than 1.9 million successful transactions, and the processing time continues to be fast and efficient.

The Pharmacy Network team sincerely thanks all pharmacies for their support of the Pharmacy Network. It is that commitment to patient safety and quality health care that helped the team reach 100 per cent connection.

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201 community 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

The Pharmacy Network team would like to remind pharmacies about the process for handling transfers and finding patients in the Client Registry.

- When transferring out to another pharmacy, please ensure the transfer is done on the Pharmacy Network in a timely manner. The receiving pharmacy cannot complete the transfer until it has been put through the Pharmacy Network.
- If you are having issues completing a transfer and the error is in your queue, please contact the pharmacy to whom you are sending the transfer. Advise the pharmacy of the issue as it's likely the pharmacy is waiting to complete the transfer on their side.

In this example it is important for the user sending the transfer to go back and abort the prescription in the queue, because the receiving pharmacy can only fill the prescription by starting a new prescription.

- All prescriptions should be transferred and received via the Pharmacy Network. By doing so, pharmacies eliminate duplicate prescription information on a patient's network profile, prevent

unnecessary DURs, and help create an accurate and complete patient profile.

Be sure to use the correct pharmacy location ID when performing transfers.

- If you use the wrong location ID, the pharmacy who was supposed to be reassigned the prescription will not be able to pull it back from the Pharmacy Network profile. The NL.00000 can only be used when transferring to out of province pharmacies.

Client Registry

Can't find a patient in the Client Registry? Did the patient present an MCP card?

- If not, ask for an ID to confirm the address and date of birth. If the patient is a Newfoundland and Labrador resident and has a prescription from a provincial prescriber, the patient will have an MCP number and will be included in the Client Registry. If the patient claims to be from out-of-province, ask for an ID to confirm demographic information. If you are adding an out-of-province patient, leave the MCP field **blank**.

If you have questions about the transfer process or finding a patient in the Client Registry please contact the Pharmacy Network team.