

PIP Quality Improvement Program (QIP) Failed Transaction Information Sheet

In November 2014, the Drug Plan and Extended Benefits Branch (DPEBB), the Saskatchewan College of Pharmacists (SCP), and eHealth Saskatchewan (eHS) sent a letter pertaining to failed transactions to all Saskatchewan pharmacies and pharmacists.

CeRx integrated pharmacies should use this information sheet as a reference for procedures pharmacists should be performing **daily** to ensure that patient Rx information is recorded in the PIP.

What is a Failed Transaction?

A transaction (e.g. a dispense) that is not successfully transmitted to the PIP (i.e. missing from the PIP). **All failed transactions are not viewable in the PIP and therefore not available for clinical review by Saskatchewan healthcare practitioners.** This transaction may or may not have been submitted to the Drug Plan for adjudication or capture.

Why do Transactions Fail?

The following transactions are expected to fail as they are not required to be recorded in the PIP:

- Dispenses for patients without a valid Saskatchewan Health Services Number (HSN) (i.e. out of province)
- Dispenses for animals
- Devices

Other transactions that are required to be recorded in the PIP fail for a number of reasons, including:

- System downtime/failure to retransmit
- Bypassing the PIP due to unresolved warning/error messages
- Prescriptions for patients with masked profiles
- Drugs not in the PIP drug database
- Data mismatch (i.e. date of birth or gender mismatch)
- Set up of NPN's on local system

What are the Impacts to Patient Safety?

eHS receives calls on a regular basis from healthcare practitioners who are trying to complete a best possible medication history (BPMH) for a patient in an acute care setting. In many cases, it is difficult to complete the BPMH as a result of missing information in the PIP profile. Therefore, it is critical that pharmacists ensure any failed transactions which should have been recorded in the PIP are retransmitted on a daily basis.

Failed transactions have a number of impacts to patient safety:

- Clinical decisions may be made on incomplete and inaccurate PIP profile information (incomplete BPMH)
- Prescriptions not in the PIP are not involved in contraindication checking

What is a Failed Transaction Report (FTR)?

A report generated from your PPMS, for CeRx integrated pharmacies only, which lists all failed transactions for the reporting period specified.

How to Generate a FTR?

To generate a FTR, follow the instructions below for your respective PPMS:

Kroll Software:	Telus Software:	ProPharm & McKesson Softwares:
<ol style="list-style-type: none">1. Click "Network"2. Click "Generate Failed Claims Report"3. Select the desired date range4. Click "Preview"5. If a printed copy is required, you can print from "Preview"	<ol style="list-style-type: none">1. Choose the following menu path: pharmacy management, reporting functions2. Select the desired date range3. Choose "S" to preview the report4. Press F6 to print the report	<ol style="list-style-type: none">1. Click "More>Reports"2. Click "Prescription"3. Highlight "Non-DIS Transactions" report4. Click "Next"5. Select the desired date range6. Select "Print" or "Preview" to produce report

Follow-up:

The DPEBB, SCP and eHS will be monitoring the FTRs from all CeRx integrated pharmacies, and will follow up accordingly.

Have Questions? Need Help?

If you have any questions, or need more information please contact:

eHealth Service Desk

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*Please note that email should only be used for low urgency incidents and requests