PIP Quality Improvement Program (QIP) Information Sheet

KROLL
Computer Systems Inc.

Contents

PIP Quality Improvement Program (QIP) Information Sheet

PIP CeRx integrated pharmacies should use this information sheet as a reference on how to implement the PIP Quality Improvement Program (QIP) procedures into your regular workflow.

Glossary of Terms:

Term	Definition
CeRx Integration	Enables communication of patient medication and allergy information to and from the PIP within the current vendor software
Pharmacy Practice Management System (PPMS)	The pharmacy software system used to process prescriptions
PPMS Network Profile	The PPMS view of the integrated PIP profile (includes medications prescribe and dispensed across SK including your pharmacy)
PPMS Local Profile	The PPMS view of the local profile (includes medications dispensed for patients from your pharmacy
PIP GUI	The PIP application/website

NOTE: Refer to the PIP QIP website for the most up-to-date information (www.ehealthsask.ca\pipqip).

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

eHealth Service Desk
Toll Free: 1-888-316-7446
Regina: 306-337-0600
Fax: 306-781-8480
Email*: servicedesk@ehealthsask.ca

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

Kroll Service Desk
Toll Free: 1-800-263-5876
Email: support@kroll.ca
Web: www.kroll.ca
Support available: 24 /7

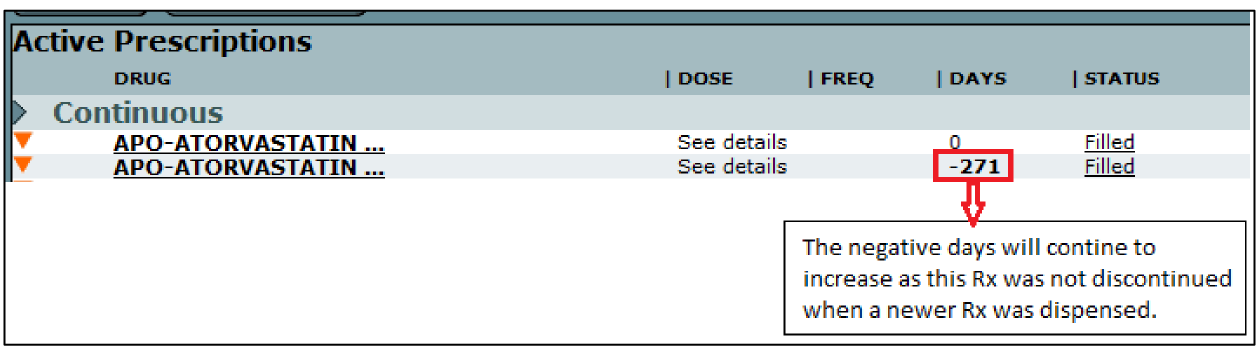
PIP QIP Recommendations

Discontinue Old and Duplicate Prescriptions (as required)

Identify prescriptions to be discontinued by looking for the following indicators:

NOTE: Prescriptions that were filled during the pre-integration stage cannot be discontinued from the PPMS Local Profile.

- Old and duplicate prescriptions only for patients currently in your care (i.e., not deceased, cared for by another pharmacy).
- Prescriptions of the same drug and strength that have a newer active prescription.
- Prescriptions that are over one year old.
- Prescriptions with a status of HOLD in the PIP (these are usually old and have been given an incorrect status).
- Prescriptions with a negative days supply (PIP GUI only).



If Discontinuing a Prescription from the PPMS:

1. Select the prescription and click '**Inactivate**' in the PPMS local profile.

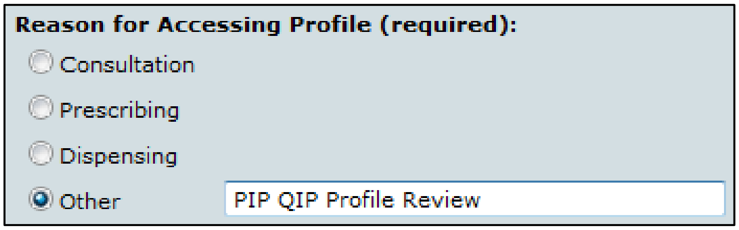
   OR

2. Click '**Stop (abort)**' in the PPMS Network Profile (i.e. Integrated PIP Profile).

If Discontinuing a Prescription in the PIP GUI:

1. Search for the patient.

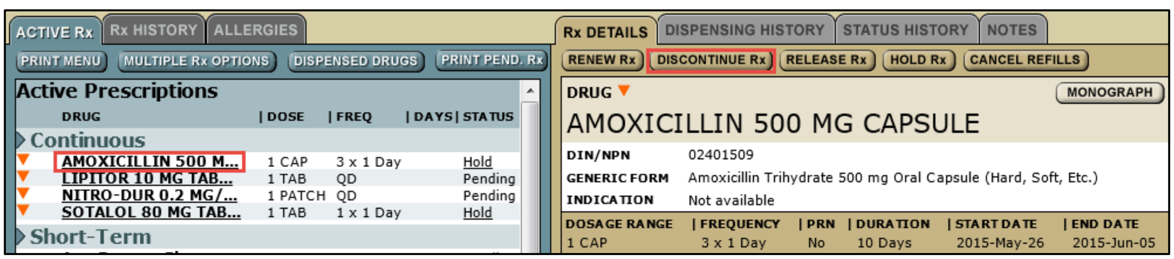
2. Enter the 'Reason for Accessing PIP Profile': ***PIP QIP Profile Review***.



3. Discontinue prescriptions in one of the following ways:

   a) To discontinue an individual prescription:

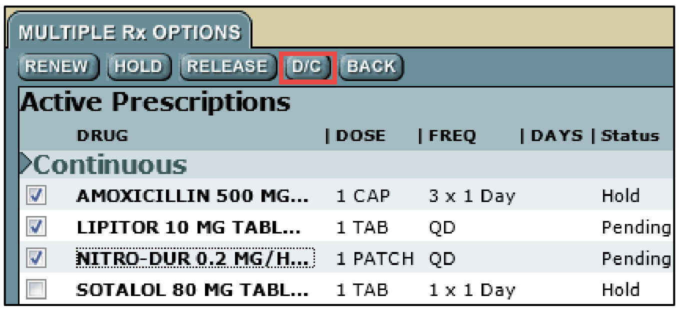
   - Select the active prescription that needs to be discontinued.
   - Click the **Prescription Details** tab and select '**Discontinue Prescription**'.



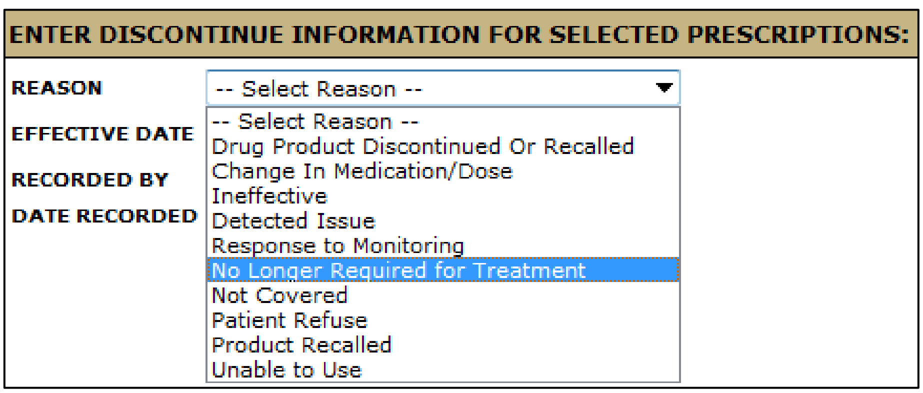
b) To discontinue multiple prescriptions at once:

- Click the '**Multiple Rx Options**' tab.

- Check prescriptions to be discontinued and select '**D/C**'.



4. Enter the 'Reason for Discontinuing': ***No Longer Required for Treatment.***



What does HOLD mean in the PIP?

Only a prescriber should put a prescription on HOLD in the PIP (i.e. a prescriber has instructed a patient to stop taking a medication for a period of time). A prescription is typically put on HOLD when a patient stops taking the medication for a short period of time, for example, when admitted to hospital or when the patients' blood levels are too high.

- Use the *Suspend* function in the PPMS only if the prescription is to be placed on HOLD temporarily. If the temporary HOLD status becomes permanent, the prescription should be discontinued.
- Prescriptions with a status of HOLD in the PIP stay active on the profile indefinitely, causing unnecessary duplicate prescriptions and excessive contraindication messages.

Performing Pharmacist Prescriptive Authority (PPA) in the PPMS

Enter prescriptions for Pharmacist Prescriptive Authority (PPA) in the PPMS if you can generate a Pharmacist Assessment Record (PAR)/indicate reason for prescribing (otherwise create the prescription in the PIP GUI, download the prescription from the PIP network profile and dispense from your PPMS). For instructions on how to do PPA, review:

- Access http://www.kroll.ca/userguides/SK%20PIP%20Tip%20Sheets.pdf from the Kroll website to know more about – **How to create a Prescriptive Authority**.

How to create a Prescriptive Authority

The user must follow acceptable practices in filling these prescriptions.

1. From the *patient profile* select an existing Rx and **Copy to New Number** or **Create a New Rx**.
2. Enter yourself as the **Prescriber (doctor)**. In the **Sig code**, include the patient directions and the rationale for prescribing.
3. Select the **Pharmacist Prescription Adaptation Report** from the *Reports* menu, complete any missing information, print and fax to the original prescriber.
4. Press **F12** to complete the Rx.

Add an End Date / Valid Days Supply for Non-Prescribed Drugs

Ensure that an end date/valid days supply is entered for non-prescribed drugs. Pharmacists should use their clinical judgment when determining the end date (e.g. 30 days for exempted codeine products or maximum of a year). For instructions on how to enter non-prescribed drugs, review:

- 'Not Dispensed Profile' section in your Vendor training manual.

Ensure that NPN Products are recorded in the PIP

NPN products (e.g. Slow-K, Replavite, Calcium, Vitamin D, etc.) are recorded in the PIP by changing the classification from 'NPN' to 'DIN' in the 'Plans' tab of the Drug Card. Add SKPIP as a Plan, and ensure the DIN is selected from the dropdown.

How to Fill for an NPN (Natural Product Number)

1. On the **Drug** card, under the **Plans** tab, insert an entry for **SKPIP** marking the NPN as a **DIN.**

OR

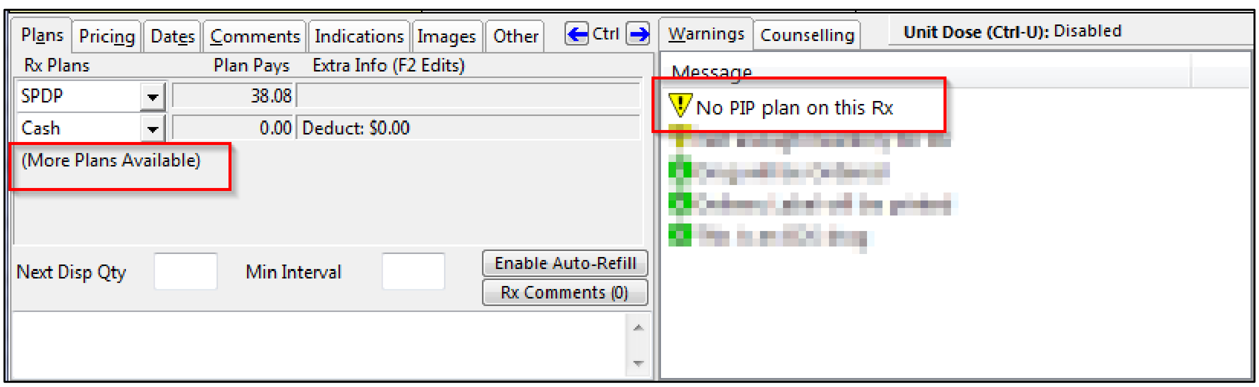
2. On the **Drug** card, change the main DIN dropdown to **NPN.**

Generate and Review the Failed Transaction Report (FTR) Daily

Print your FTR daily and retransmit any transactions that should have been recorded in the PIP. For instructions on how to generate a FTR, review:

- 'Failed Provincial Claims Flat File Report' in your Vendor training manual.
- Reference the 'Failed Transaction Information Sheet' included in this information package.
- Reference eHealth Saskatchewan's 'Failed Transaction Guide' for further information. If you do not have the guide, contact the eHealth Saskatchewan Service Desk.

Ensure SK PIP/DIS Plan is attached to a Prescription for Successful Transmission to the PIP



Masked Profiles need to be Unmasked for Prescriptions to be Recorded in the PIP

Educate patients with masked profiles that they need to provide their consent to the pharmacist in order that their information is recorded in the PIP. A healthcare provider is able to unmask a masked patient's profile in three circumstances:

- Consent from the patient has been obtained.
- Emergency circumstances exist in which the patient is unable to provide consent.

- Dangerous use of prescription drugs is suspected (e.g. Prescription Review Program drugs).

For instructions on how to unmask a patient profile, review:

- 'Add Consent' in your Vendor training manual.

Transfer in Prescriptions Correctly

Transfer in prescriptions from another pharmacy by downloading the prescription from the PPMS Network Profile, into the PPMS Local Profile for dispenses to prevent duplicates from being created. When a pharmacy transfers a prescription to an out of province pharmacy, ensure that the prescription is discontinued in the PIP (integrated pharmacies: discontinue in the PPMS, non-integrated pharmacies: discontinue in the PIP GUI).

For instructions on how to transfer a prescription, review:

- 'Create Local Prescription from another Pharmacy' in your Vendor training manual.
- Access http://www.kroll.ca/userguides/SK%20PIP%20Tip%20Sheets.pdf from the Kroll website to learn more about – **How to Transfer Rx from another pharmacy**.

How to Transfer Rx from another pharmacy

Use **Create Local Rx** function to pull transferred prescriptions into your pharmacy.

1. Contact the other pharmacy to transfer Prescription(s).
2. From the *Network menu*, log into the **(Network) Patient Profile**.
3. Select the Rx that has been transferred to you.
4. Right click and select **Create Local Rx**.
5. On the PIP 'Create Local Rx' Validation window, you will get a warning that 'This order currently belongs to another location'. Click Continue.
6. Input the Pharmacy transferred from and the Pharmacist. Click OK.
7. A transfer message is sent to the Network. Click OK on the successful screen.
8. Verify that the information is entered correctly with the **Create Local Rx** window.
9. Click **F12** to dispense the Rx.

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