

# **PIP Quality Improvement Program (QIP) Information Sheet**

## **Telus**

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# 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](http://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](mailto:servicedesk@ehealthsask.ca)

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



### **Telus Help Desk**

**Toll Free:** 1-888-561-6555

**Email:** [supportrx@telus.com](mailto:supportrx@telus.com)

Support available 5am-11pm CST

\*After hours emergency calls, follow the voice menu system

## 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.

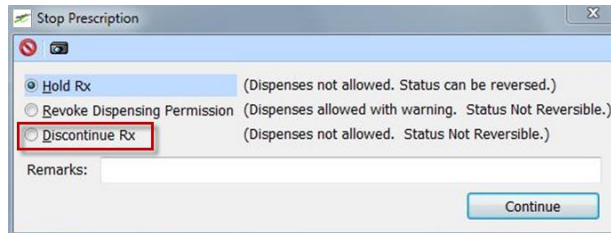
- Old and duplicate prescriptions only for patients currently in your care (i.e., not deceased, cared for by another pharmacy).
- Prescriptions of the same drug and strength that have a newer active prescription.
- Prescriptions that are over one year old.
- Prescriptions with a status of HOLD in the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

Active Prescriptions				
DRUG	DOSE	FREQ	DAYS	STATUS
▶ Continuous				
▼ APO-ATORVASTATIN ...	See details		0	Filled
▼ APO-ATORVASTATIN ...	See details		-271	Filled

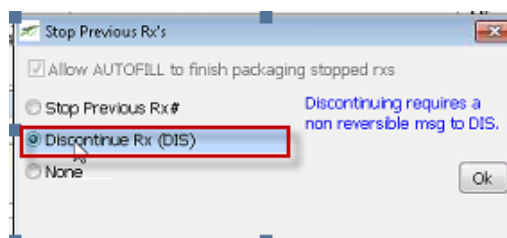
The negative days will continue to increase as this Rx was not discontinued when a newer Rx was dispensed.

## If Discontinuing a Prescription from the PPMS:

1. To stop a prescription, choose 'Discontinue Rx'.



2. To stop a prescription when copying to a new number, choose 'Discontinue Rx (DIS)' if the 'Stop Previous Rx's' functionality is turned on, if you would like this functionality turned on contact your vendor. (Note: 'Stop Previous Rx#' puts prescriptions on Hold in the PIP, see 'What does HOLD mean in the PIP' for more information)



## 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**.

**Reason for Accessing Profile (required):**

Consultation  
 Prescribing  
 Dispensing  
 Other

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'.

The screenshot shows the 'Rx DETAILS' tab selected. The 'DISCONTINUE Rx' button is highlighted with a red box. The active prescription is AMOXICILLIN 500 MG CAPSULE. Below the drug name, there is a table with columns: DRUG, DOSE, FREQ, DAYS, STATUS. The table lists AMOXICILLIN 500 M..., LIPITOR 10 MG TAB..., NITRO-DUR 0.2 MG/..., and SOTALOL 80 MG TAB... with their respective dosages and frequencies.

b) To discontinue multiple prescriptions at once:

- Click the 'Multiple Rx Options' tab.

The screenshot shows the navigation bar with tabs for ACTIVE Rx, Rx HISTORY, and ALLERGIES. Below the tabs are buttons for PRINT MENU, MULTIPLE Rx OPTIONS (highlighted in red), DISPENSED DRUGS, and PRINT PEND. Rx.

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

The screenshot shows the 'MULTIPLE Rx OPTIONS' page. The 'D/C' button is highlighted in red. Below the buttons, there is a table with columns: DRUG, DOSE, FREQ, DAYS, Status. The table lists AMOXICILLIN 500 MG..., LIPITOR 10 MG TAB..., NITRO-DUR 0.2 MG/H..., and SOTALOL 80 MG TAB... with checkboxes in the first column.

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

The screenshot shows the 'ENTER DISCONTINUE INFORMATION FOR SELECTED PRESCRIPTIONS:' form. The 'REASON' dropdown menu is open, and 'No Longer Required for Treatment' is selected. The dropdown menu lists various reasons for discontinuation.

## 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 *Hold Rx* or *Stop Previous Rx #* 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 Network Profile). For instructions on how to do PPA, review:

- a) 'Pharmacist Prescribing' in your vendor training manual.
- b) 'How to do Prescriptive Authority' Tip Sheet.

### How to do Prescriptive Authority

Fill a prescription for a patient that is available on the DIS. The user must follow acceptable practices in filling these prescriptions.

1. **Create the Rx and Print** it through the PIP website.
2. **Download the Rx into the Telus system** by clicking on the palm pilot icon on your main screen.
3. Right click on the Rx and select **Fill**.
4. **Verify the Dispense** information (Drug and the Prescriber).
5. Click the search icon and **select the information** and press the Continue button.
6. The information will load on the Prescription Process window (E-Rx flag will be checked to show it's an electronic fill).



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## 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:

- 'DIS Required Fields' in your vendor training manual.
- Avoid using the 'indefinite' end date flag.

## 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:

- **Rx Functions** tab → **Reports** → **DIS Unsent Rx Report**.
- 'DIS Unsent 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 eHealth Saskatchewan.

## 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).



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## 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. For instructions on how to perform a transfer, follow the steps below:

- Right click on the prescription to be transferred in from the 'DIS profile'
- Right click on the prescription and select one of the two options:
  - **'Add to Local'** which will download the prescription to the 'Prescription Process' screen as defer OR
  - **'Fill'** which will download the prescription to the 'Prescription Process' screen
- Verify the dispense information and dispense as usual
- 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)