PIP Quality Improvement Program (QIP) Information Sheet

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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

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Customer Care: 1-800-387-6093
Email: PTSCustomerCare@Mckesson.ca
Website: https://www.pharmacytechnologysolutions.ca/en/pharmaclik-rx

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).

For instructions on how to discontinue a prescription, review:

*   'How to Discontinue a Prescription' tip sheet.

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How to Discontinue a Prescription
Use this to end filling a drug under a particular prescription number when the patient no longer requires the medication.
1. From the patient Profile tab, highlight the prescription to discontinue.
2. Press or click the **Active** column heading.
3. Select the **Discontinue** radio button.
4. Select the **Reason** for discontinuing the prescription.
5. Enter a **Prescription Note**.
6. Select the **Discontinued By**.

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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**'.

 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 *Inactivate and 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:

- 'Pharmacist Prescribing' in your vendor training manual.

- 'How to do a Prescriptive Authority' Tip Sheet.

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How to do a Prescriptive Authority

When filling a prescription for a patient that is available on the DIS, the following actions must be taken:

1. Fill the prescription in PharmaClik Rx.
   - Enter Pharmacist Prescribing Reason
   - Enter Treatment Type – Chronic , Acute, One Time, As Needed
2. Dispense the medication to the patient.
3. After filling, print the prescription or a file copy.
   - File Copy only: The regular Hard copy for the prescription
   - Duplicate Prescription: A copy of the prescription in its original form

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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:

- 'Other Medication (DURs)' in your vendor training manual.

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:

- 'Non-DIS Transactions 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 Patients are Not Set to Out of Province

Ensure transmission of Saskatchewan residents' prescriptions to the PIP by making sure that the patient is not set to a status of out of province. For further instruction, review:

- 'Patient Status – Animal or Out of Province' in your vendor training manual.

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).

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:

- 'Transfers' in your vendor training manual.

- 'Transferring In Prescriptions' Quick Tips.

Transferring Prescriptions In To Your Pharmacy

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Profile** > **EHR – All**. The 'Patient EHR Access Reason' window appears.
4. Select a reason for accessing the patient's EHR, and then select the **OK** button. The patient's EHR profile will appear.
5. Highlight the non-local prescription you wish to dispense at your pharmacy.
6. Select the **Detail** button to review the prescription details.
7. Select the **Download** button. A validation prompt will appear asking: *"Is this an e-Prescribed prescription?"*
8. Select one of the following:
   - **Yes** (e-Prescribed)
   - **No** (Transfer In)