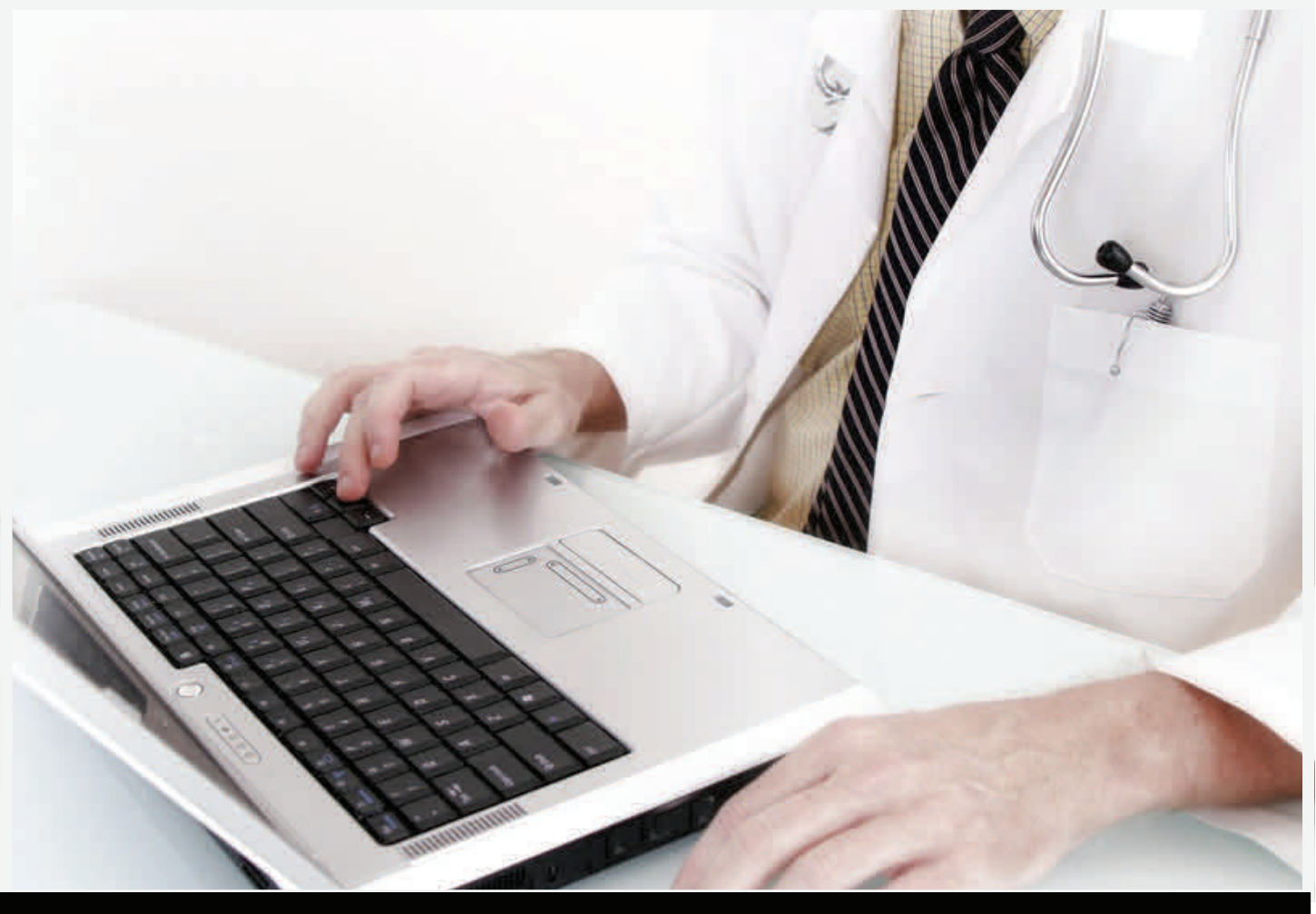


# PIP Approver Guide

The Pharmaceutical Information Program



# PIP Approver Guide

---



## Table of Contents

- Introduction..... 3
- What is an Approver?..... 4
- The Registration Process..... 5
- Approving a new PIP User..... 6
- Rejecting a new PIP User..... 6
- PIP Roles and Permissions..... 7
- Employees at Multiple Organizations..... 8
- Disabling Accounts..... 10
- Auditing Accounts..... 11
- Guidelines for Monitoring PIP Usage.....12

# PIP Approver Guide

---



For more information about PIP please visit the PIP Training Web Page at:

[https://  
pip.ehealthsask.ca/](https://pip.ehealthsask.ca/)

## Introduction

### What is PIP?

PIP (Pharmaceutical Information Program) is a drug information system that provides a medication profile for all Saskatchewan residents. It provides healthcare professionals with a listing of all the prescription drugs that have either been dispensed or prescribed to a patient while receiving care in Saskatchewan.

PIP is also a drug ordering system. It provides prescribers with an opportunity to create and save prescriptions electronically. This eliminates the need for prescribers to provide patients with a paper prescription.

### Access to PIP Data

The information in PIP can be accessed by authorized health care professionals and their designated staff members only. This information is solely for the purpose of providing healthcare services to the patient to whom the information relates.

To obtain a User ID and password for the PIP website all Users must register with eHealth Saskatchewan using the Identity Management website accessed at <https://pip.ehealthsask.ca/>

This electronic application process allows individuals to create an electronic profile in which they can manage their own password changes, security questions and personal identity information. During the application process the electronic application is submitted for approval by the organization that employs the individual. This process is called the approval process.

All access to the information in PIP is tracked and audited. Linking a User to an organization is critical to the auditing process.

# PIP Approver Guide

---



## What is an Approver?

An Approver is an individual within an organization who has been identified as the person best able to make Approver decisions including:

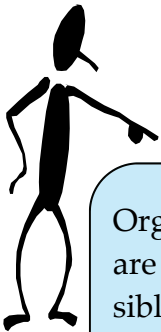
- Who in the organization should use PIP?
- What Level of permission should each person have?
- When should an individual's PIP account be disabled?

An Approver is any individual in the organization with the authority to make these decisions. Typically it is an owner, manager or supervisor. An organization can have more than one Approver. For example, a health region may have only one Approver for the entire region or they may have multiple Approvers for various areas within the region.

If you are an Approver for an organization that has multiple areas, departments or facilities and locations identified, you will need to link/unlink the area for which an individual should have access to PIP. For example: Person A should have PIP access at the ER, pharmacy and Ward A. As the approver you have the ability to link/unlink the end user to the specific locations using the identity management application.

It is the Approver's responsibility to ensure that the individuals they approve are the right people who will use PIP in an acceptable fashion. This is done by:

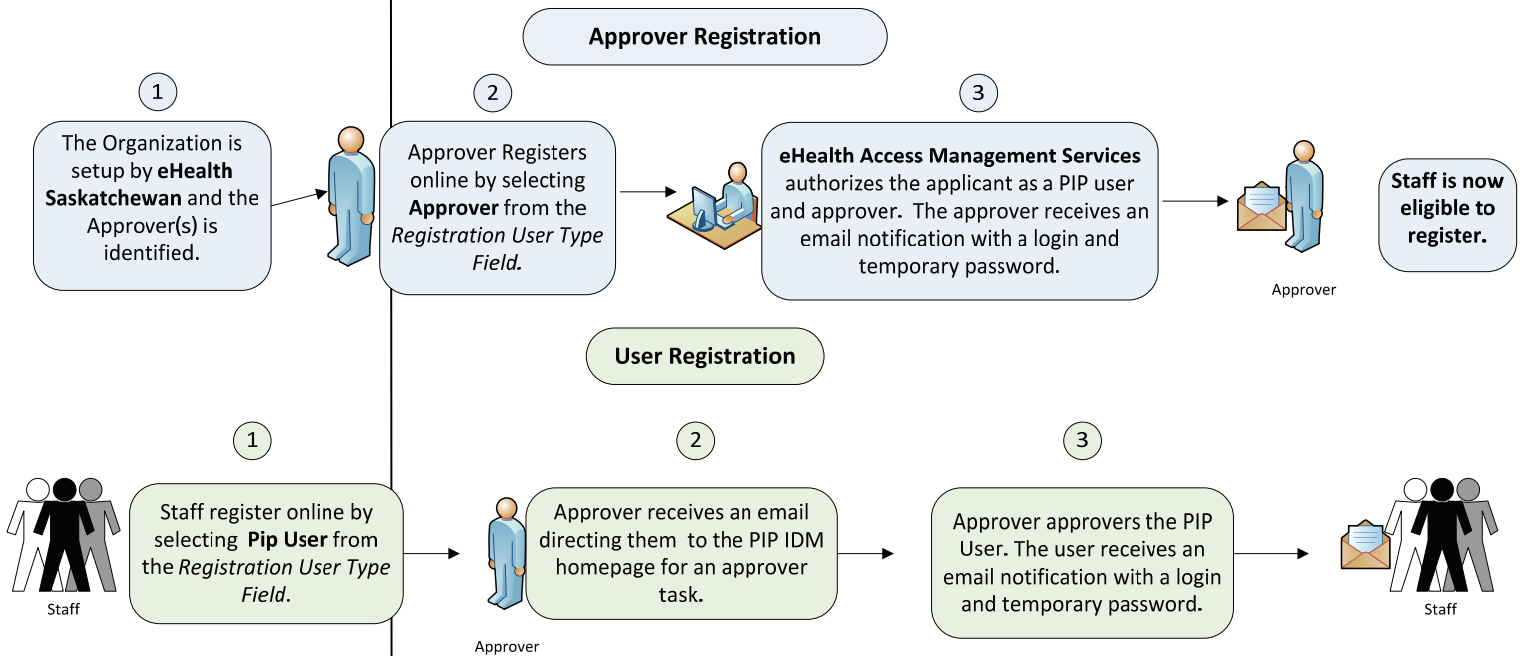
- Approving the correct individual
- Ensuring appropriate permission levels for individuals are obtained
- Disabling access for people who leave your organization
- Ensuring individuals take the appropriate training
- Performing regular auditing on Users access to private sensitive personal health information



Organizations are held responsible for the actions of PIP Approver's and Users.

# PIP Approver Guide

## The Registration Process



### Approver Registration

1. The Organization is setup by eHealth Saskatchewan and the Approver is identified.
2. The Approver registers online by selecting Approver from the Registration User Type Field.
3. The electronic application is sent to eHealth Access Management Services where the organization is validated and the application is approved. This triggers an e-mail to the Approver containing their login and temporary password, informing them that their application is complete.

### User Registration

1. Once the Approver is registered the staff can now complete the electronic registration choosing “their organization” during the application process.
2. An e-mail is sent to the Approver directing him/her to the PIP IDM homepage for an Approver task.
3. When the Approver confirms the approval, the individual will be notified by an email containing their login and temporary password, that they can begin using PIP.



Begin the registration process at:  
<https://pip.ehealthsask.ca>

# PIP Approver Guide



## Approving a new PIP User

The Approver receives an e-mail notification of an approval task waiting in their queue.

1. The Approver navigates to the login page and logs into the application.
2. The Approver is directed to the Approver homepage and is shown a list of tasks and the menu on the right side contains the options of Approve or Reject.

| User Name    | Birth Date | Facility         | Requested Role | Action           |
|--------------|------------|------------------|----------------|------------------|
| smith, jimmy | 01-11-1994 | HISC Data Centre | pip_user       | Approve   Reject |

Manage Tasks  
Manage Facility Users  
Reset Password  
Update Profile

3. The Approver will then select the *Approve* link located under the Action heading. The user will also be associated with the organization they selected on the registration page. All new end users will be given the “View Profile” permission level. If you would like to change the Users permission level, contact the eHealth Service Desk at [ServiceDesk@eHealthsask.ca](mailto:ServiceDesk@eHealthsask.ca)
4. The User will receive an email indicating they have been approved and it will contain their Username and temporary password.
1. The Approver navigates to the login page and logs into the application.

## Rejecting a new PIP User

The Approver is directed to the Approver homepage and is shown a list of tasks. The menu on the right side contains the options Approver or Reject.

| User Name    | Birth Date | Facility         | Requested Role | Action           |
|--------------|------------|------------------|----------------|------------------|
| smith, jimmy | 01-11-1994 | HISC Data Centre | pip_user       | Approve   Reject |

Manage Tasks  
Manage Facility Users  
Reset Password  
Update Profile

2. The Approver will then select the *Reject* link located under the Action heading and the User will disappear from the list. The rejected User will receive an email indicating their application has been rejected.

# PIP Approver Guide



It is important to understand the different User roles and permission in PIP and which role is appropriate for different individuals in your organization.

## PIP Roles and Permissions

| ROLE             | PERMISSION   |
|------------------|--|
| Viewer Assistant | View Demographic information<br>Create Patient lists   |
| Limited Viewer   | View Demographic information<br>Create Patient lists<br>View all Medication profiles – except masked profiles  |
| Viewer           | View Demographic information<br>Create Patient lists<br>View all Medication profiles   |
| Enhanced Viewer  | View Demographic information<br>Create Patient lists<br>View all Medication profiles<br>Record Allergy/intolerance information<br>Record non-prescription drug information<br>Print electronic prescriptions   |
| Prescriber       | In addition to Enhanced Viewer<br><i>Prescribers are required to take additional training. To arrange for training please contact eHealth at: <a href="mailto:training@ehealthsask.ca">training@ehealthsask.ca</a></i>   |
| Dispenser        | View Demographic information<br><i>This role is required for CeRx messaging Users only.</i><br>Create Patient lists<br>View all Medication profiles<br>Record Allergy/intolerance information<br>Record non-prescription drug information<br>Fill/Dispense using an integrated pharmacy system |

# PIP Approver Guide



Many Clinicians work at multiple locations and require these locations be added to their profile.

## Employees at Multiple Organizations

All PIP Users must register with eHealth Saskatchewan and the application process must be approved by the organization where they are employed. In some situations an individual may already be approved to access PIP. For example:

- They have an active PIP account from a prior employer and they now want to access the portal under the authority of your organization.
- They have a PIP account from a current employer and they also want to access PIP under the authority of your organization – a part-time worker with multiple employers.
- They may be a locum or relief clinician with multiple employers and want to access PIP under the authority of your organization.

In these circumstances the individual does not need to register again. The approver for the additional organization can add their organization to that person's profile. This is called "Linking an organization".

### Linking an Organization

1. log into the Approver system (URL: <https://pipidm.ehealthsask.ca> ).

The screenshot shows a web interface titled "Manage User/Facility Links". There are two tabs: "Users" and "Facility". Below the tabs is a search bar labeled "Search User:" with a "search" button. Below the search bar is a table with columns for "User Name", "Given name", and "CPN". On the left side of the interface, there are several links: "Manage Tasks", "Manage Facility Users" (circled in red), "Reset Password", and "Update Profile".

2. Select the Manage Facility Users Link
3. Enter the individual's user ID in to the search field and click search

This screenshot is a close-up of the search field from the previous screenshot. The "Search User:" field now contains the text "pipuserf", which is circled in red. The "search" button is visible to the right of the field. Below the search field, the top of the table with columns "User Name" and "Give" is visible.



# PIP Approver Guide

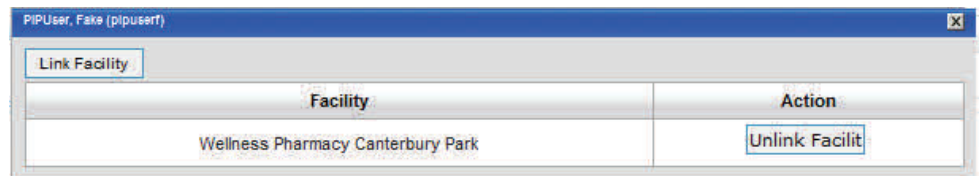


The search results will appear.

| User Name  | Given name    | CPN                 |
|--|---------------|---------------------|
|  pipuserf | PIPUser, Fake | CPN.00032271.SK.PRS |

*Note: As the approver you will be able to view the CPN of the user here for their Integrated Software. This Common Provider Number is usually used for Integrated Pharmacies to enter their users into the integrated software. Also note that they will still be required to call the Service Desk for Location CPN if it is ever required in the future*

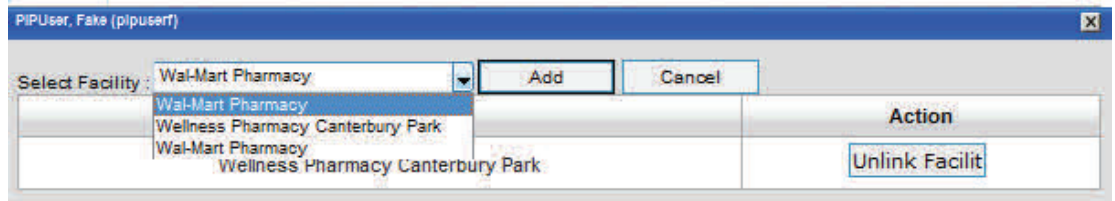
4. Click on the User Name. All facilities linked to that user ID will display



| Facility                          | Action  |
|-----------------------------------|---|
| Wellness Pharmacy Canterbury Park | <input type="button" value="Unlink Facilit"/> |

5. Click the Link Facility button

A drop down menu will list all facilities you are an approver for.

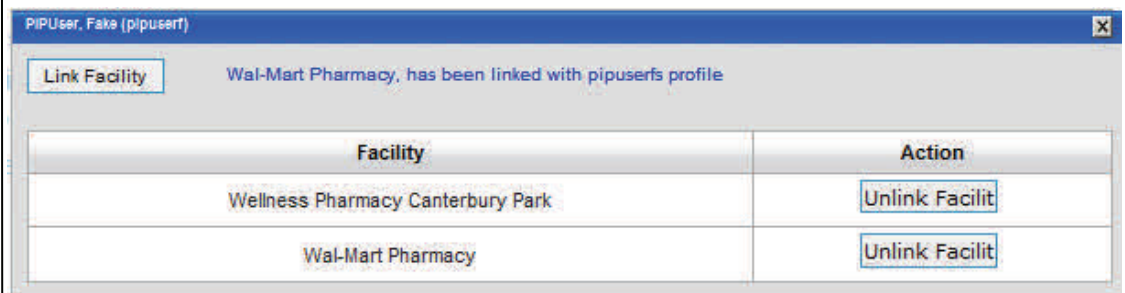


| Facility                          | Action  |
|-----------------------------------|---|
| Wellness Pharmacy Canterbury Park | <input type="button" value="Unlink Facilit"/> |

6. Select the appropriate facility

7. Click the Add button

You will then see a message that the facility has been linked to that user ID



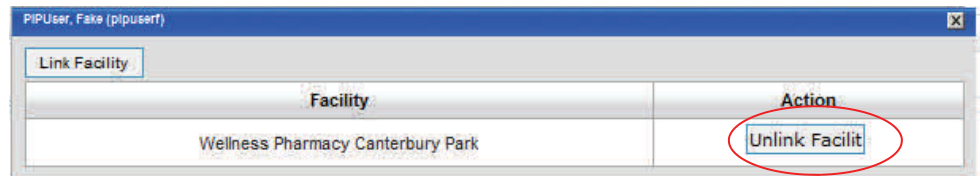
| Facility                          | Action  |
|-----------------------------------|---|
| Wellness Pharmacy Canterbury Park | <input type="button" value="Unlink Facilit"/> |
| Wal-Mart Pharmacy                 | <input type="button" value="Unlink Facilit"/> |

# PIP Approver Guide



## Unlinking an Organization

1. log into the Approver system (URL: <https://pipidm.ehealthsask.ca> ).
2. Select the Manage Facility Users Link
3. Enter the individual's user ID in to the search field and click search  
The search results will appear
4. Click on the user Name. All facilities linked to that user ID will display
5. Click the Unlink Facility button



## Unlinking Accounts

At times Approvers will be required to unlink an end user's account. If a PIP User no longer needs access to PIP for your organization it is important to remove the location from the User's list of approved locations. For example;

- If an individual is no longer employed at your organization
- If an employee's job responsibilities have changed and access to the information is not necessary
- If an employee is on an extended leave of absence

Then the individual's access from your organization should be unlinked.

If a User accessed PIP under the authority of your organization incorrectly or inappropriately, the wrong location will be listed on the PIP User Access Report and may lead to a privacy breach.

## Disabling Accounts

To disable a PIP account, Approvers can contact the eHealth Access Management Services at [Access@eHealthsask.ca](mailto:Access@eHealthsask.ca) and provide the name and location of the User.

# PIP Approver Guide



## Auditing Accounts

The **Approver Access Report** lists all individuals associated to that organization. Only Users who have “Approver” status will see the Approver Access Report. The report allows the *Approver* to open individual Users Access Reports.



The frequency of monitoring PIP usage should be determined by the volume of accesses and the number of Users with access to the PIP application. It is important that monitoring be completed on a regular basis, with a minimum frequency of at least once per month.

| USER NAME                  | ACCESS COUNT | LAST ACCESSED        |
|----------------------------|--------------|----------------------|
| Ast, Dean (PHARM)          | 1            | 2011-Apr-11 08:30:05 |
| Redo, Timothy (UNLIC)      | 47           | 2011-May-19 13:44:42 |
| Bodnarchuk, Charlene (RN)  | 0            |                      |
| Brar, Sunny (UNLIC)        | 0            |                      |
| Burross, Janice (PHARM)    | 0            |                      |
| Burnett, Krista (UNLIC)    | 0            |                      |
| Cameron, Mark (MD)         | 5            | 2011-Jun-23 11:18:18 |
| Campbell, Ryan (UNLIC)     | 0            |                      |
| canor, aaa (UNLIC)         | 0            |                      |
| Canor, Adam (UNLIC)        | 0            |                      |
| Church, Davin (UNLIC)      | 0            |                      |
| Donnan, Shannon (RN)       | 0            |                      |
| Engel, Helen (UNLIC)       | 167          | 2011-Apr-04 11:00:32 |
| Eriksen, Jeanne (UNLIC)    | 0            |                      |
| Erlendson, Maureen (UNLIC) | 48           | 2011-Jun-27 15:47:30 |
| facci, marina (UNLIC)      | 0            |                      |

1. Using the Reporting period **from** and **to** menu, indicate the dates you would like reflected in the report. Example: **from** 2010-Jun-27 **to** 2011-Jun-27.
2. Select the **Refresh** button to have the report reflect the dates.
3. Select the **Individual's Name** to view the details of each access.
4. Select the **Print** button to print a copy of the report.
5. Select the **Back** button to return the User to the previous screen.

# PIP Approver Guide



## Guidelines for Monitoring PIP Usage

### What should I look for when monitoring?

When reviewing PIP access by PIP users, Approvers should pay extra attention when:

- PIP Users are accessing the patient profile of family members or patients with the same last name as the PIP User
- The frequency of patient profile accesses within a given time period seems high
- Patient profiles are access outside normal work hours
- Patient profile accesses do not appear to have a matching, appropriate service event

Ultimately, the goal of monitoring PIP profile accesses is not to audit every event for every User. The objective is to identify those situations that appear to be out of the ordinary and to follow up on those situations.

### What if I find an access that warrants further investigation?

The PIP Approver should consult with their organization's Privacy and Security Officer. In cases where unauthorized access of patient data has occurred, the Privacy and Security Officer should report the situation to the Ministry of Health, Chief Privacy Officer at (306) 787-3155.

### What if I have additional questions?

If you have questions regarding this document or PIP in general, please contact eHealth Saskatchewan Transition & Change Management at [training@ehealthsask.ca](mailto:training@ehealthsask.ca) or direct your request to the eHealth Saskatchewan Service Desk at: 1-888-316-7446.



Every User of PIP can view his or her own usage, while PIP Approvers can monitor usage for all Users for a given location.