PIP Desk Reference

The Pharmaceutical Information Program

eHealth
Saskatchewan

Empowering Patients, Enabling Care.

Pharmaceutical Information Program Desk Reference

1. Introduction

1.1. PIP Vision, Goals and Objectives

Pharmaceutical Information Program (PIP) Vision

The Pharmaceutical Information Program will provide health care professionals and patients with information and tools to make optimal drug therapy decisions to improve the quality, safety, and management of health care for Saskatchewan residents.

Goals and Objectives

1. To optimize patient care by:
    *   Reducing drug/drug and drug/allergy interactions
    *   Reducing duplicate therapy
    *   Reducing transcription errors
    *   Increasing accuracy of patient drug profile by ability to discontinue drugs not required
    *   Supporting clinical decision making in the selection of drug therapy
    *   Providing information needed to minimize drug abuse, diversion and misuse (added following Secondary Review - to be confirmed)

2. To support appropriate drug therapy while minimizing costs by:
    *   Providing information on drugs covered by the drug plan
    *   Providing prescribing clinicians with current information on best choice alternatives
    *   Providing access to current drug information
    *   Supporting compliance monitoring by providing real-time prescribing history
    *   Reducing physician visits and hospitalization due to adverse drug reactions

3. To improve continuity of care by:
    *   Facilitating the sharing of patient information across the continuum of care
    *   Improve the accuracy and timeliness of drug dispensing history information across all points of care

- Facilitate new models for delivering care such as Primary Health Care and chronic disease management, etc.

1.2. Responsibility of Trustees

1. Trustees are ultimately responsible for the collection, use, disclosure and protection of patient health information within their organization; therefore it is incumbent on them to monitor the access to this information by staff within their Trustee Organization. Each PIP Approver at a Pharmacy Trustee Organization should be assigned responsibility for monitoring PIP access of all those individuals approved for access to PIP by that PIP Approver utilizing the following guidelines:

   a) **Frequency of Monitoring:** 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. Where volumes of accesses are heavy for a particular Trustee organization, the frequency of monitoring should increase. It is important that monitoring be completed on a regular basis, with a minimum frequency of at least once per month. This allows any inconsistencies with access to be addressed in a timely manner thereby protecting both patient information and the Trustee.

   b) **Method of Monitoring:** The web-enabled version of the PIP application has a built-in tool for monitoring PIP usage. Every user of PIP can view his or her own usage, while PIP Approvers can monitor usage for all users for a given location.

   c) **Items to Review:** Based on interactions with patients, each Trustee should have a good idea about how and when patient data is accessed within PIP. Some, but not all, areas that should be reviewed include:
      - Same last name or family member profile accesses
      - Frequency of patient profile accesses within a given time period
      - Patient profile access outside normal work hours
      - Profile accesses without a matching, appropriate service event

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

2. Trustees are required to take all reasonable steps to ensure that the following rights of individuals are respected:

a) **Consent:** Consent is obtained for use and disclosure of personal health information. Note: In certain circumstances a trustee will disclose personal health information to another trustee so that a service can be performed. In such circumstances the trustee receiving the information may act on the consent gathered by the first trustee and may use or disclose the information for the purpose it was received or for a consistent purpose, without the need to get consent a second time.

b) **Revoke Consent:** An individual may revoke his or her expressed or implied consent to the collection of personal health information or the use or disclosure of personal health information in the custody or control of a trustee.

c) **Prevent Access to Comprehensive Health Records**: Individuals have the right to prevent access to a comprehensive health record that is created and controlled by the Saskatchewan Health Information Network or by a person prescribed in the regulations under the act.

d) **Right to be informed:** HIPA requires that trustees take steps to inform individuals of the anticipated uses and disclosures of their personal health information and to establish policies and procedures to promote knowledge and awareness of the rights extended to individuals by the Act.

e) **Tracking Disclosures without Consent**: All trustees must be able to inform individuals about disclosures of their personal health information made without their consent.

f) **Collecting the Health Services Number (HSN)**: HIPA places restrictions on the collection of HSN from individuals. Collection by a trustee for a health service or program but collection for other reasons must be in accordance with HIPA.

g) **Individual's Request to Review or Appeal and action/decision of a Trustee:** HIPA gives individuals the right to apply to the information and Privacy Commissioner to request a review of the action taken or a decision made by a trustee with respect to the individual's personal health information. Individuals also have the right to appeal to a court the decision of the trustee regarding

whether the trustee will or will not comply with the recommendation of the commissioner.

Note: HIPA gives individuals the right to designate another person to act on their behalf regarding any of the individual's rights with respect to their personal health information.

3. The trustee must have policies and procedures that result in administrative, technical and physical safeguards that protect the integrity, accuracy and confidentiality of personal health information.

4. All trustees must have a written policy concerning the retention and destruction of personal health information and the policy must meet the requirements set out in regulations.

5. Trustees that use the services of a third party to process, store, archive, destroy, combine or otherwise manage personal health information must have a written agreement with that third party that meets the requirements of HIPA.

6. A trustee must take reasonable steps to ensure that personal health information collected is accurate and complete.

7. The trustee must know the identity of the person receiving personal health information any time it is disclosed. If the person is not a trustee, the Act requires the trustee to take reasonable steps to inform the recipient that the information must not be used for any purpose other than the reason it was disclosed.

8. Trustees are responsible for educating staff to ensure they are aware of the policies and procedures of the trustee that ensures compliance with the Act.

9. HIPA requires that if a trustee ceases to be a trustee, the personal health information must still be cared for in accordance with the Act.

For complete and detailed information regarding Trustee's responsibilities as outline in HIPA, please refer to the complete document at:
http://www.qp.gov.sk.ca/documents/english/Statutes/Statutes/H0-021.pdf

2. Accessing PIP

2.1. PIP Roles and Permissions

Prior to registering to become a PIP user it is important that understand the different user roles and permission in PIP and which is appropriate for different individuals in each organization.

ROLE	PERMISSION
Viewer Assistant	View Demographic information Create Patient lists
Limited Viewer	View Demographic information Create Patient lists View all Medication profiles – except masked profiles
Viewer	View Demographic information Create Patient lists View all Medication profiles
Enhanced Viewer	View Demographic information Create Patient lists View all Medication profiles Record Allergy/intolerance information Record non-prescription drug information Print electronic prescriptions
Prescriber	In addition to Enhanced Viewer Manage electronic prescriptions Create electronic prescriptions Manage contraindications Renew electronic prescriptions Hold/release/discontinue/revoke electronic prescriptions

Dispenser	View Demographic information
This role is required	Create Patient lists
for CeRx messaging	View all Medication profiles
users only.	Record Allergy/intolerance information
	Record non-prescription drug information
	Fill/Dispense using an integrated pharmacy system

2.2. PIP Registration Process

The steps of the registration process are as follows:

1. Each organization must sign and submit a **Joint Services and Access Policy (JSAP)** to eHealth Saskatchewan**.** This policy can be found on the PIP web page at https://pip.ehealthsask.ca/

2. The organization then identifies an *Approver* who will manage staff access to PIP. The *Approver* must register first using the on-line registration located at https://pip.ehealthsask.ca/.   The security team will verify the registration and alert the *Approver* via email when their registration is approved.

3. Once the *Approver* is registered, other staff members can complete the on-line registration form. The security team will request verification from the *Approver* before authorizing the registrations. Once the authorization process is complete, the new users will receive an email notification that they have been approved to begin using PIP. This process can take several days.

4. The *Approver* is also responsible to disable staff accounts by contacting the eHealth Saskatchewan (Service Desk) - Tel: 1-888-316-7446.

See Appendix A for detailed directions on PIP registration.

2.3.   Password Guidelines

When creating your password, remember the following criteria:

1.   Your password must be at least 8 characters long and contain 1 uppercase letter, 1 lowercase letter and 1 number.

2.   Passwords must not contain the user's first or last name.

Note: Your password must be changed every 90 days. You will be alerted by email to return to the PIP web page at https://pip.ehealthsask.ca/ and click on the change password link. Within 5 consecutive password changes, no two passwords can be the same.

2.4.   Clinicians Working at More than One Location

Clinicians working at more than one location are only required to register as a PIP user once. You will use the same user ID and password at ALL locations.

Notify the eHealth Saskatchewan (Service Desk) - Tel: 1-888-316-7446 of all locations where you use PIP. When you sign on to the PIP system you will be cued to identify the name of the organization where you are currently working.

2.5. Login and Select Facility

This screen provides the user access to the PIP application.

```
LOGIN/DISCLAIMER                                    pharmaceutical
                                              information program

                    Login ID:   [            ]  *
                    Password:   [            ]  *
                              * required

                    HISC Identity Management website

          Your use of PIP is solely at your own risk. The information is provided "as is" and without any warranty or representation
          as to its fitness for any purpose or the purpose intended and its completeness, accuracy or reliability. The information is in
          no way intended to replace or be a substitute for professional judgement. Your access to PIP is conditional on your
          acceptance of the PIP Application Data Access Agreement (Users).

                              [CONTINUE]  [CANCEL]

PIP 3.02 Build: (PIN302_03)
```

How to Login to PIP

1. Enter your Login ID. This is sent to you via e-mail after submitting the registration form.

2. Enter Password.

3. Click **Continue** or **Enter.** If you work at more than one facility, the *Select Facility* Screen will appear. This screen allows the user to identify the facility where they are currently working.

```
SELECT FACILITY                                     pharmaceutical
                                              information program

          Facility:        [PIP ER          ] *
                           [PIP Pharmacy     ]

                           * required
                              [LOGIN]  [CANCEL]
```

4. Click the facility name you wish to highlight and choose.

5. Click **Login** or **Enter.** If you do not find the specific facility you are affiliated with or have a facility of "Unknown" contact the eHealth helpdesk to have the appropriate changes made.

2.6. How to Change Expiring Password
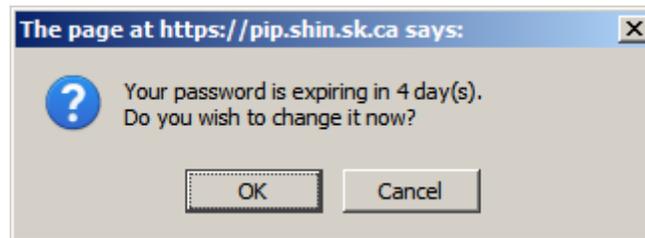
This screen will appear at when logging in and provides the user the ability to change their password by notifying the user. By clicking **OK**, the user will be taken to the identity management site.

Steps:

1. Click **Continue** to continue using PIP and not change your password.

2. Click **HISC Identity Management Website** link to access the site and change your password.

3. The **Continue** button will only appear if your password has not expired. If your password has expired, you must change your password.

4. Once you change your password you will need to log into PIP with the new password.

If you need further assistance, contact the eHealth Service Desk
Contact information:
Hours of operation: 7:00 a.m. – 9:00 p.m. Monday – Friday (excluding statutory holidays)
Toll Free: 1-888-316-7446
Regina local number: 337-0600
Fax: 306-781-8480
e-mail: servicedesk@ehealthsask.ca

2.7. Forgotten Password Reset

The **Password Management** link allows the user to change their password.

Government of Saskatchewan
Pharmaceutical Information Program (PIP)

| Log onto PIP |
| **PIP Reference Information** |
| Register for PIP Access |
| Password Management |
| Profile Management |
| PIP Training Information |
| What's New In PIP? |
| PIP Newsletter |

Application Status

All aspects of the PIP application are working.

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HISC (Health Information Solutions Centre) Service Desk

If you encounter problems with the PIP application, please contact the PIP Team.

- **Local:** 337-0600
- **Toll-Free:** 1-888-316-7446
- **E-Mail:** pipinformation@shin.sk.ca

Hours of Operation: 8:00am - 5:00pm Monday to Friday (Excluding Statutory Holidays)

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1. Click on the **Password Management** Link. The following screen will appear:

Forgotten Password Reset: Please enter the following to identify yourself

User Name* [   ]

OK   Cancel
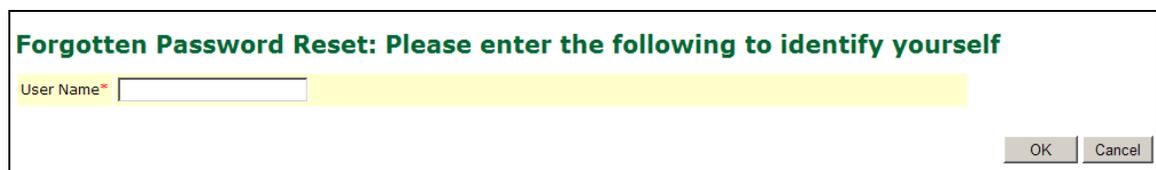
2. Enter your user name to proceed to the *Verification* Screen. Enter the answers to the security questions.

Forgotten Password Reset: Please enter the following to verify your identity

First Name	aaaaa
Last Name	Trainer
Question	What is your mother's maiden name
Answer*	[ ]
Question	what is your maiden name
Answer*	[ ]
Question	What is the first vehicle model you owned
Answer*	[ ]
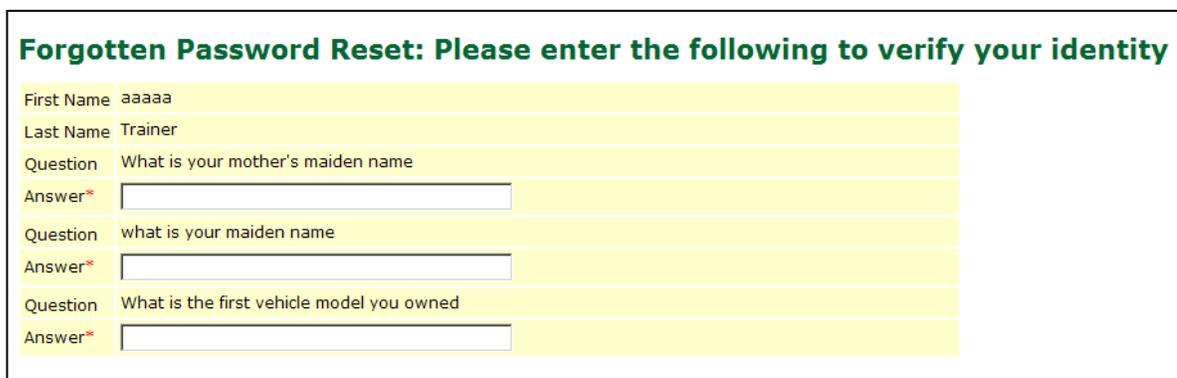
3. A *Reset* Screen will appear allowing you to reset your password. Once you change your password you will must log into PIP with the new password and click **Submit**.

Forgotten Password Reset

User ID	trainera
First Name	aaaaa
Last Name	Trainer
New Password*	
Confirm New Password*	

Submit | Cancel

If you need further assistance, contact the eHealth Service Desk
Contact information:
Hours of operation: 7:00 a.m. – 9:00 p.m. Monday – Friday (excluding statutory holidays)
Toll Free: 1-888-316-7446
Regina local number: 337-0600
Fax: 306-781-8480
e-mail: servicedesk@ehealthsask.ca

3. System Tabs

3.1. Reference Tab

The **Reference** tab provides many pertinent medial links. Some reference tools available in PIP are: Provider Search, Drug Monograph.

3.2. How to Access PIP Reference

1. To access PIP Reference from the *Person Search* screen, click on the **Reference** tab.

2. You will be taken to a screen that displays a number of websites. You can access these websites by clicking the **Underlined Text**.

3. Click **Back** to return to the previous screen.

3.3. Provider Search

You can access the *Provider Search* Screen from the **Reference** tab.
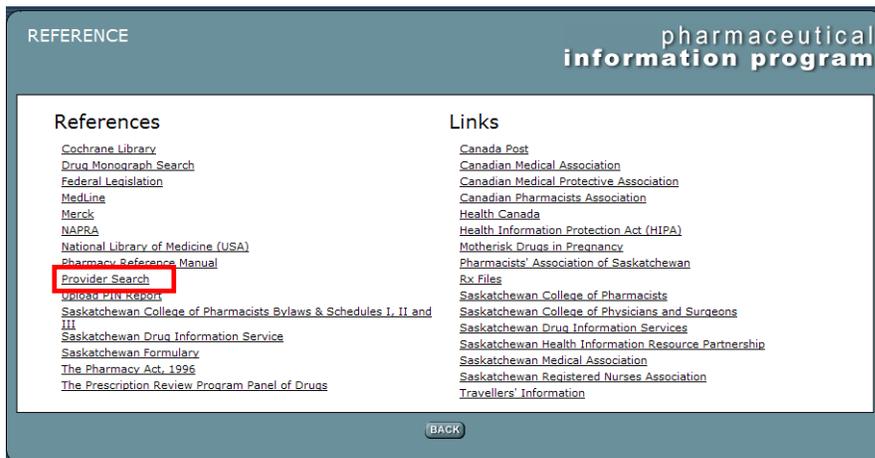
This search is intended to find only Licensed Saskatchewan Prescribers.

How to Search for Licensed Saskatchewan Prescribers

1. Enter the provider's last name (or part of the last name) and any other information known.
2. Click **Search**. This will either take the user to the *Provider Search Results* Screen or the computer will indicate the need to narrow or change the search results.

3. This screen displays a list of the provider records that match the entered search criteria. If an exact match is found, only that provider will be listed. If more than one match is found all matching records will be listed. If there are no matches, the system will prompt the user to re-enter search criteria on the *Provider Search* Screen. If the search criteria results is more than 100 matches, the system will display a message 'too many matches, narrow your search'. The user will be required to modify the search criteria and try again by clicking the **Refine Search** tab.

4. When you reach the *Provider Search Results* Screen, click **Person Name** to choose this result and be linked to that individual's provider detail record. This screen displays the detailed information about this provider.

5. Click **Search Results** to return to the *Provider Search Results* Screen. The user will then be allowed to select a different provider listed.

6. Click **New Search** to return to the *Provider Search* Screen. All previously entered criteria will be cleared.

7. Click **Cancel** to return to the *Reference* Screen.

3.4. Tools Tab

The **Tools** tab provides system tools to assist users and is located in the upper right of the screen.

Depending upon a user's permissions various tools will appear.

How to View Patient List

This tool allows health care providers to access a patient list that has previously created.

1. Click **View Patient List** text to link to the *Patient List* Screen.

2. Click **Back** to return to the screen previously working on.

Note: Directions on creating a patient list are found in section **4.3 Patient Lists**.

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How to Adjust User Preferences

This tool, found in the tools menu, allows users to adjust their preference setting. Specifically the type of contraindications that will be displayed and what type of management each contraindication requires. Only those settings that the system preference allows the user to change can be modified. Changes to user settings will not examine any previously entered/stored clinical information in the system.

1. Click **Save all Preferences** to save any changes made and return to the **Tools** tab.

2. Click **Back** to return to the **Tools** tab.

3. Click **Reset to Defaults and Save** to changes the user preference to the original settings.

How to Generate an Access Report

This report, found in the tools menu, provides the access details specific to a given individual during a specified time period. The report is a reverse chronological presentation of the various patients accessed in PIP. Beside the date and time is the client's name, the role, the access type, comments (an electronic capture of what the user entered on the *Person Confirmation* Screen) and the reason for viewing a masked profile.

1. Using the reporting period **from** and **to** menu, indicate the dates you would like reflected in the report. I.E. **from** 2010-Jun-27 **to** 2011-Jun-27.

2. Click the R**efresh** button.

3. Click the **Print** button to print the information on the report.

4. The **Back** button returns to the previous screen.

How to Generate an Approver Access Report

This tool, found in the **tools menu**, allows only users who have "Approver" status to see the Approver's access report. T**he Approver Report** lists all individuals associated to that organization. The *Approver* is then able to drill down to determine individual access reports.

1. Using the Reporting period **from** and **to** menu, indicate the dates you would like reflected in the report. I.E. **from** 2012-Jun-27 **to** 2013-Jun-27.

2. Click **Refresh** to have the report reflect the dates.

3. Click **Individual's Name** to view the details of each access.

4. Click **Print** to print a copy of the report.

5. Click **Back** to return the user to the previous screen.

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How to Print a Blank Medication Reconciliation Form

1. In the tools menu, click **Print Blank Medication Reconciliation Form.**

2. The form will be sent to your default printer.

Note: Print options work on popup blockers so it is important that they accept pop ups from the site.

The *Medication Reconciliation Form* was built in consultation with health region clinicians and is intended to facilitate the conversation healthcare providers have with patients upon receiving service from a health care organization. This form is not intended to replace the conversation that health care providers have with patients but only to assist with the process.

How to Adjust System Preferences (from the Tool Menu)

This tool allows the administrator of the PIP system the ability to adjust system preference settings. Specifically the type of contraindication that will be displayed and what type of management that contraindication requires. This is the base for how user preferences will be displayed.

1. Click **Save all Preferences** button. This saves all changes made to the settings on all tabs of the system level preferences. The settings are flagged as changed so that when a user signs in they are presented with the changes made to the system settings and must review their settings to see the impact.

2. Click **Back** button. This cancels the update process and discards any changes made to the settings on all tabs of the system level preferences.

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4. Medication Profile

4.1. Medication Profile Details

The Medication profile provides health care professionals with a list of their patient's medications. While PIP strives to be comprehensive there is never a guarantee that a patient's medication profile is 100% complete.

How to Access the Medication Profile

1. Log into PIP.

2. Select Facility. *This screen only appears if the person is associated with more than 1 location.*

3. The next screen that will appear is the *Person Search* Screen. This screen allows the user to search for a person using various criteria.

How to Conduct a Person Search

1. Enter search criteria in at least one field that is marked with an asterisk (*).

2. Click **Search** or **Enter** to execute the search. If using an HSN search the user will be taken to the *Person Confirmation* Screen. If using an Alt ID or Name search the user will be taken to the *Person Search Results* Screen. If more than 25 results are found the computer will indicate the need to narrow search criteria.

3. Click **Person Name** to choose this result and be linked to that individual's *Person Confirmation* Screen. If there is only one choice listed click **Person Name** or **Enter** to select that person and link to that individual's *Person Confirmation* Screen.

Note: Click **New Search** to return to the *Person Search* Screen in which all search criteria will be cleared or Click **Refine Search** to return to the *Person Search* Screen with all the previously entered criteria still available.

4. The *Person Confirmation* Screen provides demographic information of the individual, allowing the user to verify they have the correct person before proceeding any further.

5. Choose a reason for accessing the profile - it is required that you enter a reason. If you are using the **Other Field** you must type in at least 10 characters. This reason will be saved to the user access report located in the **Tools** tab.

6. Click **Person Confirmed** to access the *Medical Profile Viewer* Screen (MPV). *This button will not appear if a profile is masked and the user does not have authorization to view*.

7. Click **Search Results** or **New Search** if the user searched using a HSN and there are no search results and the button **New Search** appears. This will link the user back to the *Person Search* Screen. If the user search using a name then various search results were found. This will cause the **Search Results** button to appear. his will link the user back to the *Person Search Results* Screen. The previously listed results will still be available.

4.2. Masked Profiles

1. Click **Record Authorization** to view a masked record**.** This will then take the user to the *Record Authorization* Screen*.* This screen allows the user to documentation the reason for viewing a masked profile and the length of time which the user may view a masked profile.

2. Users must select both a circumstance and duration for viewing a masked profile. This information is stored electronically and is available to users in the Access Report under the **Tools** tab. This access information is also available to Saskatchewan residents in the "Access to Medication Profile Report".   The purpose and details for each circumstance is determined in the Privacy Impact Assessment (PIA) for PIP.

How to Document the Reason for Viewing a Masked Profile

1. Choose the appropriate circumstance for viewing the masked profile by clicking the **Radio** button beside the reason.

2. Click on the **Radio** button beside the appropriate duration for viewing the profile or enter in the appropriate number of days in the blank field.

3. Click **Print Form** to obtain paper documentation for your personal files. Users must print before clicking **Continue** if they want a document from the system.

4. Click **Continue** to view the medication profile of the client.

5. Click **Cancel** to return to the *Person Confirmation* Screen.

Note: Users will only need to go through the authorization process once for the specified time period for that patient.

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4.3. Patient List

The patient list allows the user to view a list of patients for a specified date, for themselves or any other users from the same location. Once a patient list has been created, the list can then be used by a provider to quickly select a person instead of performing a person search. The patient list can be created in advance and can be updated and changed at any point.

How to Add to Patient List

The *Person Confirmation* Screen allows the user to add a patient to a patient list for a specific user on a specific date. The default date is the current date however, patients can be added to past, current and future dates.

```
ADD TO PATIENT LIST                              pharmaceutical
                                             information program

 ENGEL, B
 HSN: 555 553 457

   PROVIDER:   Trainer, aaaaa (UNLIC)  ▾
   LIST DATE:  2011-May-18  📅
   REASON:      ○ Appointment   TIME: [        ] (00:00 to 23:59)
                ○ RX Renewals
                ○ Other A
                ○ Other B

   COMMENT:   -- Select Comment --  ▾
             [                              ]

                        [OK]  [BACK]
```

1. Search for the patient you wish to add to your list.

2. On the *Person Confirmation* Screen, click the **Add to Patient List** button.

3. On the *Add to Patient List* Screen, you can select the provider you are creating the list for and then select the list date.

4. Enter a reason option: appointment, prescription renewal or other A or B. How you organize a patient list is a personal choice.

5. Enter a time allowing you to sort the list by time. This field works on a 24 hour clock.

6. Click **OK** to add the patient to the patient list for that specific date.

7. Click **Back** to return to the *Person Confirmation* Screen*.

How to View a Patient List

The *Person Search* Screen allows the user to view a previously created patient list.

1. On the Person Search Screen click the **View a Patient List** button.

2. Click **Refresh** to view a patient list matching the chosen criteria.
   The list area of the screen is divided into 4 subgroups:

   | Appointment | Rx renewal |
   | Other | Other B |

3. Click **Find a Patient** to return to the *Person Search* Screen.

4. Click **Patient Name** to link to that specific individual's *Medical Profile Viewer* Screen. If an individual has their record masked and the user does not have authorization to view clicking on the patient's name will cause the record authorization screen to appear – allowing the user to record and access the profile.

5. Click **Remove** to remove the person from the patient list.

6. To exit the Patient list, select **Find a Patient** and you will be returned to the *Person Search* Screen.

4.4. Viewing the Medication Profile

The medication profile splits the screen into two panels – left and right.

Left hand panel   Right hand panel

Left Panel: The left panel has a possible 4 tabs that show and display data when the user clicks on the tab. They are:
- Active Rx
- Rx History
- Allergies
- EDS (*The EDS tab will only appear if the patient has an EDS application.*)

Holding the computer cursor over top of a drug name on the left panel will cause a drug name information fly over box to appear.

Holding the computer cursor over top of the Days column will cause a dispensed information fly over box to appear. The number of days is calculated from the first dispense to the current date.

There are 5 possible icons that could be displayed beside a prescription. They are:

- **White piece of paper with the corner folded** - indicates a Prescription Review Program prescription.

- **Upside down orange triangle** - indicates that there was a recorded contraindication and is a link to the contraindication details.

- **A green circle with a white P** - indicates the source of information for the data as being the Prescription Drug Plan database.

- **A blue circle with a white i** – indicates an FYI prescription.

- **A yellow sticky note** – indicates an informational note has been attached to this prescription.

Right Panel: The right hand panel displays a dispensing report for the last 4 months for that patient.

Top of Profile: The top of the medication profile provides a quick summary of the allergy/intolerance information for that patient. If the box states "review not done" it means that no user has recorded an allergy/intolerance review. If the box states "none known" this indicates that a review has been done and the patient has confirmed they have no know allergies/intolerances. If any allergies/intolerances are recorded they are listed by first identifying the reaction type as:

- High - H
- Medium - M
- Low - L

Then the name of the allergen is listed.   The "?" behind the allergen name indicates a suspected (not confirmed) allergy/intolerance.

4.5. Active Rx Screen

The **Active Rx** tab is split into 2 sections; Active Prescription and Recently Active Prescriptions.

Active Prescriptions

Active prescriptions are defined as any medication that the patient *should currently be taking* assuming the data entered is correct and the patient is complying.

This section is split in to 3 categories:

Continuous: This will reflect any e-Prescription in which the prescriber deemed the drug therapy to be continuous.

Short Term: This will reflect any e-Prescription in which the prescriber deemed the drug therapy to be short term.

External: This will reflect any active prescriptions the patient is taking which were not e-Prescribed in the PIP system.

There are two types of prescriptions that meet the following criteria:

- **Prescription Drug Data Base Prescriptions:** These are any prescriptions that are filled in a community pharmacy and do not match to a prescription created in PIP.

- **FYI Prescriptions:** Medication the patient is already taking but, for various reasons, is missing from the profile. This process does not result in a paper prescription but is intended to allow health care professionals the ability to keep a patient profile updated. If the drug the patient is taking could <u>only</u> be obtained with a prescription – then a prescriber can use the update functionality to add this information to the patient's profile. Other medications like over-the-counter (OTC) and sample medication provided by a Physician may be entered using this function if the health care professional believes that the recording of this information is relevant ant imperative to contraindication checking.

Recently Active Prescriptions

Recently Active prescriptions can be defined as any medication the patient should have completed taking but have taken within the last **30 days** – assuming the data entered was correct and the patient did comply.

4.6. Medication Link Views

Clicking the **Drug Name** Link causes the right panel tabs to display 4 additional tabs which provide details about the prescription.

- Rx Details
- Dispensing History
- Status History
- Notes

Rx DETAILS	DISPENSING HISTORY	STATUS HISTORY	NOTES

RENEW Rx | DISCONTINUE Rx | HOLD Rx | CANCEL REFILLS

DRUG ▼   MONOGRAPH

CRESTOR 10 MG TABLET

DIN/NPN	02247162
GENERIC FORM	Rosuvastatin Calcium 10 mg Oral Tablet
INDICATION	Hypercholesterolemia

DOSAGE RANGE	FREQUENCY	PRN	DURATION	START DATE	END DATE
10 mg	QD	No	15 Days	2011-May-25	2011-Jun-09

SIG INSTRUCTIONS At Bedtime

QTY LAST DISPENSED	Not available	LAST DISPENSED	Not available
RENEW DATE	Not Filled	AMT DISPENSED	0 %
ROUTE	Oral	BASE COST / DAY	Not available
DRUG USE	Continuous	COMPLIANCE PKG	Not required
SUBSTITUTION	Allowed	DISP INTERVAL	Not available
		TOTAL DAYS SUPPLY	15

PRESCRIBER	Trainer, bbbbbb (UNLIC)	PHONE	Not available
RX EFFECTIVE	2011-Apr-25	RX EXPIRY	2012-Apr-25
LAST FILLED AT	Not available	PHONE	Not available
PIP RX NUMBER	0000-0P75	STATUS	Pending

4.7. Rx Details

Rx Details allows the users to renew, discontinue or hold prescriptions as well as cancel refills.

How to Renew an Rx

1. In the medication profile click the **Drug Name** to open *Rx Details* Screen.

2. Click **Renew Rx** to open the tab on the right panel. At this point the system will check for contraindications. Any detected contraindications will be displayed for management.   Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen. If the system believes there is some days' supply of medication still available the user will be given an opportunity to adjust the days remaining prior to accessing the renewal screen.

3. Click **Renew**.

4. Change any of the fields.

5. Click **Review Rx**. The original prescription is moved directly to prescription history.

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6. At this point the user may create a second prescription by clicking the **Next Rx** button.

7. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

8. Click **Save and Print.**

How to Discontinue a Prescription

1. Click **Drug Name** to open *Rx Detail* Screen.

2. Click **Discontinue Rx**. This will cause in the *Modify Rx* Screen to appear.

3. Select a reason for discontinuing the Rx from the **Reason** drop down menu.

4. Click **Save** or Save and Print Rx. The prescription will move to recently active and the status on the profile will display D/C.

How to Place Hold on a Prescription

1. Click **Drug Name** to open *Rx Detail* Screen.

2. Click **Hold Rx**. This will cause in the *Modify Rx* Screen to appear.

3. Select a reason for placing a hold on the Rx from the **Reason** drop down menu.

4. Click **Save** or **Save and Print Rx**. Note that only active prescriptions can be placed on hold. The prescription remains on the active list with a status of hold.

How to Release a Hold on a Prescription

1. Click **Drug Name** to open *Rx Detail* Screen.

2. Click **Release Rx.** This will cause the M and the *Modify Rx* Screen to appear.

3. Select a reason for reactivating the Rx from the **Reason** drop down menu.

4. Click **Save or Save and Print.** At this point the system will check for contraindications. Any detected contraindications will be displayed for management. Once any displayed contraindication is managed the user will be able to continue.

How to Cancel a Refill on a Prescription

This feature allows the provider to instruct the patient to continue taking what medication they currently have in their possession but not to have the prescription filled again. *Note: This button will never appear for an ADAPT prescription.*

1. Click **Drug Name**.

2. Click **Cancel Refills.** This will change the status of the Rx to Revoked.

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4.8. Dispensing History Tab

The screen displays a list of individual dispensing events related to a prescription. These events are listed in reverse chronological order.

How to Access the Dispensing Details

1. In the medication profile click **Drug** Status. Dispensing history will appear on the right hand side - this is not an active link if the **DRUG STATUS** is pending because there are no associated dispenses for the prescription. This screen provides detailed information about one specific dispensing event.

2. Click the **Back** button to return to the **Dispensing History** tab.

3. Click the **Monograph** button to access a clinical drug monograph and a patient hand out if available.

How to Print Dispensing Report

1. In the medication profile Click Print Menu and a list will appear on right side panel.

2. Click **Print Dispensing Report** Link.

Remember: Print options work on popup blockers so it is important that they accept pop-ups from the site.
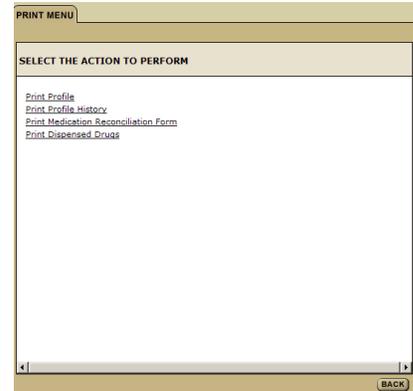
4.9. Status History Tab

This tab tracks any changes made to the prescriptions status such as hold or discontinue. If the prescription status has never changed then this tab will be empty.

How to access the Status History
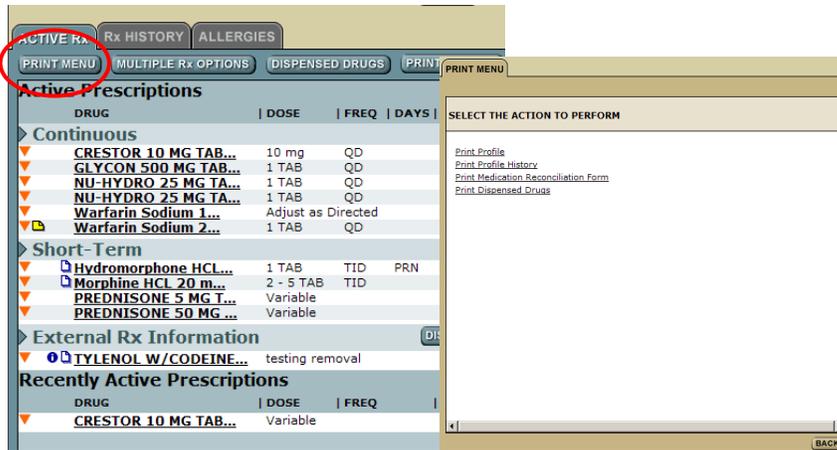
1. In the medication profile Click the **Drug Name** or **Drug Status**. The *Rx Details* Screen will appear on the right hand panel.

2. Click on the **Status History** tab.

How to Discontinue an Rx from the Status History Tab

1. Click the **Discontinue** button. This will cause the *Modify Rx* Screen to appear.

2. Choose a reason for discontinuing the Rx from the **Reason** drop down menu.

3. Click **Save** or **Save and Print Rx**.

How to Hold a Rx from the Status History Tab

1. Click the **Hold** button. This will cause the *Modify Rx* Screen to appear.

2. Choose a reason for placing a hold on the Rx from the **Reason** drop down menu.

3. Click **Save** or **Save and Print Rx**.

4. Clicking the **Release** button allows user to remove the hold – the previously saved status will display.

5. Clicking the **Monograph** button allows users to access a clinical drug monograph and a patient hand out if available.

4.10. Notes Tab

The **Notes** tab will display any notes associated with a specific prescription. There are no flags or icons associated with the prescription to alert the user to the attached note. Notes should be medically relevant.

How to Access the Notes Tab

1. In the medication profile**,** click **Drug Name** or **Drug Status** and the *Rx Details* Screen will appear on the right hand panel.

2. Click on the **Notes** tab. Any notes that are attached to a prescription will be displayed here.

How to Create a New Rx Note

1. In the medication profile, click the **Drug Name** or **Drug Status** and the *Rx Details* Screen will appear on the right hand pane.

2. Click the **Notes** tab.

3. Click **Create New Rx Note** button.

4. Enter comments in the **Comments** field.

5. Click the **Save** button to save all entered information.

4.11. Medication Profile Print Menu

Clicking the **Print Menu** button in the medication profile causes 4 printing options to appear on the right panel.

How to Print Medication Profile Report

1. In the medication profile click **Print Menu** and a list will appear on right side panel.

2. Click **Print Profile**.

Note: Print options work on popup blockers so it is important that they accept pop ups from the site. Associated dispensing event will always print – there is no way to print without the dispensed information.
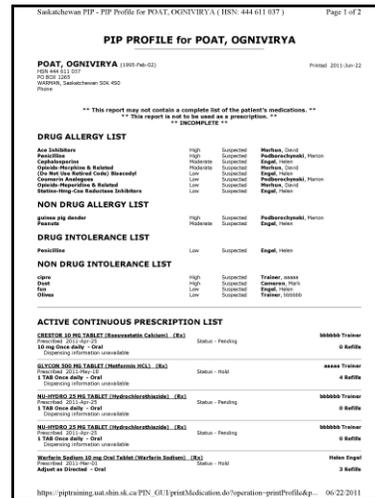
How to Print Profile History Report

1. In the medication profile, click **Print Menu** and a list will appear on the right panel.

2. Click **Print Profile History**.

3. A screen will appear asking you to provide a reporting period. Enter the dates for which you would like the report to reflect.

4. Click the **Print Profile History** button to generate the report.

Note: Print options work on popup blockers so it is important that they accept pip ups from the site. Associated dispensing events will always print. There is no way to print without the dispensed information. Up to 1 year of history can be printed.

How to Print a Medication Reconciliation Form

1. In the medication profile, click **Print Menu** and a list will appear on the right side panel.

2. Click **Print Medication Reconciliation Form**.

Note: Print options work on popup blockers so it is important that they accept pop ups from the site.

```
PRINT MENU

SELECT THE ACTION TO PERFORM

Print Profile
Print Profile History
Print Medication Reconciliation Form
Print Dispensed Drugs

                                                    BACK
```
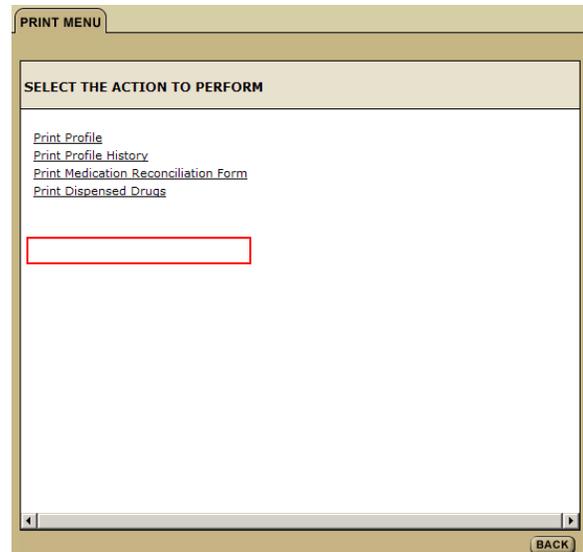
Print Trouble Shooting

PIP uses the individual print settings stored on the user's profile - the settings are not controlled by PIP. If you are having difficulty printing:

1. Check to ensure you have a default printer assigned under **Start | Settings | Printers and Faxes**

2. Print a **Test Page** to ensure there is not a printer issue

3. Ensure Pop-Up Blocker is turned **Off**
   a. Open an **Internet Explorer** page
   b. Select **tools**
   c. Select **Pop-up blocker**
   d. Click **turn off pop-up blocker**
      NOTE: If the pop-up blocker states turn on pop-up blocker **do not** change the settings

4. Ensure Adobe Reader Setting is set to **Display PDF in Browser**
   a. In Adobe Reader, select **Edit | Preferences**
   b. Under **Categories**, select **Internet**

c. Under **Web Browser Options**, ensure **Display PDF in browser** is checked.
UNSELECT everything else.
NOTE: You may also need to uncheck and re-check to reset this option
d. Click **OK**

5. If all else fails, **reset** IE Settings
a. Close all open windows and programs
b. Open IE, select **Tools | Internet Options**
c. Select the **Advanced** tab
d. Under **Reset Internet Explorer Settings**, click **Reset**
e. Click **Reset** again
f. Click **OK**
g. Close IE

Information in the PIP Medication Reconciliation Form

1. Last 4 months of dispensed information:
   - If the same medication (generic & strength) was received more than once in the last 4 months – only the latest entry will show.

   - If the same medication (generic & strength) was prescribed and filled by multiple providers only the latest entry will display. **This means that intentional or unintentional abuse may not be obvious using this form.**

   - If the medication was prescribed but never filled it will not appear on the Medication Reconciliation Form.

   - Any prescription that has had the status changed (Discontinued, revoked, held) will show on the Medication Reconciliation Form – the status will not be identified.

2. Medication will be sorted by American Hospital Standard Formulary Service (AHFS) code and then alphabetically.

3. For compounds there is no AHFS code so will be listed at the end of the report alphabetically.

4. If the same compound was dispensed twice with a different name then two entries will appear. The name will appear – DISPENSED DRUG (Generic chemical) – except for compounds.

5. FYI Information will not appear.

6. OTC/herbal information may or may not appear. If the OTC/herbal was prescribed and dispensed it will appear. If the OTC/herbal was entered as an FYI it will not appear.

7. Allergy/ Intolerance information will not appear.

8. No personal characteristics (height, weight) will appear.

4.12. Multiple Rx Options

Clicking the **Multiple Rx** button in the Medication Profile causes the *Multiple Rx* Screen to re-display on the left panel. Providing you with the options to renew, hold, release or discontinue multiple prescriptions on the profile at one time.
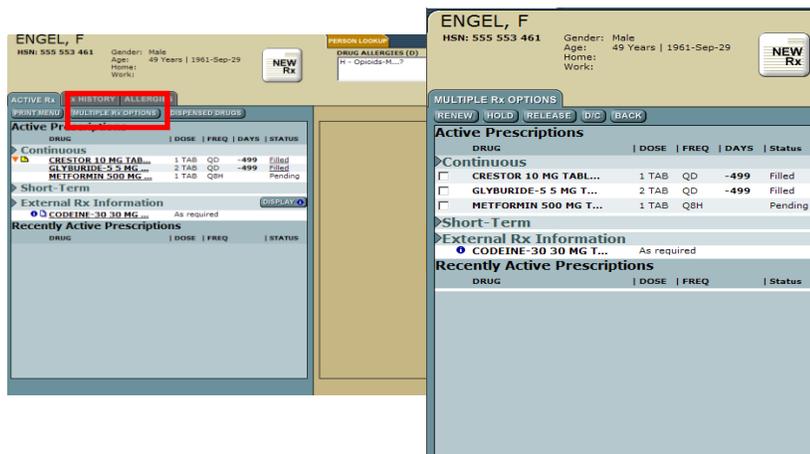
How to Renew Multiple Prescriptions

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1. In the medication profile click the **Multiple Rx** button.

2. Choose the drugs to renew by clicking the **Radio** button beside the drug name.

3. Click **Renew**.

4. Identify if the number of days remaining on the prescription is different than PIP assumes and enter the confirmed number in the **Day's Remaining** field.

5. Select one of the two prescriptions time periods by filling out one of the fields: **Therapy End Date** or **Duration of Therapy**.

6. **Click Review**. Any detected contraindications will be displayed for management. Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen.

7. If there is a problem with the information, click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. It the prescription is as the prescriber want it then:

8. Click **Save and Print**.

Note: You are not able to <u>mass renew</u>:
  ‣ Variable Prescriptions
  ‣ Adjust as directed Prescriptions
  ‣ PRN Prescriptions
  ‣ Non-PIP generated prescriptions
However, all of these may be renewed on an individual basis

How to Hold Multiple Prescriptions

You can only mass hold active prescriptions and you are not able to mass hold an external prescription.

1. In the medication profile click the **Multiple Rx** button.

2. Choose the drugs to renew by clicking the **Radio** button beside name.

3. Click **Hold.**

4. You are not able to <u>multiple hold</u> any external prescription.

5. Complete fields.

6. Click **Save.**

MULTIPLE Rx HOLD

PLACE HOLD ON

CRESTOR 10 MG TABLET
TO REVISE THIS LIST, CHANGE YOUR SELECTIONS ON THE LEFT AND CLICK [HOLD] AGAIN.
ENTER HOLD INFORMATION FOR SELECTED PRESCRIPTIONS:

REASON	-- Select Reason --
EFFECTIVE DATE	2011-May-20
HOLD RELEASE DATE	
RECORDED BY	**Trainer,** aaaaa (UNLIC)
DATE RECORDED	2011-May-20

SAVE SAVE AND PRINT Rx CANCEL

How to Release Multiple Prescriptions

1. In the medication profile click the **Multiple Rx** button.

2. Choose the medications that are on hold and in which you wish to release the hold by clicking **Radio** button beside the drug name.

3. Click the **Release** button.

4. Complete fields.

5. Click **Save.**

How to Discontinue Multiple Prescriptions

1. In the medication profile click the **Multiple Rx** button.

2. Choose the medications you wish to discontinue by clicking **Radio** button beside the drug name.

3. Click the **D/C** button.

4. Complete fields.

5. Click **Save.**

4.13. Dispensed Drugs

A report containing a history of dispensed drugs will appear on the right hand panel when the **Dispense Drugs** button is clicked.

4.14. Print Pending Rx

The **Print Pending Rx** button provides the user with a list of e-Prescriptions that have not been printed and filled. In addition, the holds and discontinuation orders appear. This button will only appear if there is a pending prescription that needs printing.

N.B. Printing in the PIP system uses popup blockers. It is important to ensure that your system accepts pop-ups from the PIP site. If you need assistance doing this, please contact the eHealth service desk.

How to Print Pending Rx

1. Click the **Print Pend Rx** button on the *Active Rx* Screen*.*

2. Choose the prescriptions you wish to print by clicking the **Radio** button beside the prescription.

3. Click the **Print** button. An internal print command will appear and may look something like the illustration on the right. Click OK and you will be returned to the print page menu.

4. There is only one opportunity to print this Rx, if at this page you had any trouble printing – then click the *all pages* button. This will allow you the opportunity to continue printing. Once you have a successful print, click the *all pages printed ok* button.
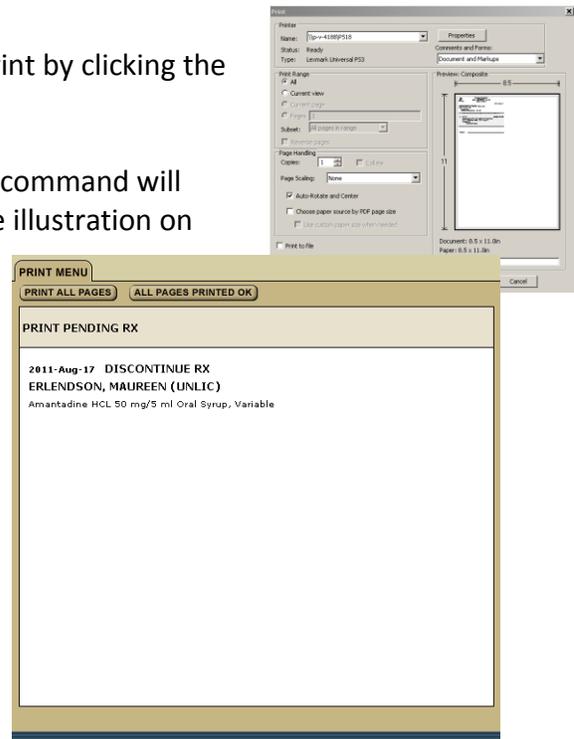
Print Trouble Shooting

PIP uses the individual print settings stored on the user's profile - the settings are not controlled by PIP. If you are having difficulty printing:

4. Check to ensure you have a default printer assigned under **Start | Settings | Printers and Faxes**

5. Print a **Test Page** to ensure there is not a printer issue

6. Ensure Pop-Up Blocker is turned **Off**
   e. Open an **Internet Explorer** page
   f. Select **tools**
   g. Select **Pop-up blocker**
   h. Click **turn off pop-up blocker**
      NOTE: If the pop-up blocker states turn on pop-up blocker **do not** change the settings

6. Ensure Adobe Reader Setting is set to **Display PDF in Browser**

a. In Adobe Reader, select **Edit | Preferences**
b. Under **Categories**, select **Internet**
c. Under **Web Browser Options**, ensure **Display PDF in browser** is checked. UNSELECT everything else.
   NOTE: You may also need to uncheck and re-check to reset this option
d. Click **OK**

7. If all else fails, **reset** IE Settings
   a. Close all open windows and programs
   b. Open IE, select **Tools | Internet Options**
   c. Select the **Advanced** tab
   d. Under **Reset Internet Explorer Settings**, click **Reset**
   e. Click **Reset** again
   f. Click **OK**
   g. Close IE

4.15. Rx History

Rx history displays all Inactive Prescriptions. Inactive Prescriptions can be defined as any medication the patient should have completed taking more than 30 days ago. There is currently no specified time period for when these prescriptions will stop being displayed.

4.16. Allergies

If no allergy/intolerance information has been entered then this tab will appear blank except for the new button. If

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Pharmaceutical Information P

allergy/intolerance information has been entered then the **Allergy** tab will provide a detail list of allergy and intolerances for that individual. The left panel is split in to 4 categories:

- Drug allergies

- Non-drug allergies

- Drug intolerances

- Non-drug intolerances.

Clicking on the name of the allergy or intolerance will cause the **Current Allergy Details** tab to appear. This tab provides the details of the allergen or intolerance.

The **History of Changes** tab provides a view of only the historical changes made to an allergy/intolerance record.

How to Update an Allergy/Intolerance

1. In the medication profile select the **Allergy** tab**.**

2. Clicking the **Allergy/Intolerance Name** link will bring up details on the right side panel.

3. Click **Update**.

4. Complete the fields

5. Click **Save**.

Note: Only a physician can "confirm" an allergy.

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How to Record an Allergy/Intolerance

1. In the medication profile select the **Allergy** tab.

2. Click **New.**

3. Choose **Record Allergy And Or Intolerance Information** - this will only appear if no information exists.

4. If allergy/intolerance information exists go to next step.

5. Select Allergen from drop down list or Click **Find Other Allergen**; then **Search.**

6. Find a drug.

7. Click **Continue.**

8. Complete the fields.

9. Click **Save and Continue.**

How to Record a New Non-drug Allergy/intolerance

1. In the medication profile select the **Allergy** tab.

2. In the Non-drug Allergy or intolerance field, click **New**.

3. Complete fields.

4. Click **Save.**

How to Reclassify Drug Allergies and Drug Intolerance

Users have the ability to reclassify any drug allergy to drug intolerance or any drug intolerance to a drug allergy. The system will not allow for the reclassification of non-drug allergies and intolerances.

1. In the medication profile select **Allergy** tab.

2. Click **Allergy/intolerance Name** and it will bring up details on the right side panel.

3. Click **Reclassify**.

4. Complete the fields.

5. Click **Save**.

Note: The system will not allow the re-classification of non-drug allergies and intolerances.

How to Refute an Allergy Intolerance

1. In the medication profile, select **Allergy** tab.

2. Clicking the **Allergy/Intolerance Name** will bring up details on the right side panel.

3. Click **Refute**.

4. Complete fields.

5. Click **Save**.

Note: If a user refutes an allergy they will not see any related contraindication warnings. Users are able to refute allergy/intolerance records. All the information from original report is populated but not changeable.

How to Resolve an Allergy/Intolerance

1. In the medication profile, select **Allergy** tab.

2. Clicking the **Allergy/Intolerance Name** will bring up details on the right side panel.

3. Click **Resolve**.

4. Complete fields.

5. Click **Save**.

Note: Users are able to resolve allergy/intolerance records. All the information from original report is populated but not changeable.

4.17. EDS (Exceptional Drug Status)

If the patient has an Exceptional Drug Status (EDS) application then the **EDS** tab appears. A list of EDS drugs will appear along with an expiry date and a status of either approved, not approved or pending.

 Clicking on the drug name will provide a link to the *Detail* Screen in the right hand panel.

5. ePrescribing

5.1. FYI Prescriptions

FYI Prescriptions are prescriptions which the patient received but for numerous reasons are not listed on the medication profile. (E.g. out of province prescriptions). FYI prescriptions are designed to add crucial prescription information to the medication profile that, for whatever reason, is missing. This process does not result in the creation of a paper prescription but simply adds information to help complete the patient's prescription profile. The information will be used to perform drug to drug, drug allergy, and duplicate therapy contraindication checks.

If there is no other active FYI External Rx information then the *Drug Search* Screen will appear on the right.

How to Create an FYI Prescription

1. In the medication profile, click the **Display** button. If another FYI prescription is on the profile, click **Add** to be taken to the *Drug Search* Screen – otherwise continue to the next step.

2. Enter **Drug Name**.

3. Click **Search**.

4. Click the **Radio** button beside drug name – the *External Rx Information* Screen will appear.

5. Complete all the required fields.

6. Click **Save**.
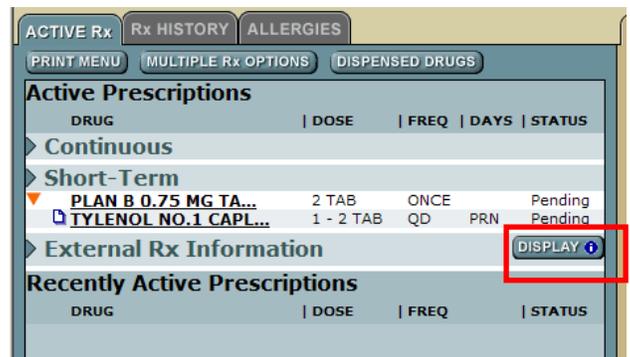
How to Renew an FYI Prescription

1. Click **Drug Name** the Rx detail page will appear.

2. Click **Renew Rx.** At this point the system will check for contraindications. Any detected contraindications will be displayed for management. Once any mandatory displayed contraindications are managed the user will be able to continue. If the system believes there is some days' supply of medication still available, the user will be given an opportunity to adjust the days remaining prior to accessing the *Renewal* Screen*.

3. Click **Renew**.

4. Add SIG info and change any of the fields.

5. Click **Review Rx**. At this point the system will check for contraindications. Any detected contraindications will be displayed for management. Once any displayed contraindication is managed the user will be able to continue.

6. Now the user may create a second prescription by clicking the **New Rx** button. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

7. Click **Save and Print.**

5.2. Simple Rx

The *Simple Rx* Screen allows the user to create a new Rx with a simple dosage specification.

How to Create a Simple Prescription

1. In the medication profile, click **New Rx** button and *a Drug Search* Screen will appear on right panel.

2. Enter **Drug Name** (strength & route are optional).

3. Click **Search** and results appear.

4. Click **Radio** button beside drug name to prescribe.

5. Click **Create Rx**.   At this point the system will complete a Drug to drug and drug to allergy/intolerance review and display any contraindications. Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen.

6. Complete all required fields.

7. Click **Review Rx**. At this point the user may create a second prescription by clicking the **Next Rx** button.

8. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

9. Click **Save and Print**.

Note: Print options work on popup blockers so it is important that they accept pop ups from the site.

10. Confirm **All Pages Printed OK**.

11. At any time in the process you can end the prescribing process by clicking the **Abandon Rx** button.

12. Clicking the **Change Drug** button allows user to begin with a new drug search.

13. Clicking the **Monograph** button provides a clinical drug monograph and a patient hand out.

How to Renew a Simple Prescription

1. In the medication profile, click the **Drug Name** to open **Rx Detail** tab.

2. Click **Renew Rx** open the **Simple Rx** tab on the right panel. At this point the system will check for contraindications. Any detected contraindications will be displayed for management. Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen. If the system believes there is some days' supply of medication still available the user will be given an opportunity to adjust the days remaining prior to accessing the *Renewal* Screen.

3. Click **Renew**.

4. Change any of the fields.

5. Click **Review Rx**. The original prescription is moved directly to prescription history.

6. At this point the user may create a second prescription by clicking the **Next Rx** button.

7. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

8. Click **Save and Print.**

5.3. Prescribers List of Favourites

Prescribers are able to save a list of Favourite drugs allowing them to reduce time in the prescribing process. Favourites are tied to a user ID and will be available to the user regardless of the patient or facility.

How to Create a list of Favourite Drugs

1. In the medication profile, click **New Rx** button – *Drug Search* Screen will appear on right panel.

2. Enter **Drug Name** (strength & route are optional).

3. Click **Search** – results appear.

4. Click **Radio** button beside drug name.

5. Click **Create Rx**.

6. When the *Rx* Screen appears, click in the box beside **Favourite**. This will cause the drug to be added to your list of favourites.

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How to Prescribe using your Favourite List

1. In the medication profile, click **New Rx** button – *Drug Search* Screen will appear on right panel.

2. Click on the **Favourites** tab to view the drug list you have created.

3. Choose a drug by clicking on the **Radio** button beside the drug name.

4. Click the **Create Rx** button and continue with the ePrescribing process.

5.4. Adjust As Directed Rx

This screen will allow to enter prescriptions have an explicit dosage allowing the use of the to change through prescriptions cannot be prescribers list of

for prescribers that do not specification medications time. These added to a favourites.

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How to Create an Adjust as Directed Rx

1. In the medication profile, click **New Rx** button – *Drug Search* Screen will appear on right panel.

2. Enter **Drug Name** (strength & route are optional).

3. Click **Search** – results appear.

4. Click **Radio** button beside drug name.

5. Click **Create Rx. A**t this point the system will complete a Drug to drug and drug to allergy/intolerance review and display any contraindications. Once any displayed contraindications are managed, the user will be presented with the *Create Prescription* Screen.

6. Choose **Adjust as Directed** tab.

7. Complete all required fields.

8. Click **Review Rx**. Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen. At this point the user may create a second prescription by clicking the **New Rx** button.

9. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

10. Click **Save and Print**.

Note: Print options work on popup blockers so it is important that pop-up blockers are accepted from this site.

How to Renew an Adjust as Directed Prescription

1. Click **Drug Name** the Rx detail page will appear.

2. Click **Renew**. At this point the system will check for contraindications. Any detected contraindications will be displayed for management. Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen. If the system believes there is some days' supply of medication still available the user will be given an opportunity to adjust the days remaining prior to accessing the *Renewal* Screen.

3. Change any of the fields.

4. Click **Review Rx**. At this point the user may create a second prescription by clicking the **New Rx** button.

5. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

6. Click **Save and Print**.

7. At any time in the process you can end the prescribing process by clicking the **Abandon Rx** button.

8. Clicking the **Change Drug** button allows user to begin with a new drug search.

9. Clicking the **Monograph** button provides a clinical drug monograph and a patient hand out.

5.5. Compound Rx

Compound prescriptions require the prescriber to enter compound details (ingredients) and the save as name.

If a favourite compound was chosen some of the fields will be populated otherwise they will be blank.
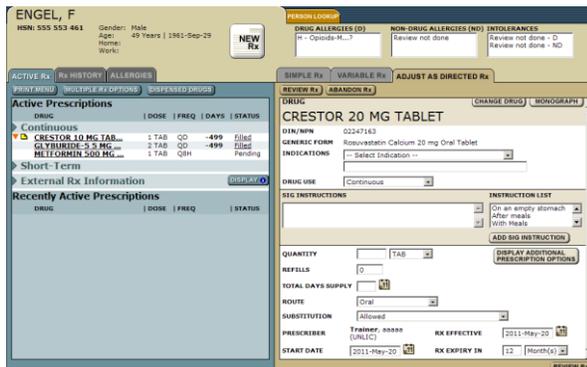
How to Create a Compound Prescription

1. In the medication profile Click **New Rx** button – *Drug Search* Screen will appear on right panel.

2. Choose the **Compound Search** tab.

3. If any favourites exist choose a favourite and click **Create Rx**. To start a new compound click **Custom Compound**.

4. Complete all required fields.

5. Click **Review Rx.** The system cannot do any contraindication checking for compounds. At this point the user may create a second prescription by clicking the **New Rx** button.

6. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

7. Click **Save and Print.**

How to Renew a Compound Prescription

1. Click **Drug Name** the Rx detail page will appear.

2. Click **Renew Rx.** If the system believes there is some days' supply of medication still available the user will be given an opportunity to adjust the days remaining prior to accessing the *Renewal* Screen*.*

3. Click **Renew**.

4. Change any of the fields.

5. Click **Review Rx**. At this point the user may create a second prescription by clicking the **New Rx** button.

6. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

7. Click **Save and Print**. At any time in the process you can end the prescribing process by clicking the **Abandon Rx** button.

8. Clicking the **Change Drug** button allows user to begin with a new drug search.

9. Clicking the **Monograph** button provides a clinical drug monograph and a patient hand out.

5.6. Variable Rx

This allows the
drug that has a
The various
generated by the

user to prescribe a
varying dosage line.
dosage lines can be
formula functionality.

How to Create a Variable Prescription

1. In the medication Profile Click **New Rx** button – *Drug Search* Screen will appear on right panel.
2. Enter **Drug Name** (strength & route are optional).
3. Click **Search** – results appear.

4. Click **Radio** button beside drug name.

5. Click **Create Rx**. At this point the system will complete a Drug to drug and drug to allergy/intolerance review and display any contraindications. Once any display contraindications are managed the user will be presented with the *Create Prescription* Screen.

6. Choose **Variable** tab.

7. Complete all required fields.

8. Click **Generate Dosage.**

9. Click **Review Rx**. At this point the system will do a contraindication check. Any detected contraindications will be displayed for management.   Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen*.*

10. At this point the user may create a second prescription by clicking the **New Rx** button.

11. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

12. Click **Save and Print.**

Print options work on popup blockers so it is important that pop-up blockers are accepted from this site.

How to Renew a Variable Prescription

1. Click **Drug Name** the Rx detail page will appear.

2. Click **Renew.**

3. Change any of the fields.

4. Click **Review Rx.** At this point the system will check for contraindications. Any detected contraindications will be displayed for management. Once any displayed contraindications are managed the user will be presented with the *Create Prescription* Screen*.

5. At this point the user may create a second prescription by clicking the **New Rx** button.

6. If there is a problem with the information click **Edit Rx** to return to the prescription fields and change what information is wrong or missing. If the prescription is as the prescriber wants it then:

7. Click **Save and Print.**

8. At any time in the process you can end the prescribing process by clicking the **Abandon Rx** button.

9. Clicking the **Change Drug** button allows user to begin with a new drug search.

10. Clicking the **Monograph** button provides a clinical drug monograph and a patient hand out.

6. Contraindications

6.1. Contraindications

During the prescribing process the user may be alerted by the system to 4 contraindications they are:

- Drug to Drug (DDI)

- Drug to Allergy/Intolerance (DAI)

- Duplicate Drug Therapy (overlap greater than 1 day & contain similar ingredients)

- Dosage Indicator (First Data Bank (FDB) source of information)

DDI and DAI checking occurs during the prescribing process at the point of drug selection. All 4 are checked at the time of reviewing the prescription. DDI and DAI are re-checked at the reviewing stage because PIP is an interactive tool and it is possible another provider may have altered the patient's profile during the prescribing process.

User Preferences will dictate what contraindications are displayed and require management.

There are 2 levels of warnings they are:
- Red – mandatory management

- Yellow – optional management
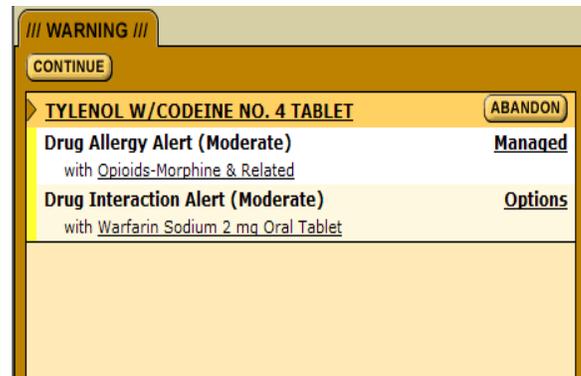
Each contraindication has a status associated with it. There are 3 status associated with contraindications. They are:

- **Options:** This indicates that the contraindication has never been managed for the patient by the current user.

- **Managed:** This indicates the user has entered management information for the contraindication.

- **Previous**: This indicates the contraindication has been managed previously for this patient. A fly over will display the full name of the individual, the date managed and comments if available.

Roll Forward Management
This was designed to reduce the number of messages that the system displays.

- A roll forward management means that the contraindication will not appear as a warning to the prescriber however, the previous management will be applied, carried forward, and printed on the prescription.

- If the message has been previously displayed to and managed by the user for that specific patient then the contraindication message will not appear and the previous management will be "rolled forward" – the exception to this is Drug allergy contraindications which will not be rolled forward.

- If any of the data items are different (drug, patient, provider) then the contraindication will not roll forward.

Roll forward behaviors are determined via the User Preferences.

Once mandatory contraindications are managed a **Continue** button will appear in the top left hand corner and the user has the choice to manage "Optional" contraindications or **Continue.**

All drug allergies contraindications except refuted records will be displayed prior to the **Continue**] button being displayed. This includes cross sensitivity checks (except if the primary has been refuted). If the user refutes the allergy the system will not generate a warning. If the user is not the refuting provider then the refuted allergy warning will appear once.

6.2. Drug to Drug Interactions (DDI)

Whenever a prescription is created the system checks the selected drug for interactions against a list of drug compiled from the patient's active (continuous, short term and external), recently active and pending prescriptions. Compound and inactive prescriptions are not considered.

The system will not automatically check recently active drugs. Rather a list of these drugs will be provided and the prescriber must select which, if any would they like the system to perform DDI checks against. If the same recently active drug also appears in either the pending or active list it will not be displayed for DDI checking. FYI prescriptions are not included in the list.

Whenever a prescription is modified, re-activated or renewed the system checks the selected drug for interactions against a list of drug compiled from the patient's active (continuous, short term and external) and pending prescriptions. Recently active, compound and inactive prescriptions are not considered.

How to Manage Drug to Drug Interactions (DDI)

1. When the DDI Warning appears, if the color band is yellow, you can choose to manage the option or you can click the **Continue** button to complete the Rx. You can also choose to abandon the Rx by clicking on the **Abandon** button.

2. If you choose to manage the interaction, click the **Option** link.

3. Complete any fields.

4. Click **Save**.

The screen will now indicate that the interactions have been managed.

5. Click **Continue** to complete the Rx.

Note: The DDI Monograph is available to review the clinical contraindication information.

6.3. Drug to Allergy/Intolerance Interactions (DAI)

DAI checks are triggered when an Rx is:
- Created
- Modified
- Renewed
- Reactivated

Allergies and intolerances will be displayed according to their severity (Severe, Unknown, Moderate, Mild).

Users who refute allergies will not receive a contraindication and those who did not refute the allergy will only see a warning once – then the management will roll forward.

If only one contraindication is displayed the **Management Options** tab will display on the right hand side of the screen. If more than one contraindication is displayed the user must select a contraindications using the **Options** status button.

If the same allergy/intolerance has already been managed but not save (pending prescription) it is also considered as a previous management candidate. A cancelled management is not considered to be active anymore.

How to Manage Drug to Allergy/Intolerance Interactions

1. Click the **Option** link.

2. Complete the fields

3. Click **Save**.

4. Click **Continue** to complete the Rx.

6.4. Duplicate Therapy Warnings

Whenever a prescription is created, modified, re-activated or renewed the system checks the selected drug for duplicate therapies against pending and active prescriptions.

When renewing a prescription the duplicate therapy warning will only display once. If a drug warning has been previously managed - is the result of the same: prescriber, patient and drugs then the warning will not display again.

If any one of those factors changes then the duplicate therapy warning will display.

How to Manage Duplicate Therapy Warnings

1. Click the **Option** link.

2. Complete the fields

3. Click **Save**.

4. Click **Continue** to complete the Rx.

6.5. Dosage Indicator

The system checks to see if the prescribed dosage falls within predefined minimum and maximum dosage values for the selected drug.

How to Manage Dosage Indicator Warnings

1. Click **Status of the Dosage Warning**.

2. Choose a management **Option.**

3. Complete any fields.

4. Click **Save**.

7. Appendix

## 7.1. Appendix A: PIP Registration details

When an organization decides to use the PIP system an approver must be appointed. This individual will manage the rights of people within the organization to use the system. They will do so by:

1. Registering as an approver for the organization.
2. Approving or rejecting the application of users registering for system access.

When the EHealth Access Management team approves the approver status of this individual they will be notified by e-mail. When an individual is authorized as an approver they are automatically authorized as users of the PIP system. All users and approvers begin by going to https://pip.ehealthsask.ca and selecting the Register for PIP Access link on the left hand menu.
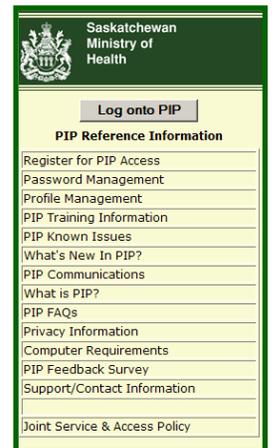
This will cause the PIP IDM Login Screen to appear. Select the *Register a New Account* link.

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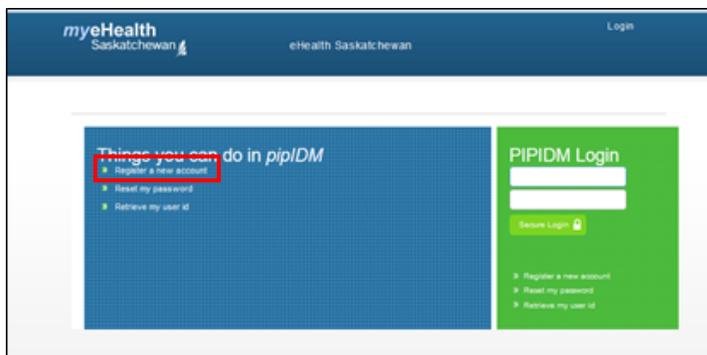
A user agreement will appear. Read through this agreement and then select the *Accept* button and the *Create Account Screen* will appear.
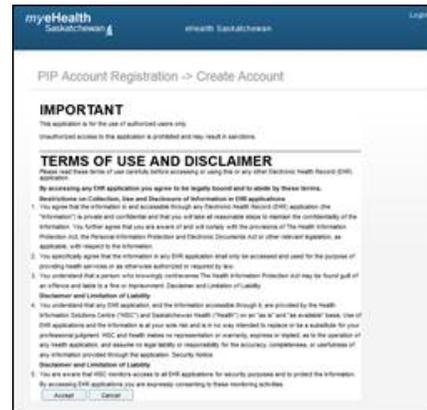
REGISTERING TO BECOME AN APPROVER:

Steps:

1. Begin by selecting *Approver* from the *Registration User Type Field".*

2. If you are a licensed clinician you can choose the drop down arrow beside the *Licensed Type field* to select your license and then type your license number into the *Licensed Number field*. Please note these are not mandatory fields.

3. Next, enter a valid email and confirm it in the fields provided.

4. Select your organization by typing the first letters of your organization's name in the *Organization field*. A list of organizations will appear.

5. Select your organization from the list.

6. Complete the *Personal Information* section. Please note that all fields with a red asterisk (*) are mandatory fields.

7. Create three security questions and answers that will be used as an authenticator by the eHealth service desk if for some reason you need assistance with your account.   Example questions include:

- What was name of your childhood pet?
- What were the last four digits of your childhood telephone number?
- In what city was your first job?
- In what town or city did you meet your spouse/partner?
- What is the middle name of your oldest child?

8. When you have completed all the mandatory fields, select the *Save* button located at the top or bottom of the screen.

9. You will receive a screen indicating that your registration has been submitted.

10. When the eHealth Administrator has verified your application for Approver, you will receive an email with your login and temporary password.

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REGISTERING TO BECOME A PIP USER:

Steps:

1. Begin by selecting *PIP User* from the *Registration User Type Field".*

2. If you are a licensed clinician you can choose the drop down arrow beside the *Licensed Type field* to select your license and then type your license number into the *Licensed Number field*. Please note these are not mandatory fields.

3. Next, enter a valid email and confirm it in the fields provided.

4. Select your organization by typing the first letters of your organization's name in the *Organization field*. A list of organizations will appear.

5. Select your organization from the list.

6. Complete the *Personal Information* section. Please note that all fields with a red asterisk (*) are mandatory fields.

7. Create three security questions and answers that will be used as an authenticator by the eHealth service desk if for some reason you need assistance with your account.   Example questions include:

What was name of your childhood pet?
What were the last four digits of your childhood telephone number?
In what city was your first job?
In what town or city did you meet your spouse/partner?
What is the middle name of your oldest child?

8. When you have completed all the mandatory fields, select the *Save* button located at the top or bottom of the screen.

9. You will receive a screen indicating that your registration has been submitted.

10. When your organization's Approver has accepted your application, you will receive an email with your login and temporary password.

All users are required to complete PIP training. Information about training requirements can be found at: https://pip.ehealthsask.ca/PIP_Training/PIP_Training.htm
Mandatory certificate courses must be completed by all e-Prescribers. See Appendix B for additional details.

7.2. Appendix B: PIP Training Requirements

Training Required for PIP Users

The following on-line training modules have been developed for all PIP users and are available at: https://pip.ehealthsask.ca/PIP_Training/PIP_Training.htm. Each module has identified the primary audience to ensure that adequate training is received. At the end of some of the on-line learning sessions listed below, you will be prompted to print out a *Certificate of Completion* and send an email to the eHealth Service Desk to verify you have completed the training. If you have any difficulties with this process, contact the TCM training department at training@ehealthsask.ca

Training Required for e-Prescribers

Pharmacists:

Pharmacists seeking ePrescribing privileges must meet the following requirements:

1. Complete the Level 1 training required by the College of Pharmacy to obtain Prescriptive Authority.

2. Complete the following on-line training courses available at: **https://pip.ehealthsask.ca/PIP_Training/PIP_Training.htm**
    i. Introduction to PIP and Privacy of the information in PIP
    ii. How to print pending electronic prescriptions in the PIP system
    iii. How to enter non-prescription medication in profile
    iv. ePrescribing in the PIP system for pharmacists

3. At the end of each of the on-line learning sessions listed above, you will be prompted to print out a *Certificate of Completion* and send an email to eHealth verifying you have completed the session. When all 4 emails have been received, you will be granted ePrescribing privileges.

Physicians and Nurse Practitioners

Physicians or Nurse Practitioners seeking ePrescribing privileges must schedule in-person training with the eHealth Transition Services Team. The Transition Team will arrange dates and locations for training. The training program is approximately 1.5 hours. In order to make the transition to ePrescribing easier for users, the Transition Services Team recommends users register for, and use the PIP viewer for at least 2 weeks before upgrading to PIP ePrescribing. For more information please contact the Transition Service Training Department at training@ehealthsask.ca