



For British Columbia's PharmaNet Users

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New PharmaNet Option: Generating a Report for Medication Reconciliation

You can use PharmaNet to generate a patient medication history for medication reconciliation purposes.

What is Medication Reconciliation?

Medication reconciliation is the process of managing changes in a patient's medication regime when they move from one care setting to another (for example, admission to hospital or residential care, move from acute care to residential care or from hospital to home). Medication reconciliation reports improve patient safety by providing a more complete and accurate transfer of medication information at these transitions.



Who can create Medication Reconciliation reports?

If you have local software that supports this function, you can obtain PharmaNet patient medication data for Medication Reconciliation reports. Reports can be generated by hospitals, community and outpatient pharmacies, inpatient pharmacies, emergency departments, and medical practices.

Your software vendor can tell you if your software supports the Medication Reconciliation function. They can also provide details on what information their report will contain.

Medication Reconciliation report contents

A Medication Reconciliation report contains medication information from a patient's Medication Profile up to the time the report is printed. It does not contain changes to dosage made by a prescriber after a prescription is dispensed. It may contain discontinued medications.

For further details on these data limitations, refer to the "Potential Misinterpretations of Patient Profile Information" article in [PharmaNet Bulletin 10:002](#) and to the disclaimer included as part of every Medication Reconciliation report.

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The use of PharmaNet is not intended as a substitute for professional judgment. Information on PharmaNet is not exhaustive and cannot be relied upon as complete. The absence of a warning about a drug or drug combination is not an indication that the drug or drug combination is safe, appropriate or effective in any given patient.

Health care professionals should confirm information obtained from PharmaNet, and ensure no additional relevant information exists, before making patient care decisions.

References

More detailed technical information on the content of Medication Reconciliation reports can be found in *Volume 2 – Business Requirements* and *Volume 3 – Technical Requirements* of the PharmaNet Compliance Standards at www.health.gov.bc.ca/access/catalogu/tech/pnetcompdocs.html.

PharmaNet Prescription Status Codes

PharmaNet Medication Reconciliation Reports and Medication Profiles use the following prescription status codes:

F – Filled	Prescription was filled.
D – Discontinued	Prescription was filled, but is no longer being taken.
R – Reversed	Prescription was filled but then the dispense was reversed by the pharmacist and not released to the patient. Dispenses can be reversed for any number of reasons, including that the drug was never intended for the patient.
N – Not Filled	Prescription was not filled, indicating the pharmacist's refusal to fill the prescription as written. There may be a subsequent fill for the medication depending on whether the prescription was changed and reprocessed or cancelled altogether.

Patient PharmaNet Keywords – Update

PharmaNet has many security features which prevent unauthorized access to patient information such as data encryption, a “firewall” which prevents outside access to restricted files and a system of tightly-monitored access privileges.

As an added measure of security, patients can attach a keyword to their patient record. Using a keyword limits access to their records to only those health professionals with whom they share the keyword and to authorized regulatory bodies such as the College of Pharmacists of B.C. (See [Who can do what with keywords and keyword-protected records](#) on page 3 for a chart of keyword authorizations.)

CPBC Policy: All patients should be informed of the option of having a keyword attached to their patient record.

A keyword may delay pharmacy service if the patient cannot provide it but it will not compromise care if the patient is admitted to an emergency department. Hospital, emergency department and mental health service centre physicians and designated nurses and clerical staff can ask the PharmaNet Help Desk to remove a patient's keyword in an emergency or if they determine it is necessary for the safe and effective treatment of the patient.

Physicians, designated nurses and/or clerical staff are required to sign undertakings of confidentiality with their organization. The patient is notified in writing if their keyword is removed in the hospital, emergency department or mental health service centre.

When must a keyword be provided?

When necessary, you can use the patient record on the pharmacy's local system, without a keyword.

However, you must supply the keyword to:

- perform PharmaNet Drug Use Evaluation (DUE)
- access a PharmaNet patient medication profile
- request a PharmaNet patient record mailing
- change a PharmaNet patient keyword
- dispense a prescription

A physician requesting information on a patient's medication history from PharmaNet must provide the keyword.

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Who can do what with keywords and keyword-protected records

Access to PharmaNet is available from emergency departments, hospitals, designated mental health service centres, medical practices, medical device distributors (e.g. insulin pump suppliers) and certain non-pharmaceutical suppliers who provide prosthetic, orthotic or ostomy supplies/services. Below is a breakdown of keyword activities permitted for all PharmaNet user groups. See also [Who can access PharmaNet?](#) on page 4.

Provider	Activities					
	Access record with keyword	Access record without keyword	Store keyword (consent required) #	Add keyword	Remove keyword (via PharmaNet help Desk)	Replace Keyword (consent required) #
Community Pharmacy	Y - FULL	N	Y	Y	Y - with consent	Y
Hospital Out-patient pharmacy	Y - FULL	N	Y	Y	Y - with consent	Y
Hospital In-patient Pharmacy	Y - FULL	N	N	N	N	N
Emergency Department	Y - FULL	Y - conditional*	Y - time-limited**	N	Y - consent not req'd *	N
Hospital / Designated Mental Health Facility	Y - FULL	Y - conditional*	Y - time-limited**	N	Y - consent not req'd *	N
Doctor's Office and/or Clinic	Y - FULL	N	Y	N	N	N
Non-Pharmaceutical Supplier	Y - limited^	N	Y	N	N	N
Medical Device Distributor (MDD)	Y - limited~	N	Y	N	N	N

Consent must be provided either by the patient or the patient's authorized representative.

* Only in an emergency or when they determine it is necessary for the safe and effective treatment of the patient.

** Keywords must be deleted from all patient records when the current treatment ends and the patient is discharged. If the patient's keyword has been removed from their PharmaNet record, they must be informed of the keyword before discharge.

^ Non-pharmaceutical suppliers have the same permissions as community pharmacies with the following exceptions: they cannot view First Data Bank information and they can view only those transactions submitted at their location.

~ MDDs can only submit claims; view their own transactions; view their store totals; and enter a Personal Health Number (PHN) to ensure the claim is submitted for the correct person. They are not able to update patient personal information.

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Assigning a keyword - procedures for pharmacists

Important points for pharmacists to remember:

- You must obtain proof of a patient's identity before adding, changing, or deleting a keyword.

For details on acceptable ID, please refer to Professional Practice Policy (PPP) # 54 at www.bcpharmacists.org/library/A-About_Us/A-2_Governance/5003-PGP-PPP54.pdf.

- A patient must choose their own keyword. You can provide tips on selecting a keyword (see [Tips for selecting a keyword](#) below).
- When informing patients of their keyword option, you should stress the importance of keeping their keyword confidential.

Protecting patient keyword confidentiality – all PharmaNet users

- Your organization must have policies and procedures to protect patient confidentiality when they provide their keywords (e.g., when a keyword cannot be shared verbally, your policy may be to provide slips of paper to be properly disposed of after use).
- Unless you have obtained the patient's consent, you cannot share a patient's PharmaNet keyword with another person even when there is authorization to share other patient information.

Storing keywords – all PharmaNet users

Patients have the option of granting you permission to use and store their keyword so they do not have to personally provide it whenever you access their PharmaNet profile. Patients can grant access to their keyword either to a specific individual, such as a pharmacist, or to all the authorized personnel in your premises (e.g., all pharmacists and pharmacy technicians in a location).

Patient confidentiality must be ensured when storing keywords.

- You may store a patient's keyword only with the patient's consent.
- You must store the keyword in a secure fashion so that only authorized persons can access the keyword.
- You cannot share a patient keyword with anyone who does not work at your location. If your Local Area network (LAN) is shared across locations, you must not store the keyword on the LAN.

Who can access PharmaNet?

Only the following people are authorized to access a patient's PharmaNet record:

- **Community and hospital out-patient pharmacies:**
pharmacists and pharmacy technicians
- **Hospital in-patient pharmacies:**
pharmacists and pharmacy technicians
- **Emergency departments, hospitals and designated mental health facilities:**
physicians and designated nurses and clerical staff who have signed undertakings of confidentiality
- **Doctor's offices and clinics:**
physicians and staff who have signed undertakings of confidentiality, and only based on signed patient consent
- **Non-pharmaceutical suppliers:**
only persons designated by the supplier and only to the information that they have entered into PharmaNet
- **Medical device distributors:** only staff who have signed undertakings of confidentiality and only to the information that they have entered into PharmaNet

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Tips for selecting a keyword

Enter keywords in uppercase letters only. The keyword can contain no more than eight characters. Those characters may include letters of the alphabet, numeric characters or a combination of alphabetic and numeric characters. The keyword should not include blank spaces.

Note: We recommend that patients do not use their mother's maiden name. Because this information is collected by the Insurance Corporation of British Columbia, there is an increased likelihood of the information being discovered by an outside source.



Changing a Keyword

A pharmacist can change the patient's keyword if the patient requests the change:

1. Obtain positive identification from the patient.
2. Ask the patient the old keyword and the new keyword.
3. Use the Patient Keyword Maintenance feature (TCP) to assign the new keyword.

Note: A keyword can be changed only once in any 24-hour period.

Removing a Keyword

If a patient forgets their keyword or wants to remove it, the pharmacist or patient can contact the PharmaNet Help Desk at Health Insurance BC. To remove a patient keyword:

1. Obtain positive identification from the patient.
2. Call the PharmaNet Help Desk citing the type of identification provided.
3. The Help Desk cannot change the keyword but will delete it.

If you require more information on specific procedures for your software,
please contact your software vendor.