



For British Columbia's PharmaNet Users

NOTICE: Planned Upgrades for Pharmacies Using the SPAN-BC Network

In 2010, the ministry will be upgrading the SPAN BC network connection to PharmaNet.

What are the benefits of this upgrade for pharmacies and the Province?

The upgrades to the SPAN BC network will improve service performance and reliability three ways:

1. the upgrade will replace equipment that is out of date and hard to repair;
2. the new network connections will be faster and able to handle more transactions; and
3. the telecommunications vendor will be held responsible for agreed-upon levels of performance and service support.

Which pharmacies will be upgraded?

Only pharmacies that connect to PharmaNet over **SPAN BC** and use ministry provided communication hardware will be upgraded. Health Insurance BC (HIBC) will notify each pharmacy that uses SPAN BC.

What is involved in the upgrade?

During the upgrade, authorized telecommunications service technicians will replace the communication hardware and cabling used for PharmaNet. No changes will be made to your in-store server, workstations or software.

How long will the upgrade take?

Typically, the upgrade takes about half an hour. During that time, you will not be able to connect to PharmaNet.

When do the upgrades start?

Upgrades will begin in February 2010 and will continue over the next fourteen months. Upgrades will be scheduled on a monthly basis for the following month.

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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.

What should I do to prepare for the upgrade?

You will be contacted before your scheduled upgrade by a Health Insurance BC (HIBC) representative to designate a site contact (and alternate if possible). Next, a Shared Services BC representative will contact you to review technical details and ensure that pharmacy contacts will be available during the period when your upgrade will take place. A Telus representative will contact you a few days prior to the installation date to make final arrangements. Details on what you should do to prepare for the upgrade will be provided at that time.

For further information

E-mail HIBC Information Support at informationssupport@hibc.gov.bc.ca or telephone the PharmaNet Help Desk at the usual numbers.