

PRIME Future State

Frequently Asked Questions

The Ministry of Health launched the PRIME (PharmaNet Revisions for Information Management Enhancements) project to address issues around PharmaNet user management, including:

- increased demand for access to PharmaNet;
- a need for individual accountability for access to PharmaNet; and
- improving the PharmaNet safeguards British Columbians expect, to protect their health information.

PRIME will also meet requirements of legislation and government standards for privacy, information security, and identity assurance.

PRIME will affect PharmaNet users across the province, as well as the organizations they work for, including Health Authorities, pharmacies, and community practices. The effects of PRIME will range from changes in day-to-day processes of enrollment and access renewal, and the introduction of a new web-based enrollment and user management system, to a greater focus on educating users about their responsibilities regarding information security and appropriate access.

The PRIME Project Team hosts ongoing sessions with stakeholders across the health sector to discuss the future state of PRIME. The questions and feedback heard, and the responses from the PRIME team, are compiled in this document, which is updated periodically.

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Background

1. What is PRIME?

PRIME (PharmaNet Revisions for Information Management Enhancements) is a Ministry of Health project to create a robust user management system for PharmaNet.

Currently, PharmaNet access is administered inconsistently by many disparate parties across the health sector, and the Ministry is reliant on third parties for information about who is accessing this government system. PRIME will create a single solution for PharmaNet access and position the Ministry as the body that approves, determines, and manages a person's access.

PRIME is an enrollment and user management system; it is not a software offering for accessing PharmaNet. PRIME will not replace current point-of-service PharmaNet access software.

2. Why is the PRIME project necessary?

PharmaNet is a critical part of British Columbia's health care system, and the demand for access to PharmaNet is constantly increasing. PRIME is necessary for the following reasons:

- To ensure consistent, efficient access provisioning to PharmaNet across all clinical users;
- To improve security, transparency, and individual user accountability;
- To facilitate access monitoring and audit capabilities;
- To align PharmaNet user management and information privacy and security with government standards and best practice;
- To aid in prevention of unnecessary or inappropriate PharmaNet use;
- To satisfy legislated requirements of the Information Management Regulation under the *Pharmaceutical Services Act*, enacted in 2015, including:
 - The Ministry of Health determines the criteria for access to PharmaNet
 - The Ministry of Health approves and grants access to PharmaNet
 - The Ministry of Health monitors and audits PharmaNet access. The Ministry of Health may restrict, suspend, or terminate PharmaNet access.

3. What are the benefits of PRIME?

The PRIME system will offer the following benefits:

- Access to PharmaNet that is aligned with applicable legislation, government standards and strategic direction
- Individual accountability for access to PharmaNet
- Increased security and privacy of personal information in PharmaNet, preventing inappropriate access to PharmaNet and security breaches that put patient and practitioner information at risk.

- A consistent access provisioning process for all PharmaNet users and administrators across the province
- Clearly defined criteria for access to PharmaNet
- A web-based, mostly automated system that allows for streamlined request processing.

4. What are the guiding principles of PRIME?

PRIME is being developed within the framework of a few guiding principles:

1. Protect Patient Care
 - Contribute positively to patient care delivery
 - Safeguard appropriate use of PharmaNet related to patient care
2. Improve Privacy and Security
 - Allow for ongoing monitoring and audit, integral to information security and personal accountability for PharmaNet access.
 - Achieve a high level of confidence in the identity of PharmaNet users
 - Improve reporting, monitoring, and audit
 - Address recommendations from recent PharmaNet security reviews
 - Increase business intelligence and reduce reliance on external data
3. Foster Sector Partnership
 - Where possible, provide an automated, streamlined enrollment process
 - Deliver a solution based on collaboration with health sector stakeholders
 - Contribute to and promotes Sector Identity and Access Management (IDAM) solutions
4. Align with Policy
 - Strengthens Ministry accountability for granting access and use of information
 - Adheres to IM regulations and core policy, including:
 - A direct relationship between the PharmaNet user and the Ministry.
 - Individuals accountable for their access to and use of PharmaNet.
 - A trusted person at the site verifying the user their requirement for PharmaNet access at the site.
 - The Ministry of Health validates user information, determines if the user should have PharmaNet access, and what kind of access they should have.

5. Why is PharmaNet access and information treated differently than other health information?

Different legislation governs different kinds of health information. Each piece of legislation prescribes different criteria for access to and appropriate use of specific kinds of health information. For example:

Information System	Governing Legislation
PharmaNet	<ul style="list-style-type: none"> • <i>Pharmaceutical Services Act</i> • <i>Information Management Regulation</i> • <i>Freedom of Information and Protection of Privacy Act</i>
PLIS, EMPI, and Provider Registry	<ul style="list-style-type: none"> • <i>E-Health Act</i> • <i>Freedom of Information and Protection of Privacy Act</i>
EMR in private practices and pharmacies	<ul style="list-style-type: none"> • <i>Personal Information Protection Act</i>
EMR information in health authority facilities	<ul style="list-style-type: none"> • <i>Freedom of Information and Protection of Privacy Act</i>
MSP	<ul style="list-style-type: none"> • <i>Medicare Protection Act</i> • <i>Freedom of Information and Protection of Privacy Act</i>

Additionally, PharmaNet is not just a health information system that supports clinical care or a data repository. PharmaNet is also the operating system of PharmaCare, the provincial public drug plan. This introduces different requirements for information management.

6. When will PRIME come into effect?

The effective date of PRIME is legislated in the Information Management Regulation, which specifies two dates:

- As of December 1, 2020, applicants without existing PharmaNet access must enroll using PRIME.
 - On December 1, 2020, anyone who already has PharmaNet access will have that access grandfathered until they are required to enroll using PRIME.
- Before April 1, 2022, all users who had their access grandfathered will be required to enroll using PRIME. This will be done gradually, and the Ministry will provide ample notice of when existing users are required to enroll using PRIME.

PHARMANET Users

7. What is a Regulated User and an On-Behalf-of User?

- A Regulated User is a PharmaNet user who is a member of a profession regulated under the Health Professions Act and listed in the Information Management Regulation. Currently, that includes pharmacists, medical practitioners, and nurse practitioners.
- An On-Behalf-of User is someone who accesses PharmaNet on behalf of a Regulated User in order to support that Regulated User's provision of direct patient care.

8. **NEW!** What is a Device Provider? Do they have access to PharmaNet?

A Device Provider is enrolled in the device provider class, and associated sub-classes, under the [Pharmaceutical Services Act, Provider Regulation](#). Connection to PharmaNet for device providers is not mandatory. A Device Provider's access to PharmaNet is available to submit online claims. Device Providers do not have access to the patient's full drug profile.

9. Do On-Behalf-of users need to have their own access to PharmaNet? Do they need to enroll in PRIME?

Yes, every person who intends to access PharmaNet must register in PRIME and have their own login credentials (user ID and password), even if they are accessing on behalf of someone else.

For On-Behalf-of Users, the transaction in PharmaNet will be transmitted with the Practitioner ID of the Regulated User that they are accessing for, but that transaction will also be connected to the On-Behalf-of User's unique ID. This way, we can track the individual accessing PharmaNet and their activity, as well as the practitioner they are accessing on behalf of, for the purposes of monitoring and audit. Each user is accountable for their access and activity in PharmaNet, and responsible for acknowledging their own terms of use.

10. What about regulated or licensed practitioners who do not currently have access to PharmaNet under their own license (e.g. midwives, dentists, pharmacy technicians, nurses)?

Currently only physicians, nurse practitioners and pharmacists are named in the Information Management Regulation as Regulated Users who can access PharmaNet as part of providing direct patient care to their patients. All other users must access as On-Behalf-of users.

The Ministry recognizes the need for other kinds of practitioners to be able to access PharmaNet as Regulated Users. This requires changes to the Information Management Regulation, and is a longer-term strategy consideration for access to health information.

11. UPDATED Do temporary staff (e.g. agency nurses, locums, visiting specialists) need their own PharmaNet access?

Yes. All staff, permanent or temporary, who require access to PharmaNet at a particular site must be enrolled to access at that site.

Locums, agency nurses, and other individuals who frequently and unpredictably change location should all have PRIME accounts. Once a user has a PRIME account, it will be easy for verifiers at new sites to associate that user to their site. Temporary staff may be end-dated in PRIME so their access will be cancelled automatically. If needs are known ahead of time, enrollment can be completed before the user's start date.

The organization responsible for the site will be responsible for verifying the necessity of PharmaNet access from that site for all PharmaNet users, regardless of who is employing those users, or for how long they will be working at the site.

Verifiers and Provisioners

12. What is the verifier's responsibility?

The verifier is the designated person for a site (or sites), who:

- Is authorized to act as a verifier for that site
- Is registered and enrolled in PRIME
- Initiates enrollments in PRIME for PharmaNet users working at the site
- Verifies that the PharmaNet user is known to the organization
- Verifies that the PharmaNet user works for the organization at their site
- Verifies the user's need for PharmaNet access at their site (i.e. that their role requires PharmaNet access for direct patient care or support thereof)
- Initiates requests for a change to PharmaNet access, such as adding or removing site access
- Can track application status for users at their site
- Is notified of users at their site who are due for renewal or whose access expires or is terminated

13. Who should the verifier for my site be?

The verifier can be anyone designated for that site who can perform the actions detailed in #12.

The verifier must be able to verify a PharmaNet user's identity, employment within their organization, employment at the site in question, and need for PharmaNet access at their site.

The verifier for your site may be someone in HR, an administrator, part of a centralized IT team, someone in an organization's head office, your site manager, a medical office assistant, a practitioner, a receptionist, or anyone else in your organization who can fulfill the role.

The Ministry will work with each site to help identify the verifier(s) for that site.

14. What is the provisioner's responsibility?

The provisioner is the designated person for a site, who:

- Is authorized to act as a provisioner for that site
- Is registered and enrolled in PRIME
- Receives notifications from PRIME when a user has been enrolled at a site and the Ministry has approved access to be granted, changed or removed

- Creates an ID and password (or adds an additional location to an existing account) for the local PharmaNet access software
- Uses PRIME to confirm that the access has been provisioned and send to PRIME the ID assigned to that user in that local software
- Provides the user ID and password to the PharmaNet user

15. NEW! Can many users be batch-approved at once, as part of confirming the provisioning in PRIME?

No, provisioning confirmation cannot be done in batches. PRIME requires the provisioner to confirm the completion of provisioning for each request by providing the user ID at each site. The provisioner may choose to do this for many users, one at a time, for each site. The provisioner may also confirm the completion of provisioning for many sites, one at a time, for each user.

16. Who should the provisioner for a site be?

The provisioner can be anyone designated for that site who can perform the actions detailed in #14.

The provisioner must be able to create user accounts in the local PharmaNet access software.

The provisioner for your site may be your software provider's customer service department, a pharmacy manager, a centralized IT team, or anyone else in your organization who can fulfill the role. PRIME is unlikely to change who is currently performing this role in your organization.

The Ministry will work with each site to help identify the provisioner(s) for that site.

17. Can my software provider be the provisioner for a site?

Yes, your software provider can be your designated provisioner. They will register and enroll in PRIME and will act as any other provisioner.

Instead of a single, designated person, your software provider may have a team designated as the provisioner for your site. Every member of the team must register and enroll individually in PRIME; they will be identifiable and accountable for their own activity.

18. How many verifiers and provisioners should there be for each site?

The number of verifiers and provisioners for each site is dependent on what is best for each site. Smaller sites may have one verifier, while larger sites could have a team of verifiers. The Ministry encourages sites to have more than one verifier and provisioner, where possible, to provide coverage and minimize the risk of delays in the enrollment process. There is no limit to the number of verifiers and provisioners for each site.

The Ministry will work with each site to help identify the verifier(s) and provisioner(s) for that site.

19. Can someone be a verifier or provisioner for more than one site?

Yes, a person can be a verifier or provisioner for more than one site, as long as they are able to perform the functions detailed in #12 or #14 for each site.

20. NEW! Can someone be a verifier at one site, but an applicant at another?

Yes, a person can be a verifier at one site, but an applicant at another. They will not be able to verify their own enrollment; they will go through the enrollment process as a both a verifier and a PharmaNet user needing access to PharmaNet.

21. NEW! If someone has more than one role in PRIME, will they have multiple user IDs?

If someone has more than one role in PRIME or are working for multiple organizations, they will have only a single PRIME user ID for logging on. PRIME will enable the user to switch between roles. PRIME will not affect the number of user IDs someone might have for access to PharmaNet.

22. Can someone be both a verifier and a provisioner for the same site?

Yes, a person can be designated as both a verifier and provisioner for the same site, but they cannot perform both functions for the same application. For example, your organization may have a centralized team that is able to perform both the verifier and provisioner roles for a site, but different people on that team would have to verify the application and create the new account when that application was approved.

This separation of duties is part of the guiding principles of PRIME as part of IT security best practices.

23. UPDATED Can a verifier or provisioner verify or provision their own PharmaNet application?

A verifier cannot verify their own application for PharmaNet access; however, a provisioner may provision their own PharmaNet application once it is approved.

24. Does the verifier have to be a PharmaNet user or can it be just an admin role?

The verifier for a site does not have to be a PharmaNet user. The designated verifier will have an account in PRIME so they can perform their verifier role for other peoples' applications for PharmaNet access. PRIME is separate from PharmaNet.

25. Will PRIME affect the relationship/contract with a software provider?

The Ministry cannot say with certainty that PRIME will not affect your current contract with your software provider; as the content of those contracts is not typically disclosed to the Ministry.

PRIME is being designed with a respect for existing processes and an intention to minimize the impact of new requirements when possible.

26. What if there are not enough people at my site to act as verifier and provisioner?

For small sites that do not have the people to have both verifier and provisioner, the Ministry will act as your verifier. Ministry resources will be available to work with the new PharmaNet user at small sites to ensure that the required identity confirmation, verification of employment, and verification of relationship with that site are satisfied.

The Ministry will work with each site to help determine if there are enough people to satisfy the requirements for verifier and provisioner, and to classify small sites and designate the Ministry as verifier where required.

27. How are verifiers and provisioners maintained for a site, especially at large sites with high turnover?

For most organizations, an Organizational Authority will be designated. An Organizational Authority maintains the list of verifiers and provisioners for all the sites that are part of that organization. An Organizational Authority maintains the list of the verifiers and provisioners for all the sites they are responsible for. This Organization Authority will manage the verifiers and provisioners for their site, using the PRIME enrollment application.

At smaller sites the Ministry will offer to act as an Organizational Authority. Staff at those sites may nominate verifiers and provisioners to the Ministry, and the Ministry will enroll them into the PRIME application so that they may in turn nominate and provision PharmaNet users.

28. Will verifiers and provisioners require training?

Yes. Verifiers and provisioners will be required to complete quick, simple training in how to use PRIME and what their responsibilities are in verifying or provisioning PharmaNet access.

29. NEW! How many sites can a verifier oversee?

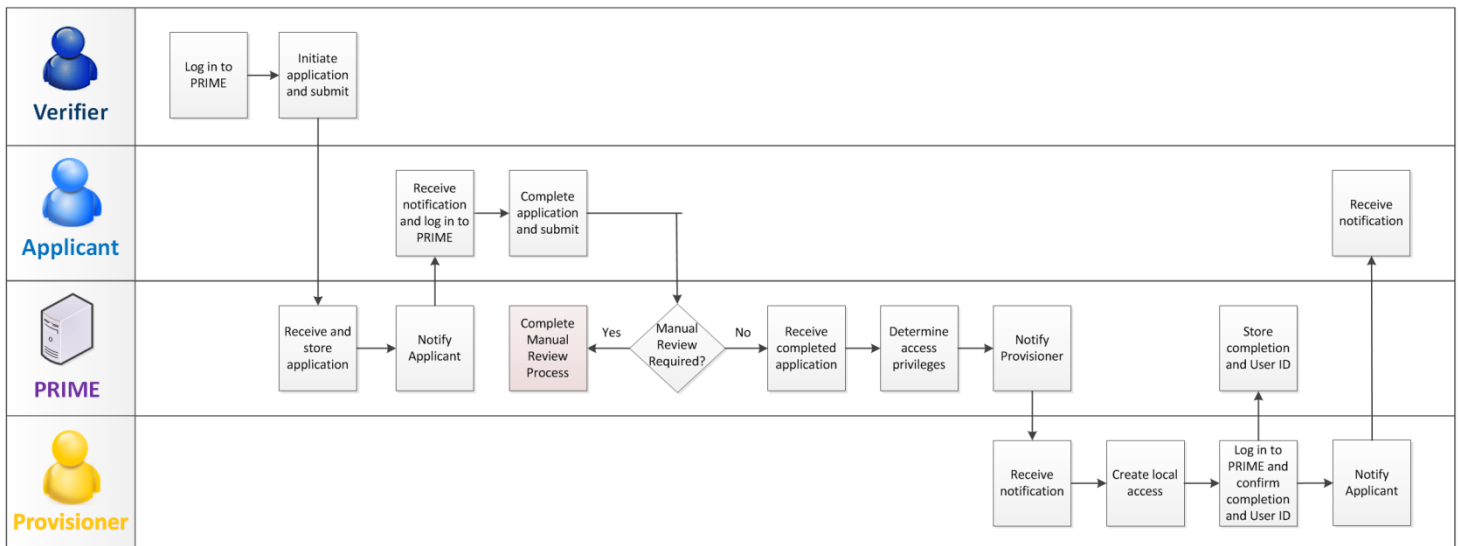
There is no limit to the number of sites a verifier oversees. It is up to the organization to associate sites to verifiers based on the work to be performed. Verifiers can only see sites and users for which they are responsible.

Process

30. **UPDATED** How will the PRIME enrollment process work?

Note: In order to enroll a user at a site, that user **MUST** be registered in PRIME. Registration is a one-time process initiated by the PharmaNet user. Once PRIME is fully operational, a PRIME account will be a de facto condition of any employment or position that requires PharmaNet access.

If someone requires access to PharmaNet, the process is:



- The site verifier initiates a user enrollment for their site(s), and submits it using PRIME.
 - The verifier provides simple identifying information like the PharmaNet user’s name, some contact information, etc., to search for the user in PRIME.
 - The identifying information is compared against information from registration. If there is a match, PRIME will provide the PharmaNet user’s name and photo.
 - The verifier confirms that the person is who they say they are and requires PharmaNet access at their site(s).
 - The verifier associates one or many sites to the PharmaNet user and submits the application.
- PRIME receives that initiated enrollment, creates a record, and automatically notifies the PharmaNet user that they must complete and submit the application.
- The PharmaNet user receives the notification, and then uses PRIME to input additional information (like their professional information, etc.), attest to the information they have provided, confirm that they are working at the site(s), agree to the terms and conditions of access, and submits the completed application.

- PRIME automatically processes the application against the system decision rules, and approves access (or, in exceptional cases, routes the application for manual review by the Ministry).
 - PRIME assigns the applicant a user class and access privileges.
- PRIME automatically notifies the site's designated provisioner that a new user must be created and their access privileges.
- The provisioner receives the notification and creates the account in the local software.
- The provisioner uses PRIME to confirm completion and record the user ID assigned to that user at that site.
- The provisioner sends the new user their user ID.
- The new user can now access PharmaNet at the site.

31. What if an applicant is not approved for access to PharmaNet?

If an applicant is denied access to PharmaNet, or if any terms and conditions are applied to their access, they will be notified by the Ministry. They will be given an opportunity to respond in writing, after which the Ministry may uphold or change its decision.

32. What might cause an application to require manual review by the Ministry?

Most PharmaNet applications will be uncomplicated and will be approved by PRIME automatically.

A few applications may require manual review; for example, if the provided professional license number does not match the information we get from the licensing college, etc.

PharmaNet users who have a history of information management or billing infractions may require manual review; this does not mean that the Ministry will necessarily deny access, only that the Ministry must review the information provided and make a decision based on this additional information.

33. How long will the enrollment process take?

There are several people involved in the PRIME enrollment process: the verifier, the PharmaNet user, and the provisioner. How long an application takes to process will depend on the swiftness of each of those people and whether they have registered in PRIME.

For example, if a verifier initiates a new enrollment at a site, then the PharmaNet user immediately completes and submits the application, it will be run through PRIME automatically, then (if approved), the provisioner can create the new account immediately. If everyone responds to notifications quickly, the process may take only minutes.

Conversely, if a PharmaNet user or provisioner does not respond immediately (for example, if a software provider is the provisioner and adds the notification to a queue with a 72-hour turnaround time), then the process time will be affected by that timeline.

34. NEW! Can a PharmaNet user get PharmaNet access within 24 hours?

Yes, a PharmaNet user can get PharmaNet access within 24 hours. However, it depends on various factors, such as whether the PharmaNet user has registered in PRIME, whether the application needs to go through a manual review, or whether the verifier, PharmaNet user, and provisioner are readily available.

35. UPDATED What if a new user requires access immediately or with little advance notice?

PRIME is designed to make adding new users to a site a fast, mostly electronic process.

The addition should take a matter of minutes if:

- that user already has an account in PRIME, and
- nothing in their circumstances/information that would require any manual review, and
- the user is aware that they need to accept their addition to the site, and
- the provisioner is available to assign the necessary user ID in the local software,

For true emergency situations, the Ministry will have an exception process available to provide necessary PharmaNet access.

The Ministry continues to collect information about exceptional cases like agency nurses and locums, with the intent of developing an approach for these users that upholds the guiding principles of PRIME while mitigating impacts to business processes.

36. Can a PharmaNet user complete their application from outside the facility/organization?

Yes. PRIME will be available as a web portal, accessible anywhere. If you have a new staff member joining, the verifier can initiate their site enrollment and the PharmaNet user can complete it before their start date.

37. How can a user update their information or access?

There will be a web portal in PRIME for a user to update their information.

A verifier will be able to request to add or remove access at a site for an existing PharmaNet user.

38. UPDATED How will access be removed?

A PharmaNet user can request removal of PharmaNet access at a site (for example, if they are no longer working at that site).

A verifier may also request to remove access at a site for a particular user by entering an end date in PRIME. When the end date for a site comes up, the provisioner will be informed to remove the PharmaNet user from that site where the user's PharmaNet access at that site will be deactivated.

The Ministry will monitor usage and inactivate unused accounts. Notification will be provided to the user, so they can respond to the Ministry to confirm whether or not the access is still required.

The Ministry will remove access for accounts that are not renewed (after a period of multiple notifications and inactivation).

The Ministry may also suspend or terminate access as provided for in the [Information Management Regulation](#).

39. Can many users be enrolled at once (batch enrollment)?

PRIME requires the verifier's verification of each user, and the PharmaNet user's completion of their own application (including the input of personal information, the attestation to information provided, and the agreement to terms and condition of access). These requirements cannot be fulfilled in a batch enrollment.

40. NEW! When does registration happen?

Registration in PRIME needs to happen first before the enrollment process begins. This includes creating a PRIME account, getting identity proofed, and establishing a two-factor authentication to ensure that you are who you say you are. Registration can happen at any time in preparation for PharmaNet access.

Sites and Site Collections

41. What is a site?

A site is a PharmaNet connection point, where users all access PharmaNet with the same software.

There may be multiple PharmaNet sites at a single physical location, if there are multiple software types used or if the location was set up with different connection points. For example, in a single hospital, the pharmacy, ER, and outpatient registration could all be different sites at the same location.

A site is identified in PharmaNet by its Pharmacy ID (PID), or PEC code (pharmacy equivalency code). The Ministry has a list of all PEC codes/sites in the province, and will be working with each site to determine whether it will remain identified as a single site or part of a collection of sites grouped together for easier PRIME administration.

42. **UPDATED** What is a site collection?

A site collection is a grouping of sites, as determined by the organization. Its purpose is to reflect how PharmaNet users move between sites in their work and make the administration duties in PRIME more efficient.

The Ministry envisions that sites will be grouped together as much as makes sense for the organization and its workforce. For example:

- A private practice or independent community pharmacy may not be part of a group; it is a standalone site with its own verifier and provisioner.
- A large chain pharmacy may group all of its sites within a city, with one verifier for the site grouping and many provisioners, to allow for staff to move between that chain's locations in the city.
- A Health Authority may group all its acute care facilities in a certain geographic area, to support users who work in multiple locations.

43. **NEW!** Does a PharmaNet user have to be enrolled to each site they will be working at, one by one?

Yes, a PharmaNet user must be enrolled to each site they will be working at. No, you do not have to enroll them to a site, one by one; you may choose to enroll the PharmaNet user in a site collection if applicable.

44. **NEW!** How will sites be set up in PRIME in an orderly fashion?

Sites and site collections will be set up prior to the rollout of PRIME. There will be a process for the addition of new sites after the rollout of PRIME.

45. **UPDATED** Can a user apply for access to more than one site at a time?

The site verifier initiates user enrollment at a site. If an organization requires PharmaNet users to work at more than one site, it will be beneficial for the organization to use site collections, so their verifier(s) may add users to sites within those collections more easily. PharmaNet users, when accepting the enrollments, will be able to do so all at once. Requests may also be made for more than one site, even if they are not part of a collection.

46. What about staff who move between sites regularly?

In situations where PharmaNet users are often moving between multiple sites, the organization may choose to group those sites in a site collection to enable verifiers to add users to all those sites.

Alternately, the verifiers at each site would add the user to their site(s).

The Ministry continues to collect information about exceptional cases like agency nurses and locums, with the intent of developing an approach for these users that upholds the guiding principles of PRIME while mitigating impacts to business processes.

Other

47. Once granted, is access permanent?

Access to PharmaNet is granted indefinitely, assuming circumstances do not change; however, the Ministry will require each user to renew their PRIME account annually. This will be a simple process using the PRIME web application, and users will receive multiple notices before their renewal date.

If a user fails to renew their enrollment, their access to PharmaNet will be deactivated and then terminated after additional notifications.

Alternately, verifiers can request access at their site for a discrete time period (with a beginning and end date), if that is what the user requires. For example, if a temporary employee were coming to work at the site on a three-month contract, the application for access at that site would specify the end date for access.

48. Can PharmaNet be accessed remotely?

Remote access (access from personal devices or outside of a physical PharmaNet connection site) is not in scope for the PRIME project.

Being able to link a user to the site where they are accessing PharmaNet and the site(s) where they are enrolled to access PharmaNet from is an integral part of the monitoring and security audit aspect of PRIME.

Many practitioners and organizations have identified remote access as a requirement as the workforce becomes more mobile and practice models evolve. The Ministry recognizes that remote access is an increasingly important feature of information access and will consider remote access as part of a longer-term access to health information strategy.

49. Why does a practice need to pay for PharmaNet access?

After the development of PharmaNet in 1995, the Ministry opened the market to software vendors to create a variety of software interfaces for pharmacy, community practice, and hospital access to PharmaNet. The Ministry was not positioned to offer different types of users the kind of specialized software interface required for different kinds of practice. Instead, the Ministry's approach was to create a standard set of basic requirements (the software conformance standards) common to all software vendors. This direction was intended to allow users and their software vendors to develop together the best possible interface for each category of users' needs.

The Ministry does not charge software vendors for accessing the PharmaNet system. The costs paid by practitioners are charged by the vendors, and may vary between different software offerings. Currently, the Ministry does not have plans to compensate PharmaNet users for these fees, nor to create a no-cost software option that is administered by the Ministry.

Ministry staff have noted the concerns expressed by practitioners and will ensure that the issue is considered during strategic discussions regarding the PharmaNet portfolio; however, the issue is not under consideration as part of the PRIME project.

The Ministry is committed to working towards an integrated future solution for information access that supports our health care system. Your participation with projects like PRIME and in discussions with the Ministry will help guide the development of this more integrated future state.

50. NEW! How does PRIME affect current PharmaNet access and permissions?

Being enrolled through PRIME will not change your current permissions in PharmaNet, for the majority of PharmaNet users, but there may be exceptional cases. You will be informed of your PharmaNet access privileges in PRIME.

51. NEW! What happens to PharmaNet access when the PRIME renewal date comes up?

The PharmaNet user will be notified several times to renew in PRIME, which includes reviewing their information and confirming agreement to the terms and conditions for access to PharmaNet. There will be a period of time where the PharmaNet user can renew their PRIME access without any penalty. After this time period ends, if the renewal has not been completed, there will be instructions to the provisioner to remove the PharmaNet user from the local software. They will no longer have access to PharmaNet.

52. NEW! Is the Ministry considering coordinating with colleges to verify the PharmaNet user's information?

The Ministry is considering leveraging other sources to confirm the PharmaNet user's professional information in future releases.

53. NEW! Will students get their own PharmaNet access?

Students who are providing direct patient care are required to enroll in PRIME and will have the same standing as the profession they are students for, based on their professional license. For example, students licensed by a regulatory body listed in the IM Regulation, such as a pharmacy student, are handled like a Regulated User.

54. Who has been consulted about PRIME?

The PRIME team began engaging with representatives from across the health sector in the fall of 2016. Since then, more representatives have been included in consultations, and our stakeholder engagement efforts have become increasingly central to the development of PRIME. Stakeholders have been consulted at every stage of development, and their comments and feedback have informed the next stage, in an iterative development process. The PRIME team gains a stronger understanding of stakeholder needs and system requirements with every engagement.

We have had information and discussion sessions with representatives from:

- British Columbia Pharmacy Association
- Chain Pharmacies
- College of Pharmacists of British Columbia
- College of Physicians and Surgeons of British Columbia
- College of Registered Nurses of British Columbia

- Community Pharmacies
- Doctors of BC
- First Nations Health Authority
- Fraser Health Authority
- Interior Health Authority
- Island Health Authority
- Northern Health Authority
- PHSA (including CareConnect)
- Providence Health Care
- Private practice (both physicians and MOAs)
- Software vendors
- Vancouver Coastal Health Authority (including Clinical and Systems Transformation)

If you would like to be included in upcoming stakeholder engagements, please email PRIME@gov.bc.ca.

55. What about access to PharmaNet for other purposes (e.g. research, evaluation, external monitoring)?

Under the Information Management Regulation, access to PharmaNet is provided for direct patient care only. Other purposes, such as research, evaluation, and monitoring by any parties other than the Ministry are not in scope for PRIME.

Requests for PharmaNet data for these purposes are handled separately from clinical user access for patient care, using established processes such as the Data Stewardship Committee and Information Sharing Agreements.