



## Background

### What is PharmaNet?

- A provincewide network that links health professionals to a central data system
- It records all prescriptions dispensed in B.C. community pharmacies since 1995
- Health professionals use it to access patient dispensing history
- It protects patients from drug interactions and dosage errors
- It helps prevent accidental duplication of prescriptions and prescription fraud

### What is PRIME?

A mainly automated application that health professionals enrol with to request approval to access PharmaNet.

### Why PRIME?

PRIME is being implemented to ensure the Ministry of Health knows with a high degree of confidence who is requesting access to PharmaNet and how PharmaNet is being used. PRIME improves the security of PharmaNet and protects the patient and practitioner information it contains. It facilitates the granting of access to PharmaNet, as required under regulation.

### Frequently Asked Questions:

1. **Do I access PharmaNet through PRIME?**

**No.** PRIME is not the application you use to access PharmaNet. It provides the approval required for you to access PharmaNet. Your site's PharmaNet administrator uses that approval to set you up to access PharmaNet through your site's PharmaNet application.

2. **Does PRIME carry a financial cost?**

**No.** PRIME carries no cost. In private community practice, you will need to choose a software vendor to provide access to PharmaNet. Each vendor has their own cost structure.

3. **Will enrolling in PRIME disrupt my current access?**

**No.** Enrolling in PRIME does not disrupt current access. You will need to enrol in PRIME to maintain access.

### What do I need to enrol in PRIME as a user?

- Physicians must enrol in PRIME to request access to PharmaNet if required to deliver patient care
- Those using PharmaNet on your behalf must also enrol in PRIME (sign OBO ToA)

What you need to enrol in PRIME

- BC Services Card app or BC Token - visit BCSC for instructions
- College information, including CPSID
- Email of the person/area that sets up local PharmaNet access
- Renewal date of your college licence

Once you are approved in PRIME

- Share PRIME approval email with the person/area that sets up local PharmaNet access.
- You are prompted to do this in PRIME



## Private community practice site registration

### Frequently asked questions:

- 1. What is a site?**  
A site is defined as a combination of physical location and the software vendor used. (e.g., if there are two software vendors at one physical location, there would be two sites).
- 2. Why do I have to register my clinic as a PharmaNet site? (We have already done the paperwork.)**  
Site registration is a requirement under the Information Management Regulation that governs access to PharmaNet. Registration in PRIME replaces previous processes and documents—e.g., COMPAP forms—ensuring that information and access granted are up-to-date and the required agreements are completed.
- 3. Do I have to register a site if I only work at a health authority?**  
**No.** If you work for a health authority that provides you with access to PharmaNet, you will not need to register a site; the health authority will do so.
- 4. What do I do if I am located in a health authority but have to provide my own access?**  
You register your site in PRIME as a private community practice care setting.
- 5. Can someone register my site on my behalf?**  
**Yes.** A site can be registered on your behalf by someone you approve to do so (they need not access PharmaNet or be registrant of a college—e.g., your MOA or office manager) **by August 31, 2023.**
- 6. Why do I have to provide a copy of the clinic’s municipal business licence?**  
The municipal business licence confirms that your clinic is located at the address provided in PRIME and that it is a clinic (rather than another type of business).
- 7. What if my municipality doesn’t issue business licences for my type of clinic?**  
Please contact [PRIMESupport@gov.bc.ca](mailto:PRIMESupport@gov.bc.ca) to discuss your circumstances. We know, for example, that some types of ownership structures (e.g., nonprofits) may not require a licence, and that some municipalities don’t issue business licences, and we can provide alternatives.  
**Note** that a facility accredited by CPSBC may provide their accreditation certificate instead of a business licence. However, a professional medical incorporation document or provincial incorporation document is not acceptable, as they do not confirm the site location.

### What do I need to do to register a site?

1. Contract a PharmaNet software vendor

2. Identify who will register the site and ensure they have the BC Services Card app or BC Token

3. The individual who registered the site and the PharmaNet vendor are notified when the site has an active connection to PharmaNet. Users can now enrol for access at your site.

#### PRIME user enrolment resources

- PRIME web page (includes video demos) [www.gov.bc.ca/pharmanet/PRIME](http://www.gov.bc.ca/pharmanet/PRIME)
- [PRIME Enrolment Quick Reference Guide \(PDF, 344KB\)](#)
- [Set up the BC Services Card app](#)

#### PRIME site registration

- [Private community practice site registration page](#)
- [Site registration quick reference guide](#)

#### Support

[PRIMESupport@gov.bc.ca](mailto:PRIMESupport@gov.bc.ca)

#### HIBC phone support

1-844-397-7463