The PharmaNet Access Request: Community Practice Site form can be used to:

- Set up a new PharmaNet access site for a new community practice (physical location)
- Add remote access capability for PharmaNet users at an existing site (including sites previously established under ComPAP or MPAP agreements)
- Update information for an existing PharmaNet access site
- Change or discontinue PharmaNet software vendors
- Discontinue the use of PharmaNet at an existing PharmaNet access site

Definitions

An organization is the legal entity that operates-controls one or more sites where PharmaNet is accessed. The organization may be any kind of business: a sole proprietorship, limited partnership, corporation, etc. Each organization must sign and submit the Organization Agreement for PharmaNet Use. You will be asked to submit a copy of the business licence for the organization with your first site request for that organization, and/or for different sites within the organization (see “PharmaNet site” below).

A PharmaNet site is defined by a combination of physical location and PharmaNet connection software. A single clinic that uses two different PharmaNet connection software packages (e.g., Medinet and CareConnect) would have two sites. You may be required to submit a business licence for each site if an organization operates more than one physical location.

In Section 1, you will need to identify your organization (which may be a numbered corporation), and if different, the name under which the organization does business (“doing business as”). If you enter a numbered corporation as the organization, you must provide a “doing business as” name. One of those names must match the one on the business licence.

The Site name may be the same as either the organization or the “doing business as” name, unless the organization has multiple PharmaNet sites. If the organization has or will have multiple PharmaNet sites, you must provide a site name and/or address (including suite number) that uniquely identifies the site for which this form is being submitted.

The Signing Authority must be a duly authorized representative of the organization with authority to submit the site request on the organization’s behalf (more information below).
All Submissions

Mandatory Fields

The following sections/fields are filled in for all submissions (new site, update site, or discontinuing a software vendor).

**Multiple PharmaNet Sites:** Indicate if your organization has more than one PharmaNet site. If your organization has only one PharmaNet site OR if this is the first site request for your organization, you must also submit:

- The Organization Agreement for PharmaNet Use, signed by the identified Signing Authority
- A copy of the business licence for the site indicated on this request

**Section 1:** All address fields (for organization and site) are mandatory for all form submissions.

**Section 5:** Signing Authority must be identified and must sign all submitted forms.

**New Site Submissions**

Before submitting this form, you must have a contract for PharmaNet access software with one of the approved software vendors listed in Section 1 of the form.

All sections must be completed for new site submissions. You do NOT need to submit Schedule B unless you have users that need to access PharmaNet remotely – outside the physical premises of an approved PharmaNet site (e.g., from their homes).

**PharmaNet Site Roles**

<table>
<thead>
<tr>
<th>Organization</th>
<th>The legal entity that operates/controls the site.</th>
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| Signing Authority | A duly authorized representative of the organization with authority to submit the site request on the organization’s behalf. This individual will be designated as responsible for PharmaNet activities at the location being set up for PharmaNet access (site).
If there are multiple sites, this person may not be the same individual who has signed the Organization Agreement for PharmaNet Use.
If there is only one site for a given organization, the Signing Authority must sign the Organization Agreement.
If the site is owned/leased and operated by a corporation or other legal entity that is not an individual, all Signing Authorities for all sites must be legally able to bind the corporation to the terms of this document and the Organization Agreement for PharmaNet Use.
The Signing Authority does not need to be a PharmaNet user, a member of a regulated health profession, or providing direct patient care at the site.
The Signing Authority must sign Section 5 (Certification) of the PharmaNet Access Community Practice Site Request for new PharmaNet access sites, updates to existing information for PharmaNet access sites, discontinuing current software vendors, or discontinuing PharmaNet access at a site. |
| **Administrator of PharmaNet Onboarding** | This is the individual who either directly sets up individual PharmaNet access accounts at a site, or has the authority to request individual access accounts from the site’s contracted software vendor. This may, for example, be the site’s office administrator, HR lead, or operational manager, medical office assistant (MOA), or practitioner. This individual may also be the same as the Signing Authority. In some cases, this function may be filled by the PharmaNet software vendor. |
| **Privacy Officer** | This individual is responsible for ensuring the site adheres to the requirements of applicable privacy and security legislation, such as the Personal Information Protection Act or the Freedom of Information and Protection of Privacy Act, and for responding to privacy and information management concerns on the site’s behalf. In the event of a security breach, or concerns with how PharmaNet data is accessed or used at the site, the Privacy Officer will be asked to assist with investigations and provide critical information quickly. This individual may be the same as the Signing Authority and/or Administrator of PharmaNet Onboarding. |
| **Technical Support Contact** | This individual may be either a staff person at the site, a corporate IT resource, or an independent IT contractor. They will be contacted in the event of a technology-related issue (e.g. malware, problematic network traffic). The Technical Support Contact should familiar with:
- details of the practice’s network structure;
- internet connections in use at the site;
- the application(s) used to access PharmaNet at the site; and
- security mechanisms such as firewalls and anti-virus measures (both generally and those in use at the site).

This individual should be able to quickly provide a network diagram of the site, including peripherals, wireless access points, connected devices, and all applications using the internet router(s).

This individual may be the same as the Signing Authority, the Administrator of PharmaNet Onboarding, or the Privacy Officer; however, they must also possess the technical skill and understanding to answer complex network- and application-related questions. |

**Updating information for an existing PharmaNet access site**

- On the first page of the form, check “Update site information”.
- Indicate if your organization has more than one PharmaNet site. Only complete mandatory fields, and fields that contain information that you wish to update.
- The Signing Authority’s signature is mandatory for an “Update site” request.
Requesting remote access to existing PharmaNet access site

☐ On the first page of the form, check “Request remote access”.
☐ Indicate if your organization has more than one PharmaNet site.
☐ Complete Section 1.
☐ Complete Schedule B.
☐ Ensure your Signing Authority reads and signs the Organization Agreement.
☐ If your site was previously operating under a ComPAP (Community Practice Access to PharmaNet) or MPAP (Medical Practice Access to PharmaNet) agreement, you must include your PEC (Pharmacy Equivalency Code) on both the form and Schedule B.
☐ If you are requesting remote access for a new site that did not previously have PharmaNet access, simply submit Schedule B with your new site request.
☐ Sections 2-4 are optional but recommended for existing sites that have not previously submitted this form (i.e., sites with previous access under either ComPAP or MPAP).
☐ Signing Authority signature is mandatory for a remote access request – complete Section 5.

Change software vendors

☐ This process requires two separate PharmaNet access request submissions: one for the new site (new vendor) and one to discontinue the previous vendor.
☐ Complete one new PharmaNet site access request to set up access with a new software vendor FIRST.
☐ Wait for the site setup process with your new vendor’s software to be completed and for the new vendor’s software to be fully configured with user access accounts. Confirm all user access accounts are functioning.
☐ Submit a site request with “Discontinue software vendor” for your previous software vendor (Section 1 – contact/address info, identification of vendor; and signature of Signing Authority are mandatory).

Discontinue PharmaNet access

To end PharmaNet access at your site:

☐ Submit the PharmaNet Access Request: Community Practice Site form with “Discontinue PharmaNet access” selected on page 1.
☐ The Signing Authority’s signature is mandatory for a “Discontinue site request.
☐ Terminate your PharmaNet Site Access Agreement as indicated in the Agreement.
Submit the form and your Organization Agreement for PharmaNet Use (if required)

Please scan and upload. If you have trouble, check that your scanner is set to a low resolution. If you can’t scan and upload, use fax.

**Scan and Upload**

**Scan into one PDF:**

- the completed, signed form
- the signed Organization Agreement for PharmaNet Use (if required)
- the signed Schedule B (if required)
- your business licence (if required).
- **Ensure the form, Schedule B, and Organization Agreement are signed**
- **Ensure you have scanned both sides of each page if your original document was printed on two sides**
- **Ensure you have scanned all PDFs into a single document**
- Go to the [Secure Upload Tool](#)
- Attach the PDF
- Click upload

**Fax**

- Fax the required documents to 250-405-3628
- **Ensure the form, Schedule B, and Organization Agreement are signed**
- **Ensure you have faxed both sides of each page in the correct order, if your original document was printed on two sides**

If you submit an incomplete or unsigned form or Organization Agreement, or you do not submit a scan or fax of your business licence when required, it will not be processed. HIBC will contact you if they receive an incomplete submission.

You and your vendor will be notified when your site has been approved and a Pharmacy Equivalency Code (PEC) has been issued. (This code uniquely identifies your site on all PharmaNet transactions submitted from the site.) You and your vendor will be notified when updates or discontinuations have been processed.