

NZ ePrescription Service

February 2019

IN THIS EDITION

The Medicines Management Oversight Group is greatly encouraged by the increased interest and usage of the NZ ePrescription Service (NZePS) by both community pharmacies and general practices.

This newsletter highlights a number of significant benefits for users of the NZePS as well as some significant milestones that have been reached.

In addition, we briefly highlight two aspects of legislation which have the potential to deliver significant efficiencies to both general practices and community pharmacies.

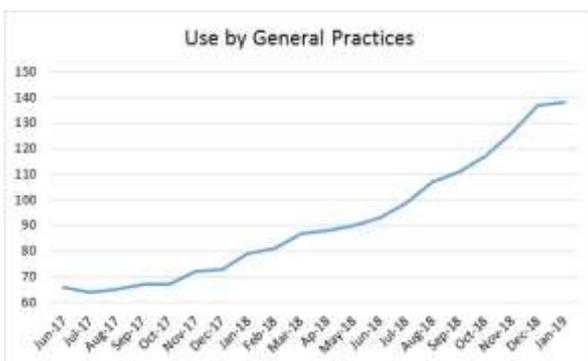
These require changes to existing processes and procedures.

The Ministry is seeking expressions of interest from existing users of the NZePS, who have the capacity to develop pilots, to test the implementation of these changes.

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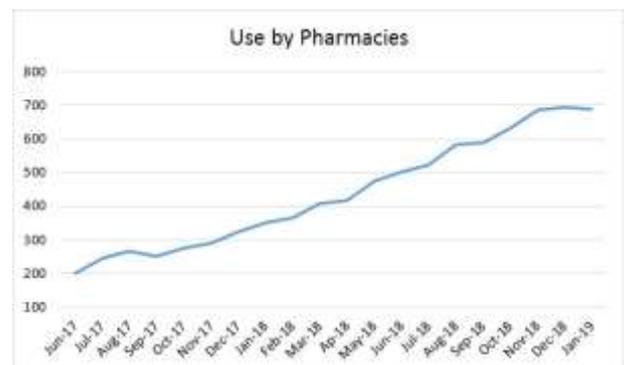
	Jan 2018	Jan 2019	Increase
General practices	8% (79 practices)	14% (137 practices)	73%
Approved for controlled drugs	3% (31 practices)	9% (92 practices)	197%
Pharmacies scanning ePrescriptions	35% (351 pharmacies)	69% (695 pharmacies)	96%

Gaining Momentum



14% (137) of general practices are now using the NZePS.

This has enabled a significant number (9% of general practices) to gain approval from the Ministry to issue barcoded prescriptions for controlled drugs, thus eliminating the need for triplicate forms.



69% (695) of community pharmacies are scanning barcoded prescriptions. Pharmacies are encouraged to scan all barcoded prescriptions to enable the full value of the NZePS to be realised and further improvements to be delivered.

These figures represent a significant increase in the use of the NZePS over the last 12 months, reflecting confidence in the NZePS and the benefits it provides to pharmacists and prescribers.

If you are ready to activate NZePS please contact your patient management system supplier (see below) or the NZePS team for assistance onlinehelpdesk@moh.govt.nz (Reference: Expression of interest to activate NZePS).

Fraudulent Prescriptions

Are your details being used for fraud?

The Pharmaceutical Society has recently highlighted a significant increase in the discovery and reporting of fraudulent prescriptions. These are increasingly sophisticated forgeries and consequently are difficult to detect. The fraudsters are using the details of prescribers without their knowledge.

The prescriptions are for drugs of abuse and include tramadol, oxycodone and benzodiazepines, amongst others.

The NZePS, through the use of a unique barcode, mitigates the risk of dispensing fraudulent prescriptions. When a barcoded prescription is scanned at a pharmacy a flag is set within the NZePS that prevents an item from being dispensed more than once, thus alerting the pharmacist to the possibility of fraud.

Say goodbye to triplicate forms (NZePS only)

Once a practice has been activated for the NZePS and all prescribers are on-board and familiar with using NZePS for non-controlled drugs, the practice can request Ministry of Health approval to issue ePrescriptions for controlled drugs.

This means that there is no longer a need to fill-out a triplicate form. The barcoded ePrescription for controlled drugs must be downloaded from the NZePS at the pharmacy to be a legal prescription.

Information can be found in the NZePS Getting Started Guide.

<http://www.health.govt.nz/our-work/ehealth/other-ehealth-initiatives/emedicines/new-zealand-eprescription-service>

Please contact the NZePS change manager Clare Kirk (Clare_kirk@moh.govt.nz), who will guide you through the process.

Importance of scanning

For patient, pharmacy and practice to realise the benefits of the NZePS it is important that pharmacists scan all barcoded prescriptions they receive.

These benefits are only available if a barcoded prescription is scanned by the pharmacist.

1. An ePrescription for a controlled drug is only legal when scanned and downloaded from the NZePS.
Pharmacists can dispense an ePrescription for a controlled drug, as long as it is signed, has a barcode, is downloaded from NZePS and all current rules and regulations apply.
 2. A faxed barcoded ePrescription for non-controlled drugs can be accepted as an original at the pharmacy when scanned and downloaded from NZePS.
Administration time and costs are saved as the practice does not have to send the originals and the pharmacy does not have to chase them up.
 3. Improves quality of patient medication history information as the patient clinical record can be updated when medicines are dispensed.
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When a pharmacist scans and downloads a barcoded ePrescription from the NZePS, the patient management system is updated with the status of the prescription such as Dispensed, Cancelled, Repeats Remaining or Active (i.e. not yet scanned at a pharmacy).

Prescribers can view this change in prescription status, assisting them with patient care.

4. Alerts. A prescriber can request an alert to be sent to them if a prescription has not been dispensed within a set number of days.

This is only available if the barcode on the prescription is scanned.

5. A prescriber can add a **“Comment for the Pharmacist”** (available in the Medtech and Indici patient management systems) when prescribing a medicine for a patient. This enables the prescriber to add a comment to the prescription which may eliminate the need for the pharmacist to contact the prescriber e.g. unusual dose giving reason why.

6. Reduces the opportunity for fraud.

When a prescription is scanned and download from the NZePS and dispensing has been completed, the prescription is flagged as ‘Dispensed’. If the prescription is scanned again at any pharmacy, the pharmacist is alerted to the fact that the items have previously been dispensed, thus preventing multiple dispensings of the same prescription.

Benefits of NZePS

For Prescriber

- No longer has to handwrite triplicate forms for controlled drugs.
- Don't have to send original prescriptions (non-controlled drugs only) to the pharmacy after the original has been faxed.
- Assists with medicines adherence:
 - The prescriber receives notification in the practice management system when a patient's medicines have been dispensed.
 - Can alert the prescriber if the medicines haven't been dispensed after a set number of days.
- Improves quality of patient medication history information as the patient clinical record can be updated when medicines dispensed.
- A prescriber can include a 'comment for pharmacist' reducing the need for a pharmacist to clarify a prescription with a prescriber.
- Fewer prescriptions will be returned to the prescriber for correction because they do not comply with legal or subsidy requirements.
- Reduced risk of details being used on fraudulent prescriptions.

For Pharmacist

- No longer has to process hand written triplicate forms for controlled drugs.
- No longer has to wait for the originals of faxed prescriptions (non-controlled drugs only) to arrive before claiming (no matching up with faxes required).
- Improves communication with prescriber.
 - Automatically updates the prescriber's patient management system when a patient's medicines have been dispensed.
 - Can automatically alert the prescriber if a medicine hasn't been dispensed.
 - A prescriber can include a 'comment for pharmacist' reducing the need for a pharmacist to phone and clarify a prescription with a prescriber.
- Fewer prescriptions having to be returned to the prescriber for correction because they do not comply with legal or subsidy requirements.
- Reduced risk of fraudulent prescriptions being dispensed.
- Improved quality of prescriptions.

Time to Activate

Medtech 32 & Evolution patient management systems

Activation of NZePS can now be initiated by practices themselves, with the one-off activation fee being waived. Information on the Medtech NZePS service and activation process can be found at <http://www.medtechglobal.com/chis/>

For assistance please contact the Ministry online help desk at onlinehelpdesk@moh.govt.nz

MyPractice patient management system

Most of the users of MyPractice are now using the NZePS. The MyPractice team is proactively working with general practices to activate the remaining practices.

Please contact MyPractice at helpdesk@mypractice.co.nz

Indici patient management system

The Indici patient management system is now certified for integration with the NZePS. The first 4 practices are now live – three in Waikato and one in Wairarapa.

All users of this system are encouraged to contact Valencia, the supplier of Indici, to activate this service.

Please contact Valencia at practicesupport@valentiatech.com

Medi-map – electronic medication charting system

Medi-map has been working with Capital and Coast Mental Health and Addiction Service to provide a prescribing system for methadone and other medicines. This will remove the need for triplicate forms and improve communication between prescriber and community pharmacist.

NZePS certification testing is underway, with the pilot scheduled to start in March 2019.

Access to real-time dispensing data

Prescriber notification

When a prescription is dispensed at a community pharmacy prescribers are immediately notified in their patient management system (PMS) as to the status of the prescription, for example, dispensed, cancelled or repeats remaining.

Prescribers tell us that this is helpful when unsure of a patient's adherence to their medication.

In addition, if a prescriber is concerned about whether a patient is collecting their medication they can request an alert to be sent to them if a medicine has not been dispensed within a certain time period.

Medicines on Admission

Community dispensing data is now available to hospital clinicians. This allows hospital clinicians, at the time of patient admission, to access what medicines a patient has been dispensed (and when) assisting with medicines reconciliation.

Strict rules are in place to ensure that this data is only used in compliance with the legislation. The following use cases have been identified as being compliant:

- Medicines review / reconciliation
- Medicines adherence review
- Clinician look-up before prescribing a controlled drug.

Each healthcare organisation wanting access to the data **must** apply to the Ministry of Health clearly stating the intended usage of the data.

Please contact Charlie Charters (Charlie.Charters@Health.govt.nz) for further information.

The use of the community dispensing data is being piloted in two regions:

Central region

Clinical staff across Capital & Coast, Hutt Valley and Wairarapa DHBs are using the Conporto tool, provided by Patients First. There were 2,343 look-ups of the medicines data within the first 30 days of deployment (mid Dec-mid Jan), which highlights the usefulness of the information provided.

Conporto enables authorised clinicians to access all available primary and secondary care patient information, including the patient's medication dispensed by any community pharmacist, making medicines reconciliation a more accurate and easier process.

This benefits both the patient and clinician.

Conporto can directly access individual community pharmacy data, as well as the NZePS data source, for all medicines dispensed by community pharmacists. Work is also underway with Medi-map to include their medicines data e.g. from aged care facilities.

Please contact Charlie Charters (Charlie.Charters@Health.govt.nz) for further information.

Midland region

An Application Program Interface (API) has been developed to enable access to the community dispensing data held in the NZePS.

The Midland region is using this to populate a read only application within the clinical portal. This enables authorised clinicians access to information about a patient's medication, dispensed by a community pharmacist. Hence medicines reconciliation becomes a more accurate and easier process.

Orion Health and DXC are currently developing interfaces to enable authorised users of their software to interface directly with the NZePS, for accessing the community dispensing data.

Please contact Charlie Charters (Charlie.Charters@Health.govt.nz) for further information.

Opportunities

The following provide significant opportunities for improving the safety, efficacy, efficiency of medicines management, particularly across primary care.

However, they do require changes to existing processes and procedures. The Ministry is seeking expressions of interest from existing users of the NZePS, who have the capacity to develop pilots, to test the implementation of these changes.

Unsigned Prescriptions (NZePS only)

The Director General of Health has approved a waiver under Regulation 43 of the Medicines Regulations 1984 for unsigned prescriptions to be recognised as legal prescriptions. This can only apply when strict criteria are met. The prescription must have a unique barcode and be both:

- (a) electronically generated by a prescriber from an approved electronic system integrated with the NZePS; and
- (b) dispensed via a pharmacy dispensing system that electronically matches the barcode stored in the NZePS broker.

Note: this doesn't apply to controlled drugs which are governed by different legislation.

The use of the waiver requires approval by the Ministry before implementation, to ensure that any processes fully comply with the legislation and maintain patient safety and confidentiality.

Residential Care - Improving workflow for prescribers and pharmacists

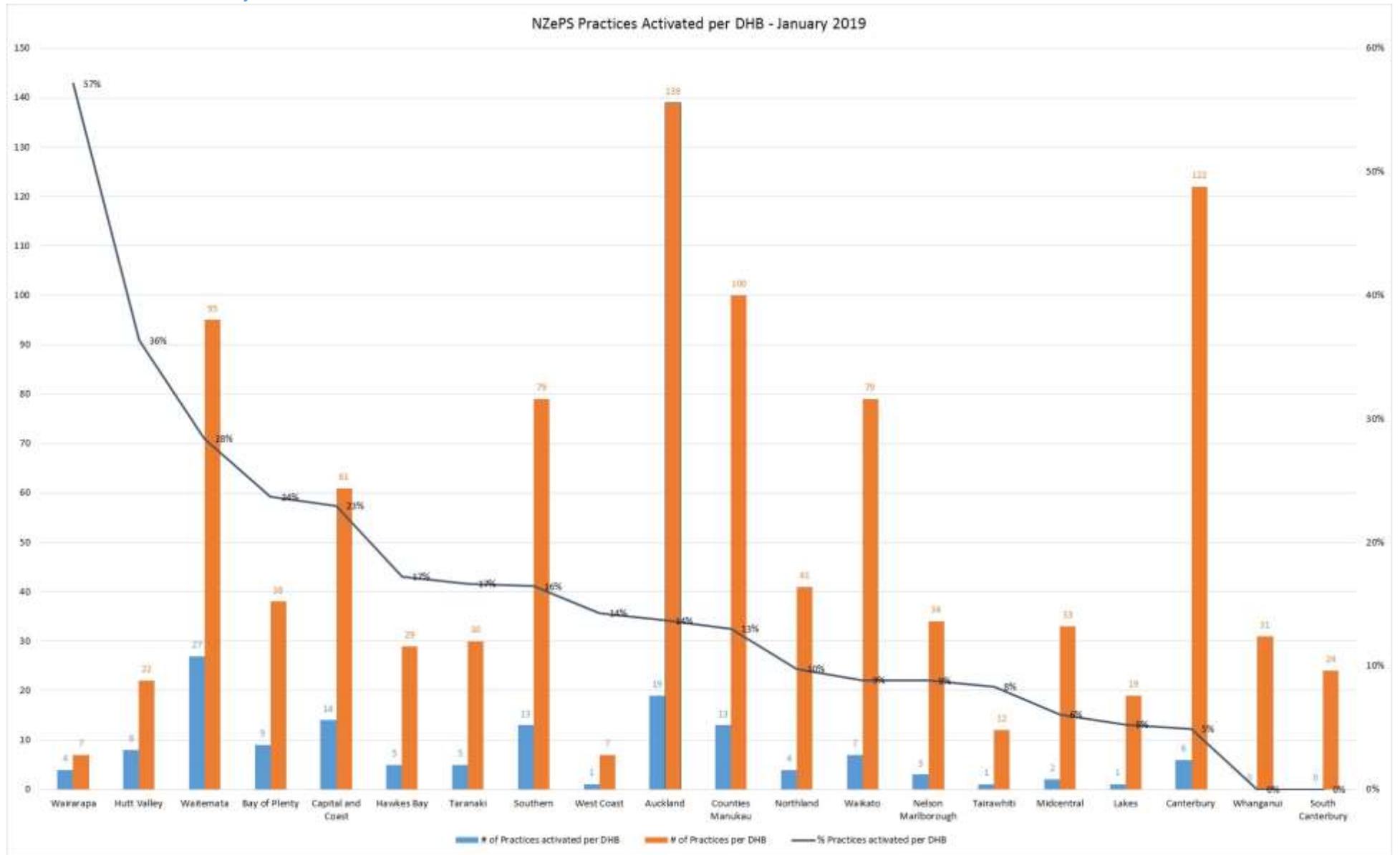
Under existing regulations there is no legal requirement for a prescription where the medicines are charted in an electronic prescribing and administration system, in a residential care facility.

This is a significant change to prescribing, dispensing and claiming processes for general practitioners, pharmacists and staff at residential care facilities. It is important to ensure that any changes enhance the integrity of the prescribing, dispensing and administration processes.

If you are interested in leveraging either of these opportunities, please contact Charlie Charters (Charlie.Charters@Health.govt.nz) for further information.

NZePS usage in your DHB

General Practices by DHB



Community pharmacies by DHB

