

# NOVA SCOTIA DRUG INFORMATION SYSTEM

Private Healthcare Organization Toolkit



Department of  
Health and  
Wellness

Version 3.1 (Mar 15, 2017)

## ***The Nova Scotia Drug Information System***

Thank you for your interest in the Nova Scotia Drug Information System (DIS)

**This toolkit is intended for Private Healthcare Organizations (PHCOs) requesting access to the Drug Information System through the DIS Portal.**

Throughout this Toolkit you will see references to **SHARE** - DIS is a key component of SHARE, Nova Scotia's provincial electronic health record system.

Due to the link between DIS and SHARE, the Department of Health and Wellness has incorporated DIS in its SHARE documentation as appropriate. So, expect to see SHARE documents and forms in this Toolkit.

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## ***Introduction to this Toolkit***

Welcome to the Drug Information System (DIS) Toolkit for Private Healthcare Organizations!

A **Private Healthcare Organization** is a private sector corporation, association, partnership or person that provides health care services in the Province of Nova Scotia. It does not include public sector health care organizations, such as the Department of Health and Wellness (DHW), the Nova Scotia Health Authority or the IWK Health Centre.

This Toolkit is intended for the **Organization/Clinic Sponsor** and is to be used to obtain access to the Drug Information System through the DIS Portal, the SHARE Clinical Portal, or both portals.

The **Organization/Clinic Sponsor** is the person who has the legal authority to hold a healthcare professional/staff person working at the organization/clinic accountable in the event of a privacy breach. The Organization/Clinic Sponsor will be the person who signs the legal agreement with the DHW and the User Access Request forms for all staff requiring access to DIS.

- Note: The Organization/Clinic Sponsor may designate a staff member to complete the activities outlined in this Toolkit, with the exception of the required signatures mentioned above.

The Toolkit is divided into three sections as follow. Each section is described below.

- Forms and Documents You Need
- Information You Need to Know
- Steps You Need to Take

### *Forms and Documents You Need*

This section includes a table of the forms and documents referenced in this Toolkit; some are available online on the DIS public website, some are available online at a location to be provided and some will be sent to you as you require them in the access process.

### *Information You Need to Know*

This section contains information you need to know about DIS and SHARE. It provides an overview of the DIS and SHARE, describes the pre-requisite for accessing DIS through the SHARE Clinical Portal and outlines the training requirements.

### *Steps You Need to Take*

This section describes the four-step process you need to follow to obtain access to the DIS. It provides you with a 'To Do' list for each step, indicates the form(s) you need to complete and provides useful comments as appropriate.

### ***DHW Contact***

If you have questions about this Toolkit, the DIS Access Process or any of the forms, please send an email to the Department of Health and Wellness (DHW) at the following address: [dis@novascotia.ca](mailto:dis@novascotia.ca).

You will receive a response as soon as possible.

## **Forms and Documents You Need**

<b>ID</b>	<b>Form/Document Name</b>
<b>Step 1: Requesting Access</b>	
1.1	Clinic Request Form
1.2	DIS & SHARE Workstation Requirements
1.3	Client Connectivity Requirements (VMware Horizon)

<b>Step 2: Getting Your Technology Ready</b>	
2.1	Site Profile Form

<b>Step 3: Completing the Access Agreement</b>	
3.1	SHARE Access Agreement for Private Healthcare Organizations
3.2	SHARE Privacy and Security Policy
3.3	SHARE Remote Access/Terms of Use Agreement
3.4	SHARE Password Protocol

<b>Step 4: Getting Access for Your Staff</b>	
4.1	DIS Portal Information Sheet for Prescribers
4.4	SHARE User Access Request Form
4.6	Challenge and Response Form
4.10	DIS Portal - Getting Started Guide
4.12	VMware Horizon Login Instructions
4.15	VMware Horizon Download and Installation Instructions

***\*NOTE: We will provide you with completion instructions for each required form to ensure they are completed properly.***

## Information You Need to Know

### DIS / SHARE Overview

The Drug Information System (DIS) is a part of Nova Scotia's electronic health record (EHR) system called SHARE (Secure Health Access Record).

#### What is an Electronic Health Record?

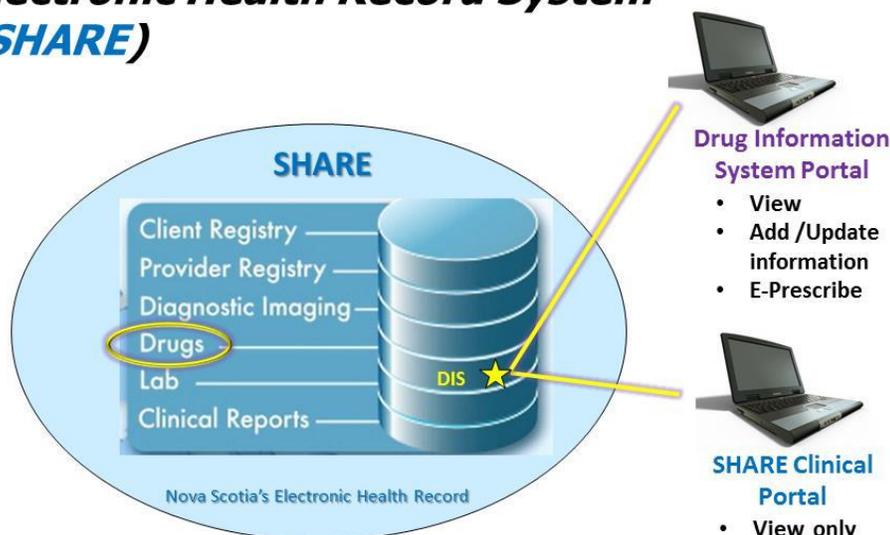
An electronic health record (EHR) is a secure and private lifetime record of an individual's health and care history, available electronically to authorized healthcare providers. It provides an integrated view of a person's medical records from all systems linked to it, creating a more comprehensive view of a patient's medical history.

In Canada provincial EHR systems are funded, in part, by Canada Health Infoway and must include the following clinical information: Lab, Diagnostic Imaging (images and reports), Clinical Reports (e.g., discharge summary), and Drug – DIS fulfills the Drug component of Nova Scotia's EHR.

EHRs must also include a Client Registry (repository of patient demographic information) and a Provider Registry (repository of identifying healthcare provider information such as license number and office address).

The following diagram depicts the structure of Nova Scotia's EHR, SHARE, which includes DIS and the mechanisms available to Private Healthcare Organizations for access to the DIS.

### **DIS...a part of Nova Scotia's Provincial Electronic Health Record System (SHARE)**



SHARE...access to patient health information where and when needed, no matter where care was provided...

**SHARE**

SHARE brings together patient health information from many sources into one electronic health record for every Nova Scotian and others receiving care here, making the information available to authorized healthcare providers in hospital and in the community. Currently, the Hospital Information Systems in the province, the provincial Picture Archiving and Communications System (PACS), and the Drug Information System are the sources of information for SHARE.

With SHARE, authorized health care providers in Nova Scotia can access patient health information where and when they need it, no matter where in the province that care was provided; this results in better care, faster treatment, and improved access to information and services. For more information see the SHARE [website](#).

**DIS**

The DIS is a provincial repository of information that contains a medication profile for everyone who has a prescription filled in a community pharmacy connected to the DIS. The medication profile includes information about prescriptions filled as well as important medication-related information, such as allergies, adverse reactions and medical conditions, added to the DIS by community pharmacies or other authorized healthcare providers in hospital or in the community. For more information see the DIS [website](#).

**Accessing DIS**

As depicted in the diagram on the previous page, there are two ways for Private Healthcare Organizations to access patient medication profiles in the DIS:

1. DIS Portal
2. SHARE Clinical Portal

**1. DIS Portal**

This portal will be used primarily by prescribers – physicians, nurse practitioners, dentists, optometrists, midwives and dental hygienists. It will allow these users to see medication profiles in the system, to add information to or update existing information in patient profiles, to print three pre-defined patient-specific reports, and to create prescriptions electronically, or e-Prescribe.

Select Registered Nurses (RN) may also be granted access to the DIS portal - an organization/clinic would request this access only if an RN is required to add or update information in patient medication profiles. RNs will not have the ability to e-Prescribe through the DIS Portal.

**2. SHARE Clinical Portal\***

This portal is 'view-only' and will be used primarily by other clinical and administrative staff. It will allow these users to see patient medication profiles and to print pre-defined patient-specific reports; they will not be able to add or update information or e-Prescribe. The DIS information is displayed on the 'Community Med Profile' tab in this portal.

***\*If you would like to request access to the SHARE Clinical Portal or would like more information about SHARE, notify the DIS team via email to receive the required forms and access request process.***



## ***Training Requirements***

### **1. Education Modules**

Users must complete the following [Education Modules](#). Each module is approximately 20 minutes in duration and is available to users 24\*7\*365.

- **Introduction to the DIS** – this module provides an overview of key DIS concepts and functions.
- **DIS Functions** – this module describes the three key DIS functions: the Medication Profile, e-Prescribing, and Interaction and Contraindication Checking.
- **Privacy and Access** – this module focuses on the privacy and confidentiality requirements imposed by the provincial *Personal Health Information Act (PHIA)* as they relate to the Drug Information System.

### **2. DIS Portal – Getting Started Guide**

Users must also review the DIS Portal Getting Started [Guide](#) prior to accessing the DIS Portal. The guide provides key information on:

- Getting Help
- Privacy & Consent
- Logging on to the DIS Portal
- Masking
- Navigation and screen functions
- Portal Fundamentals

### **Other Reference Materials:**

#### **DIS Portal ‘Help’**

Once users receive their DIS Portal User ID, they are encouraged to explore the ‘Help’ functionality within the DIS Portal. This feature, accessible through the ‘?’ icon, provides further detail on using a particular screen or function including field descriptions.

## Steps You Need to Take

### DIS Access Process

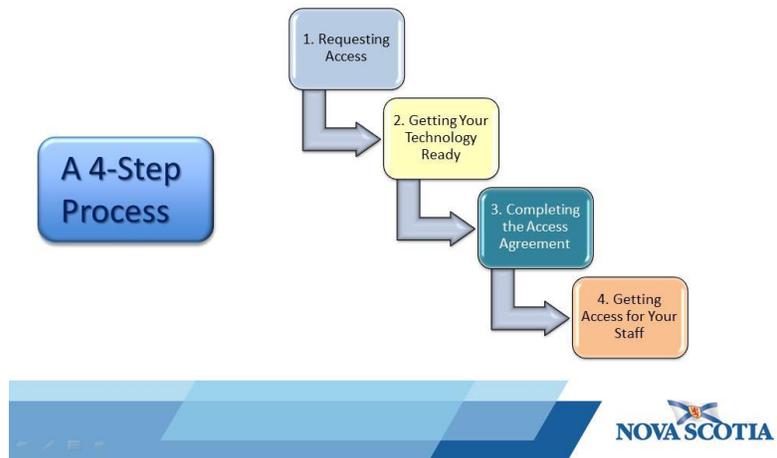
There is a four-step process for getting access to the DIS through the DIS Portal, the SHARE Clinical Portal, or both. Each step is described below; 'To-Do' lists for each step follow.

#### Step 1: Requesting Access

To begin the process you will need to complete a 'Clinic Request Form'. This form contains the information required by the Department of Health and Wellness (DHW) to initiate the access process.

Once the completed form is received by DHW, you will receive an email requesting that you review the recommended technical requirements to access DIS. It is important that your computers and internet connection meets these requirements to maximize the response time and efficiency of your DIS connection.

### Nova Scotia's Drug Information System: Getting Connected



#### Step 2: Getting Your Technology Ready

You will receive a second email requesting that you complete a 'Site Profile Form'. The information included in this form is used by Nova Scotia Health Authority, DHW's technology service provider, to determine the appropriate technical connection for your organization/clinic to DIS. DHW will notify you of the outcome of that determination. The 'Site Profile Form – Completion Instructions' provide additional information regarding the potential technical connection options.

#### Step 3: Completing the Access Agreement

The next step is completion of the SHARE Private Healthcare Organization Access Agreement. This is a legal agreement between your organization/clinic and the DHW. It governs access to personal health information, outlines the services to be provided by DHW, and defines the obligations and responsibilities of the private healthcare organization (i.e., your organization/clinic) in relation to those services.

This agreement must be signed by both parties before access will be granted.

#### Step 4: Getting Access for Your Staff

The final step in the process is the completion of a SHARE User Access Request Form, Challenge and Response Form, and NS Health Network Services User Access Request Form for each prescriber and staff member requesting access to the DIS Portal or the SHARE Clinical Portal. Completion of user training also takes place in this step.

### 'To-Do' List - Step 1: Requesting Access

<b>To Do</b>	
Complete the <a href="#">1.1 Clinic Request Form</a> and fax it to 902-407-3020.	
Review the <a href="#">1.2 DIS &amp; SHARE Workstation Requirements</a> and the <a href="#">1.3 Client Connectivity Requirements (VMware)*</a>	
<p>It is important that your computers and internet connection meets these requirements to maximize the response time and efficiency of your SHARE/DIS connection.</p> <p><b>NOTE: If your organization/clinic does not meet the workstation requirements, any performance issues experienced will be your responsibility.</b></p>	

**Note:** You will be required to download and install a software product call VMware Horizon.

\*There is no cost to you for VMware Horizon.

#### *What will happen next?*

You will receive a 'Next Steps' email from DIS describing your immediate next steps.

### 'To-Do' List - Step 2: Getting Your Technology Ready

<b>To Do</b>	
Review the 'Next Steps' email received from DIS	
Review the <a href="#">2.1 Site Profile Form</a> *	
*You will be contacted by the DIS to complete this form over the phone.	

#### **Note: Out of Clinic Access**

**Prescribers** may request 'out-of-clinic access' which will allow them to access the DIS when they are away from the clinic. For example, this would be appropriate for creating an e-Prescription for a patient after clinic hours.

If 'out-of-clinic access' is required, an additional form will be sent to you for completion by the prescriber(s). The [2.2 Site Profile Form – Completion Instructions](#) provide additional detail regarding requests for this access. (See Futher Questions to Help Determine Agreements and Forms Required section of these instructions, question #8)

Things to know about getting your technology ready:

- After the Site Profile Form is completed over the phone, the DIS team will fax it to NSHA **Health IT** for processing. If the form is incomplete or if there are questions, you will receive an email from DIS requesting completion or additional information.
- The technical connection to DIS for your clinic will be either Static IP or VPN; you will be notified of connection type and will be provided with instructions and additional forms as required.

#### *What will happen next?*

You will complete and return the **3.1 SHARE Access Agreement for Private Healthcare Organizations**.

### 'To-Do' List - Step 3: Completing the Access Agreement

To Do	
Review the <b>3.1 SHARE Access Agreement for Private Healthcare Organizations</b> you received from the Department of Health and Wellness (DHW), including the <a href="#">schedules</a> : <ul style="list-style-type: none"> <li>• 3.2 SHARE Privacy and Security Policy</li> <li>• 3.3 SHARE Remote Access/Terms of Use Agreement</li> <li>• 3.4 SHARE Password Protocol</li> </ul>	
When you are ready to sign the agreement: <ol style="list-style-type: none"> <li>1. <b>Fill in the day, month and year at the top of page 1</b> (This Agreement made...)</li> <li>2. <b>Sign and date the agreement under the name of your organization/clinic</b> (bottom right on page 10) – you will need someone to witness your signature and sign the agreement to the left of your signature</li> </ol> <p><b>Note:</b> If you've opted for mail distribution, you are completing this information in two (2) copies of the agreement.</p>	
Return the <b>3.1 SHARE Access Agreement for Private Healthcare Organizations</b> (2 copies) to the Department of Health and Wellness. The return address has been provided.	
Send an email to <a href="mailto:dis@novascotia.ca">dis@novascotia.ca</a> indicating that you have returned the 2 signed original copies of the <b>3.1 SHARE Private Healthcare Organization Access Agreement</b> The email Subject line should read: <b>Access Agreements Returned</b>	
Receive an email from DIS indicating that your returned original copies have been received by DHW	
Receive an email from DIS indicating that your signed copy of the <b>3.1 SHARE Private Healthcare Organization Access Agreement</b> has been returned to you for your records	
Receive and file the signed copy of the <b>3.1 SHARE Access Agreement for Private Healthcare Organizations</b> from the Department of Health and Wellness	

\*'Remote access' means access to DIS from outside of hospital.

#### Things to know about the **3.1 SHARE Access Agreement for Private Healthcare Organizations**:

- If you've opted to use mail to communicate and distribute your Access Agreement, you must complete and return 2 copies of the agreement; both copies will be signed by DHW – one copy will be returned to you for your records

#### *What will happen next?*

You will receive a 'Next Steps' email from DIS describing your immediate next steps.

### 'To-Do' List - Step 4: Getting Access for Your Staff

To Do	
Review the 'Next Steps' email received from DIS	
Provide the <a href="#">4.1 DIS Portal Information Sheet for Prescribers</a> to the prescriber(s) and RNs requesting access to the DIS Portal <ul style="list-style-type: none"> <li>❖ See <i>Pre-Requisite for Accessing DIS through the SHARE Clinical Portal</i> section of this toolkit for further detail.</li> </ul>	
<p><b>Review, Complete, and Deliver Forms<sup>1</sup>:</b></p> <ol style="list-style-type: none"> <li>Complete a <b>4.4 SHARE User Access Request Form</b> (to be provided by DIS) for each prescriber and staff member requiring access; follow the <a href="#">Completion Instructions</a> provided</li> <li>Have each prescriber and staff member complete a <a href="#">4.6 Challenge and Response Form</a>; have them follow the <a href="#">Completion Instructions</a> provided</li> <li>Have the 'individual with authority to sign on behalf of your organization/clinic' (i.e., the person who has signed the <i>SHARE Access Agreement for Private Healthcare Organizations</i>) sign off on all forms where appropriate (see completion instructions).</li> </ol> <p><b>NOTE: If you want the Store Manager to be able to sign off on User Access Requests you will need to speak to the DIS Program about assigning a User Access Delegate.</b></p> <ol style="list-style-type: none"> <li>Once the <b>4.4 SHARE User Access Request Forms</b> are completed and signed, <b>fax them to 902-470-7458</b>. Please allow at least two business days from receipt of the forms for the accounts to be set up.</li> <li>Keep the completed the and <b>4.4 SHARE User Access Request Forms</b> for your records</li> <li>Have the prescriber/staff member fax the completed and signed <b>4.6 Challenge and Response Form</b> to <b>902-425-7788</b>. (The prescriber/staff member will keep the original for their reference)</li> </ol>	
<p><b>Have Prescribers/Staff complete Education and Training<sup>2</sup>:</b></p> <p>Prescribers and staff must complete the education/training as outlined in the Training Requirements section of this Toolkit.</p>	
<p><b>Download and Install <a href="#">VMware Horizon</a><sup>3</sup></b></p>	
<p><b>PHIA Notice of Purposes<sup>4</sup>:</b></p> <p>Include the following (or similar) statement in your clinic's PHIA Notice of Purposes, as appropriate.</p> <p>We are obligated under the <i>Personal Health Information Act</i> (PHIA) to inform you that we may be:</p> <ul style="list-style-type: none"> <li>accessing your medication profile contained in the provincial Drug Information System; and/or</li> <li>disclosing your medication-related information to the provincial Drug Information System.</li> </ul> <p>For more information about this system, go to the <a href="#">DIS website</a>.</p>	
<p><b>Receive User IDs:</b></p> <p>NSHealth user IDs will be sent to you via a secure government email account; file download instructions will be provided in the email. If a user already had a NS Health user ID (for example,</p>	

<b>To Do</b>	
to access a hospital application), they will use that same ID to log into the DIS Portal.	
<b>Distribute NSHealth User IDs<sup>5</sup></b> DIS Portal users (prescribers/select RNs) are now able to begin accessing DIS.	
<b>Confirm User Access<sup>6</sup>:</b> Send an email to <a href="mailto:dis@novascotia.ca">dis@novascotia.ca</a> , entitled <b>DIS User Access Confirmation</b> , to confirm: <ul style="list-style-type: none"> <li>• The user(s) was able to access the DIS, find a patient (through a patient search), see the patient’s Client Profile (i.e., medication profile))</li> </ul> Please include your clinic name and the name(s) of the user for whom access is being confirmed	

Things to know about getting access for your staff:

- You must request that user accounts be deactivated when users leave your clinic.

*What will happen next?*

**The process for access to the Drug Information System is now complete!**

**For any questions about using the Drug Information System Portal, call the Health IT Service Desk at 1-866-224-2555.**

**Tell them that you are calling about the Drug Information System Portal.**

## **NOTES: Step 4: Getting Access for Your Staff**

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### **1 - 4.4 SHARE User Access Request Form**

The SHARE User Access Request Form contains a 'SHARE Remote Access/Terms of Use Agreement' (page 3) which must be completed and signed.

'Remote Access' for organizations/clinics in the community means access to DIS outside of the NShealth network which supports the hospitals in Nova Scotia.

### **4.6 Challenge and Response Form**

The purpose of the Challenge & Response Form is to help Health IT Service Desk Analysts to confirm a caller's identity when required.

The information in this form must remain confidential to the prescriber or staff member who completes it.

2 - The DIS Education and Training modules (for prescribers and select RNs who will have access to the DIS Portal) are available [online](#).

### **3 - VMware Horizon**

You will be notified that this software will be required for accessing DIS through the DIS Portal.

Follow the **4.15 VMware Horizon Download and Installation Instructions** (these will be provided to you) to complete this task. To do this, follow the **4.15 VMware Horizon Download and Installation Instructions**. There is **no cost** to your clinic for the VMware Horizon software. The computer(s) on which VMware Horizon will be loaded must have internet access. There is no cost to your organization/clinic for VMware Horizon.

### **4 - PHIA – Personal Health Information Act**

For more information about the PHIA Notice Purposes, visit the PHIA [website](#).

5 - When you distribute a NSHealth User ID to prescribers/RNs who will be using the DIS Portal, provide them with a copy of (or link to) the [4.10 DIS Portal – Getting Started Guide](#)

6 - If users are unable to access DIS, call: **1-866-224-2555** - You will be calling the Nova Scotia Health Authority Health Information Technology (Health IT) Service Desk. Health IT provides support for DHW systems such as DIS and SHARE.

When calling the Health IT Service Desk about DIS, users must be specific about which portal they are calling about.

- Have users indicate that they have questions about the DIS Portal

***If you would like to request access to the DIS via the SHARE Clinical Portal or would like more information on SHARE access for you or your staff, notify the DIS team via email to receive the required forms and access request process.***

## Resources

### Important Links:

SHARE website:

- [www.novascotia.ca/dhw/share](http://www.novascotia.ca/dhw/share)

DIS website:

- [www.novascotia.ca/dhw/dis](http://www.novascotia.ca/dhw/dis)

Education Modules DIS:

- <http://novascotia.ca/dhw/ehealth/DIS/education-training-materials-DIS.asp>

DIS Portal – Getting Started Guide:

- <http://novascotia.ca/dhw/ehealth/DIS/education-resources/DIS-Portal-Users-Getting-Started-Guide.pdf>

1.1 Clinic Request Form:

- <http://novascotia.ca/dhw/ehealth/DIS/documents/SHARE/1-1-Clinic-Request-Form.pdf>

1.2 DIS & SHARE Workstation Requirements and the 1.3 Client Connectivity Requirements (VMware):

- [http://www.hits-ns.nshealth.ca/what-we-do/HITS\\_Nova\\_Scotia\\_Drug\\_Information\\_System.htm](http://www.hits-ns.nshealth.ca/what-we-do/HITS_Nova_Scotia_Drug_Information_System.htm)

2.1 Site Profile Form:

- <http://www.hits-ns.nshealth.ca/what-we-do/documents/Siteprofiletemplatev5.pdf>

2.2 Site Profile Form – Completion Instructions:

- <http://novascotia.ca/dhw/ehealth/DIS/documents/SHARE/2-2-Site-Profile-Form-Completion-Instructions.pdf>

Access Agreement Schedules:

- <http://novascotia.ca/dhw/ehealth/share/getting-access.asp>

4.1 DIS Portal Information Sheet for Prescribers:

- <http://novascotia.ca/dhw/ehealth/share/getting-access.asp>

4.6 Challenge and Response Form:

- <http://www.hits-ns.nshealth.ca/what-we-do/documents/ChallengeandResponseForm.pdf>

SHARE User Access Request Form – Completion Instructions:

- <http://novascotia.ca/dhw/ehealth/DIS/documents/SHARE/4-5-SHARE-User-Access-Request-Form-Completion-Instructions.pdf>

4.7 Challenge and Response Form – Completion Instructions:

- <http://novascotia.ca/dhw/ehealth/DIS/documents/SHARE/4-7-Challenge-and-Response-Form-Completion-Instructions.pdf>

4.15 VMware Horizon Download and Installation Instructions:

- <http://novascotia.ca/dhw/ehealth/DIS/documents/SHARE/4-15-VMware-Horizon-Download-and-Installation-Instructions.pdf>

PHIA website:

- <http://novascotia.ca/dhw/phia/custodians.asp>