

SHARE ACCESS FOR LAB VALUES

Community Pharmacy Toolkit



Department of
Health and
Wellness

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Introduction to this Toolkit

Welcome to the SHARE Access for Lab Values Toolkit!

This Toolkit is intended for the **Pharmacy Owner/Manager**, and is to be used to obtain access to the SHARE Clinical Portal for pharmacists in your store requiring access to patient lab values.

- Note: Pharmacist access to SHARE will be provided from within your pharmacy; Pharmacists will not be able to access SHARE outside of the pharmacy.

The Toolkit is divided into three sections as follows. 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, which 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 SHARE. It provides an overview of the SHARE system, outlines the training requirements, and describes the types of patient lab information it contains.

Steps You Need to Take

This section describes the three-step process you need to follow to obtain access to the SHARE Clinical Portal for your pharmacists. 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 SHARE Access Process or forms, please send an email to the Department of Health and Wellness (DHW) at the following address: SHARE@novascotia.ca.

You will receive a response as soon as possible.

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Forms and Documents You Need

<i>ID</i>	<i>Process Step</i>	<i>Form/Document Name</i>
1.1	Step 1: Requesting Access	Pharmacy Request Form
1.2	Step 1: Requesting Access	Client Connectivity Requirements (VMware Horizon)
2.1	Step 2: Completing the Access Agreement	SHARE Access Agreement for Private Healthcare Organizations
2.2	Step 2: Completing the Access Agreement	SHARE Privacy and Security Policy
2.3	Step 2: Completing the Access Agreement	SHARE Remote Access/Terms of Use Agreement
2.4	Step 2: Completing the Access Agreement	SHARE Password Protocol
3.1	Step 3: Getting Access for Your Pharmacists	SHARE Information Sheet for Community Pharmacists
3.2	Step 3: Getting Access for Your Pharmacists	SHARE User Access Request Form
3.3	Step 3: Getting Access for Your Pharmacists	SHARE User Access Request Form – Completion Instructions
3.4	Step 3: Getting Access for Your Pharmacists	Challenge and Response Form
3.5	Step 3: Getting Access for Your Pharmacists	Challenge and Response Form – Completion Instructions
3.6	Step 3: Getting Access for Your Pharmacists	NS Health Network Services User Access Request Form
3.7	Step 3: Getting Access for Your Pharmacists	NS Health Network Services User Access Request – Completion Instructions
3.8	Step 3: Getting Access for Your Pharmacists	SHARE Quick Reference Guide
3.9	Step 3: Getting Access for Your Pharmacists	VMware Horizon Login Instructions (SHARE)
3.10	Step 3: Getting Access for Your Pharmacists	Introduction to the SHARE Clinical Portal
3.11	Step 3: Getting Access for Your Pharmacists	VMware Horizon Download and Installation Instructions

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Information You Need to Know

SHARE Overview

Community pharmacists, in pharmacies connected to the Drug Information System (DIS), are eligible to receive access to patient lab values contained in the provincial Electronic Health Record system, known as SHARE. This access will support the Nova Scotia College of Pharmacists' Standards of Practice: Testing.

SHARE

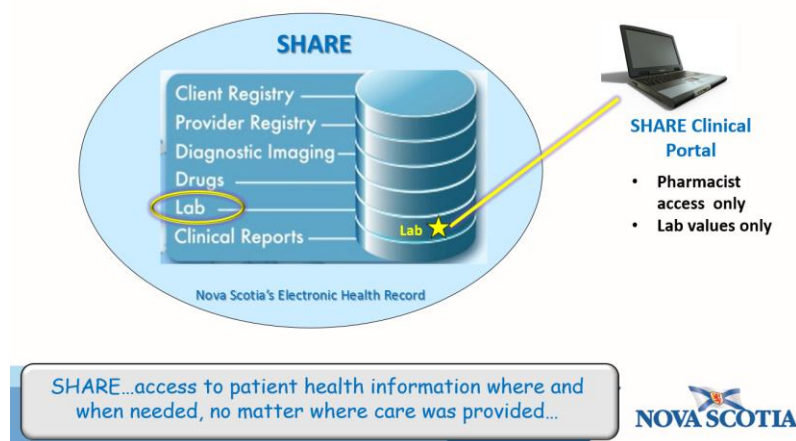
SHARE brings together patient health information from many sources into one electronic health record for every Nova Scotian and others receiving care here, making the information available to authorized healthcare providers in hospital and in the community. With SHARE, authorized health care providers 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.

Currently SHARE includes specific clinical information from the systems supporting the hospitals in the province as well as information from the Drug Information System (DIS). In addition to the information contributed to the DIS by community pharmacies and other authorized healthcare providers, SHARE contains: results for lab tests, diagnostic imaging results (e.g., X-rays, MRIs) including access to the images, and many important clinical reports for patients, such as discharge summaries. Community pharmacists, as required, will be provided access to patient lab values only.

Community pharmacists will access lab values in SHARE via the SHARE Clinical Portal, represented by a new desktop icon on computers in their dispensary. The SHARE Clinical Portal will allow pharmacists to search for their patients and see their lab results; it will not allow information to be added or updated.

The following diagram illustrates community pharmacist access to lab values in SHARE.

Pharmacies connected to DIS...access to Nova Scotia's Provincial Electronic Health Record System (SHARE)



To learn more about SHARE, visit novascotia.ca/dhw/share.

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Training Requirements for Pharmacists

SHARE training for pharmacists is comprised of three elements outlined below.

1. Training Modules

Note: You will be provided with the location of the Training Modules. Pharmacists will be required to submit an electronic form indicating that they have completed the modules (the form will be located with the Training Modules).

Pharmacists must complete the following online training modules prior to receiving their SHARE User ID. It will take approximately 30 minutes to complete both modules.

- Privacy Zone – contains important information regarding the privacy of personal health information
- Fast Track – contains ‘the basics’ for using SHARE, including a functionality overview and basic patient search and system navigation information

Upon completion of the modules, you will be provided with a ‘SHARE User ID’ and temporary password for distribution to the pharmacist(s). This is the ID they will use to access SHARE.

- **Note:** Completion of the training modules is monitored by the Department of Health and Wellness. SHARE User IDs will not be issued if the training modules are not completed.

2. Introduction to the SHARE Clinical Portal

Pharmacists must complete the Introduction to the SHARE Clinical Portal when they receive their SHARE User ID. This step-by-step introduction will walk them through their first logon, first patient search and first viewing of a patient’s lab results. It will also help to ensure their user set up is correct and provide valuable tips for using SHARE.

3. SHARE Quick Reference Guide

Pharmacists are encouraged to read and be familiar with the SHARE Quick Reference Guide which contains the following ‘cheat sheets’. Copies of this guide should be printed and made available in the dispensary.

- Getting Help Guide: This document provides the information required when calling the Support Desk.
- Lab Values Available in SHARE: This document contains important information about the types of lab information contained in SHARE.
- Privacy Fact Sheet: This document highlights important information from the Privacy training.

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Lab Values Available in SHARE (May 2015)

It is important for pharmacists to understand that not all patient lab information is available in SHARE.

SHARE contains lab information sent to it from the three information systems that support the hospitals in the province. Each of these systems is unique which means there is some variation in the lab information sent to SHARE. The information provided below will help pharmacists to understand what they can expect to find in SHARE.

The availability of a lab result in SHARE is dependent on: (see details below)

- Where the lab specimen was collected
- Where the lab specimen was processed
- The type of lab values available to SHARE from the three hospital systems in the province

Specimen Processing:

- In Nova Scotia lab specimens are processed at hospital-based labs, no matter where they are collected.
- Not all hospital labs process all lab tests. Sometimes hospitals are required to send specimens to other hospital labs for processing.

Private Collection Centres:

- Specimens collected at private collection centres (i.e., collection centres in community pharmacies), a family doctor's office or a long term care facility may or may not be available in SHARE depending on where in the province they are *processed*.
- **Lab specimens from private collection centres processed in the former Capital District Health Authority (CDHA) or at the IWK will not be in SHARE** (some exceptions may apply)

Hospital Collection Centres :

- Specimens collected at collection centres in hospital or associated with hospitals (e.g., Bayers Road Collection Centre) may or may not be available in SHARE depending on where in the province they are *processed*. See table below for results available in SHARE.

Collected:	Processed:	Result Available in SHARE:
CDHA hospitals/associated collection centres	CDHA	Yes
CDHA hospitals/associated collection centres	All other hospitals in NS <u>except</u> IWK	Yes
IWK	IWK	Yes
IWK	All other hospitals in NS <u>except</u> hospitals in CDHA	Yes
All hospitals in NS, except CDHA hospitals and the IWK	All hospitals in NS, <u>except</u> CDHA hospitals and the IWK	Yes

Note: Sometimes lab specimens are sent out of province for processing. Only results for specimens

sent out of province by IWK will be available in SHARE, and some exceptions may apply.

Types of Lab Results Available From Hospital Systems:

- The types of lab results available in SHARE depend on what information is sent to SHARE from the three hospital systems. See table below.

<i>Hospital System:</i>	<i>Type of Lab Results:</i>
CDHA	General Lab (Chemistry and Hematology) plus Blood Bank, Pathology, Microbiology
IWK	General Lab (Chemistry and Hematology)
All other hospitals	General Lab (Chemistry and Hematology)

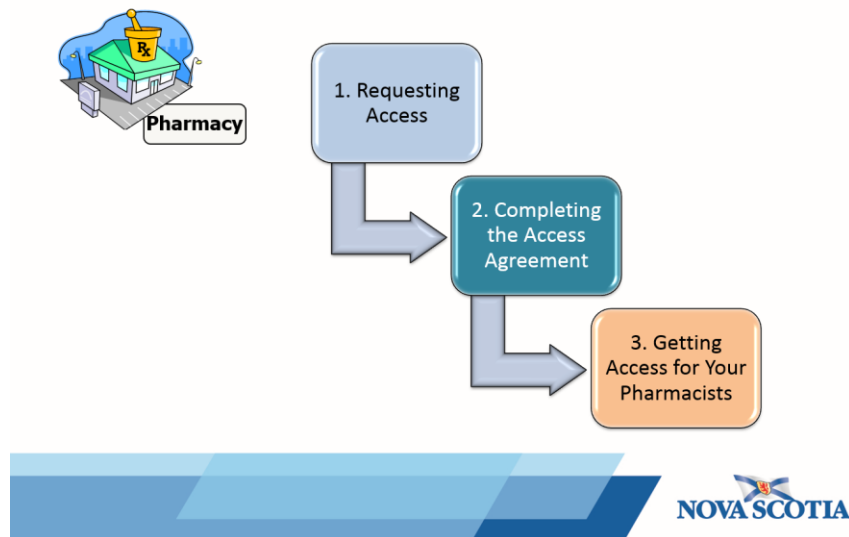
Note: CDHA in this document refers to the former Capital District Health Authority. As of April 1, 2015 CDHA became part of the Nova Scotia Health Authority and is currently referred to as Central Zone.

Steps You Need to Take

SHARE Access Process

There is a three-step process for getting access to patient lab values in SHARE. Each step is described below; 'To-Do' lists for each step follow.

Getting Access to SHARE: A 3-Step Process



Step 1: Requesting Access

To begin the process you will need to complete a 'Pharmacy 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 SHARE. It is important that your computers and internet connection meet these requirements to maximize the response time and efficiency of your SHARE connection.

Step 2: Completing the Access Agreement

The next step is completion of the SHARE Access Agreement for Private Healthcare Organizations. This is a legal agreement between your pharmacy and the Department of Health and Wellness (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 pharmacy) in relation to those services.


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

Step 3: Getting Access for Your Pharmacists

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 pharmacist requesting access to lab values in SHARE. This step also includes pharmacist training.

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

To Do		Comments
Complete the 1.1 Pharmacy Request Form		Note: You will receive an email from SHARE indicating that your form has been received.
Review the 1.2 Client Connectivity Requirements (VMware) It is important that your computers and internet connection meet these requirements to maximize the response time and efficiency of your SHARE connection.		Note: If your pharmacy does not meet the technical requirements, any performance issues experienced will be your responsibility.

Things to know about requesting access:

- Your pharmacy must be connected to the Drug Information System (DIS) to qualify for access to lab values in SHARE
- Only pharmacists will be granted access to lab values


What will happen next?


You will receive a 'Next Steps' email from SHARE describing your immediate next steps; the email will also include, as attachments, the documents you will need for Step 2 in the process.

You will also receive, by mail, two copies of the **2.1 SHARE Access Agreement for Private Healthcare Organizations** which must be signed and returned to the Department of Health and Wellness (DHW); this is a legal agreement between DHW and your pharmacy which outlines the responsibilities of each party.

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'To-Do' List - Step 2: Completing the Access Agreement

To Do		Comments
Review the 'Next Steps' email received from SHARE		
Review the 2.1 SHARE Access Agreement for Private Healthcare Organizations you received by mail from the Department of Health and Wellness (DHW)		Note: Review of the Access Agreement, Privacy and Security Policy, Remote Access/Terms of Use Agreement, and the SHARE Password Protocol is to be completed by the individual with authority to sign on behalf of your organization
Review the 2.2 SHARE Privacy and Security Policy		
Review the 2.3 SHARE Remote Access/Terms of Use Agreement		<p>Note: This document is page 3 of the 3.2 SHARE User Access Request Form that must be completed for each user. It is provided as a schedule to the 2.1 SHARE Access Agreement for Private Healthcare Organizations to ensure you are aware of its contents.</p> <p>Note: Remote access means access to SHARE from outside of hospital.</p>
Review the 2.4 SHARE Password Protocol		
<p>When you are ready to sign the agreement:</p> <ol style="list-style-type: none"> 1. Fill in the day, month and year at the top of page 1 (This Agreement made...) 2. Sign and date the agreement under the name of your pharmacy/pharmacy organization (bottom right on page 10) – you will need someone to witness your signature and sign the agreement to the left of your signature 		Note: You are completing this information in both copies of the agreement you received from DHW.
Return the 2.1 SHARE Access Agreement for Private Healthcare Organizations (2 copies) to the Department of Health and Wellness		The return address has been provided.
Send an email to SHARE@novascotia.ca indicating that you have returned the 2 signed original copies of the 2.1 SHARE Access Agreement for Private Healthcare Organizations .		

To Do		Comments
The email Subject line should read: Access Agreements Returned		
Receive an email from SHARE indicating that your returned original copies have been received by DHW		
Receive an email from SHARE indicating that your signed copy of the 2.1 SHARE Access Agreement for Private Healthcare Organizations has been returned to you for your records		
Receive and file the signed copy of the 2.1 SHARE Access Agreement for Private Healthcare Organizations from the Department of Health and Wellness		

Things to know about the **2.1 SHARE Access Agreement for Private Healthcare Organizations**:

- You must complete, sign and return the 2 original 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?

A **3.2 SHARE User Access Request Form**, a **3.4 Challenge and Response Form**, and a **3.6 NS Health Network Services User Access Request Form** will need to be completed and signed for each pharmacist requiring access, and pharmacists will need to complete the training.

Access to SHARE will be limited to **one** computer in your dispensary; this computer must have access to the internet. A software product called **VMware Horizon** must be downloaded and installed on this computer. Download and installation instructions will be provided. There is no cost to you for this software.


You will receive a 'Next Steps' email from SHARE describing your immediate next steps; the email will also include, as attachments, the documents and forms you will need for Step 3 in the process.

'To-Do' List - Step 3: Getting Access for Your Pharmacists

To Do		Comments
Review the 'Next Steps' email received from SHARE		
Provide the 3.1 SHARE Information Sheet for Community Pharmacists to the pharmacist(s) requesting access to lab values in SHARE		This document describes SHARE and outlines the steps the pharmacist(s) must complete to get access.
Review the following forms and instructions : 1. 3.2 SHARE User Access Request Form 2. 3.4 Challenge and Response Form 3. 3.6 NS Health Network Services User Access Request Form 4. 3.3 SHARE User Access Request Form – Completion Instructions 5. 3.5 Challenge and Response Form – Completion Instructions 6. 3.7 NS Health Network Services User Access Request Form – Completion Instructions 7. 3.11 VMware Horizon Download and Installation Instructions		<p>Note: You will be required to provide the pharmacist(s) with the forms and instructions, numbers 1 – 6, in the column to the left</p> <p>Note: You will be required to download and install VMware Horizon on the one computer in the dispensary that will be used to access SHARE. To do this, follow the 3.11 VMware Horizon Download and Installation Instructions.</p>
Complete and Deliver Forms: 1. Complete a 3.2 SHARE User Access Request Form for each pharmacist requiring access; follow the Completion Instructions provided 2. Complete a 3.6 NS Health Network Services User Access Request Form for each pharmacist requiring access; follow the completion instructions provided 3. Have each pharmacist requiring access complete a 3.4 Challenge and Response Form ; follow the Completion Instructions provided 4. Have the 'individual with authority to sign on behalf of your organization' (i.e., the person who has signed the <i>SHARE Access Agreement for Private Healthcare Organizations</i>): <ul style="list-style-type: none"> Sign the 3.6 NS Health Network Services User Access Request 		<p>3.2 SHARE User Access Request Form</p> <p>Note: The SHARE User Access Request Form contains a 'SHARE Remote Access/Terms of Use Agreement' (page 3)</p> <p>In the context of this form, 'Remote Access' for community pharmacists means access to SHARE outside of the nshealth network which supports the hospitals in Nova Scotia.</p> <p>3.6 NS Health Network Services User Access Request Form</p> <p>Note: The purpose of the NS Health Network Services User Access Request Form is to request access to VMware Horizon; pharmacists will require a User ID and</p>

To Do		Comments
<p>Form</p> <ul style="list-style-type: none"> • Sign the 3.4 Challenge and Response Form • Read and sign the declaration portion of the 3.2 SHARE User Access Request Form (p. 2) <p>5. Complete the top section of the 'SHARE Remote Access/Terms of Use' section of the 3.2 SHARE User Access Request Form (p. 3)</p> <ul style="list-style-type: none"> • User Name – the pharmacist's name • Title – 'Community Pharmacist' • Clinic or Organization – the name of your pharmacy • Telephone Number – of your pharmacy <p>6. Have the pharmacist read the 'SHARE Remote Access/Terms of Use' and sign as the Remote User (p. 4)</p> <p>6.a) Have the 'individual with authority to sign on behalf of your organization' (i.e., the person who has signed the <i>SHARE Access Agreement for Private Healthcare Organizations</i>) sign this portion of the form (p. 4)</p> <p>7. Once the 3.6 NS Health Network Services User Access Request Form the 3.2 SHARE User Access Request Form are completed and signed, fax them to 902-470-7458. Please allow at least two business days from receipt of the forms for the VMware Horizon and the SHARE accounts to be set up.</p> <p>8. Keep the completed the 3.6 NS Health Network Services User Access Request Forms and 3.2 SHARE User Access Request Forms for your records</p> <p>9. Have the pharmacist(s) fax the completed and signed 3.4 Challenge and Response Form to 902-470-7458</p>	✓	<p>password for this software.</p> <p>3.4 Challenge and Response Form</p> <p>Note: The purpose of the Challenge & Response Form is to help HITS-NS Service Desk Analysts to confirm a caller's identity when required.</p> <p>The information in this form <u>must</u> remain confidential to the pharmacist.</p>

To Do		Comments
Have Pharmacist(s) Complete Training: 1. Pharmacists requiring access to SHARE <u>must</u> complete the following online training modules prior to accessing SHARE: <ul style="list-style-type: none"> • Privacy Zone • Fast Track 2. Pharmacists are encouraged to read and be familiar with the 3.8 SHARE Quick Reference Guide		Note: You will be provided with the location of the Training Modules. Pharmacists will be required to complete an electronic form to signify completion of the Training Modules – the form will be found in the same location as the modules. Note: Copies of the 3.8 SHARE Quick Reference Guide should be printed and made available in the dispensary
Receive VMware Horizon and SHARE User ID(s): VMware Horizon and SHARE User IDs will be sent to you via a secure government email account; file download instructions will be provided in the email.		Note: The VMware Horizon User ID is required to allow the pharmacist(s) to log in to VMware Horizon which will take them to the SHARE logon screen. These IDs will not provide access to SHARE. Note: The completion of the training modules is monitored by the Department of Health and Wellness. SHARE User IDs will not be issued if the training modules are not completed.
Download and Install VMware Horizon Once you have received the VMware Horizon and SHARE User ID(s), download and install VMware Horizon on <u>one</u> computer in the dispensary (the computer must have internet access). Follow the 3.11 VMware Horizon Download and Installation Instructions .		
Distribute the VMware Horizon and SHARE User IDs: You will receive these User IDs only when a pharmacist has completed the required online training modules.		Note: When you distribute these User IDs, provide the pharmacist with these 2 documents: <ol style="list-style-type: none"> 1. 3.9 VMware Horizon Login Instructions (SHARE) – these instructions will navigate the pharmacist to SHARE through the VMware software 2. 3.10 Introduction to the SHARE Clinical Portal - the pharmacist must follow these step-by-step

To Do		Comments
		instructions to assist with their first SHARE logon. Also, the pharmacist must use a health card number for a patient(s) who has recently had lab tests in order to complete this Introduction.
Confirm User Access: Send an email to SHARE@novascotia.ca , entitled User Access Confirmation , to confirm: <ol style="list-style-type: none"> 1. The pharmacist(s) was able to log on to SHARE 2. The pharmacist was able to search for and find a patient 3. The pharmacist was able to access the Results tab for the patient Please include your pharmacy name and the name(s) of the pharmacist for whom access is being confirmed		Note: For user support, call: 1-866-224-2555 You will be calling the Nova Scotia Health Authority (NSHA) Service Desk. HITS-NS provides support for DHW systems such as SHARE. When calling the NSHA Service Desk about SHARE, tell them you have questions about the SHARE Clinical Portal .

Things to know about getting access for your pharmacists:

- If you have requested access to SHARE for a pharmacist, you must request that their account be inactivated when they leave your pharmacy.
- You will have to request access for any pharmacist that is new to your pharmacy if they want access from your pharmacy.

What will happen next?

The process for access to SHARE is now complete!

**For any questions about using SHARE, call the NSHA Service Desk at 1-866-224-2555.
Tell them that you are calling about the SHARE Clinical Portal.**