

Troubleshooting Tips

- Throughout the DIS you will see question mark icons (?) on various screens and headings. Clicking on the question mark will bring you to the Help feature for that particular screen.

- Client is found in the Client Registry but does not have a DIS Profile

Support Hours:

The Drug Information System (DIS) is supported by a team of clinical application specialists at the Health IT Service Desk.

- The Health IT Service Desk is open to log calls for the Support Team 24/7/365
- The DIS Support Team's hours of operations are:
 - Monday to Friday, 8:00am – 4:00 pm
- DIS Downtime:**

If the Drug Information System is down unexpectedly, a notice will appear on the DIS Portal Login screen.

The maintenance window for the Drug Information System (DIS) is currently **Wednesday from 12:30 am - 8:00 am**. The DIS may be unavailable during this time.

**NSHA Service Desk - Phone Number:
1-866-224-2555***



Drug Information System (DIS) Clinical Portal

The **Drug Information System** is a province-wide system that contains a comprehensive medication profile for everyone who gets a prescription filled in a community pharmacy in Nova Scotia. The medication profile includes:

- Information about the prescriptions a patient has filled
- Other medication related information – allergies, adverse reactions and medical conditions

The DIS is a part of Nova Scotia's electronic health record (HER) system called *SHARE (Secure Health Access Record)*. It is a secure and private system – only authorized healthcare providers can access a medication profile and their access is subject to the provisions set out in the province's *Personal Health Information Act (PHIA)*.

The DIS increases the quality and safety of patient care for all Nova Scotians and those who receive care in the province.

Quick Guide

1. Login to VMware using network access
2. Click the Internet Explorer icon "DIS Portal" on the desktop
3. Login to the DIS Portal using your active directory username and password
4. Search for your patient on the Client Lookup screen – best practice is to always search by the Health Card Number (HCN)

5. Once logged in, you will be brought to the DIS Portal **Home** screen.
6. Choose **Lookup** under "Client" from the left hand navigation bar.

7. The **Client Lookup** tool allows users to locate a client using various search mechanisms. At least one of the following search items should be used:
 - Identifier type and number – this will return an exact match
 - Client Name – Last name, First name *and*
 - Gender and/or Date of Birth

Identifier #	Name	Gender
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Note: The client search is performed against the Nova Scotia client registry which contains all Nova Scotians. The registry will also contain other individuals that have received a health service in Nova Scotia including out-of-province and out-of-country individuals.

8. Choose the correct patient by clicking on the **Identifier #** or the **Name** from the search results.

Identifier #	Name	Gender	Date of Birth
NS-HCN: 8904898361	NOVEMBER, RAY TIMOTHY	male	1971-02-05

9. The Summary Screen provides an overview of information in the DIS for a patient for a particular category.

Ex ID	Medication	Prescribed Date	Last Pickup Date	Last Quantity Picked	Remaining Quantity	Prescribed By	Issues	Notes
5241	LOPILSOR 30 MG SWALLOW, ORAL Take 1 Tablet(s) once a day.	2010-10-24		100 TABLET	Angela McGee	No	No	
3758	NOVAMOUR 500 MG SWALLOW, ORAL Take 1 Capsule(s) three times a day for 30 day(s).	2010-09-27		30 CAPSULE	Angela McGee	No	No	
2553	PRANOLOL HCL 1% 1% TOPICAL	2010-01-12		90 MOLLERMAN	Angela McGee	No	No	
3552	LOPILSOR 30 MG SWALLOW, ORAL Take 1 Tablet(s) once a day.	2010-01-12	2010-01-12	90 TABLET	Angela McGee	No	No	