



Promoting the appropriate use,
and reducing the abuse and misuse, of monitored drugs in Nova Scotia.

Important Information for Prescribers and Pharmacists

Atlantic Mentorship Network - Pain & Addiction - 2013 Workshop

The Atlantic Mentorship Network – Pain & Addiction (AMN-Pain & Addiction), formerly known as the Nova Scotia Chronic Pain Collaborative Care Network (NSCPCCN), is a network of primary care providers who share a common interest in increasing their capacity to manage patients with chronic pain and/or addictions.

The AMN - Pain & Addiction will be hosting a workshop entitled *Behaviour Change in Pain Management* on Saturday, March 2, 2013 from 8:00am – 3:00pm.

The location of the workshop will be the Weather Watch Cafeteria, 5th Floor Dickson Bldg, Victoria General Hospital Site, Halifax, Nova Scotia.

Registration forms for this workshop can be obtained from Sylvia Redmond, (T) 902-473-7941. Completed forms must be returned by February 15, 2013 and can be faxed to Ms. Redmond's attention at 902-425-0672 or by email at communitypainnetwork@gmail.com.

The schedule of events will include:

- Opening remarks by Jan Wong, Author
- Motivational Interviewing presented by Dr. Zenovia Ursuliak
- Putting Motivational Interviewing into Practice
- Group Facilitation
 - Trouble Shooting, Communication Planning
 - Meeting Planning, Group Target Setting

As well, on March 1, 2013, between 7:00 – 9:00pm, there will be a public reception with Jan Wong, author of the latest bestseller *Out of the Blue – a Memoir of Workplace Depression, Recovery, Redemption and, Yes, Happiness*. The location for this event is the Bethune Building, Ballroom, Main Floor, QEII Health Sciences Centre, 1276 South Park Street, Halifax, NS.

For more information on this event, please contact Sylvia Redmond at (T) 902-473-7941 or by email at communitypainnetwork@gmail.com.

Inside this Issue

eAccess	2
Methadone Maintenance Treatment Monitoring	2-3
Prescription Process Audits	3-4
Important Reminders	4-5

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eAccess

In April 2012, the Nova Scotia Prescription Monitoring Program introduced eAccess. This new service allows prescribers and pharmacists the ability to log into a secure website in order to obtain patient profile information either during or outside of the Program's regular business hours.

The intent of eAccess is to provide prescribers and pharmacists with access to information they need in order to determine the best treatment for their patients while promoting the appropriate use and the reduction of abuse and misuse of monitored drugs. Prescriber and pharmacists are strongly encouraged to utilize eAccess.

In order to access the eAccess web application, prescribers and pharmacists must first register with the NSPMP in order to obtain login credentials. At the time of registration, a secure email address must be provided which is accessible only by the registrant. Login credentials, which consist of a unique username and a temporary password, will be emailed to registrants via two separate emails.

The necessary registration and user agreement forms can be located on the PMP website at <http://www.nspmp.ca/forms.php>. Forms can also be obtained by contacting the Program at 1-877-476-7767 or 902-496-7123 or by email at pmp@medavie.bluecross.ca. The registration process, upon receipt of the completed registration forms, takes approximately 1 business day.

Methadone Maintenance Treatment Monitoring

On June 6, 2012, the College of Physicians and Surgeons of NS released the Methadone Maintenance Treatment Handbook. In accordance with the new guidelines, the Nova Scotia Prescription Monitoring Program will require physicians, who provide methadone maintenance therapy, to enrol their patients in the Methadone Program Monitoring Service.

Once patients are enrolled, methadone program monitoring will be conducted on a weekly basis. The Program will advise physicians if their patient has obtained a monitored drug from other prescribers during the course of their treatment. In cases where a patient is no longer receiving methadone maintenance therapy, the prescriber must provide the NSPMP with a discharge form in a timely manner so that the patient can be removed from the methadone program monitoring.



The required patient profile/enrolment/discharge form is available on the PMP website at <http://www.nspmp.ca/forms.php>. The form can also be obtained by contacting the Program at 1-877-476-7767 or 902-496-7123 or by email at pmp@medavie.bluecross.ca.

As part of the Methadone Program Monitoring Service, PMP will regularly (on a quarterly basis) request methadone prescribers/clinics to provide updated client lists. This information is important as it assists the Program with ensuring that its records remain up-to-date.

Prescription Process Audits

As part of the Nova Scotia Prescription Monitoring Program's Data Integrity Policy & Guidelines, the Program is responsible to conduct periodic Prescription Process Audits of all community pharmacies in the province. The purpose of this audit process is to ensure that the data submitted on-line by pharmacies reflects the information on the original prescription for monitored drugs and adheres to the requirements for submission of claims through the NSPMP on-line system.

Effective December 11, 2012, the NSPMP made changes to the Data Integrity Policy and Guidelines. The changes relate to audit scoring and potential outcomes. The changes are as follows:

- Pharmacies that are required to undergo a secondary audit, based on an unsatisfactory result on the initial audit, will have their overall score calculated on the results of both audits. For example, a pharmacy that has received a score of 75% on the initial audit and a score of 100% on the secondary audit will receive an overall score of 88%.
- If data submission concerns remain after the secondary audit such as an overall score (based on two audits) of less than 90%, failure of the pharmacy to submit a copy of the original duplicate, or an unacceptable percentage of prescriptions which have not been submitted to the NSPMP, then the Program may choose to conduct another review after a 6-month time period or refer the matter to the Nova Scotia College of Pharmacists as a formal complaint.

Please note:

- An audit of the prescription process for each community pharmacy will be performed at a minimum of once every two years by the NSPMP.
- The NSPMP will notify the pharmacy in writing to request a copy of the pharmacy's Narcotic Sales Report (NSR) for a specific period of time. The pharmacy will have 5 business days to submit the NSR to the Program. Please



ensure the Narcotic Sales Report includes all claims for monitored drugs. Monitored drug claims commonly not reported on the NSR are those for Tylenol #3, Ketamine compounds, methadone, etc.

- As part of the audit process, Program staff will perform an audit review on all data entry points of each duplicate prescription to ensure that what was written by the prescriber was correctly reported to the Program when dispensed.
 - non submitted claims will result in a 2 point deduction
 - data entry errors will result in a .5 deduction
 - Please ensure that careful attention is paid to the day supply value entered on claims for monitored drugs. It is important that pharmacy staff enter an accurate day supply as this information is used for internal reporting. Incorrect day supply values may result in unnecessary intervention by the NSPMP.

To review the Prescription Process Audit section of the Data Integrity Policy & Guidelines, please refer to the **About Us – Program Policies** section of the PMP website at <http://www.nspmp.ca/policy.php>.

Important Reminders

Nova Scotia Generic Healthcard

The Nova Scotia Generic Healthcard number is only to be used when processing out of country claims or when no Healthcard information is available to pharmacy staff. In all other circumstances, the cardholder identity and Healthcard number associated to the home province of the patient should be used when submitting claims to the Nova Scotia Prescription Monitoring Program.

Please refer to the NSPMP On-Line Guide for a list of provincial cardholder identities and Healthcard number formats.

Duplicate Prescriptions

All duplicate prescriptions must be completed in full as per section 22 of the Prescription Monitoring Regulations which states the following:

Required information for dispensing or releasing monitored drugs

22 (1) A monitored drug must only be dispensed by a pharmacist if the following information is provided to the pharmacist or if the pharmacist has access to all of the following information:

- (a)** the date the prescription was issued;



- (b)** the resident's health card number or equivalent provincial, federal or out-of-country number;
- (c)** the resident's complete given name and surname;
- (d)** the resident's date of birth;
- (e)** the resident's gender;
- (f)** the resident's current street address or post office box number and their city or town of residence;
- (g)** the store number assigned to the pharmacy by the College of Pharmacists;
- (h)** the Program prescription number;
- (i)** the date the prescription was dispensed;
- (j)** the prescription number assigned by the pharmacy;
- (k)** the drug identification number assigned by the Health Canada Therapeutics Products Directorate;
- (l)** the generic or proprietary name of the monitored drug;
- (m)** the quantity of the monitored drug in arabic numbers and spelled out in English;
- (n)** the number of days the monitored drug is supplied for;
- (o)** the prescriber's signature, or an electronic equivalent;
- (p)** the prescriber's Program identification number;
- (q)** the prescriber's office mailing address;
- (r)** the signature, or an electronic equivalent, of the person who is accepting the dispensed monitored drug.