



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

Important Information for Pharmacists and Prescribers

Reminder: call 1-844-550-1651 for eAccess Password Resets

In April 2015, a dedicated phone line for completion of eAccess password resets was established. Registered eAccess Users can simply call **1-844-550-1651**. Callers will be required to answer security questions for identification and registration validation purposes.

It is important to note that this dedicated phone line is **only** to request eAccess password resets.

All other types of calls (i.e. registrations, trouble shooting, duplicate prescription pad orders, etc.) must still be directed to PMP staff during the Programs regular business hours (Monday to Friday 8 am to 5 pm), by calling (TF) 1-877-476-7767 or (T) 902-496-7123.

If you would like to register, the eAccess Registration and User Agreement forms are available for download on the [NSPMP website](#). The registration process takes approximately one (1) business day to complete. Once registered, users will be emailed, via two separate emails, a unique username and temporary password.

Atlantic Pain Conference

The Atlantic Pain Conference will be held Friday, October 16, 2015 at the World Trade and Convention Centre.

"This program provides an update on pain management for family physicians, medical specialists and other health professionals who have an interest in assisting patients suffering with chronic pain."

Topics will include:

- Chronic Cardiac Pain
- How Can Social and Electronic Media Be Used Towards Better Care for Patients with Pain?
- Update on Management of Neuropathic Pain
- Chronic Visceral Pain Update
- Pain Self Management Stanford Program
- Optimizing Care for People with Chronic Pain: The nurse's role in pain management
- The Evolving Role of Pharmacists in Pain Management
- Navigating the Vocational Jungle in Pain Management
- Cognitive Behavioral Strategies in Pain Management

Further details and registration information is available at <http://nsanesthesia.ca/s/apc>.

Inside this Issue

DIS and NSPMP Monitored Drug Claims	2
Out of Province Prescriptions for Benzodiazepines	2
Important Reminders	3

Register today for
eAccess
www.nspmp.ca

PO Box 2200, Halifax NS B3J 3C6
T: 902.496.7123 or
TF: 1.877.476.7767
F: 902.481.3157
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DIS and NSPMP Monitored Drug Claims

The Nova Scotia Prescription Monitoring Program (NSPMP) has received feedback from prescribers expressing concern that prescriptions for monitored drugs are no longer captured when the drug is dispensed at a pharmacy connected to the Drug Information System (DIS). It is important for pharmacists and prescribers to understand that **all** claims for monitored drugs continue to be captured in the NSPMP database.

With the implementation of the DIS, the NSPMP now receives monitored drug claim information from two sources. For pharmacies not connected to the DIS, monitored drug claim information is transmitted directly to the NSPMP. For pharmacies connected to the DIS, monitored drug claim information is transmitted from the DIS to the NSPMP via multiple daily data extracts. Once the extract is received the monitored drug claim information is uploaded to the NSPMP database.

Should a pharmacist or a prescriber have a concern that a monitored drug prescription may not have been successfully transmitted, please call the NSPMP at (TF) 1-877-476-7767 or 902-496-7123.

Out of Province Prescriptions for Benzodiazepines

In order for the DIS to successfully adjudicate benzodiazepine prescriptions from out of province prescribers the prescriber must be [registered with the NSPMP](#).

The following steps outline the process for handling benzodiazepine prescriptions written by out of province prescribers who are not registered with the NSPMP.

1. For the first fill of a benzodiazepine prescription, queue the claim in the DIS which will enable pharmacy staff to generate a label and continue dispensing the medication. This step can only occur with first fills. It is recommended that the patient be encouraged to obtain a new prescription from a Nova Scotia prescriber registered with the NSPMP.
2. Notify the NSPMP of the situation and either:
 - a. Forward a copy of the prescription to the NSPMP ensuring the prescriber contact information and pharmacy information is provided or;
 - b. Provide the NSPMP representative with the patient name, medication, prescriber name and contact information and pharmacy contact information
3. The NSPMP will attempt to contact the prescriber to request they register with the Program. Registration of an out of province prescriber is voluntary; therefore, in the event they elect not to register with NSPMP, no further fills of the existing benzodiazepine prescription will be authorized.



Important Reminders

Registration Information Update Requirements - In an effort to ensure that provider information is up-to-date and accurate, the Program would like to remind prescribers, pharmacists and pharmacies of the requirement to notify PMP of any changes to registration information. Failure to notify PMP of registration information changes may potentially cause such issues as; delays receiving duplicate prescription pad orders, claim submission errors, etc.

Duplicate Prescriptions

For Prescribers:

- Ensure that all applicable sections of a duplicate prescription are completed in full.
- Ensure instructions regarding the dispensing of a monitored drug are clearly indicated (i.e. dispensing interval, start and end dates, etc.)
- Faxing of duplicate prescriptions is not authorized by the NSPMP; therefore, prescribers are requested not to employ this practice.
- Please ensure that orders for a new supply of duplicate prescription pads are placed in advance of when needed. It takes approximately 2 business days to produce and deliver a pad order.
- Ensure that duplicate prescription pads are kept in a secure location at all times to prevent loss or theft. If a duplicate pad or prescription is lost or stolen please notify PMP immediately so that the identified pad(s) or prescription(s) can be voided to reduce potential diversion of monitored drugs.

For Pharmacists:

- The bottom portion of the duplicate prescription must be completed in full in cases where the NSPMP is requested to manually process the claim or when requested to provide copies of Non Entered prescriptions as part of a Prescription Process Audit.
 - When submitting a duplicate prescription for manual processing, please ensure that the pharmacy contact information is provided in case the Program is required to make a follow up inquiry.
- Faxing of duplicate prescriptions is not authorized by the NSPMP; therefore, pharmacies are cautioned against allowing this practice.
- In April 2015, the NSPMP provided notification that the OPINIONS PINs for Testosterone Powder and Diazepam Powder were incorrect and had been corrected. Please ensure you have the corrections noted in your software system. The correct PINs are:
 - Testosterone Powder – 99099965
 - Diazepam Powder (for DIS use only) – 99099963