

Care Plan Communication for RxA

Recently, a new link appeared in Alberta Netcare Portal (ANP) which allows for online access to a patients' Care Plan. This is the first version of the Pharmacy Care Plan report, which allows for the viewing of a pharmacists' shareable care plan which has been uploaded to ANP by the pharmacy.

Pharmacists have been documenting care plans in a variety of ways, primary among which is on a paper record. In 2012, Alberta Health (AH), along with pharmacy stakeholder representatives developed the Compensation Plan for Pharmacy Services. The Compensation Plan includes requirements to share clinical information produced as a result of these services. These new outputs, specifically the Care Plans (Comprehensive Annual Care Plan (CACP) and the Standard Medication Management Assessment (SMMA)), were required to be shared by Pharmacists providing these services.

Pharmacy Care Plans address many aspects of the patient's health care, such as;

- the patient's current medical conditions
- Best Possible Medication History (BPMH),
- Identified drug related problems and other issues,
- Personal Representative Information,
- Pharmacist and Pharmacy Information,
- dates for CACP and SMMA updates, and
- other Health Care Information.

In order for Care Plans to be shareable and viewable in ANP, Pharmacies have started to implement new versions of their current Pharmacy Software to allow them to be connected in real time to Alberta Netcare PIN. This live or "real time" connection to Netcare PIN is called Real Time Integration (or RTI).

Currently, a pharmacy's communications with Netcare is either by (a) their submission of their dispenses using a nightly batch file submission or (b) logging into Alberta Netcare Portal and viewing a patient's clinical information.

Once a pharmacy upgrades their software to allow for RTI, they will have at their disposal several new features;

- Pharmacies can view, add and update patient medication information in the Electronic Health Record (EHR) automatically as you perform your workflow in your local system.
- Pharmacies won't need to open Alberta Netcare Portal to view dispenses from another pharmacy. You can view your patient's provincial Medication Profile within your pharmacy system.
- You won't need to use Pharmacy Batch or manually manage response files. Integration allows you to send dispense updates to the EHR in real time, while you are with your patient.
- Your medication dispenses are available immediately to other clinicians.
- You can quickly add new patients to your system with information from the provincial client registry. No more manual entry.

- You can get to know your patients better by having access to information about other medications (including schedule 2 drugs) your patients are taking and other pharmacies they may have visited.
- You can submit your patient's pharmacy Care Plan to Netcare. Another pharmacy on RTI can import that same plan if they start to provide Care Plan services for that same patient, and when done, provide this updated care plan back to Netcare for all clinicians to use.

Once a Pharmacy Care Plan has been created by the pharmacist, and submitted to Netcare using RTI, it will then be in Netcare under the profile of the Albertan, available for all clinicians to use in patient care.

Those pharmacies not connected to Netcare using RTI will still utilize their expanded scope of practice to provide Care Plans to their patients. However other clinicians collaborating in the care of that individual will not be able to refer to it as this "paper" care plan as it isn't shareable as those created and saved in Netcare using RTI.

At the time of this publication, just under 2,000 Albertans have had their Pharmacy Care Plan submitted to Netcare using RTI. This number is growing as every month sees more pharmacies converting their software to being RTI enabled. Today there are 121 pharmacies connected via RTI to Netcare, with an additional 110 planned to move forward in the coming months.

If you are interested in learning more about Pharmacy Care Plans, please see Netcare's Pharmacy Care Plan video : <http://www.albertanetcare.ca/learningcentre/PharmacyCarePlan.htm>

For further information about Real Time Integration, please check out the following link:
<http://www.albertanetcare.ca/PharmacyIntegration.htm>

You can also contact your pharmacy software vendor about moving to RTI, or Netcare's eHealth Support Services team. The eHealth Support Services team can be contacted as follows:

Toll Free: 1-855-643-8649

Email: ehealthsupport@cgi.com