



## PATIENT FAQ

### Background

Canada Health Infoway, a government funded, not for profit organization is working with Health Canada, the provinces and territories, industry stakeholders and the selected technical solution provider, TELUS Health, to create, operate and maintain a financially self-sustaining, multi-jurisdiction e-prescribing service, known as PrescribeIT™. This national service is being scaled for use across the country, enabling prescribers to electronically transmit a prescription to a patient's pharmacy of choice.

### What does PrescribeIT™ do?

PrescribeIT™ is a national e-prescribing service that lets physicians send prescriptions electronically from their office computer system to your preferred pharmacy. Initially, PrescribeIT™ will have two functions:

- Electronic Prescriptions - the electronic transmission of a prescription from a physician's computer system to a pharmacy without having to bring a paper prescription
- Electronic Renewals - the electronic transmission of a prescription renewal request from a pharmacy to a physician computer system without having to fax or phone a clinic

Additional functionality will be added to PrescribeIT™ and will be made available to physicians and pharmacies at later dates.

## Frequently Asked Questions

### **Is there a fee for using PrescribelT™?**

There is no additional charge to patients when their prescriptions are sent through PrescribelT™.

### **Will all physicians and pharmacies be using the PrescribelT™?**

PrescribelT™ is a national service that will be made available to all community physicians and pharmacies across the country. The service will initially be available in select communities in Alberta and Ontario and then starting in 2018, will be rolled out across those provinces, and then across the country. If physicians or pharmacies are not connected to PrescribelT™, they will continue to write and send your prescriptions just like they do now.

### **What are the advantages of using PrescribelT™ for prescriptions?**

Research has demonstrated that in countries where e-prescribing is available, patients may experience better health outcomes and enhanced safety. Other benefits include:

- Fewer medication-related errors
- Less risk of losing prescriptions
- Lower risk of privacy breaches due to fax transmissions issues
- Less fraud and abuse of prescriptions
- Patients pharmacy of choice assured

### **With PrescribelT™, does this mean that I will no longer receive paper prescriptions from my physician?**

If your physician and pharmacy are using PrescribelT™, you will no longer receive paper prescriptions. If you would like a paper copy, you could request a copy of your receipt from your physician. In the early stages, not all physicians and pharmacies will be on PrescribelT™, so paper and fax prescriptions will still be used from time to time. Eventually when all physicians and pharmacies are connected to PrescribelT™, there will be no more paper prescriptions.

### **My physician already sends my prescriptions automatically to my pharmacy. How is PrescribelT™ different?**

Your physician might be sending your prescription to your pharmacy by fax. PrescribelT™ is different because it sends prescriptions electronically as data to the pharmacy system, rather than a fax which is essentially a picture of the prescription. This helps avoid transcription errors and ensures privacy.

### **How will I know if my pharmacy is connected to PrescribelT™?**

When you check in for a visit with your physician, the office staff will let you know whether your physician is using PrescribelT™. You can also ask your preferred pharmacy whether they are part of the PrescribelT™ initiative.

### **What if I can't remember the name or location of the pharmacy when my physician's office staff asks me where to send an electronic prescription to?**

You'll have to know either the name or location of the pharmacy in order for your physician's office staff to check if it is connected to PrescribelT™.

### **What if my pharmacy is not connected to PrescribelT™?**

If a Pharmacy is not connected to PrescribelT™, your prescriber will follow the same process that they do today and provide you with a paper prescription.

## Frequently Asked Questions

### **What happens if my electronic prescription is sent to a pharmacy but I want to pick up the prescription at another pharmacy?**

You can still change your mind after the prescription has been sent. If you asked your physician to send a prescription to a pharmacy but then you decide to pick up the prescription somewhere else, you can go to the pharmacy where you want to pick up your prescription and ask them to transfer your prescription. Your preferred pharmacy location will contact the pharmacy that the electronic prescription was originally sent to and take the necessary steps to have your prescription filled (not available for certain medications such as narcotics).

### **Will my prescription be ready for me as soon as I arrive at the pharmacy?**

Your pharmacist's main concern is your health and safety. The pharmacist has a responsibility to ensure that every prescription is right for you before they dispense it. In order to do that, they may need to have a discussion with you before beginning to prepare your prescription.

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## Frequently Asked Questions

### **Can I still receive a paper copy for an electronic prescription that has been sent to the pharmacy?**

Your physician will be able to print a receipt of your prescription, however, you will not receive a paper prescription if your prescription has been sent through PrescribelT™. The receipt will include all the key prescription information such as name of the medication, dose and frequency, however, the receipt printed is not a legal prescription and cannot be filled at the pharmacy. The receipt can be used to remind you which pharmacy the electronic prescription was sent to and when, but is not a valid prescription.

### **Can I have my prescription renewed through PrescribelT™?**

PrescribelT™ enables a pharmacy to send an electronic renewal request to a physician without having to phone or fax the clinic. Electronic renewals simplify the renewal request process by removing much of the back and forth that currently happens between physicians and pharmacies.

### **How secure is PrescribelT™? How will my personal health and prescription information be protected?**

PrescribelT™ has undergone rigorous testing to ensure that all security standards are up to date and compliant with Federal and Provincial privacy requirements. Patient data will be fully protected and will not be released or used for any commercial purposes.

### **I didn't consent to this. I don't want to participate.**

Physicians and pharmacies use PrescribelT™ under the authority of the Health Information Act. They must inform you about why they are collecting your health information and answer your questions about these services, but are not required to obtain your consent to make your health information available to PrescribelT™.

If you are concerned about how much of your health information is being made available to PrescribelT™ please discuss your concerns with your physician or pharmacist. These health services providers have a duty under the Health Information Act to consider your wishes and exercise their professional judgement before deciding how much of your health information to make available to these systems. Depending on your circumstances, they may discuss options with you to use a paper prescription, or to otherwise restrict access to your health information in their systems.

### **I want to get a copy of my information in PrescribelT™**

Most likely, the information you are interested in is stored in your physician's or pharmacy's own systems. Under the *Health Information Act*, you have a right to request access to your health information in the custody or control of your physician or pharmacy. Please make any requests directly to your physician or pharmacy and Infoway will help them respond.

### **I believe there is an error or omission in my information in PrescribelT™. I want to request a correction.**

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## Frequently Asked Questions

### **I want to register a privacy complaint. I'm not satisfied with the response I received to my access or correction request.**

If you believe your health information has been collected, used or disclosed inappropriately by anyone participating in PrescribelT™, you may complain to the Information and Privacy Commissioner. The Commissioner also has a mandate to review responses to access and correction requests made under the Health Information Act.

### **Other than electronic prescriptions and electronic renewals, what other services will be introduced with PrescribelT™?**

We are working closely with patients, physicians and pharmacists to add more functions to PrescribelT™. New PrescribelT™ functions being planned and targeted for release in 2018 include the ability for:

- Physicians and pharmacists to message directly with each other through their computer systems
- Physicians to check and see which medications are covered under the provincial drug plan right at the time of prescribing
- Physicians to cancel electronic prescriptions sent to pharmacies
- Physicians to see whether a medication has been dispensed by the pharmacy

### **If I want my physician and/or pharmacy to participate in PrescribelT™ who should I ask them to contact?**

Please ask the physician or pharmacy to contact us at: [PrescribelT@infoway-inforoute.ca](mailto:PrescribelT@infoway-inforoute.ca). If the physician or pharmacy is interested in registering for the service, they can fill out an application of interest at: [www.PrescribelT.ca/application](http://www.PrescribelT.ca/application).

